

Select the right solution for facilities management

Create smarter buildings by
integrating critical facilities
management processes

Facilities count as a major expense—if not the number one cost of business—for most organizations. But through enhanced facilities management, organizations can reap huge potential savings. For example, an increasingly remote workforce requires less physical space, but when energy usage and sustainability are factored in, the cost reduction achieved by organizations when they no longer have to heat, cool and maintain unused space can be even more significant.

Other 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.

To ensure that your organization's buildings and staff operate at their best, seek a facilities management solution that centralizes and integrates critical facilities management processes to improve the effectiveness of a distributed workforce, increase the utilization of physical facilities, accelerate the configuration of your workplace, and help you plan efficient moves, whether inter-departmental or from building to building.

As you research options, the right solution should help you transform the way you manage your facilities to achieve increased efficiencies, reduce energy consumption and realize greater financial return. And it should do it all from a system architecture you can trust.

Getting started with facilities management

This buyer's guide outlines the features and capabilities of an effective facilities management solution, addressing the following key areas:

1. Facilities space management
2. Strategic facilities planning
3. Move management
4. Workplace reservation management
5. Management system architecture

Each section of the guide provides a checklist of features to help you evaluate whether or not a solution effectively addresses each of these areas. You will also find tips to help you select solutions with the support—and a vendor with the financial stability—to address the full range of your facilities management requirements.

1. Facilities space management

One effective way to reduce facilities occupancy and operating costs is to consolidate and eliminate underutilized facilities. Yet the management maxim, "If you can't measure it, you can't manage it," suggests that without capturing and classifying work spaces such as offices and workstations, as well as their use and costs, organizations will struggle to effectively reduce their costs.

To achieve effective facilities space management, organizations require a simple-to-use solution that automates the capture of actual space use to accelerate their understanding of core business demands. It should also deliver pre-built facilities management analytics to identify vacant and underutilized workspaces.

Facilities space management

Look for a solution that:	IBM	Other
Provides integration with AutoCAD and Bentley Systems MicroStation to dynamically link facilities data to computer-aided design (CAD) drawings and building information models, independent of file format	✓	
Provides pre-built performance metrics to identify underutilized and underperforming facilities based on characteristics such as area per person, cost per area and occupancy rate weighed against planned targets	✓	
Generates web-based CAD floor plans to graphically query and visualize standard and ad-hoc facilities reports such as vacant spaces and spaces by department	✓	
Delivers pre-built dashboards for facilities managers and space planners, with end-user dashboard configuration to fit personal work styles	✓	
Provides Building Owners and Managers Association (BOMA) and International Facility Management Association (IFMA) space-measurement calculations to determine rentable and usable area measurements	✓	
Provides pre-integrated Open Standards Consortium for Real Estate (OSCRE) Space Classifications to simplify facilities benchmarking	✓	
Includes global units of area such as square feet, square meters and pyeong as well as conversion processes to simplify area measurement across global facilities portfolios	✓	
Automates chargeback processes that determine assignable space and costs for each department	✓	
Maintains historical data on facility space allocations and infrastructure assets for improved facilities planning decisions	✓	
Furnishes web-based CAD plans to provide departments with graphical views of their assigned spaces	✓	

2. Strategic facilities planning

Another way to manage facilities more effectively is to plan space strategically, aligning the supply of space and the configuration of space with the organization's business needs over time. But how?

One way is to seek a facilities management solution that delivers advanced strategic facilities planning to accelerate an understanding of core business demands, to simplify complex planning analysis and to streamline the implementation of strategic facilities plans. The right solution will enable real

estate and facilities planners to increase the effectiveness of all types of real estate planning—strategic, master and tactical—through advanced performance analytics, visual scenario modeling and an automated workflow engine.

Choose a solution that can determine the best possible space-planning scenarios to increase the utilization of underperforming facilities with advanced capabilities that forecast, allocate and compare strategic facilities plans against business objectives, status quo and other scenarios.

Strategic facilities planning		
Look for a solution that:	IBM	Other
Provides online and offline forms to capture space requirement forecasts from business units and departments to determine future space use over multiple planning periods	✓	
Assesses the impact of space forecasts (demand) against facilities (supply) against planning goals such as occupancy rate, utilization and density	✓	
Provides an n-level planning framework to cascade business plans, planning objectives and performance goals from global down to local-level plans	✓	
Offers visual tools to extend or terminate leases and to purchase or sell real estate, in order to model acquisition, disposition and consolidation scenarios	✓	
Provides scenario-planning tools to model the impact of alternative workplace strategies, such as hoteling, on facilities utilization and density	✓	
Provides stack planning to model the allocation of departments across new and existing floors	✓	
Recommends “best fit” floors for departmental moves within stack planning to minimize construction costs	✓	
Automates the capture of departmental moves within stack-planning scenarios, then estimates and compares scenario move costs and churn rates against planned targets	✓	
Provides scenario analysis and side-by-side comparison of energy use, carbon emissions, project costs and other planning goals to identify highest-return alternatives	✓	
Compares strategic-planning scenarios against business objectives, status quo and other scenarios	✓	
Initiates automated projects and tasks for real estate acquisitions and dispositions, construction project management, and move planning and implementation to increase plan execution efficiency	✓	
Translates facilities plans into specific work tasks automatically based on approved planning scenarios to accelerate increased facilities utilizations	✓	
Updates personnel space assignments and cost allocations automatically after facilities changes are complete	✓	

3. Move management

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

The ideal solution supports advanced moves, adds and change management to improve the efficiency of ad hoc and planned move management and to reduce operating costs.

Look for a solution that provides a single, automated, centralized system for move requests, approvals, tracking, scheduling and service-provider integration. Upon move execution, the ideal solution should automate the capture and allocation of space usage chargebacks to internal departments, as well.

Move management		
Look for a solution that:	IBM	Other
Delivers pre-built dashboards for move managers and enables end-user dashboard configuration to fit personal work styles	✓	
Automates creation and sequencing of personnel and asset moves from facilities-planning scenarios to streamline move planning and implementation of preferred scenarios	✓	
Uses embedded workflow processes to convert approved plans into move projects and tasks to accelerate the timely execution and delivery of facilities plans	✓	
Delivers a combined move request, approval and service management platform through an employee self-service portal	✓	
Automates move management with processes that generate required move projects and task schedules and route moves to applicable service providers	✓	
Creates, assigns and distributes automated customer surveys at the completion of the move to increase the future quality and effectiveness of move-related services delivery	✓	
Provides pre-built metrics including churn rate, on-target service costs, on-time service responsiveness and move costs to measure move management processes against targets	✓	

4. Workplace reservation management

More and more, organizations are turning to alternative workplace strategies as a means to increase facilities utilization and reduce occupancy 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, their utilization must be monitored and maximized.

Organizations should seek a facilities management solution that offers a reservation system to increase the effectiveness of home-based and mobile employees, to minimize conflicts in common-use spaces, and to improve worker productivity while reserving space. It should integrate with work-order and purchasing capabilities to automatically generate and route work tasks and purchase orders to service providers when requesting room setup, catering or audio-visual services.

Workplace reservation management		
Look for a solution that:	IBM	Other
Delivers simple-to-use web- and Microsoft Outlook-based room reservation forms to streamline user access and increase user adoption	✓	
Provides personal preferences such as preferred workspaces, meeting rooms and equipment to accelerate reservation bookings	✓	
Provides workspaces and equipment catalogs that identify information, including photos and floor plans, to help users select resources	✓	
Provides waiting-list options to increase utilization of conference rooms, meeting rooms and training rooms	✓	

Workplace reservation management

Look for a solution that:	IBM	Other
Includes asset scheduling to increase the use of vehicles, IT and audio/visual equipment, including servers, printers, projectors and video cameras	✓	
Allows reservations on behalf of other people with proper authorization	✓	
Generates internal and third-party work tasks, requests and purchase orders automatically with each reservation	✓	
Provides room setup and breakdown processes to streamline coordination of related services such as food services and equipment delivery	✓	
Sends automatic email notifications and calendar alerts as reservation reminders	✓	
Provides visual Gantt charts to see reservation and task dependencies critical to the coordination of a successful event	✓	
Notifies reception and security personnel of visitors scheduled to attend meetings and maintains a history of visitors	✓	
Provides “drag and drop” schedules that allow event managers to modify event times and locations quickly and efficiently	✓	

5. Management system architecture

In the quest to more efficiently manage facilities, organizations can save time and money by choosing a facilities management solution that is supported by an advanced technology platform.

Look for a reliable solution that provides a consistent level of performance—one that can support thousands of concurrent users without disruption or long response times—and one that is simple to use and integrate, helping you both reduce costs and complexity and also boost productivity.

Management system architecture

Look for a solution that:	IBM	Other
Provides an advanced, single technology platform and data repository	✓	
Offers a native performance analytics engine to perform data aggregation and summarization across a single facilities management data set	✓	
Supports multiple operating systems and architecture standards, as well as multiple application, web and database servers	✓	
Supports high availability through the addition of failover and load balancers within the system architecture	✓	
Uses and supports industry standards such as identification, authentication, encryption, user access/permissions and auditing to provide system and information security	✓	
Allows system administrators to define security rights at the level of granularity that aligns with data requirements of specific business groups	✓	
Delivers a single workflow engine to establish, implement and automate business processes	✓	
Provides Java and XML/SOAP-based integration to streamline secure data exchanges with critical enterprise systems such as ERP, CRM, HCM, SCM and more	✓	
Offers graphical configuration tools to rapidly configure and reconfigure applications and data structure/elements to a particular data model without changes to source code	✓	

Selecting the right vendor

The provider you choose should be able to support the full breadth of your facilities management requirements. Ideally, you will also want one who can support you throughout the process of implementing your solution, as well as one who can provide long-term, ongoing support. Before you select a vendor, make sure to ask these questions:

Are your vendor's products tightly integrated for seamless functionality?

Make sure that the solution you choose is interoperable with multiple platforms and servers, and that the vendor can respond quickly to changes in operating systems and infrastructure, taking immediate advantage of platform enhancements.

Does your vendor provide rapid time to value?

A cost-effective solution should minimize system configuration and reduce project cost and risk. The vendor should be able to provide reliable implementation, service delivery and quality assurance to help you achieve more effective facilities management.

Is the solution supported by a mature organization with the expertise and bandwidth that can be relied on when you need it?

Your vendor should offer highly responsive and highly effective customer support. Find a vendor that has a proven support organization to help you maximize the value of your investment.

How sure are you of your vendor's stability and staying power in today's economy?

You should consider a vendor with a long history of effectively managing its own facilities. Choose one with a solid, forward-looking strategy to help others achieve their facilities management goals, and with the resources to withstand adverse economic conditions.

Can your vendor deliver products that are strategically designed, technically superior and easily customizable?

When comparing various facilities management solutions, look for technical superiority—well-designed functionality, an intelligent architectural design, broad support for changing industry standards and robust disaster-recovery capabilities.

Enable smarter buildings with IBM TRIRIGA

As you evaluate facilities management solutions, you will find that IBM solutions for Smarter Buildings have what it takes to help you more effectively manage your buildings. IBM® TRIRIGA® offerings integrate and optimize physical and digital infrastructures to create buildings and portfolios of buildings that can be more cost effective because they can improve the effectiveness of a distributed workforce, increase the utilization of physical facilities and accelerate the configuration of an organization's workplace.

IBM TRIRIGA offerings are also part of a larger enterprise-class IBM software portfolio, in use by more than one-third of Fortune 100 companies, to help global organizations increase return on real estate assets, reduce operational costs of facilities, and mitigate environmental and financial regulatory risks.

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/software/products/ibmtrir

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