



The true value of an
integrated workplace
management system

Real estate management

Real estate is typically one of the largest expenses for an organization. That's why CFOs and financial executives reap the most benefit when they carefully 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 of space.

An IWMS can open 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.

In today's sensor-driven world, everything is connected, blurring the lines between physical and digital infrastructures. Especially in facilities management; buildings and workplaces are major generators—and consumers—of data. This gives organizations an unprecedented opportunity to capture and analyze this information, and better understand their operational effectiveness. These data insights may also provide a competitive edge, since they accelerate an organization's ability to react to change and increase the ROI from any real estate-related decision.

To reap the full advantages of this new age of data, a business or 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/maintenance and the workplace experience. An integrated workplace management system (IWMS) is ideally suited to add value in each of these areas.



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

Reduce operational costs

- Service life-cycle management
- Preventive maintenance
- Condition-based maintenance

Maximize capital projects

- Project portfolio management
- Project planning
- Project schedule management

Create an engaging workplace

- Space management
- Workplace services
- User experience

Improve space utilization

- Strategic space planning
- Move management
- Reservation and hoteling management

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.
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 cannot afford sub-optimal outcomes from poor project and program management. 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:

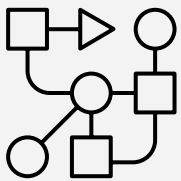
1. **Project portfolio management:** An IWMS helps organizations analyze the outcomes from every project and prioritize funding requests in alignment with business requirements.
2. **Project planning:** An IWMS supports project planning through investment scenario analysis and helps manage execution. 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 workplace, where nearly one-third of space sits unused,¹ organizations must strike a perpetual balance to support right-sizing, relocation, mergers and acquisitions, and occupant expectations.

An IWMS centralizes and integrates processes to improve the effectiveness of a distributed workforce and increase space utilization. It also accelerates the configuration of an organization's workplace in vital areas.

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.



Take your IWMS to the next level with IoT

Use sensors, data and insights for even better facilities management

Sense:

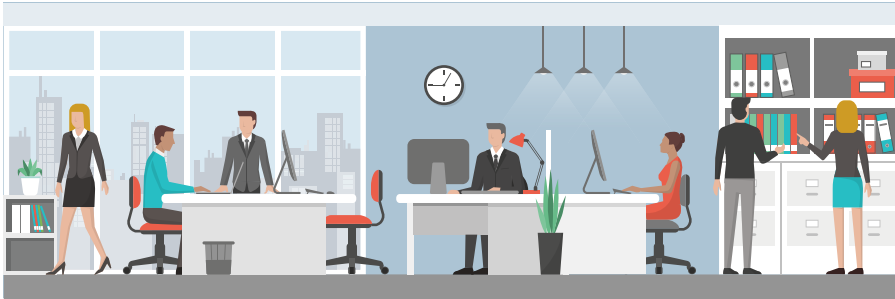
Capture data throughout your facilities, including occupancy, activity, traffic and sentiment.

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.



Top: Under utilized space
Bottom: Optimized space

Facility maintenance and operations

Maintenance and operations consumes 70 percent of the total cost of ownership for a facility.² Proper management is critical to improving efficiency and reducing operating costs while delivering the highest quality occupant experience. Areas critical to success in maintenance and operations include:

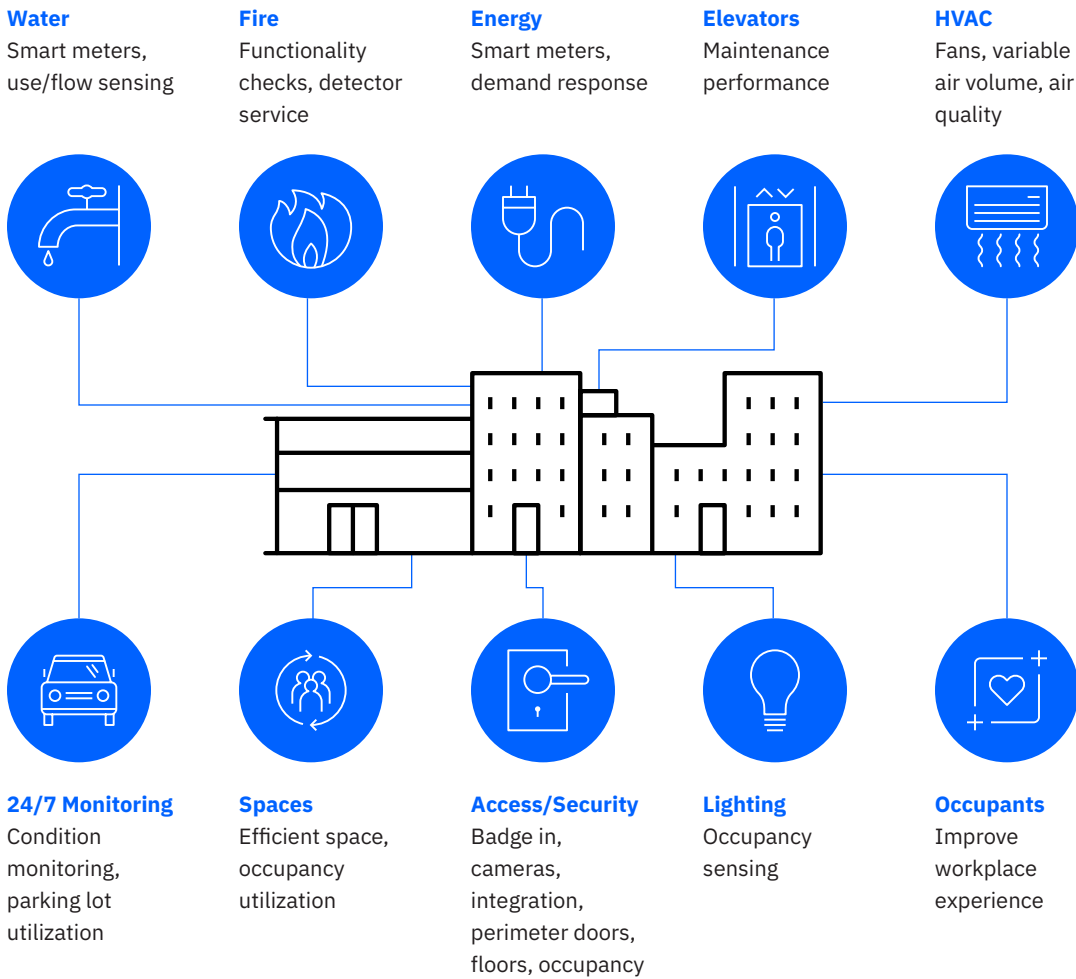
- 1. Service life-cycle management:** Accurate capture of issues and alignment with warranties and service level agreements (SLAs) can reduce delays and generate significant savings by avoiding redundant work. An IWMS improves the performance of service providers by automating service management processes,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

Workplace experience

Companies that rank high in employee engagement are 21 percent more productive and have 37 percent less absenteeism. They also have up to 59 percent less turnover than their less-engaged counterparts.³ This engagement rate has a significant impact on an organization's bottom line. 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 your space.
- 2. Workplace services:** As the workforce evolves, so must the services and amenities you offer. Today's employees expect the same frictionless technology that they find in their homes. An IWMS enables a user to use touchscreen, voice and other more intuitive technologies to simplify common tasks. This includes scheduling, like catering and meeting rooms, reporting and requesting maintenance, and controlling comfort settings.
- 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.

IoT and AI drive greater efficiency and engaging workplace experiences across all aspects of today's connected facilities



Building on the opportunities

Connected facilities are unlocking new levels of operational efficiency and optimization. These smarter buildings offer real, tangible outcomes. And forward-thinking leaders are investing to scale and taking full advantage of this potential, with annual investment in smarter buildings expected to reach \$30B⁴ by 2020.

An IWMS—combined with IoT, analytics, and artificial intelligence (AI)—offers today's building professionals an almost unlimited opportunity to drive greater efficiency and create more engaging workplace experiences across all their connected facilities.

IBM TRIRIGA is the real estate and facilities management solution for today's building operators. It is an IWMS that integrates functional models for lease management, capital projects, space utilization, facility maintenance, to deliver greater operational efficiency and a more engaging workplace experience, all on a single technology platform.

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

Footnotes

1. “The Economy of Things: Extracting new value from the Internet of Things,” June, 2015. IBM Institute for Business Value.
2. “Best Practices in Lighting Program 2004—Operating a Building for the Next 20 Years,” Lex Dewar.
3. “Wanna Calculate Your Employee Engagement ROI?”
<https://www.15five.com/blog/employee-engagement-roi-calculator/>
4. “Smart Building Market by Type (Building Automation Software, Services), Building Type (Intelligent Security System, Building Energy Management System, Infrastructure Management, and Network Management System), and Region.” *Global Forecast to 2022*, <https://www.marketsandmarkets.com/PressReleases/smart-building.asp>



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