

Enhance Facility Management Practice with Integration to TRIRIGA IWMS

Maximo FMMUG, Kansas 2023

Who are we



Paul Lacey

Principal Product Manager
IBM Sustainability Software
TRIRIGA



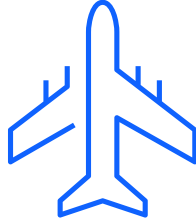
Alex Melamed

Senior Product Manager
IBM Sustainability Software
Accelerators & Connectors

Who is in the audience ?



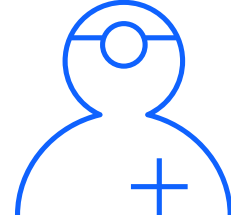
Federal Gov't



Airport



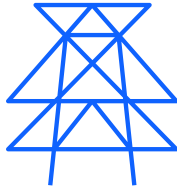
Education



Healthcare



State / Local Gov't



Utility



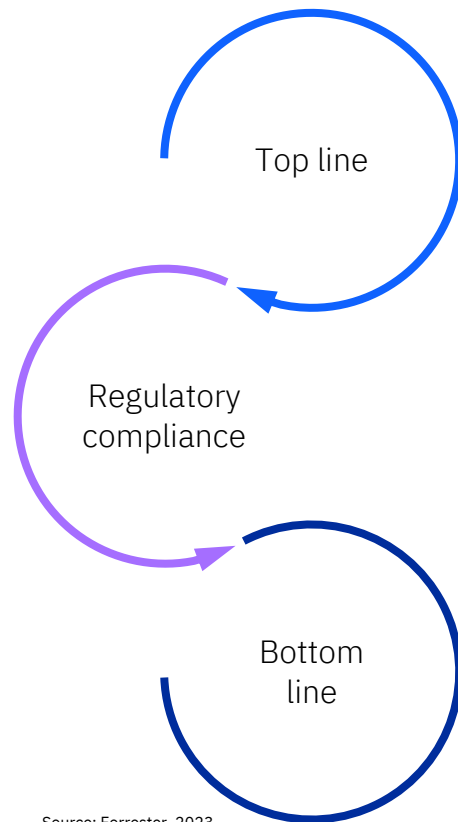
Facility Services



Others?



Leading enterprises are transforming facility operations from an afterthought to a growth and profit contributor



- Workforce **productivity** can improve by 20-25%
- Availability of **revenue-generating facilities** such as retail outlets, restaurants, bank branches or arenas
- Uptime of **revenue-generating capital assets** such as cell towers or billboards
- **Lease accounting** mandates (ACS, IFRS, GASB)
- System of record for audits (**safety, ISO, SOC,...**)
- **Environmental** audits
- **ESG** reporting
- Real estate **portfolio optimization** and realignment
- Reduction of **space usage**
- Efficiency of **maintenance** and warranty repairs
- Cross-pollination of **data across the real estate** lifecycle to optimize operations

Decisions about facilities may be isolated into different functions

Should this building/asset be leased or owned?

- Real estate portfolio planning
- Site selection
- Lease accounting regulations
- Lease administration

Do we have to build or make major renovations?

- Project management
- Program management
- Vendor selection and bids
- Contractor management

How do we to keep up with maintenance needs?

- Provision service requests
- Cleaning
- Corrective maintenance
- Condition maintenance
- Warranty management

How should sustainability efforts be advanced?

- Utility consumption
- Environmental audits
- Track emissions
- ESG reporting

What is the best way to set up the space our people need?

- Dynamic space planning
- Space forecasting
- Occupancy monitoring
- Facility utilization

Can we make the occupant's experience awesome?

- Enable space reservations through mobile or desk scan
- Indoor wayfinding
- Calendar integration
- AI assistant
- Interactive kiosks and room panels
- Employee service requests



TRIRIGA manages the workplace through its lifecycle in a single integrated system

On-Boarding

Utilize

Disposal

Acquire

Build-out

**Populate
Portfolio Data**

**Administer
Real Estate**

Experience

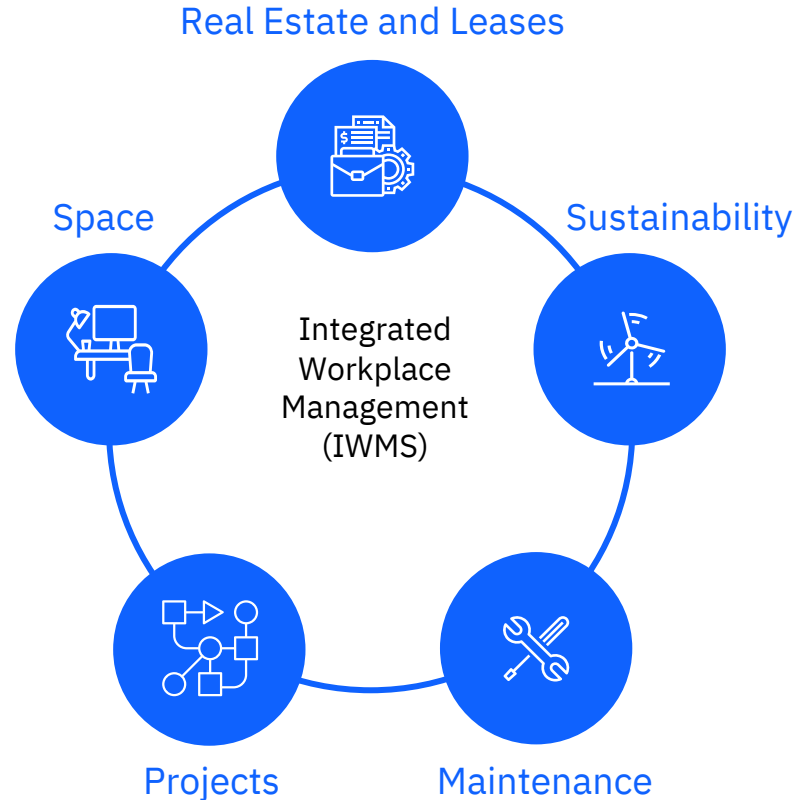
Maintain

Dispose

- Identify requirements
 - Search for potential locations
 - Compare potential locations
 - Justify lease or purchase decision
 - Exercise lease options
 - Execute purchases
- Estimate projects
 - Establish and manage schedule
 - Prioritize and execute environmental improvement projects
 - Manage proposals
 - Manage commitments and payments
 - Manage project progress, risks and changes
 - Project close-out
- Populate location hierarchy
 - Load floorplans from CAD/BIM
 - Manage space details
 - Manage space allocations
 - Assign seats
- Abstract new leases
 - Meet lease accounting regulations
 - Manage lease financials
 - Track critical dates
 - Comply with lease terms
 - Renegotiate leases
 - Perform property management on leased and owned properties
- Measure real time space use
 - Validate space use
 - Initiate and manage moves
 - Employee workplace services portal
 - Reserve work and meeting space
 - Reserve Assets
 - Indoor wayfinding
 - Locate colleagues
 - Measure workplace utility consumption
- Manage and route service requests and on demand work orders
 - Manage planned, maintenance
 - Plan for facility component lifecycle
 - Manage facility condition index
 - Plan projects
 - Identify environmental improvement projects
 - Maintain parts inventory
 - Warranty management
- Identify underused space
 - Model space scenarios
 - Implement moves
 - Identify excess space for disposal
 - Define downsize scenarios
 - Compare scenarios
 - Decide and execute
 - Site remediation
 - Prepare site to sell or return

Corporate Facility Management & Real Estate teams focus on five core capabilities across their portfolio

Data and process silos impede 79% of decision makers from understanding activities elsewhere in the organization

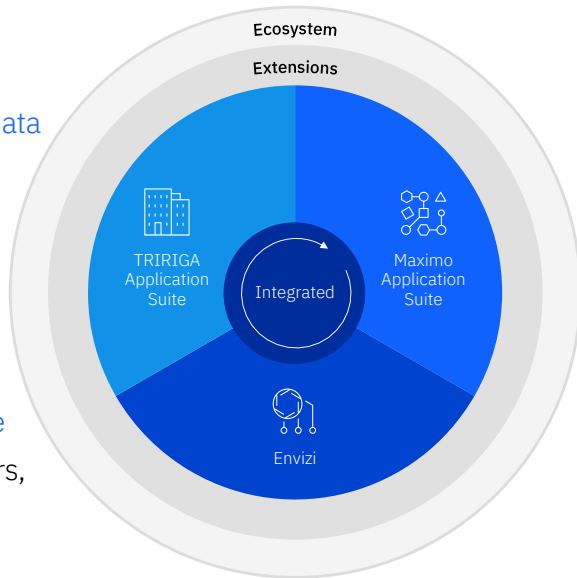


Source: Forrester, The Crisis of Fractured Organizations, 2022.

Enterprises extend beyond IWMS to manage complex business operations more sustainably

TRIRIGA

- Primary system of record for all [facility data](#)
- Facility [Condition Assessment](#)
- Capital [Programs/Project Management](#)
- [Space](#) Management
- [Reservation](#) Management
- [Lease](#) Accounting and Management
- End-user tools for [workplace experience](#)
- [Service requests](#) (cleaning, facility repairs, catering, moves, etc.) (optional)
- Facility [Maintenance](#)



Envizi

- [Environmental](#) goals and reporting
- Carbon emissions and energy [reporting](#)
- [Capture activity](#) data (energy, water, waste) or CO₂ data from suppliers

Maximo

- Primary system of record for all [Assets and Equipment data](#)
- Asset Management
- [Service requests](#) (cleaning, facility repairs, catering, moves, etc.)
- Scheduled [preventive maintenance](#)
- 360-degree view of [asset health](#)
- Predictive and condition-based [maintenance](#)
- Automated sensor-driven [inspection and anomaly detection](#)
- Mobile app driven [technician support](#)
- Visual Inspection for [AI Powered insights](#)

Extended sustainability, maintenance and asset management capabilities in optimizing real estate lifecycles

On-Boarding

Utilize

Disposal



- Identify requirements
- Search for potential locations
- Compare potential locations
- Justify lease or purchase decision
- Exercise lease options
- Execute purchases

- Estimate projects
- Establish and manage schedule
- Prioritize and execute environmental improvement projects
- Manage proposals
- Manage commitments and payments
- Manage project progress, risks and changes
- Plan and instrument IoT technology
- Track carbon reduction to project progress
- Project close-out

- Populate location hierarchy
- Load floorplans from CAD/BIM
- Manage space details
- Manage space allocations
- Assign seats
- Synthesize utility and BMS data sources
- Ingest energy, waste and water data for reporting and KPIs
- Convert utility and fuel consumption data to carbon emissions

- Abstract new leases
- Meet lease accounting regulations
- Manage lease financials
- Track critical dates
- Comply with lease terms
- Renegotiate leases
- Perform property management on leased and owned properties
- Track supplier sustainability data
- Aggregate operational KPIs to dashboards
- ESG reporting and risk management
- Submit facility rating data to agencies

- Measure real time space use
- Validate space use
- Initiate and manage moves
- Employee workplace services portal
- Reserve work and meeting space
- Reserve Assets
- Indoor wayfinding
- Locate colleagues
- Measure workplace utility consumption
- Remote asset monitoring and utilization
- Health analytics for facility use and assets

- Manage and route service requests and demand work orders
- Manage planned, predictive and condition maintenance
- Plan for facility component lifecycle
- Manage facility condition index
- Plan projects
- Identify environmental improvement projects
- Maintain parts inventory
- Warranty management
- Physical and visual inspections
- Mobile technician workspace
- HSE management

- Identify underused space
- Model space scenarios
- Implement moves
- Identify excess space for disposal
- Define downsize scenarios
- Compare scenarios
- Decide and execute
- Site remediation
- Prepare site to sell or return
- Retire assets
- Report carbon savings from consolidation

TRIRIGA
Maximo
EnviZi

Let's explore what that could mean for you



Facility Condition
Assessment
&
Capital Project
Management



Space Management



Reservation
Management



Integrations

Facility Condition Assessment & Capital Project Management

Front-end planning offers a

\$3-10

payback for every dollar spent

Source: Construction Industry Institute



Key Benefits

- Wholistic understanding of the condition of your facilities and critical assets
- Identify opportunities to improve value & performance
- Manage risk effectively
- Long term planning and budgeting
- Program-level funding opportunities
- Enhance business growth through collaborative, prioritized, and coordinated implementation plans
- Reliable prioritization and decision making
- Grow stakeholder confidence through process compliance and governance

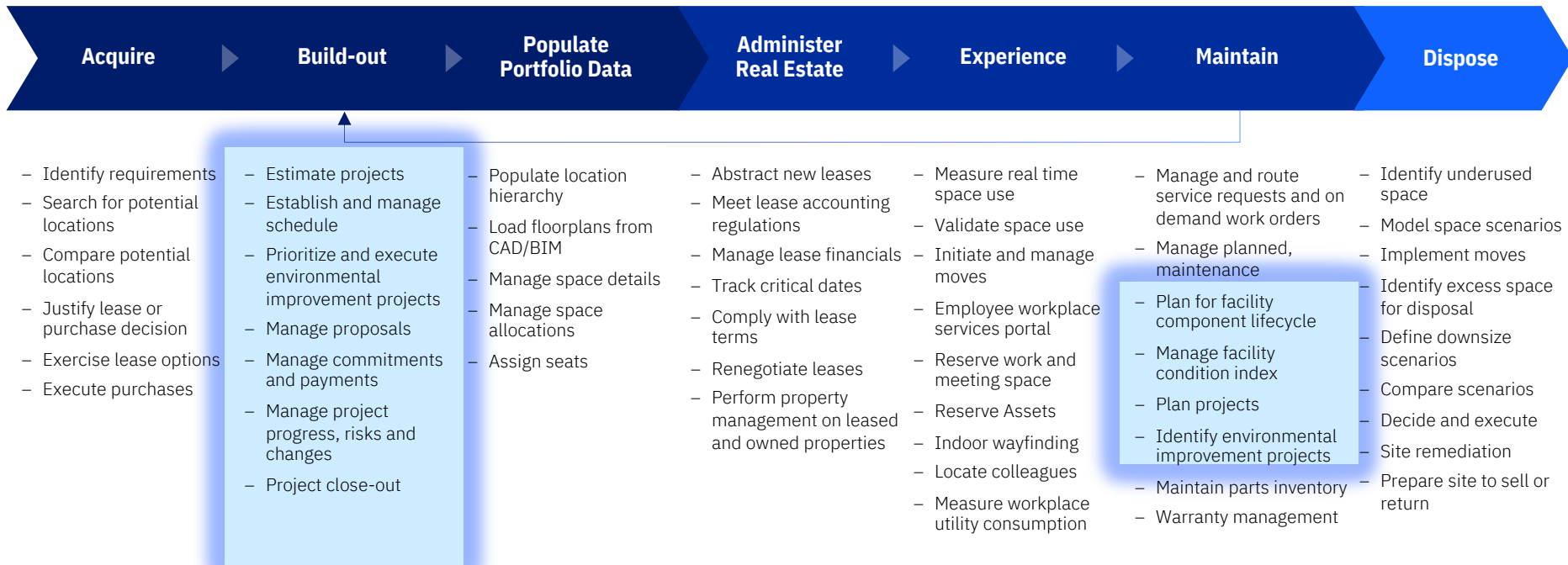


Facility Condition Assessment & Capital Project Management through the facility lifecycle

On-Boarding

Utilize

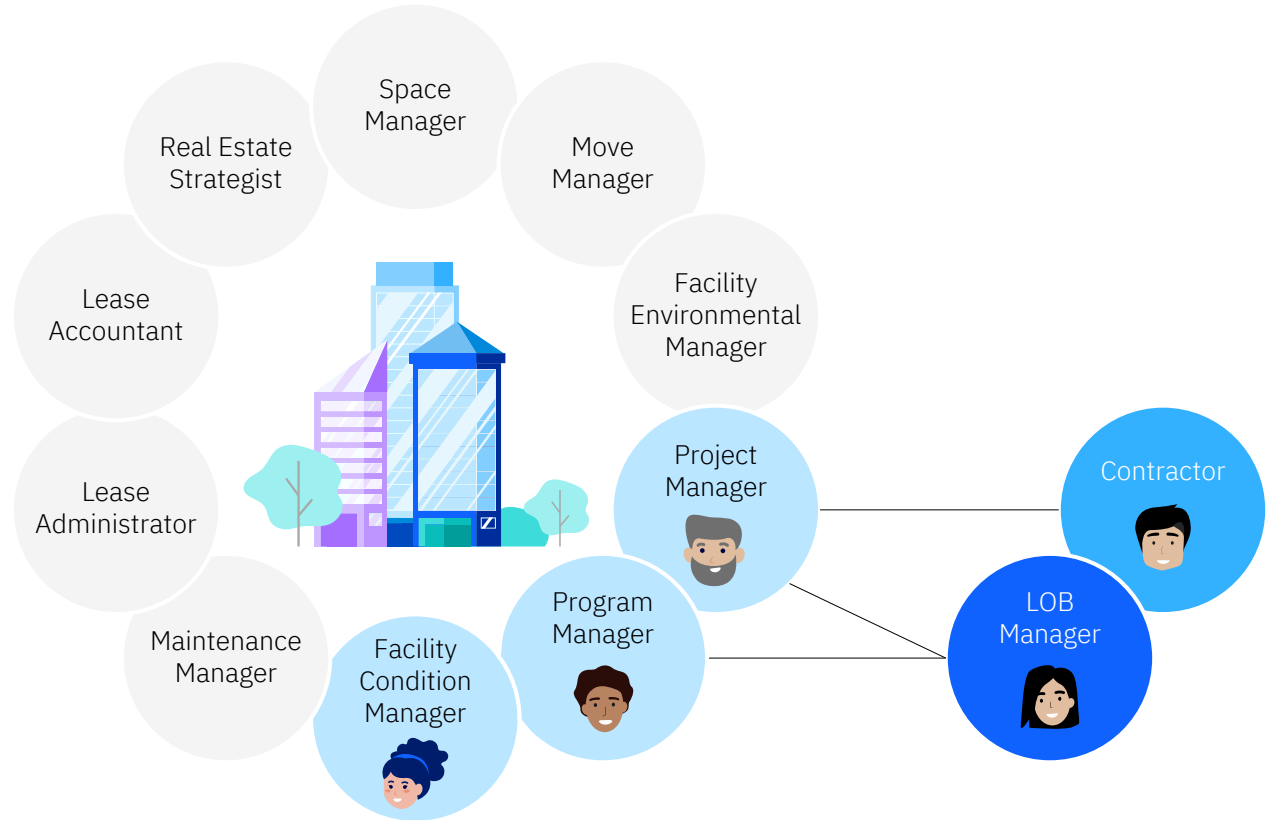
Disposal



Automated collaboration in Facility Condition Assessment & Capital Project Management

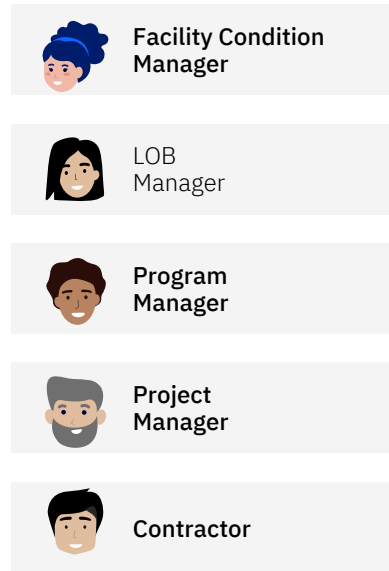
Project teams are typically composed of a wide array of people and roles.

TRIRIGA helps to bring those teams together to assess facility condition and improve overall performance. It then helps to manage and approve funding, prioritize work allocations, and to ensure that projects are delivered on-time and on-budget.

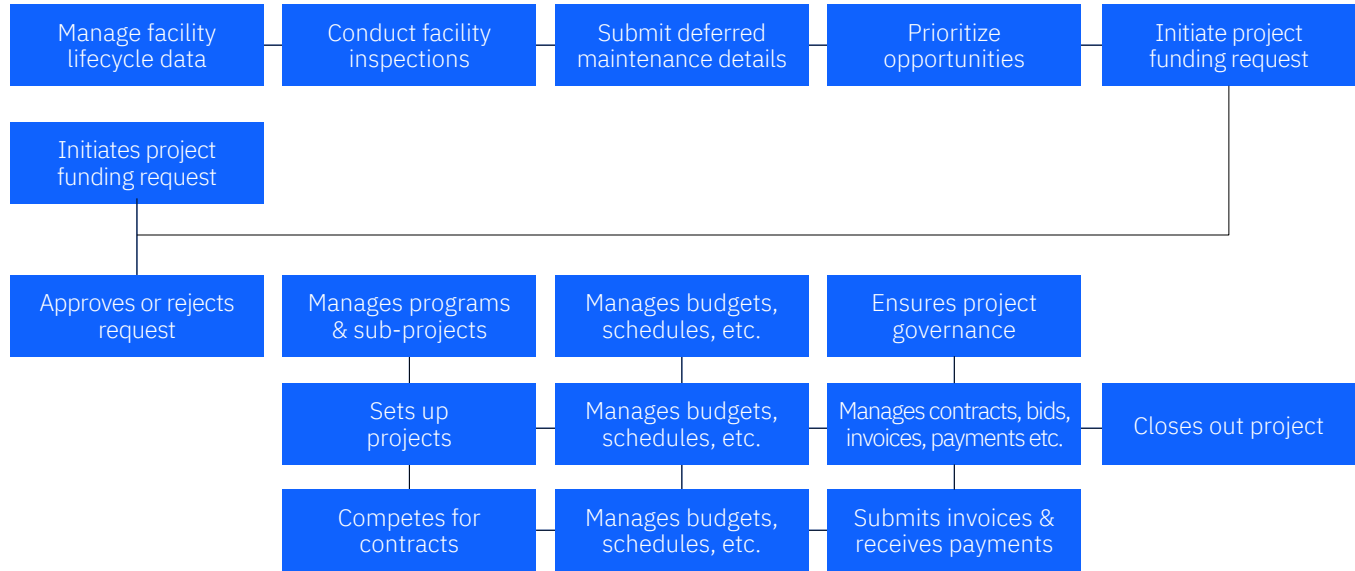


TRIRIGA streamlines how teams work together to improve integrated project execution and consolidated tracking

Personas



Summary of supported activities & responsibilities



Space Management

TRIRIGA increases space utilization
and eliminates costly, unnecessary space

30-40%

of commercial space is **underutilized**



How enterprises **manage spaces** in the emerging new normal is more important than ever

On-Boarding

Utilize

Disposal

Acquire

Build-out

**Populate
Portfolio Data**

**Administer
Real Estate**

Experience

Maintain

Dispose

- Identify requirements
- Search for potential locations
- Compare potential locations
- Justify lease or purchase decision
- Exercise lease options
- Execute purchases

- Estimate projects
- Establish and manage schedule
- Prioritize and execute environmental improvement projects
- Manage proposals
- Manage commitments and payments
- Manage project progress, risks and changes
- Project close-out

- Populate location hierarchy
- Load floorplans from CAD/BIM
- Manage space details
- Manage space allocations
- Assign seats

- Abstract new leases
- Meet lease accounting regulations
- Manage lease financials
- Track critical dates
- Comply with lease terms
- Renegotiate leases
- Perform property management on leased and owned properties

- Measure real time space use
- Validate space use
- Initiate and manage moves
- Measure workplace utility consumption
- Employee workplace services portal
- Reserve work and meeting space
- Reserve Assets
- Indoor wayfinding
- Locate colleagues

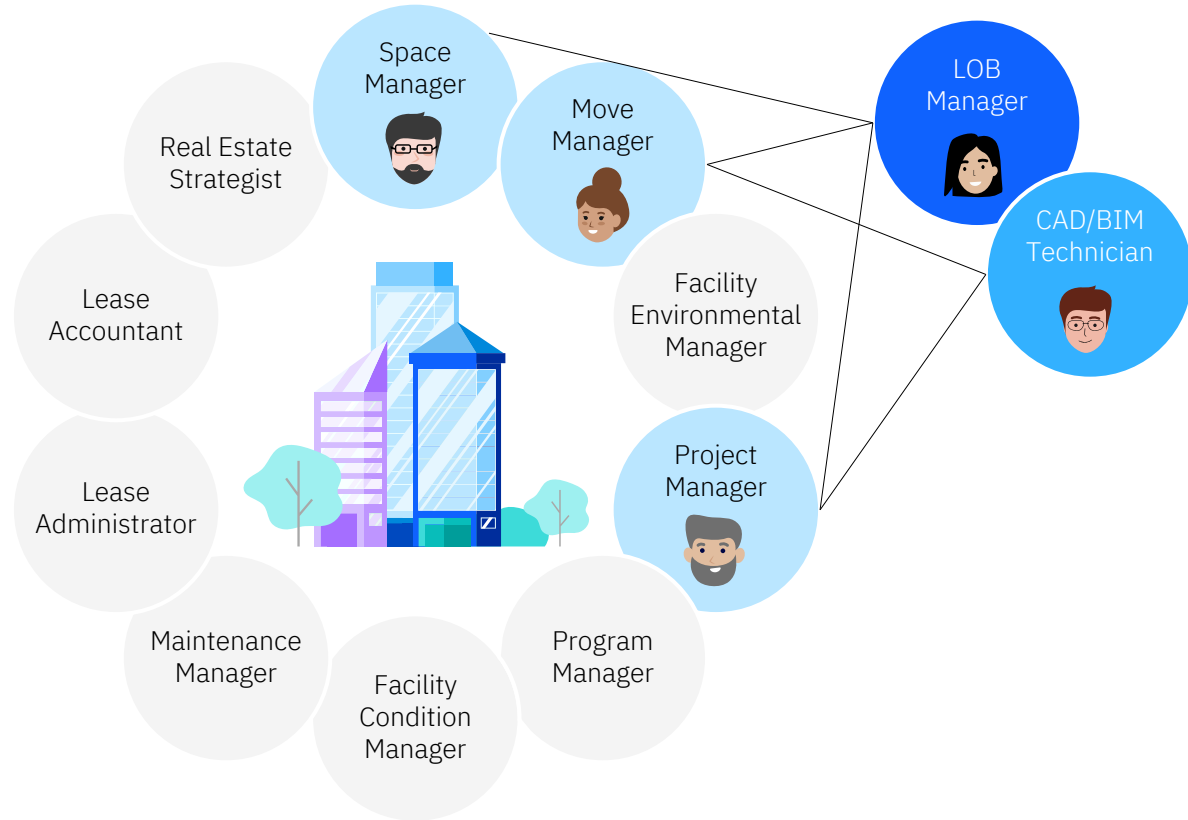
- Manage and route service requests and on demand work orders
- Manage planned, maintenance
- Plan for facility component lifecycle
- Manage facility condition index
- Plan projects
- Identify environmental improvement projects
- Maintain parts inventory
- Warranty management

- Identify underused space
- Model space scenarios
- Implement moves
- Identify excess space for disposal
- Define downsize scenarios
- Compare scenarios
- Decide and execute
- Site remediation
- Prepare site to sell or return

Real estate teams are often composed of a wide array of people and roles

Space management teams are typically composed of a wide array of people and roles. Requests for space are often initiated by line-of-business leaders

TRIRIGA helps bring teams together to improve overall performance, create strategic facility plans, increase space utilization, eliminate unnecessary space and reduce move costs and time.



Space planners ingest floorplan & asset data from CAD and BIM to automatically generate space and asset records

TRIRIGA
Capabilities



Acquire



Build-out



Administer
Real Estate



Capture
Portfolio Data



Utilize



Maintain



Manage
Environmental
Metrics



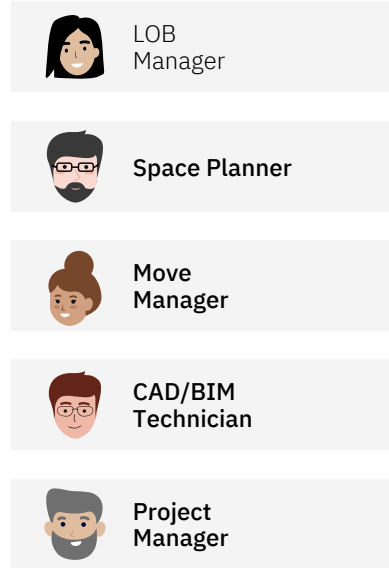
Dispose

External
Systems

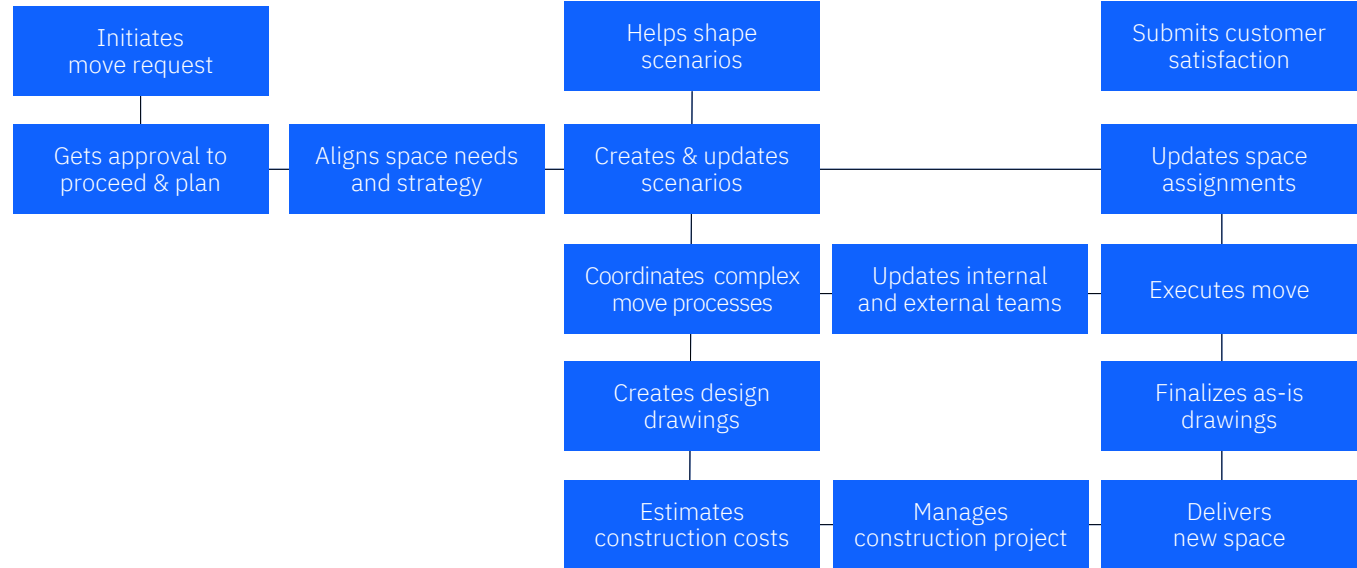
BIM (Revit), CAD (AutoCAD, MicroStation)

TRIRIGA increases space utilization and eliminates costly, unnecessary space

Personas



Summary of supported activities & responsibilities



Reservation Management

TRIRIGA enables flexible workplaces that are dynamic, safe and engaging

66%

of employees would prefer to be in the office for at least a portion of their work week



TRIRIGA helps ensure that critical **workplace services are available** where and when they are needed

On-Boarding

Utilize

Disposal

Acquire

Build-out

**Populate
Portfolio Data**

**Administer
Real Estate**

Experience

Maintain

Dispose

- Identify requirements
- Search for potential locations
- Compare potential locations
- Justify lease or purchase decision
- Exercise lease options
- Execute purchases

- Estimate projects
- Establish and manage schedule
- Prioritize and execute environmental improvement projects
- Manage proposals
- Manage commitments and payments
- Manage project progress, risks and changes
- Project close-out

- Populate location hierarchy
- Load floorplans from CAD/BIM
- Manage space details
- Manage space allocations
- Assign seats

- Abstract new leases
- Meet lease accounting regulations
- Manage lease financials
- Track critical dates
- Comply with lease terms
- Renegotiate leases
- Perform property management on leased and owned properties

- Measure real time space use
- Validate space use
- Initiate and manage moves
- Measure workplace utility consumption
- Employee workplace services portal
- Reserve work and meeting space
- Reserve Assets
- Indoor wayfinding
- Locate colleagues

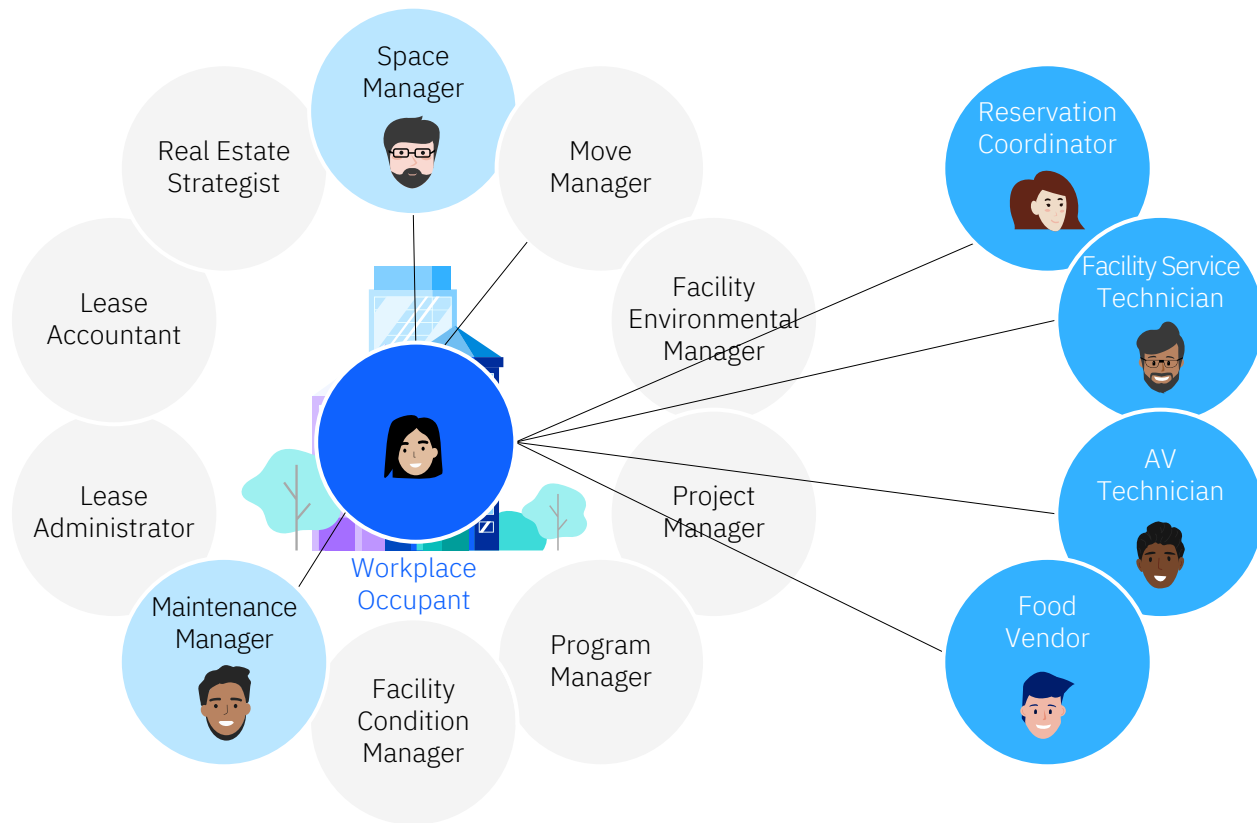
- Manage and route service requests and on demand work orders
- Manage planned, maintenance
- Plan for facility component lifecycle
- Manage facility condition index
- Plan projects
- Identify environmental improvement projects
- Maintain parts inventory
- Warranty management

- Identify underused space
- Model space scenarios
- Implement moves
- Identify excess space for disposal
- Define downsize scenarios
- Compare scenarios
- Decide and execute
- Site remediation
- Prepare site to sell or return

Workplace occupants expect to **access** facilities and space **seamlessly**, adding **productivity** to their day

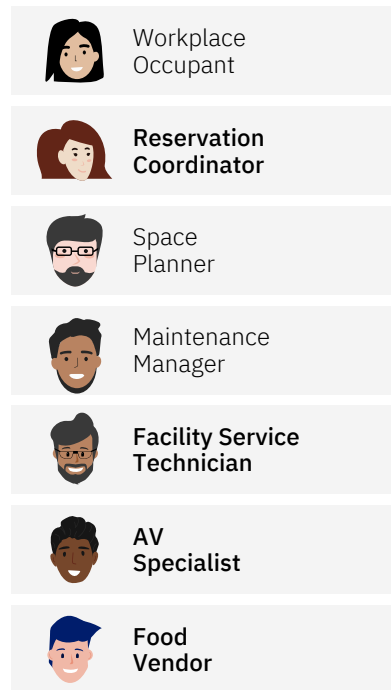
The workplace experience centers around the space user, everyday employees that need to get the job done. They need access to space, equipment and various services without impeding the work they're focused on.

TRIRIGA provides a single interface to workers to streamline the process and save time and money as enterprises determine how to bring employees back to the workplace safely and confidently

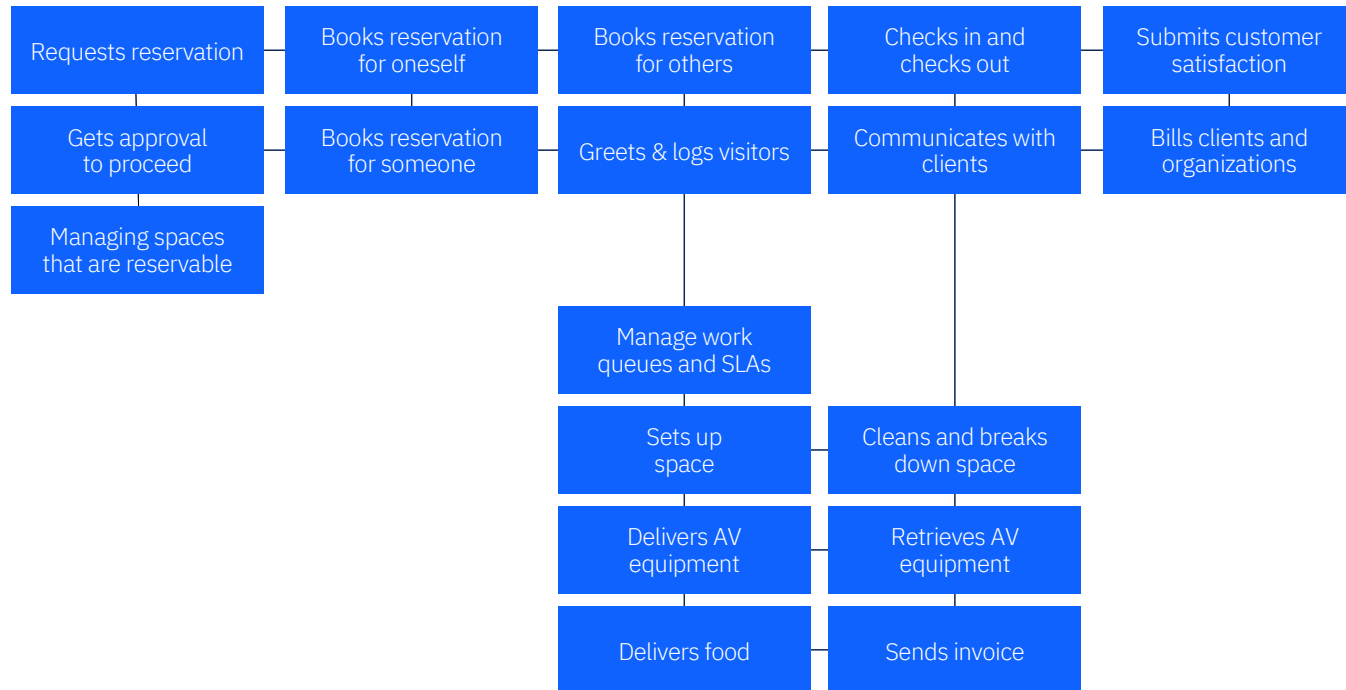


TRIRIGA automates service delivery and facility access enhance the workplace experience

Personas



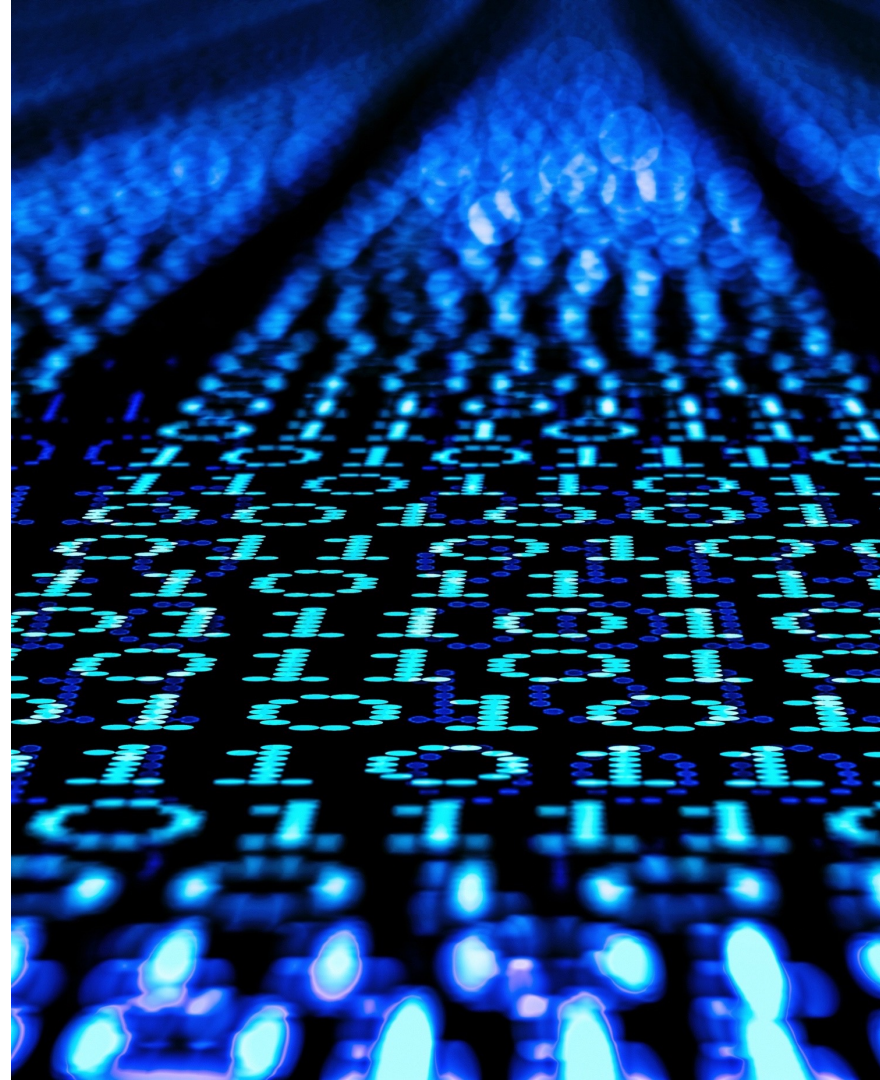
Summary of supported activities & responsibilities

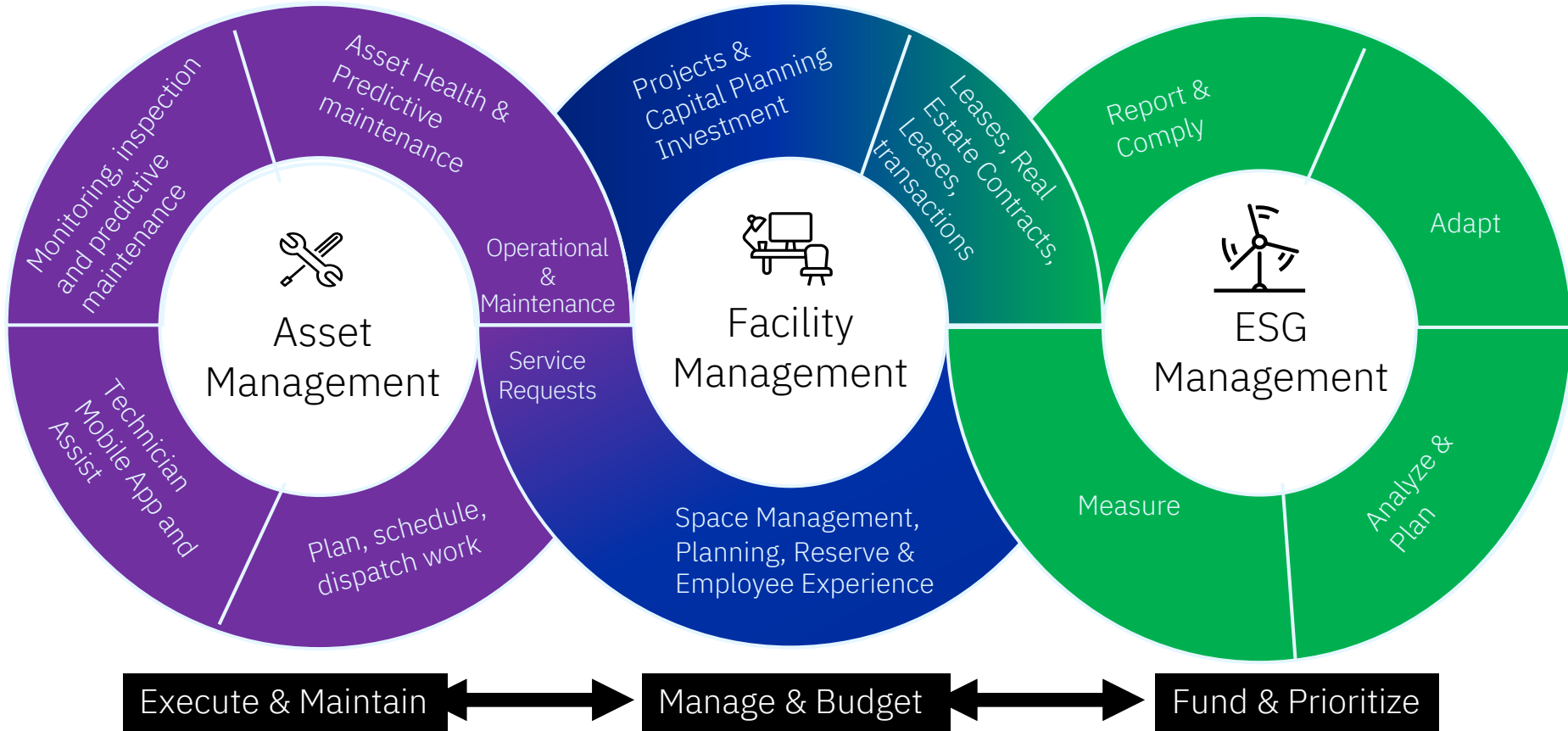


TRIRIGA Integrations

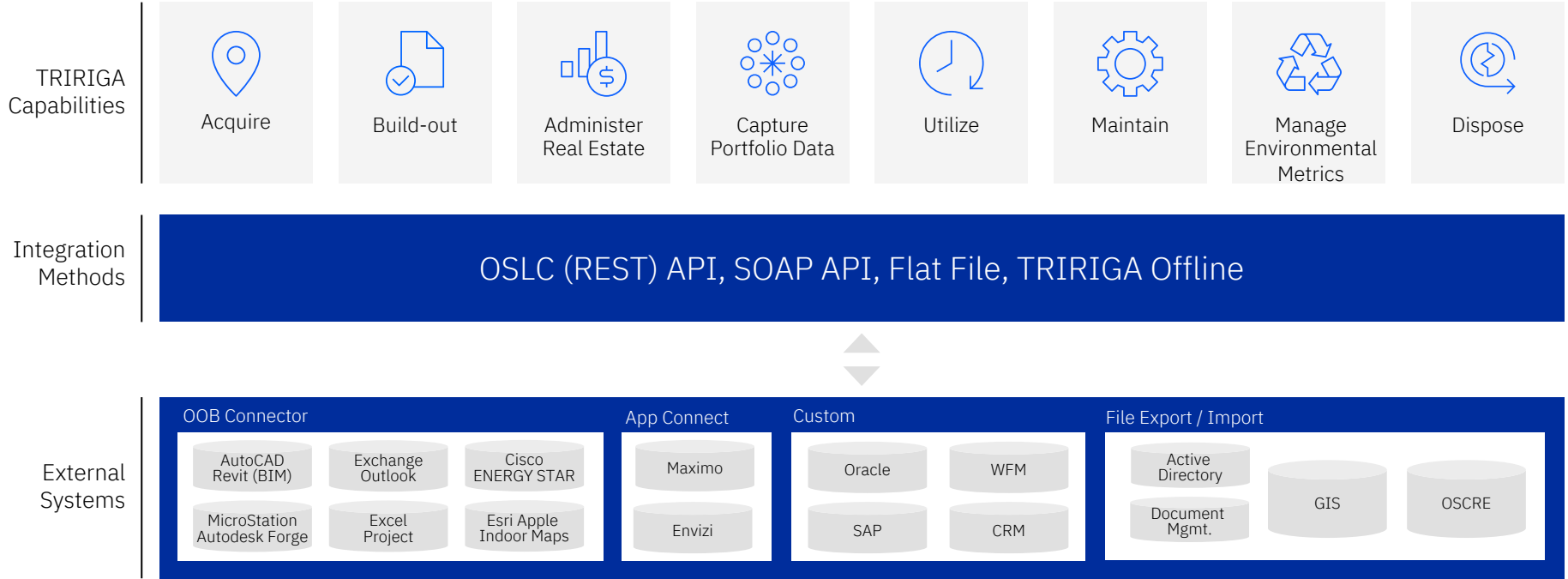
TRIRIGA can integrate with Maximo to break down operational silos & empower teams

- **Synchronized portfolio data** ensures consistent reporting and a single source of truth across all people, places and things in your enterprise.
- **Coordinated operations** and reporting provides consistency and efficiency across facilities and assets.
- **Streamlined monitoring, planning and budgeting** unlocks new opportunities, high-level insights and improved decision making.





TRIRIGA offers flexible **integration to systems-of-record** relevant to real estate and facility processes

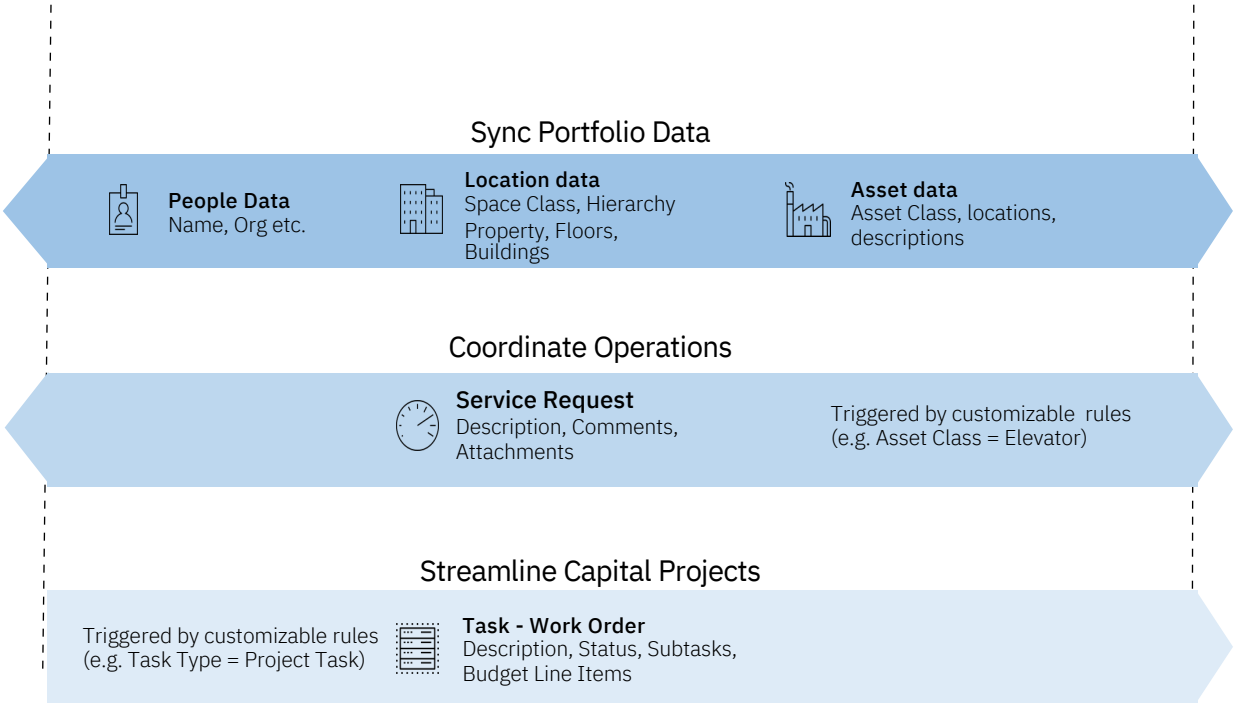


Integration Accelerator for Maximo and TRIRIGA

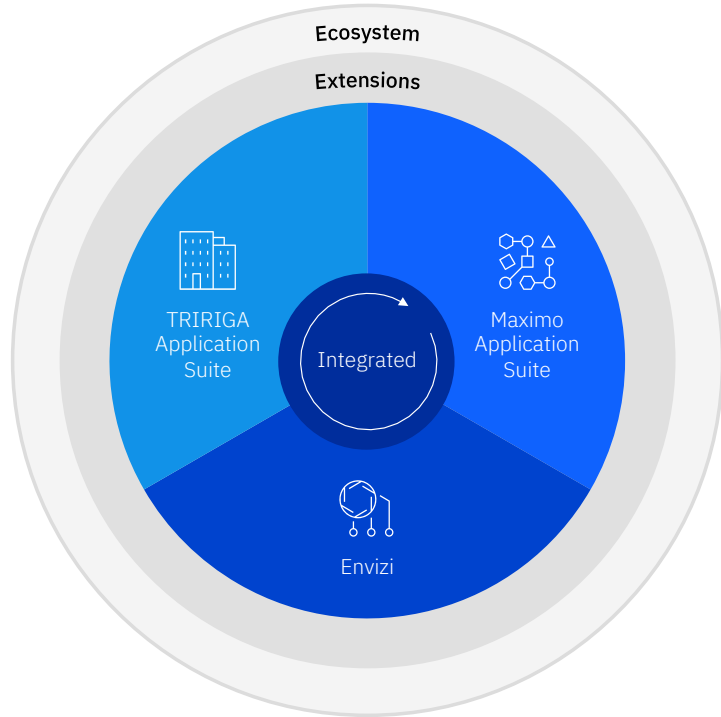
IBM App Connect
Accelerates Integration for Sustainability Software

TRIRIGA

MAXIMO



Leverage the best of Maximo and the best of TRIRIGA using pre-built integrations



Facility Condition
Assessment

& Capital Project
Management



Space Management



Reservation
Management



Enabled by
Maximo – TRIRIGA
Integrations

The impact of Real Estate on corporate performance is driving workplace transformation



Point Solutions

- Departmental focus
-
- Decentralized operations
-
- Task orientated activities
-
- Limited data shared across lifecycle



Integrated Solutions

- Centralized organizations
-
- Centralized data platform
-
- Real estate lifecycle functionality
-
- Vertical integration capabilities



Performance Management

- Enterprise value driven
-
- Actively track KPIs such as total occupancy costs, space utilization, etc.
-
- Automate processes and workflow
-
- Manage across real estate lifecycle



Strategic Management

- STREAM becomes a strategic Asset
-
- Consistent C-Suite visibility and dependency
-
- Financial, operational and environmental OKRs linked to strategic goals



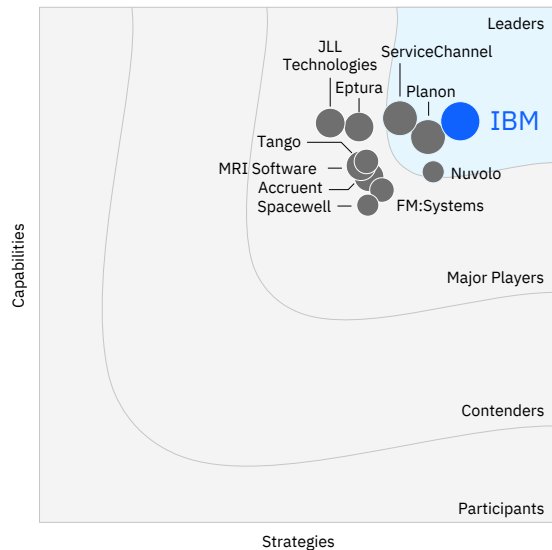
Value Creation Strategy

- IoT and AI use cases increasingly deployed
-
- Enhanced workplace experience
-
- Optimize facilities to improve productivity and engagement
-
- Shift focus to HIGH VALUE WORK

IBM is the only Integrated Workplace and Carbon Management leader in all IDC and Verdantix ratings



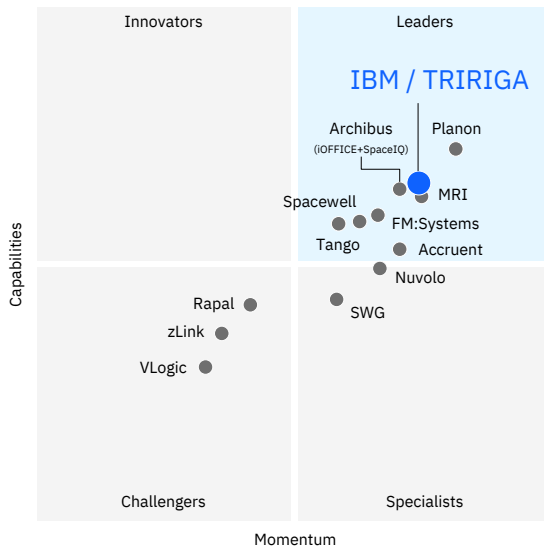
Worldwide SaaS and Cloud-Enabled Enterprise Maintenance and Facility Management Applications 2022–2023



Source: IDC, 2022



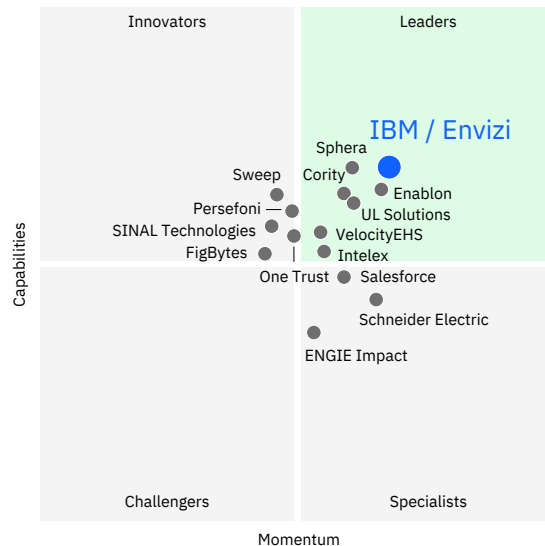
Green Quadrant for Integrated Workplace Management Systems 2022



Source: Green Quadrant: Integrated Workplace Management Systems 2022 Copyright © Verdantix Ltd 2007-2022



Green Quadrant for Carbon Management Software 2022



Source: Green Quadrant: Enterprise Carbon Management Software 2022 Copyright © Verdantix Ltd 2007-2022

The Future is *You*

Join the [User Engagement Program](#) and shape the future of IBM Products

Influence IBM roadmaps

Engage with Product and Design teams to shape future work

Get early access to future offerings

Preview design and product experiences

Shape experiences for your needs

Share your goals, challenges, and feedback so we can build products that help you and your organization succeed

What should I know?

[Participants](#) are industry professionals who contribute their experience, domain expertise, and feedback on our current or future products, on behalf of their organization.

IBM works with your [availability](#).

[One-way confidential information](#), IBM to your organization.


[Your Organization owns their feedback](#). IBM can use that feedback with your permission.

Where do I start?

1. Contact your IBM representative
2. Complete the Feedback Program Agreement
3. IBM's Product team will reach out to you to collaborate

2 min survey





What does all this
mean for you?

The time to act is
now

