

Improve facilities management and enable smarter buildings



IBM TRIRIGA streamlines facilities management and increases facilities utilization

Highlights

- Optimize utilization and significantly cut costs by consolidating and eliminating underutilized facilities
 - Use strategic facilities planning to understand core business goals and the needs of individual business units—and their occupancy consequences
 - Boost the efficiency of facilities, related services and requests for moves
 - Monitor and maximize the use of alternative workspaces to deliver the most effective value
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For most organizations, facilities count as a major expense, if not the number one cost of business. And in a business climate that seems to spawn constant change in the workplace, it is difficult for organizations to be sure that they are making the best use of their physical spaces. By enhancing facilities management, however, they can enable smarter buildings—and reap huge potential savings.

For example, an increasingly remote workforce clearly requires less physical space. But when you factor in energy usage and maintenance, the cost reductions organizations can achieve by no longer having to heat, cool and maintain unused space can be even more significant. Other external factors also drive the need for more or less space, as organizations confront the realities of downsizing, relocation, mergers and acquisitions, and rapid growth. Facilities executives must deliver a dynamic combination of people, process, technology and space to support these changes. This is especially true on today's smarter planet, where data gathering, information sharing and decision making must continue regardless of a user's location.

IBM® TRIRIGA® facilities management solutions feature integrated processes and analytics to create smarter buildings that are more cost efficient because they help improve the effectiveness of a distributed workforce, increase facilities utilization and accelerate workplace configurations. IBM TRIRIGA offerings open up new opportunities for improved facilities management in four key areas: facilities space management, strategic facilities planning, move management and workplace reservation management.



Facilities space management

Consolidating and eliminating underutilized facilities is an effective way to more efficiently manage facilities spaces. And while space management usually requires significant design and implementation coordination across multiple departments, the result is well worth the effort. Optimizing facilities utilization can significantly cut costs by reducing energy consumption as well as the number of assets you need to lease or own.

IBM TRIRIGA delivers space management capabilities to help organizations capture and assess the utilization of their facilities through integration with floor plans, automated capture of current and historical space allocations, and pre-built business analytics to help identify underperforming facilities, resources and facility management processes. To further improve the financial performance of facilities, it:

- Measures space efficiency and management effectiveness to improve facilities utilization by geography, location, organization and work point
- Detects and identifies cost/performance issues by evaluating cost per area, occupancy rate and total occupancy costs
- Identifies service delivery performance issues—down to the individual operating-cost line items—and underperforming areas of facilities management



Among the capabilities of IBM TRIRIGA facilities management solutions are those that determine occupied and assigned workspaces—and then deliver highlighted floor plans containing this data.

Strategic facilities planning

Another way to manage facilities more effectively is to use a fairly complex decision-support process known as *strategic facilities planning* to understand core business goals and the needs of individual business units—and their occupancy consequences. However, there is a payoff: the greater the complexity and rigor of this decision-support process, the higher the return on facility assets.

“We can see how people use the space and then match that with innovative layouts to accommodate our employees within a smaller footprint.”

—Jennifer Wickwire, facilities manager and corporate architect at Teradyne Corporation

IBM TRIRIGA delivers strategic facilities planning processes that simplify strategic and tactical planning, while they accelerate implementation of high-return scenarios to improve the effectiveness of a distributed workforce and increase space utilization.

These IBM TRIRIGA solutions deliver unique features that:

- Forecast gaps between business demands for space and availability of space over time
- Analyze, rank and recommend best-fit planning scenarios to increase the utilization of underperforming facilities
- Automate the creation of move projects and required real estate actions based on planning decisions made throughout the scenario-modeling phases

Teradyne saves millions through integrated workplace management

Teradyne—one of the world’s largest suppliers of automated test equipment—found that while they are in the business of automation, their own facilities management department was bogged down in manual processes. “Our manual processes were not sustainable,” says Jennifer Wickwire, facilities manager and corporate architect for Teradyne.

By implementing an IBM TRIRIGA solution, the company began to identify alternative workplace strategies that have increased the ratio of people to workspaces from one employee for every workstation to 1.5 employees for every workstation. In its first year, Teradyne identified consolidation opportunities at more than 20 US locations, totaling in year one a cost avoidance of USD30 million.

Move management

While an increasingly flexible and mobile workforce can lead to greater organizational efficiency and improved environmental performance, it also places new demands on those responsible for managing staff movement.

“The cost-savings analysis we conducted in 2009 showed savings that year of nearly EUR14 million [USD19 million] through improvements in space utilization and real estate management.”

—Director of global practices for a European manufacturer

IBM TRIRIGA offers solutions to boost the efficiency of facilities products, services and move requests by providing a self-service web portal through which employees can request facilities services, provisioning and moves. Other capabilities include:

- Access to pertinent caller and service agreement information
- Status reports and call statistics available via configurable graphs and reports
- Definition of service areas, responsibilities and service level agreement information

Workplace reservation management

More and more organizations are turning to alternative workplace strategies as a means to lower facilities costs. Shared workspaces such as conference rooms and common-use workstations represent valuable assets for organizations, but in order to deliver the most effective value, they must be able to monitor—and maximize—the use of these spaces.

IBM TRIRIGA facilities management solutions can help increase the utilization of these shared facilities, workspaces and assets, ensuring that everyone has access to the resources they need to get their jobs done. These solutions also can:

- Determine which resources can be reserved and define the type of reservation, authority and access rights they will have
- Enable users to request services with the reservation; generate work tasks, requests and purchase orders; and bill responsible departments for service costs
- Provide your mobile workforce with the space, equipment and services they require when working onsite
- Maximize the utilization rates and efficiency of your organization’s resources

Why IBM?

IBM TRIRIGA facilities management solutions are part of a larger portfolio of IBM solutions for Smarter Buildings, which is based upon a combination of IBM technology innovation, real-world experience and an extensive IBM Business Partner ecosystem. IBM Global Business Services delivers consulting expertise to bring together business and operational requirements, and IBM Global Technology Services delivers operational and integration best practices. The result is the greater effectiveness and productivity that facilities management issues require.

For more information

To learn more about IBM TRIRIGA facilities management solutions, please contact your IBM representative or IBM Business Partner, or visit: ibm.com/tivoli/tririga

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Software Group
Route 100
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Produced in the United States of America
December 2012

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