



SOUTH COAST PLAZA OFFICE DIVISION

FOUR TOWERS, ONE OPERATING SYSTEM

SCATTERED TOOLS

Jason Wan manages South Coast Plaza Office Division, a four-tower Class A office campus in Orange County. From the curb it ran like any well-kept property. Underneath, his day-to-day was scattered. Tenants had no single place to reach building services.

Work orders went through one platform, access card requests through a separate website, and any other question landed with Jason and his team, who often had to point tenants somewhere else. Fitness center waivers were handled by hand and passed between several people for review, processing, and documentation. Visitor access meant coordinating with security. Tenant communication ran entirely through email.

An aerial photograph of the South Coast Plaza Office Division, showing four distinct towers and surrounding greenery. The image is overlaid with a white, cloud-like shape containing text.

"Our building processes were disjointed and inefficient and we saw a centralized tenant platform app as a way to resolve this."

— Jason Wan, Property Manager, South Coast Plaza Office Division

SOMETHING HAD TO GIVE

Every request lived in a different place, and Jason's team absorbed the gaps in between. To improve the experience for tenant administrators and their staff, he needed a single place to bring it all together.

Two things made Cove Jason's pick: its customizability, and customer success and product teams who worked to solve for the campus's specific needs. With Cove, each building got its own white-labeled app that met their branding guidelines and satisfied the different ownership groups across campus.

WORKING OUT THE KINKS, STACKING UP THE WINS

Cove was onsite for each launch and available virtually for tenant trainings, and the minor issues that surfaced were handled by a responsive team. Then the wins began to stack up. Waiver processing, once a multi-step relay across Jason's staff, turned automatic.

“ *The most we do is direct a tenant to the waiver and Cove handles the rest.* ”

— Jason Wan, Property Manager, South Coast Plaza Office Division

Jason watched work order management improve across the four buildings, with more than 500 a month tracked and escalated without the back-and-forth of the old web-only platform, and tenants took to reaching building services through a mobile app.

When the campus opened a conference center, Cove's amenity reservations feature became essential to running it at volume.

“Our team can go to one spot for multiple functions rather than having to go to various platforms.”

— Jason Wan, Property Manager, South Coast Plaza Office Division



RUNNING AS ONE

Jason now runs the campus from a single platform, and estimates Cove saves his team many hours a week, a number that has grown as the conference center has scaled. The proof that matters most to him shows up in what ownership sees: efficiency across operations, and a tenant experience that has become a channel for showcasing the campus's restaurant, entertainment, and retail neighbors and running promotions across the campus.



This kind of engagement isn't something you can manufacture through email. Ownership recognized it as a reflection of how the building is being managed.

— Jason Wan, Property Manager, South Coast Plaza Office Division



THE VERDICT

For Jason, the relationship has kept going, with customer success and technical support as his daily contacts and the product team folding more of his operation into the platform. If Cove went away tomorrow, much of what he has automated would slide back to manual, starting with conference center reservations. When asked what he would tell a peer running a Class A tower in Orange County, Jason keeps it to a line:

"Cove provides an amazing product that provides value on a variety of functions when operating a building, and has a knowledgeable and helpful team that ensures that product is tailored to suit your building."

— Jason Wan, Property Manager, South Coast Plaza Office Division

For more information, visit cove.is

