



Vienna AirportCity is one of Austria's most attractive and well-known business locations. It comprises a diverse set of commercial tenants and amenities, from offices spaces and multi-story car parks, to kindergartens and fitness studios.

Diverse properties, diverse challenges

Vienna Airport City faced an array of challenges that led them to seek out a tenant experience app.



Maintaining a direct line of communication with tenants and their employees



Facilitating collaboration and building a community of tenants



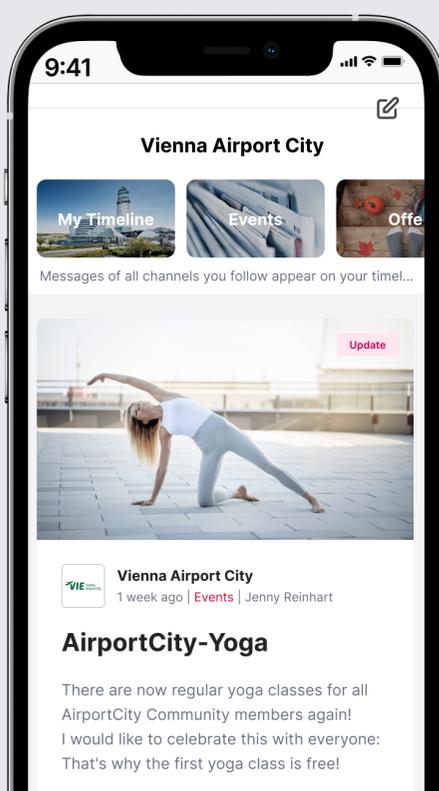
Providing extra value to tenants through special offers and discounts

Read on to discover how Chainels helps Vienna Airport City overcome these challenges.

Hosting events that strengthen tenant communities

The Chainels Timeline allows Vienna Airport City to **organise and promote events** in a straightforward manner. Instead of communicating with tenants across multiple different platforms like Whatsapp, email or social media, they can **inform and engage tenants** from a single source of truth.

“We organise community events to promote interactions on a more casual level. These events provide an opportunity for people to connect, **fostering relationships and creating a more tightly-knit community.**”



“We recognised Chainels's potential for facilitating collaboration among the diverse set of companies we manage. The app served as a pivotal tool in fostering cooperation, enabling tenants to engage in joint projects and reap mutual benefits.”



Stefan Kreuzhuber
Digitisation & Marketing Lead
Vienna Airport

2301

Active users

105

Active companies

98%

User activation rate

Enhancing communication through an engaged business community

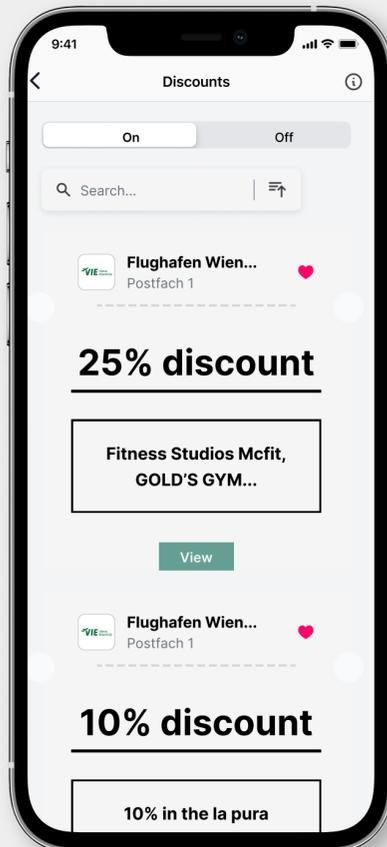
“Our primary focus has always been to **facilitate communication** with and between our tenant companies. Historically, we lacked a direct communication channel with the employees of our tenants.”

Since adopting Chainels, they've greatly **simplified communication** through targeted channels on the **Chainels Timeline**, building a **strong community** in the process.

Discounts and promotions that stimulate the local economy.

Vienna Airport City understands the impact local spending can have on community. They use the Chainels **discounts module** to offer discounts and promotions that **incentivise local patronage**. This not only stimulates the local economy, but leads to a **greater tenant satisfaction**.

“The ability to promote special offers and services on-site helps provide an extra layer of value. It also **fosters a sense of community** that strengthens the relationship between the airport and its tenants.”



Looking to elevate your own business community?

Talk to an expert