

## Engle Martin & Associates Dallas Office Relocation

### Executive Summary – Engle Martin & Associates

#### 17330 Preston Road, Dallas, TX 75252

Engle Martin and Associates is a national insurance claim adjustment business with \$90M in annual sales, 560 team members and over 30 locations. EMA develops customized and result oriented claims solutions including Loss Adjusting and Third-Party Administration.

### Challenge

In May of 2019, BW Property Group began the review process of this location as the lease was expiring. We learned that EMA hiring practices involved onboarding people throughout Dallas to work closer to client sites and as a result, the EMA Dallas office space, over time, became too large as more team members were working remotely. There was a large amount of offices which caused separation and not enough collaboration and a very large training room that was under-utilized. The space configuration did not support good workflow and aesthetically there was a mix of different styles of furniture. The location was near a highway which was convenient to team members and provided easy access, so we needed to find a new location in this same area.

### Solution

We evaluated the current space and utilization, shared our recommendations with the leadership team to solve the existing challenges and worked together to create a new model for the EMA Dallas office. BW Property Group and Colliers International were tasked with finding a location near the current space that would provide an appropriate amount of space, a more efficient layout and terms that would minimize out-of-pocket expenses associated with tenant improvements. We outsourced project management with the goal of keeping a closer watch on construction expenses and to use their expertise to identify cost savings.

### Results

We negotiated a meaningful tenant improvement allowance on a new office space that is located within .2 miles of the original location. The new space reduced the total square footage from 6,265 (330 SF per seat) to 2,503 (227 SF per seat). The new space was designed for better utilization, flow and collaboration along with a more standard EMA office look and feel. This downsizing of the office will result in savings of \$75,000 per year in base rent. The team will also benefit from reduced operating costs based off the reduced footprint. On June 30, 2020, the EMA team moved into a new office.



“Everything went really well! We maximized our space and are saving a lot of money. Everyone likes the new look and functionality of space.”

Chris Van Reese, National General Adjustor