The true value of an integrated workplace management system

Drive operational efficiency and the right workplace experience across all aspects of your connected facilities with data, IoT and AI

Whitepaper
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Insightful solutions for intelligent real estate and facilities management from IBM
Introduction

In today’s connected world, the lines are blurred between physical and digital infrastructures. Especially in real estate and facilities management, buildings and workplaces are major generators—and consumers—of data, coming from numerous, different sources.

To realize the full advantages of all of this data, an organization needs a technology solution to address and augment all aspects of real estate performance. This includes real estate and lease management, capital project management, space utilization, operations and maintenance, and the occupant experience. An integrated workplace management system (IWMS) provides an end-to-end solution that is ideally suited to add value in each of these areas. It acts as a vital single source of truth across the real estate portfolio.

With an IWMS, organizations have an unprecedented opportunity to capture and analyze their data, and develop greater operational resiliency and effectiveness. These data insights also give companies the tools needed to react quickly to change, care for its employees and occupants, and make strategic space and occupancy decisions.

Real estate management

Real estate is typically one of the largest expenses for an organization. That’s why it’s imperative that organizations continually evaluate the best way to optimize their real estate portfolios. From acquisition through disposal, including a smooth transition to any new lease accounting rules, the goal should be to make the most out of every square inch and meter of space.

An IWMS offers new opportunities for improved real estate lifecycle management in three key areas:

1. **Transaction management** provides the decision support for organizations to manage building acquisition and disposal. Real-time visibility of current performance and scenario modeling helps executives make data-driven decisions with confidence, and make correct postings.

2. **Lease administration** streamlines lease renewals and avoids overpayments. This reduces costs and increases effectiveness through automated tracking, dates notification, and invoices validation, against contract terms.

Benefits of IWMS

An integrated workplace management system can drive greater operational efficiency and create more engaging workplace experiences for an organization.

**Manage real estate portfolio**
- Transaction management
- Lease administration
- Lease accounting

**Maximize capital projects**
- Project portfolio management
- Project planning
- Project schedule management

**Improve space utilization**
- Strategic space planning
- Move management
- Reservation and hoteling management

**Reduce operational costs**
- Service life-cycle management
- Preventive maintenance
- Condition-based maintenance

**Deliver the right workplace experience**
- Space management
- Workplace services
- User experience
3. **Lease accounting** helps executives audit numerous financial assumptions, approvals and data changes. It ensures that balance sheets reflect both assets and liabilities, and it supports compliance efforts with new financial reporting requirements.

## Capital project management

Organizations need to prioritize and manage competing needs. If resources are constrained, it is imperative to predict when important assets and building system will require maintenance, refurbishment or replacement. There is also a need to document the impact on productivity and building value when systems fail. An IWMS can advance the quality of capital, facility and environmental projects. It can also accelerate project schedules through integrated analytics and automated processes. Overall, an IWMS improves an organization’s capital project management capabilities in three important areas:

1. **Project portfolio management**: An IWMS helps organizations analyze the outcomes from every project and prioritize funding requests in alignment with business requirements.

2. **Project planning**: An IWMS supports project planning through investment scenario analysis and helps manage execution. It delivers project analysis to help managers compare project plans and progress, leading to more informed decisions.

3. **Project schedule management**: An IWMS delivers advanced project execution and control capabilities required to continually balance time, cost and scope.

## Space utilization

In today’s dynamic environment, organizations need real-time occupancy information to know how and when space is being used, and by whom. An IWMS centralizes and integrates that critical information at an enterprise level, giving organization’s the ability to make the most cost-effective decisions.

It also accelerates the configuration of an organization’s workplace in vital areas, including:

1. **Strategic space planning**: An IWMS helps organizations capture and evaluate occupancy to align usage with business requirements and objectives.

2. **Move management**: Using self-service, automated and mobile processes, an IWMS dynamically routes work and tracks locations of people, resources and assets. After the move, it also automates the capture and allocation of space usage charge-backs to internal departments and third parties.

3. **Reservation and hoteling management**: Managing limited resources, such as shared workspaces and assets, requires a system to make the most of those resources. An IWMS provides a reservation system that supports this dynamic process, optimizes availability, guides selection and eliminates conflicts.

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**Take your IWMS to the next level with IoT**

Use sensors, data and insights for even better facilities management

**Sense:**
Capture data throughout your facilities, including occupancy, activity, traffic and sentiment.

**Analyze:**
Better understand space usage, and pinpoint consolidation and expansion opportunities

**Act:**
Redesign the floor to match the organization's needs, update room usage in real time and promptly drive responses to service requests.
Facility maintenance and operations

Maintenance and operations are often at the forefront of business continuity. And while they consume up to 70 percent of the total cost of ownership for a facility, proper management is also critical to quickly address unexpected events and changing protocols. They also enable an organization to improve efficiencies while delivering the highest quality of occupant wellbeing. Areas critical to success in maintenance and operations include:

1. **Service life-cycle management**: Accurate capture of issues and alignment with warranties and service level agreements (SLAs) can reduce delays and generate significant savings by avoiding redundant work. An IWMS improves the performance of service providers by automating service management processes, from the capture of service requests to the routing of service calls.

2. **Preventive maintenance**: A key weapon in the fight against inefficiency is preventive maintenance. Regular maintenance schedules are maintained and work orders automatically issued in accordance with SLAs and warranties. This minimizes costs associated with faults and unplanned downtime.

3. **Condition-based maintenance**: Further value can be delivered through a proactive approach to identify possible issues before they occur and plan maintenance accordingly. Facility assessment features in an IWMS can track and evaluate building and asset deficiencies. They then help to identify opportunities to extend the life cycle of assets.
Data, IoT and AI help you drive operational efficiency and the right workplace experience

**Workplace experience and occupant wellbeing**

Companies that rank high in employee engagement are 21 percent more productive. Equally important is an organization’s ability to deliver a safe and secure workplace experience. An IWMS provides the tools and insights needed to address three key aspects of the workplace experience.

1. **Space management:** An enterprise-wide view of all facilities—from data centers to cafeterias and everything in between—is critical to optimizing and right-sizing space. This data must be overlaid with business objectives to understand how, where and when to make the most strategic decisions regarding space.

2. **Workplace services:** As the workforce evolves, and issues arise, it is crucial to deliver the right services and amenities. Easy-to-use frictionless technology, such as mobile apps and AI-based assistants, reduce learning curves and give users more control over common tasks, including room scheduling, way-finding, and reporting and requesting maintenance.

3. **User experience:** A better workplace experience means a better user experience. Identify what matters most to your employees then use an IWMS to deliver customizable apps, responsive design and better calendar integration.

IBM AI Applications

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Insightful solutions for intelligent real estate and facilities management from IBM

Connected facilities are unlocking new levels of operational resiliency, efficiency and optimization. These smarter buildings offer real, tangible outcomes. Through the smart application of data, IoT and AI, IBM can help you unlock key information and insights, giving greater visibility into space and facility utilization, occupant experience, capital projects, operations and maintenance, and lease administration and accounting. With TRIRIGA – backed by data security that only IBM can provide – you can get the most out of your real estate investments regardless of size, scale and configuration.

For more information

To learn more about IBM TRIRIGA, visit ibm.co/IWMS