

## **THE BRAINS BEHIND THE BUILDING – WISAG-TEAM AT SKYPER**

Behind the smooth operation of the SKYPER ensemble is a well-coordinated WISAG team that manages a wide range of technical, infrastructural, and service-oriented tasks every day. Whether building technology, security, cleaning, reception, or outdoor facilities — it is only the precise interaction of these disciplines that turns a high-rise into a fully functioning whole. As property managers, Sascha Christen and Cäsar Feldmann are responsible for operational management and speak on behalf of this team. Together with their colleagues, they ensure that all processes work together reliably and that SKYPER functions at a consistently high level in everyday operations. In this interview, they offer insights into the organisation behind the scenes — and into the mindset that drives the team.

### **When you walk through SKYPER at 7 a.m., who is already on duty?**

#### **S. Christen:**

By that time, the building is already fully operational. Our cleaning team is particularly present then, ensuring that all areas start the day in immaculate condition.

#### **C. Feldmann:**

At the same time, colleagues from the technical team are already at work, checking the systems and preparing ongoing operations. Our reception desk is also staffed around the clock and therefore serves as the first point of contact in the building at all times.

### **How is the WISAG team at SKYPER structured, which disciplines work together — and how many employees are needed each day to ensure that a building of this scale operates reliably?**

#### **S. Christen:**

Our team comprises more than 20 employees and brings together all relevant disciplines — from technology, cleaning, and security to gardening and landscaping, reception, and on-call services.

#### **C. Feldmann:**

What matters most is the coordinated interaction between these areas. Reception and on-call services are available at all times, while the security service ensures continuous presence through a three-shift system. Cleaning and outdoor maintenance follow clearly structured processes. This organisation ensures that operations remain stable and reliable at all times.

### **Every strong organisation has a role that is rarely visible — but indispensable. Which function at WISAG holds processes, communication, and daily operations together without being in the spotlight?**

#### **S. Christen:**

This role lies in the clarity of our processes and the reliability of our points of contact. We make sure that issues are recorded, prioritised, and consistently implemented.

#### **C. Feldmann:**

A central tool in this context is our ticketing system. It enables the structured processing of all requests within defined timeframes. With around 2,000 cases per year, it creates transparency and accountability in day-to-day operations.

**A building like SKYPER does not function in isolation. How does the collaboration with property and asset management work, and what is needed for this partnership to succeed?**

**S. Christen:**

For us, the tenant is always at the centre. This naturally leads to close coordination with everyone involved. We work in a very well-established and trusting relationship with Property Management, especially the team at Tectareal, as well as with the owner, Ampega. Our operational experience is actively incorporated and forms the basis for sound decisions.

**What is the WISAG team at SKYPER particularly proud of? Was there a situation that exemplifies what makes the team stand out?**

**S. Christen:**

Our aim is to continuously develop SKYPER as an overall project. The transformation into a smart building, including the comprehensive modernisation of the building management system, is a strong example of this ambition and was largely implemented by our on-site team.

**C. Feldmann:**

The modernisation of the lift systems and the refurbishment of the lobby also show how we realise complex measures in a structured and precise way. The close cooperation between tenants, owner, and our team creates the foundation for solutions that have a lasting impact in everyday operations and strengthen SKYPER as a whole.