

IBM puts its house in order with new property performance management solution.



A Property Performance Management solution is providing IBM with an holistic view of all assets within its property portfolio

Overview

■ **The Challenge**

Obtaining and assembling comprehensive details about the total cost of operations and performance of all IBM sites across Europe due to a number of different outsourced service providers

■ **The Solution**

IBM Maximo

■ **The Benefit**

Consolidation of multiple data sources to provide an holistic view across the entire property portfolio

Maintaining control of its 800 buildings across Europe was proving a major challenge for IBM. This prompted IBM to develop a Property Performance Management system as an in-house solution designed to collate all property related information from each of its service providers - providing the company with an holistic view of all assets within its property portfolio.

In common with many organisations with extensive property assets, IBM has outsourced most of the delivery of its property-related services, meaning that its sites are supported by a variety of service providers, some managed by IBM on a national basis, whilst others operate across regions. However, by adopting a largely outsourced model, IBM's Real Estate & Site Operations

(RESO) organisation soon encountered a widespread problem – it became extremely difficult to obtain and assemble comprehensive details about the total cost of operations and performance of their sites.

Typically, outsourced service delivery partners utilise their own IT systems to manage operational activities – meaning that the occupier must rely upon their delivery partners to provide detailed performance data. Since it is common that services are outsourced to a range of suppliers, none can provide the whole picture of the performance of the portfolio.

“In essence, we have designed a property performance management solution that is designed for industries that traditionally outsource their property-related responsibility in order to provide an holistic view of a company’s property portfolio.”

– Jeff Wilson, European Operations Manager, Real Estate and Site Operations, IBM

Jeff Wilson, European Operations Manager, IBM Real Estate and Site Operations, states, "We experienced first hand the pitfalls of outsourcing our property related services and the subsequent lack of visibility that this created across our assets. Therefore our aim was to provide a core model which contains a property data repository and standard reports, all of which have been proven in an operational environment."

The system, named RESOBase, consists of a central 'data repository' which is linked to all of the main property-related systems (such as IBM's own enterprise SAP system for finance and HR data, Maximo for work and assets, Archibus for space, Tramps for estates and building access systems for occupancy utilisation). Data from all of these sources is consolidated and combined to provide an holistic view across the entire portfolio.

RESOBase's core design principle is to be able to link to a variety of suppliers' systems to extract key data without needing to duplicate the functionality of the donor systems. Thus, it allows IBM to regain control of its key property data and gives it the capability to cope with an ever-changing supply chain – the consequence of IBM's regular acquisition of leading organisations to bolster its portfolio of solutions.

Following one such recent acquisition – of MRO Software and its Maximo asset management solution – IBM has now taken its proven RESOBase solution and is converting it to be available as a new capability in IBM Maximo. This provides the same type of central data store as RESOBase whilst offering IBM Maximo's flexible and open toolsets to tune the basic solution for individual client needs. Similarly, IBM Maximo's standard tools allow the screens and reports to be altered whilst additionally providing comprehensive access control, multi-currency and multi-language support.

Wilson concludes, "Our system enables users to access key information such as the operating costs per building, a definitive register of property assets and property regulations – the type of information that previously would have required accessing disparate, non-compatible systems. In essence, we have designed a property performance management solution that is designed for industries that traditionally outsource their property-related responsibility in order to provide an holistic view of a company's property portfolio."

For more information

To learn more about the IBM Maximo software solutions or to have a discussion on the benefits of the property management solution please contact:

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