Whitepaper

The true value of an integrated workplace management system
In today’s world, everything is connected. The distinction between physical and digital infrastructure is increasingly blurred. This is most prominent in facilities management, where buildings and workplaces are major generators—and consumers—of data.

Through the capture and analysis of this data, organizations understand their operational effectiveness, accelerating their ability to react to change, and increasing returns from real estate-related decisions. Organizations are also refining decision-making in all aspects of real estate performance, including real estate management (such as lease accounting), capital project management, space utilization, facility maintenance and energy consumption. An integrated workplace management system (IWMS) can add value in each of these five areas.

**Benefits of IWMS**

An integrated workplace management system can increase the operational, financial and environmental performance of your facilities and real estate.

### 5 pillars that an IWMS can benefit

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<thead>
<tr>
<th>Manage real estate portfolio</th>
<th>Maximize capital projects</th>
<th>Improve facility utilization</th>
<th>Reduce operational costs</th>
<th>Reduce energy costs</th>
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**Real estate management**

CFOs and financial executives are now placing emphasis on enhancing financial performance through optimization of real estate portfolios; from acquisition, through disposal, including a smooth transition to new lease accounting rules to limit the financial impact. New lease accounting standards are expected to force companies to disclose approximately USD 3 trillion in off-balance sheet lease commitments, impacting financials and shareholder equity.¹

An IWMS can open new opportunities for improved real estate life cycle management in three key areas:

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

2. **Lease administration** streamlines lease renewals and avoids overpayments to reduce costs and increase effectiveness of lease administration through automated tracking, dates notifications, 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.

IBM® TRIRIGA® has codified business rules aligned with these regulatory changes, helping you analyze the impact of these changes on your business that can reduce financial costs in the coming years. This is why many Fortune 500 companies choose TRIRIGA.

**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 and accelerate project schedules through integrated analytics and automated processes. It 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.

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Learn more by visiting:

ibm.com/us-en/marketplace/ibm-tririga

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¹ watsoniot
2. **Project planning**: An IWMS supports project planning through investment scenario analysis and helps manage execution. It delivers project analysis to help project 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.

### Facilities management

In today’s dynamic workplace, where nearly 1/3 of space sits unused, organizations must strike a perpetual balance to support downsizing, relocation, mergers and acquisitions, and rapid growth.

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 facility planning**: An IWMS helps organizations analyze the outcomes from every project and prioritize funding requests in alignment with business requirements.

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 optimize those resources. An IWMS provides a reservation system that supports this dynamic process, optimizes availability, guides selection and eliminates conflicts.

### Taking your IWMS to the next level

How the IoT enables better facilities management

**Sense**: Using IoT sensors, you can capture data points across the facility, including temperature, activity, traffic, and sentiment.

**Analyze**: Better understand what spaces are utilized and how they are used.

**Act**: Redesign the floor to match the business’s demand, update room usage in real time and promptly drive responses to service requests.

### Facility maintenance and operations

Maintenance and operations consumes 70 percent of the total cost of ownership for a facility. 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.

### Environmental and energy management

Today, approximately 30 percent of energy used in buildings is unnecessary or used inefficiently. Organizations that struggle to get these costs under control feel it even more due to soaring energy demands.

There are three additional areas that an organization’s energy efforts can benefit from an IWMS such as IBM TRIRIGA:

1. **Environmental and energy analysis**: Performing baseline assessment of an organization’s environmental impact is a critical first step. An IWMS streamlines the capture of energy, waste, water consumption and greenhouse gas emissions data from throughout the enterprise. It compares this data against performance benchmarks through pre-built performance metrics.

2. **Environmental and energy project planning**: Identification of retrofit and maintenance projects that generate the most positive environmental and financial impact represents a significant challenge for most organizations. The ability to evaluate opportunities for environmental improvement is critical. Organizations can do this with integrated tools that analyze and compare potential efficiency measures to optimize the returns from energy reduction investments.
3. Integrated facility management: The key to delivering energy and environmental benefits—and maintaining those benefits over time—is an integrated system. Integration across operations can accelerate successful implementation and ensure the projected returns are realized. This helps ensure long-term sustainable gains rather than quick wins.

Buildings consume 42% of all electricity—more than any other asset.⁵

Learn from energy use patterns and recommend ways to improve energy management.

Reduce Co2 emissions, conserve electricity and save money by only using building systems when needed.

Using IoT for buildings can help your organization reduce energy use up to 50%.⁴

Learn more: ibm.co/buildings

Buildings of the future
An IWMS—combined with IoT, analytics, and artificial intelligence (AI)—are central to the rise of the smart building of the future. As new data-driven services continue to gain momentum, many organizations are starting to find new ways to optimize operations, as well as transform their occupant experiences. This could be in the form of developing “digital twins” of their buildings. With IoT-enabled sensors tracking a building’s “pulse” and feeding data back into the system, facility owners and managers today are able to reconstruct a virtual representation of every relevant metric from a physical structure. This gives them the ability to monitor and analyze the buildings remotely—for everything from energy usage to maintenance.

It could also be in the form of cognitive concierges. Whether you’re in a hotel room or in a conference room, a hospital or a cabin on a cruise ship, buildings are embedding natural language capabilities into the walls and electronics that can improve occupant experiences. The evolution of buildings towards smarter buildings depends on the ability to integrate and scale with this new data.

The IBM solution for workplace data integration is TRIRIGA. It delivers an integrated workplace management system that integrates functional models across real estate, capital projects, space management, facility maintenance, and environmental and energy management within a single technology platform. IBM TRIRIGA increases visibility, control and automation.

For more information
To learn more about IBM TRIRIGA, visit ibm.com/us-en/marketplace/ibm-tririga

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