



Caretakers of an iconic performing arts center maintain top performance with the help of smart building technology

Four people keep one of the most complex and beautiful buildings ever built running efficiently and effectively with Site 1001's building management technology

Building summary

Opened in 2011, the Kauffman Center for the Performing Arts (KCPA) is an architectural marvel and a focal point of the Kansas City, Missouri skyline. Designed by renowned architect Moshi Safdie, KCPA is widely regarded as one of the most complex structures ever to be designed and built. It contains two state of the art performance halls, the Muriel Kauffman Theatre and Helzberg Hall, joined by the Brandmeyer Great Hall, an 80-foot tall, 40,000 square foot glass-enclosed atrium that provides an inspiring south-facing view of Kansas City's Arts District.

Beyond its unique architecture and complexity, the Kauffman Center is also remarkable in that it is a community asset that receives no public money for its operations; it is entirely funded by patrons and donors. This puts special emphasis on maximizing the value of every dollar received when it comes to keeping the Center in peak operating condition. Where other performing arts Centers might require 10 or more people to keep a far less intricate facility running smoothly, KCPA does it with just four staffers, a handful of outside service providers and a smart building technology platform from software developer Site 1001, Inc.

Smarter, more efficient time management

One of the other advantages Site 1001 offers Kauffman Center's often distributed team is the ability to group maintenance tasks by area or room so a technician heading off to a remote portion of the Center can knock out several issues in a single trip. The software will also alert the technician via the app, email or text if a new issue in his or her vicinity is reported, giving them the ability to quickly investigate and fix problems.

Site 1001 not only allows a smaller team to work more effectively, but also gives them the ability to instantly view in a dashboard how much time is being spent on tasks, which issues are priorities, current parts inventories, and other information that lets the group stay nimble and efficient even with a full slate of performances on the calendar.

"WE BELIEVE PEOPLE WHO CARE ABOUT WHAT THEY ARE DOING ALWAYS WANT TO DO BETTER. SITE 1001'S PEOPLE ARE THOSE KIND OF PEOPLE. THEY NEVER SAY 'GOOD ENOUGH.' THEY'RE ALWAYS IMPROVING AND THAT'S EXCITING."

Aaron Robison, Chief Building Engineer

KAUFFMAN CENTER FOR THE PERFORMING ARTS

Technology improves communications and situational awareness

Kauffman Center's unique shape creates special operational challenges by itself. Heating, cooling and conditioning 350,000 cubic feet of air to within fractions of a degree is difficult on its own. When it's coupled with ensuring that thousands of lights, fixtures and building assets are in perfect condition for every performance, the job can approach impossible even for a team twice KCPA's size.

To stay on top of its demanding schedule, the KCPA team leverages the Site 1001 building operations platform's mobile app and issue alert features. Every Kauffman engineer, as well as the Center's service providers, have access to the Site 1001 app allowing them to report issues from wherever they might be and automatically prioritize and route those issues to the correct person. The recipient, in turn, can dive into the Site 1001 app, bring up the building's floor plan and see where the issue is, drill down into that asset's details, check parts inventory, view manuals, and even close out the issue, all right from their mobile device. For a team who can be distributed anywhere across the 13 acre property, Site 1001 gives everyone the ability to communicate and address issues on the spot rather than spending hours traveling to and from the facilities office every week.



Value beyond dollars and cents

KCPA's building staff aren't just an engineering staff, they're also stewards of one of the greatest gifts given to the people of a community. While many buildings are designed for a 40 - 60 year lifespan, Kauffman was built to be just as breathtaking and inspiring in the year 2100 as it is today, providing a halo effect benefiting nearby Power & Light and Crossroads Art Districts as well as Kansas City at large. As caretakers of a community asset the envy of cities worldwide, the Kauffman team places emphasis on ensuring the Center isn't merely in top condition, but that the patrons' contributions are spent wisely and efficiently.



Kauffman is a gift to the community. Not only because my grandkids enjoy performances here, their children and grandchildren will as well. It's helped our community grow in many ways, and Site 1001 has played a critical role in caring for this gift.

Aaron Robison, Chief Building Engineer

KAUFFMAN CENTER FOR THE PERFORMING ARTS

While the Kauffman Team originally adopted Site 1001 because it offered the ability to see “through the building’s walls” using the 3D drawings from construction, it quickly learned that it could also help them track equipment, monitor asset runtimes, and many other things that helped them focus on enhancing the investment in the city’s iconic structure without breaking the bank. As Kauffman’s use of the Site 1001 platform has grown, so too has the team’s relationship with Site 1001’s, to the point where Site 1001 has added new features, such as mobile asset tracking, and power monitoring to its software based on Kauffman’s request.

Since adopting Site 1001, the Kauffman team has also been able to expand their operational acumen (without expanding their team) to the adjacent city-owned Arts District garage, allowing them to ensure a great patron experience from the moment they leave their vehicles.

The bottom line

When Kansas City became home to one of the grandest buildings worldwide but only had enough funds for an operations team half the size usually employed for such a complex structure, the Kauffman Center knew it needed help. Site 1001 was entrusted to care for not only a prominent building but a very important icon for the city and, by enabling smooth team collaboration and going beyond building operations’ requirements, made it possible for the building to actually run better than expected. Today, KCPA is more efficient and the building’s value has risen. Designed for greatness and operated thoughtfully and thoroughly via Site 1001’s platform, the wondrous Center is a gift of legacy for generations to come.

ABOUT SITE 1001

Site 1001 is a next generation building management platform designed for the smart building revolution. Site 1001 combines a cloud-based, mobile-first facilities management platform with building automation and IoT technologies to provide the first “building intelligence” platform for facilities professionals, building owners, managers and operators. Site 1001 helps make every building, new or old, a smart building.



Your building is talking. Are you listening?

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