

Modernizing Commercial Property Management

How to manage mixed-use
properties efficiently while
maximizing NOI.

entrata®

The OS for property management



Table of Contents

- 3 Introduction:** Why Mixed-Use Commercial Property Management Needs to Evolve
- 4 Part I:** The Real Problems Facing Today's Mixed-Use Commercial Operators
- 6 Part 2:** The Entrata Commercial Solution
- 8 Conclusion:** Future-Proof Your Commercial Portfolio

Introduction

Why Mixed-Use Commercial Property Management Needs to Evolve

Managing mixed-use commercial properties is no longer business as usual. Operators today face increasing pressure to manage complex lease structures, reconcile operating expenses, deliver modern digital experiences, and maintain consistent performance across diverse portfolios that may include retail, office, industrial, and multifamily assets.

Outdated tools, siloed systems, and manual processes are no longer viable. These inefficiencies do more than slow teams down.

They directly impact net operating income, contribute to tenant churn, and increase operational strain.

To stay competitive, operators need a flexible and scalable platform that streamlines operations, unifies data, and adapts to the unique demands of commercial and mixed-use assets. **Entrata Commercial** is purpose-built to meet this need. In this ebook, we'll explore the challenges it solves and highlight the must-have features that define a modern commercial property management platform.



Part 1

The Real Problems Facing Today's Mixed-Use Commercial Operators

Disjointed Systems Across Mixed Portfolios

Managing residential and commercial assets in separate systems creates unnecessary friction. Teams are forced to duplicate efforts, switch between platforms, and manually combine data. This lack of integration increases overhead, reduces visibility, and wastes time, especially in mixed-use properties where commercial and residential operations overlap.

Inflexible Leasing Tools

Commercial leases are far more complex than residential agreements. They often include custom rent structures, multiple terms, scheduled escalations, and stepped rent. Many platforms are not built to handle these intricacies, leaving leasing and accounting teams to manage them manually. Without flexible lease setup tools, errors increase, efficiency suffers, and key revenue opportunities may be missed.



Disjointed systems don't just slow you down, they create costly blind spots and inefficiencies.



Insufficient Triple-Net Reconciliation

Without strong support for triple-net (NNN) reconciliation, it becomes difficult to accurately recover shared expenses like CAM charges, property taxes, and insurance. This leads to underbilling, inconsistent reconciliation practices, and lost income. In mixed-use properties, where common areas are shared by both residential and commercial tenants, precise allocation is critical to protecting NOI.

Manual, Error-Prone Accounting and Billing

Accounts receivable and payable, reconciliations, and purchase orders quickly become overwhelming without automation. Many systems lack the granularity needed to manage billing schedules, rent steps, or entity-specific charges. This results in inconsistent processes, reduced accuracy, and increased administrative burden on accounting teams.

Inadequate Role-Based Access Controls

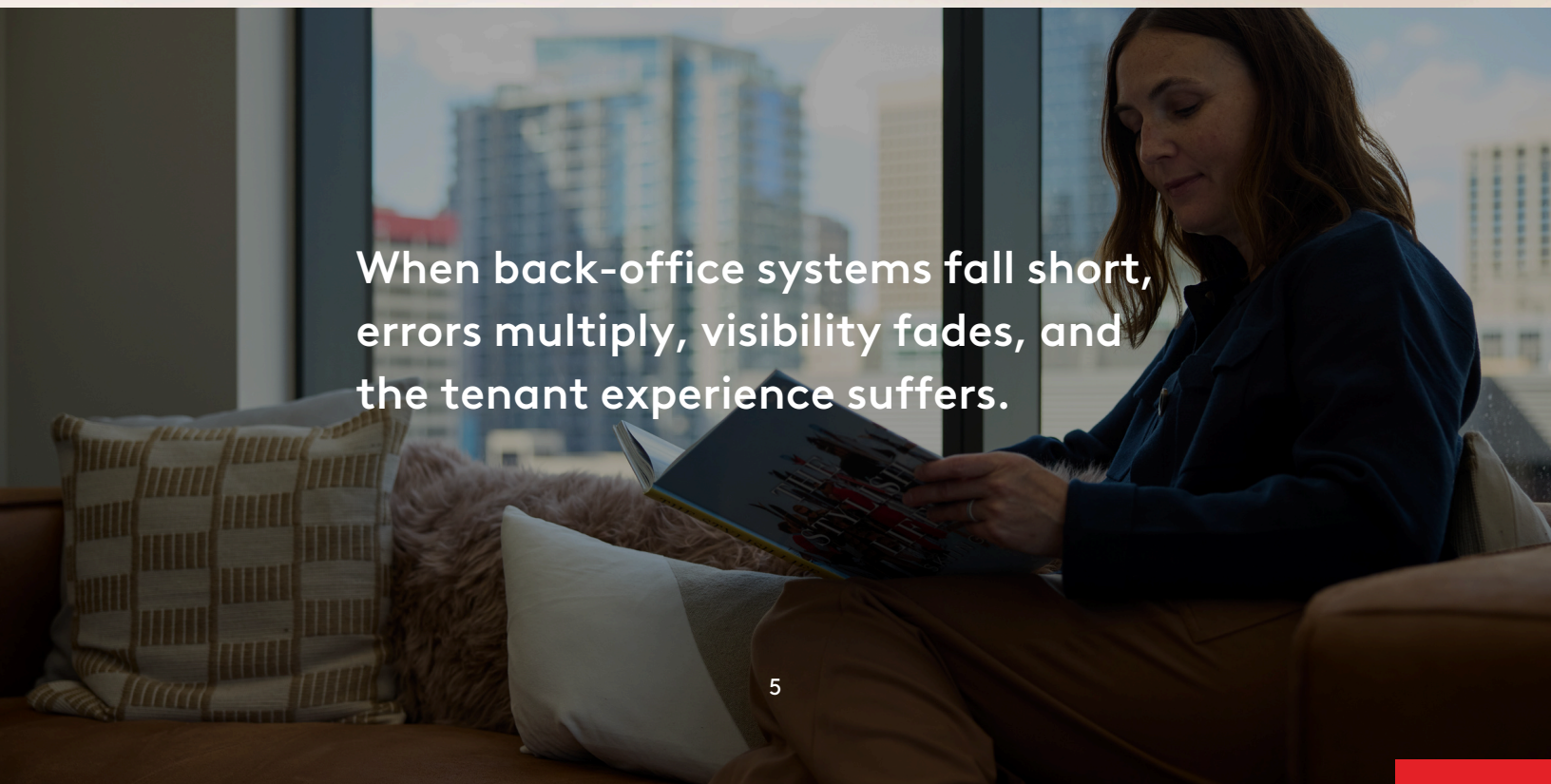
From onsite teams to regional managers, owners, and vendors, everyone needs access to different parts of the system. Most platforms lack the ability to assign role-specific permissions, which slows workflows and increases risk. In larger or more distributed operations, this gap in control creates compliance challenges and security vulnerabilities.

Limited Visibility into Leasing Pipelines

In commercial leasing, where every day of vacancy can mean thousands in lost revenue, visibility into the pipeline is essential. Yet many teams still track leads, guest cards, and prospect communication outside their core platform. This fragmented approach slows down deal cycles and makes it harder to forecast and plan effectively.

Tenant Experience Takes a Back Seat

Modern tenants expect transparency, responsiveness, and seamless digital experiences — both residential and commercial. However, many platforms fail to deliver user-friendly portals or intuitive communication tools. When the tenant experience is lacking, engagement declines, rent collection becomes more difficult, and renewal conversations face added friction.



When back-office systems fall short, errors multiply, visibility fades, and the tenant experience suffers.

Part 2

The Entrata Commercial Solution

A Modern, Unified Platform That Works the Way You Do

Most property management systems struggle to meet the demands of mixed-use commercial real estate. Entrata Commercial was built specifically to handle these challenges with intuitive workflows, flexible tools, and enterprise-grade scalability. By managing operations across all asset types in a single platform, Entrata brings consistency, transparency, and simplicity to even the most complex portfolios.

From advanced lease management and triple-net reconciliation to real-time reporting and modern tenant experiences, Entrata Commercial is more than software. It is the operational backbone that forward-thinking commercial operators need.

Built to Manage Every Property Type in One System

Entrata Commercial's all-in-one platform allows property managers to centralize operations across a range of assets, including commercial, mixed-use, multi-family, student, industrial, and affordable housing. The system keeps residential and commercial records distinct but easily accessible, enabling teams to switch between workflows without jumping between tools.

This centralized approach eliminates duplicate data entry, redundant training, and manual reconciliation between platforms.

Whether managing a single office building or a mixed-use high-rise, Entrata delivers complete operational visibility in one streamlined environment.

Advanced Lease Management for Commercial Properties

Entrata's lease management tools go beyond standard multifamily features to meet the specialized requirements of commercial leasing. The platform supports complex rent structures, including stepped schedules that adjust monthly, quarterly, or annually. Lease escalations can be triggered automatically, and every change is tracked through an audit trail for financial accuracy and compliance.

Customizable, End-to-End Accounting and Billing

Accounting for commercial properties is inherently complex. Entrata Commercial provides finance teams with a robust general ledger, accounts receivable and payable capabilities, and detailed reconciliation tools. Property managers can configure billing schedules, apply rent escalations, and issue invoices that align with each tenant's lease terms and payment preferences.

Triple-net (NNN) reconciliation is simplified with tools that automatically calculate and allocate CAM, tax, and insurance costs based on contract terms. Reconciliations can be generated and delivered through the platform, reducing manual errors and creating a transparent experience for tenants.

Utility submetering allows accurate billing for gas, water, and electricity across both residential and commercial units — a crucial capability for today's cost-conscious and energy-aware tenants. On the payables side, Entrata offers full vendor management, allowing teams to onboard vendors, track invoices, issue payments, and manage purchase orders from the same interface used to oversee leasing and maintenance.

Scalable and Efficient Maintenance Management

Timely maintenance is critical to tenant satisfaction and asset longevity, particularly in commercial spaces where service delays can disrupt business operations. Entrata Commercial streamlines the full maintenance lifecycle, from initial request to resolution.

Managers can assign work orders, track inspections across multiple sites, and keep tenants informed in real time. Faster response times and fewer communication gaps lead to better outcomes for both commercial tenants and multifamily residents.

Role-Based Permissions for Smarter Access Control

In commercial property management, access needs vary widely. Entrata's role-based permissions allow administrators to grant the right level of access to each team member or stakeholder.

For example, third-party brokers can access leasing tools and prospect data, while regional managers and owners can view high-level performance dashboards without altering operational settings.

Maintenance staff and vendors can be restricted to service requests and payments. This level of control supports operational efficiency, data security, and compliance across the organization.

A Tenant Portal Built for Commercial Expectations

Entrata's Tenant Portal is designed with the needs of commercial tenants in mind. Users can view invoices, pay rent, review lease terms, submit maintenance requests, and communicate with staff — all in one place.

Insurance compliance workflows are also built into the system. Property teams can define coverage minimums by lease, track submitted policies, and automatically flag any gaps in compliance, helping reduce legal risk.

Automated communications such as rent reminders, policy updates, and renewal notices can be scheduled and delivered without additional administrative work, helping teams stay connected with tenants while minimizing manual tasks.

Scalable for Growth, Supported for Success

Entrata Commercial is built to support growth. Whether you're adding five properties or fifty, the platform is designed to scale without the need for bolt-ons or third-party plugins.

Paired with Entrata's hands-on onboarding and responsive support teams, operators can expect a smooth implementation and long-term platform success.

Conclusion

Future-Proof Your Commercial Portfolio

Entrata Commercial addresses the real-world challenges that mixed-use commercial property managers face every day. By centralizing operations, simplifying complex lease structures, streamlining accounting, and enhancing tenant experiences, Entrata empowers your teams to operate more efficiently and protect long-term profitability.

If you're ready to eliminate disconnected systems, reduce costly errors, and deliver a seamless experience for both your teams and tenants, [Entrata Commercial](#) provides the platform to make it happen.

