

Optimize your real estate and facilities management from the ground up

A buyer's guide for taking your operations to the next level



Contents

01

Introduction

02

Space optimization

Featuring client spotlight: Teradyne

03

Operations and maintenance

Featuring client spotlight: University of Maryland

04

Lease accounting

Featuring client spotlight: Worley

05

Capital projects

Featuring client spotlight: AnccorInvest

06

Workplace experience

Featuring client spotlight: Region Skåne

Each section contains:

- Questions to consider
- How IBM TRIRIGA can help
- Client spotlight
- Additional resources

Introduction

If your business needs help improving space optimization, lease accounting, capital projects, operations and maintenance, and workplace experience, you've come to the right place.

Investing in the right technology for your facilities comes with a lot of questions. We've outlined some considerations to help you navigate the choices around your real estate and facilities management software.

- Do you have a plan to return employees and occupants to your buildings safely in the wake of COVID-19?
- Is your space optimized to meet employee needs and new guidelines?
- Are you providing the types of services and tools that employees will expect?
- Is it difficult or manual for occupants to request maintenance services?
- Is demand maintenance on the rise due to lack of preventative maintenance?
- Are your capital projects on time and within budget?
- Are you compliant with new lease accounting standards?
- The list goes on.

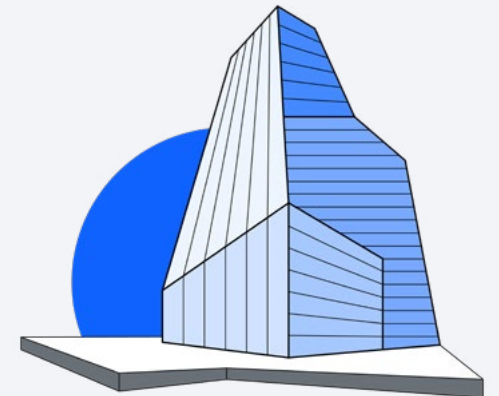
You need to know the answers to some (or all) of these questions while navigating a dynamic and changing future. You likely already have the data to answer these questions, now it's just a matter of figuring out how to curate the insights you need to make informed decisions.

With IBM TRIRIGA, you can create safer spaces, focus on occupant experience, and control costs. You can consolidate essential information into a single source of truth to make faster, more confident decisions and adapt to any circumstance.

Optimize your operations at every level:

- Space management
- Lease accounting
- Capital projects
- Operations and maintenance
- Workplace experience

IBM TRIRIGA solutions can help address your business needs



01 Space optimization

In today's changing workplace, you have to make your space work for you. That means reacting quickly if circumstances change, delivering an environment that's both safe and productive for everyone, and doing it all while watching the bottom line. Take meeting rooms as an example. Employees use those spaces to drive your company forward. The same thing goes for the collaborative space in your workspaces. Different people and groups need different types of spaces.

It's important that your planning accounts for all these demands. And when it comes to meetings, scheduling should be fluid and dynamic. Do your employees have the tools to easily schedule meeting spaces from anywhere? Are you able to see occupancy and usage rates for your meeting rooms? Are you able to adjust and respond to changing circumstances to keep your spaces healthy and safe for all occupants?

How IBM TRIRIGA can help optimize your spaces

- Healthy Spaces: Create the right space plan to ensure occupant well-being.
- Room Reservations: Help your occupants easily book the room they need when they need it.
- Space Utilization: Optimize your space and consolidate unused space for cost savings.
- Dynamic Facility Planning: Redesign floorplans and seating charts to match changing needs.
- Move Requests: Know where all your assets are and where your people are stationed at any time.

Questions to consider

- Is your floor plan optimized to support the dynamic and changing needs of your workforce?
- Can you track occupancy and understand adherence to capacity guidelines in near real-time?
- Is it time consuming and inconvenient to find available meeting spaces? Are you using a manual process?
- Are you currently maintaining locations of people and assets in a spreadsheet? How frequently is it updated, and do you find it's prone to errors?

Additional resources

[Blog: The advantages and challenges of implementing a hybrid workspace for your employees](#)

[Blog: What is the right workspace for your employees?](#)

[Space Management QwikDemo](#)

01 Client spotlight

Teradyne

Teradyne delivers manufacturing automation solutions across 66 locations worldwide. Their mission to solve complex test and automation challenges to achieve higher production volumes and quality drove them to integrate their disparate real estate, facilities and asset management systems.

To address manual process limitations, Teradyne deployed TRIRIGA, feeding CAD floor plan drawings along with asset and facility data into a single system. Facility managers gained a big picture of workplace needs, uncovered occupancy and space trends, and enabled staff to create alternative workplace strategies to reduce costs.

By better understanding space utilization, they identified facility consolidation opportunities at more than 20 US locations, totaling in one year cost avoidance of USD \$30M while reducing reporting times by 99 percent.

Not bad, not bad at all.

[Watch the video →](#)



02

Operations and maintenance

One major opportunity for every facility manager is around operations and maintenance, including energy management. You can't avoid maintenance or energy costs, but you can do a better job of finding efficiencies to drive costs down.

By better understanding the condition of your buildings, the assets within and your energy footprint, you can optimize your operations accordingly.

How IBM TRIRIGA can help optimize your operations

- Preventative Maintenance: Track preventative maintenance schedules across buildings to help extend overall life of assets and cut capital costs.
- Maintenance On Demand: Occupants can easily request maintenance and you can act fast when an unexpected issue arises.
- Field and Mobile Productivity: Enable service techs to access work orders from anywhere, anytime.
- Implement New Protocols: Optimize cleaning schedules to ensure a safe environment for all.
- Inventory Tracking: Understand the status and location of your inventory, such as personal protective equipment (PPE), quickly and accurately.

Questions to consider

- How difficult is it for employees or occupants to submit a work order request? Is this a source of frustration?
- Is there a large volume of demand maintenance tickets each week? Is this because preventative maintenance efforts are not effective?
- Do you find yourself replacing assets before the average lifespan, due to missed preventative maintenance?
- Are there checks in place to ensure work is being completed by approved vendors and in accordance with SLAs before it begins?
- Is your energy reporting done after the fact, thereby preventing the opportunity to address issues before they cost you?

Additional resources

[Workplace resilience blog](#)

02 Client spotlight

University of Maryland

The University of Maryland has 800 facilities employees covering 250 buildings—about 13,000 square feet. Their buildings range anywhere from 100 years old to brand new and it's a major challenge to stay ahead of maintenance problems and focus resources efficiently.

TRIRIGA helps the university process 65,000 work orders per year. It also captures an enormous volume of data—which is then fed into IBM Watson. **Fixing one data error uncovered by TRIRIGA and Watson saved the university USD 30,000. This cost savings at the operational level has a ripple effect upward when looking at cost of tuition.**

[Learn more →](#)



03 Lease accounting

The devil is in the details when it comes to managing your leases. There is little room for error and no time for methods that don't work. Companies today are forced to disclose USD 3 trillion in off-balance sheet lease commitments. That's huge.

How IBM TRIRIGA can help optimize your lease accounting practices

- Align Portfolio Accounting Decisions: Ensure that business decisions around buildings make financial sense.
- Conform Leases to Accounting standards: Book leases accurately to ensure standards are met and there is proper visibility during the accounting process.
- Financial System Integration: Tight integration between your operations systems and financial systems is vital to maintain accuracy for financial reporting.
- Separation of Duties: Maintain the needed separation between financial accounting and lease administration. Both require different levels of access to specific information.
- Lease Administration: Stay in adherence to your leases, streamline renewals, and prevent overpayments.

Questions to consider

- How much time do you spend on time-consuming lease accounting processes that could be automated? Do you currently have a system to do this?
- Have you begun implementing the needed changes to align to current lease accounting standards?
- Does your organization have a way to automatically flag financial reporting requirements for your leases, ensuring nothing is missed?
- Do you have protections in place to avoid accounting fraud?
- Can you automatically track important lease dates, invoices, and other critical information to ensure adherence to SLAs? Have you lost or violated contracts due to lack of visibility?

Additional resources

[Read the case study: global real estate lessons learned in a pandemic](#)

03 Client spotlight

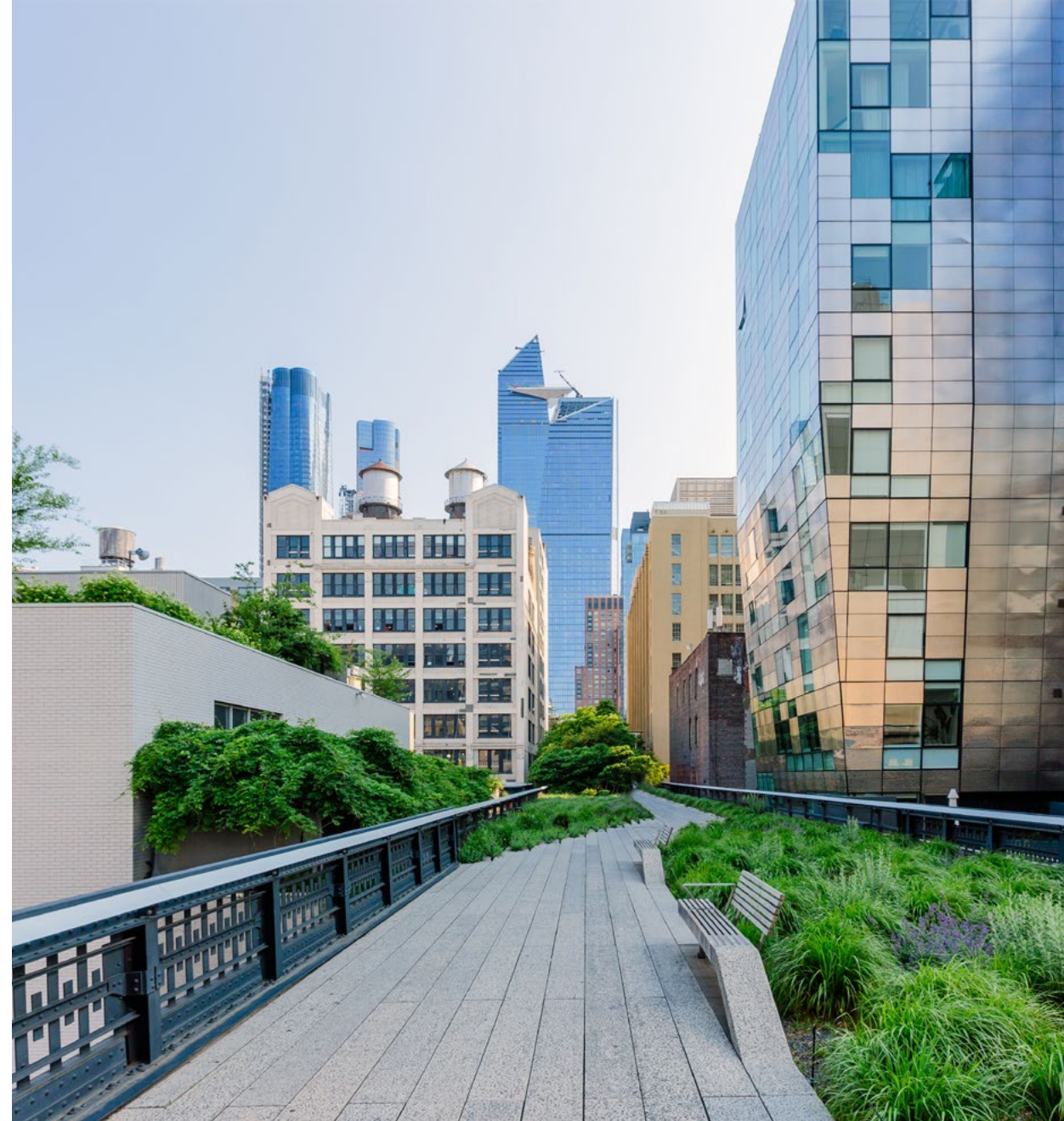
Worley

Worley Limited is a global engineering consultancy in the natural resources, energy and development complex industries. Needing to meet stringent industry accounting standards, Worley selected TRIRIGA to implement an integrated workplace management system (IWMS) to manage its large facilities and asset lease portfolio.

They centralized lease administration and accounting for global operations, including lease abstraction and accounting capabilities, lease payment processing and reporting multi-nationally by region, building, property or type of obligation.

The result? Worley has been able to avoid lease penalties and overpayments while streamlining lease accounting practices with up-to-date industry best practices.

They have also improved financial reporting accuracy, gained clear insights toward its business and generated higher returns from real estate transactions by reducing occupancy and operating costs.



04 Capital projects

Nearly 50% of all buildings are considered middle-aged. This means more maintenance. But it has to be balanced against a whole host of things. Adopting capital project management technology can lead to up to a 45% reduction in overall project costs,¹ which is important when the average capital project is 80% over budget and 20 months behind schedule.² Doing it manually means a mountain of paperwork and a lot of confusion. And of course, there's always more work than money. When it comes to your buildings, you can't afford sub optimal. That's why TRIRIGA offers you a better way.

How IBM TRIRIGA can help optimize your capital planning practices

- Condition Assessments: Different buildings have different cycles for updates. Forecast and prioritize projects based on risk factors.
- New Projects: Understand if and when a project is necessary. Identify high-return projects and streamline project accounting processes.
- Project Oversight: Ensure your projects are on time and within budget. Reduce delays by avoiding rework.
- Manage Budgets: Get organized in your documentation, match and allocate funds to the right projects earmarked for support.
- Manage Vendors: Organize vendor information, communication and proposals across all of your projects.

Questions to consider

- How effectively do you manually manage hundreds of different project timelines simultaneously?
- Can you easily pinpoint where in its lifecycle the roofs, floors, parking lots, and other major pieces of your buildings are?
- Do you have the needed data to analyze potential new projects against each other?
- Is there a place where you can organize vendor information and proposals in an easily searchable and accessible way?
- How much time do you spend searching for needed information in paper records or spreadsheets?
- Do you have an automated communication system to keep vendors updated on status of proposals?

Additional resources

[The true value of an IWMS](#)

¹ Covid-19 Consumer Survey IBM Institute of Business Value, September 2020

² Navigating the digital future: the disruption of capital projects McKinsey, October 2017

04 Client spotlight

AnccorInvest

AccorInvest consolidates hotel properties in the mid-scale segments across 31 countries and over 900 properties, managing funding manually with business rules applied differently around the world. They wanted to harmonize the lifecycle of funding requests, capital projects, purchase orders and invoices through different countries and stakeholders.

With over 10,000 projects to manage per year, in various currencies and funding programs, TRIRIGA was deployed to automate hotel maintenance and construction projects through a single software solution that connects project execution through relevant legacy systems.

As a result, AccorInvest successfully consolidated funding requests at the programs level and can now generate operational funding reports and analysis for each country, by different property types.

They're enjoying new visibility into analysis of their spending across various project types, such as new construction vs renovation for different property segments.



05 Workplace experience

“A great place to work” is being redefined by COVID-19, employee expectations and technology. We know that employees can work effectively from home. But 66% would prefer to be in the office for at least a portion of their work week.¹ That’s why now is the time to reimagine the workplace and create a new experience—one that allows employees to be both safe and productive. Deliver the right mix of spaces—from collaborative hubs to individual seating—to meet constantly changing needs and workplace services and amenities to create a safer, more engaging environment for all your occupants. With mobile apps and self-service offerings, including an AI assistant, you can deliver more options to enhance productivity and make the workplace fun. Create a workplace experience that works for everyone.

How IBM TRIRIGA can help improve your workplace experience

- Occupant Well-being: Provide people a safe space—one that’s properly distanced, sanitary and prioritizes their wellness.
- Self-Service Tools: Put the power in the hands of your occupants with perceptive apps.
- Indoor Mapping: Provide effortless wayfinding across your facilities and let employees, visitors, and maintenance staff quickly find where to go and the best way to get there.
- AI-based Assistant: Execute everyday tasks—booking meeting rooms, reporting issues, or locating a colleague’s desk—saving your employees time and frustration.

Questions to consider

- Are your employees engaged in their environment?
- Is it a place they are excited to come to during the week?
- Do you have the right mix of spaces to accommodate differing needs each day?
- How much time do occupants waste looking for the location of a room or coworker? (hint: the average employee wastes 15 mins per day)
- Can employees book rooms or request maintenance from their mobile devices?
- Are amenities such as PPE or sanitizer stations easily findable?

Additional resources

[Work safe, work smart—get the return-to-work guide](#)

[Watch the demo video: IBM TRIRIGA with Watson Works](#)

¹ IBV Study: COVID-19 Consumer Survey, IBM Institute of Business Value, September 2020

05 Client spotlight

Region Skåne

Region Skåne, a large healthcare provider in Sweden known for its technical innovation, wanted to improve the quality of patient care, reduce operating costs and improve the productivity and satisfaction of employees.

They sought to update fragmented legacy IT systems and aging infrastructure with the help of IBM TRIRIGA to automate manual work for greater efficiency. Today their equipment is connected with automated alerts for maintenance and repair requests and scheduling.

The result? Reduced operating costs, improved resource allocation and employee productivity, and higher employee and patient satisfaction.

[Watch the video →](#)



Schedule a custom demo or learn more about TRIRIGA today.

The flexible workplace of the future awaits

Buildings and everything that goes into managing and maintaining them requires an operational fortress. TRIRIGA has the unique ability to see and understand your entire facilities operations. You'll get the data-driven insights you need to improve your operational, financial and environmental performance. No matter what your role or how many buildings you manage.

Don't be taken by surprise by disruptions again. Learn how an integrated workplace management system like TRIRIGA can help you build resiliency into your operations, reduce costs and improve the occupant experience.

[Schedule a live demo →](#)



IBM TRIRIGA

Make your
spaces work
for you.

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