



IBM and Esri Will Help You Find Your Way

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IDC's Quick Take

The post-pandemic workplace will underscore health, safety, and flexibility. This emphasis is driving market and customer interest in indoor mapping and wayfinding as one component of next era workplace management. IBM and Esri recently announced a partnership that enables organizations to integrate IBM TRIRIGA with Esri ArcGIS Indoors to address more facility management use cases with geospatial tools.

Product Announcement Highlights

On January 28, IBM and Esri [announced a partnership](#) that allows IBM TRIRIGA to more readily and thoroughly make use of indoor mapping capabilities from Esri. IBM will now offer the IBM TRIRIGA Connector for Esri ArcGIS Indoors, giving facilities, real estate, and workplace teams access to geographical information system (GIS) tools.

The partnered solution allows customers to create and share interactive indoor maps and support wayfinding, room and resource availability, and work order route planning for technicians. It offers configurable navigation options, such as finding wheelchair accessible routes between two points of interest and supporting safe physical distances as companies prepare for post-pandemic workplace operations. New visualizations and location-based analytics are also enabled. Key highlights include:

- Responsive design for mobile and desktop with interactive 2D indoor/outdoor maps for campuses and buildings
- Wayfinding and navigation with search for rooms and people
- Integration and authentication with Esri ArcGIS Indoors

Customers will need licenses to Esri's ArcGIS Indoors, IBM TRIRIGA, and the respective connector from IBM to integrate the two applications. As such, IBM has aligned the connector pricing metric to match Esri, which is based on indoor building area (i.e., square feet or square meters).

IBM TRIRIGA concurrently made three other product announcements:

- Dynamic space planning capabilities were added to support testing different floor layouts and seating arrangements using social distance parameters.
- Density heat mapping now offered as part of IBM TRIRIGA's integration with Cisco DNA spaces to identify and predict which areas are most populated and when.
- TRIRIGA Assistant, an AI chatbot, can be embedded into office messaging and collaboration tools to process direct requests like booking a room or locating a colleague's assigned seat.

IDC's Point of View

The post-pandemic workplace will emphasize occupant health and safety, productivity, hybrid work, and collaboration. IDC is seeing an uptick in indoor mapping and wayfinding interest as one component of

next era workplace management. This announcement is well-timed for both vendors as organizations globally are rethinking their offices, campuses, and buildings.

IBM is actively building an ecosystem for facility and workplace managers, with IBM TRIRIGA as the lynchpin. By embedding IBM integration frameworks and offering pre-authored integration patterns, IBM strives to improve ecosystem interoperability to third-party systems. IBM has partnerships with [Cisco DNA Spaces to use a building's existing wireless network for space utilization](#) and Apple Indoor Maps to bring the "blue dot" navigation experience often associated with outdoors to the inside of buildings. IBM TRIRIGA integrates with CAD and BIM models, and most clients have already invested in loading sophisticated floor plans. This streamlines the creation of indoor maps and paths, making it a much smoother process than companies starting from scratch.

Esri's ArcGIS Indoors generates indoor maps from CAD, BIM, and data stored in TRIRIGA. Additional points of interest (POIs) layers support indoor navigation with the same network analysis that Esri uses to help logistics companies route global fleets. This gives companies access to proven location-based algorithms. The biggest difference between the outdoor and indoor maps is the data inputs, which vendors such as IBM supply. Esri has supported custom indoor mapping projects for years, until customer demand led it to productize with the 2018 launch of ArcGIS Indoors. Thus ArcGIS Indoors organizes, visualizes, and analyzes spatial data across a real estate portfolio from existing CAD/BIM data, such as AutoCAD and Revit models, supporting many potential uses.

From Esri's perspective, the IBM partnership is a solid step toward bringing more indoor and outdoor GIS and spatial analytics capabilities to facility, space planning, and real estate teams. Several IWMS vendors can already integrate with Esri via APIs. Given Esri's strong presence in Fortune 1000 companies and the increasing uses for location services in workplaces, Esri hopes to continue broadening to new audiences. Esri also demonstrated its commitment to serve a wider market with the recent launch of its location-oriented ArcGIS Platform (see *Esri Reaches Out to Developers with Launch of ArcGIS Platform*, IDC #lcUS47422721, February 2021).

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