

# TRIRIGA WPM Enterprise

Achieve performance across all workplace operations with an IWMS Balanced Scorecard

## TODAY'S CHALLENGES

Workplace executives strive to align resources and operations closely with the business objectives of their organizations. Today, these executives lack an enterprise view to target, measure and align performance to business objectives. Without effective tools to provide these capabilities, organizations often miss the opportunity to increase return on workplace assets, improve workplace productivity and increase overall impact of workplace resources on the bottom-line.

Workplace executives need a management and measurement system built to balance the different business objectives of the organization.

## RIGHT-BALANCE PERFORMANCE WITH TRIRIGA WORKPLACE PERFORMANCE MANAGEMENT ENTERPRISE

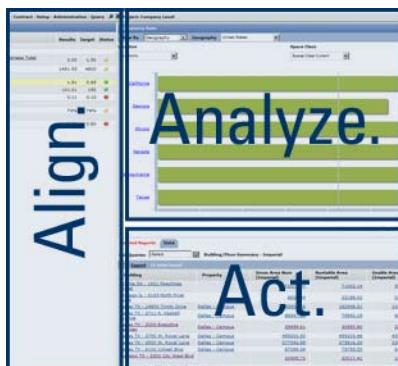
TRIRIGA Workplace Performance Management Enterprise™ (WPM Enterprise), a performance management system for mid-size and large organizations, specifically prescribes the IWMS Balanced Scorecard™ and delivers performance targets and measures to align workplace resources to business objectives. Both a measurement and management system, TRIRIGA WPM Enterprise™ provides executives with an enterprise-view of workplace performance from the following four key dimensions:

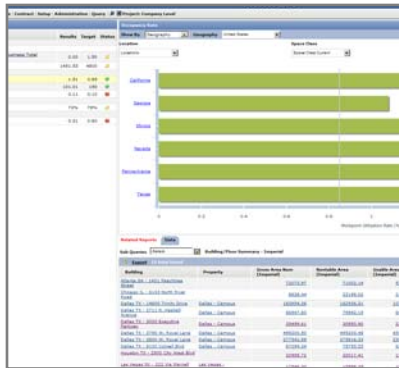
- Customer Performance: measures how well workplace operations align with the business organization needs
- Operational Performance: measures the efficiency and effectiveness of workplace processes
- Portfolio Performance: measures the utilization, condition and return on workplace assets
- Financial Performance: measures the cost of operations, total occupancy costs, revenue weeks and profitability of workplace operations and resources

## ENTERPRISE-VIEW OF WORKPLACE PERFORMANCE MANAGEMENT ACROSS THE REAL ESTATE LIFECYCLE

With an enterprise-view across the entire real estate lifecycle, TRIRIGA WPM Enterprise provides the ability to target, measure and drive workplace performance across all departments: Real Estate, Design and Construction, Facility Management and Maintenance to measure the following:

- Customer satisfaction for all workplace services from the work environment to service delivery and service costs from internal and external providers
- Operational effectiveness and efficiency from real estate transactions to project construction and the delivery of facility and maintenance services





- Portfolio utilization of workplace assets across the entire organization
- Financial performance for overall workplace costs including operations costs, lease costs and costs of providing the fixed assets to ensure profitability

### WORKPLACE BUSINESS OBJECTIVES DEFINED, DEPLOYED AND CASCADED DOWN THE ORGANIZATION

TRIRIGA WPM Enterprise allows executives to define business objectives enterprise-wide and then deploy and cascade them throughout the organization. From the business unit down to the individual contributor, TRIRIGA WPM Enterprise personalizes objectives and measures workplace performance for each role to ensure complete and rapid alignment up and down the organization.

### WORKPLACE PERFORMANCE MANAGEMENT CONTINUOUSLY IMPROVES BUSINESS PERFORMANCE

TRIRIGA WPM Enterprise provides and delivers a pre-defined performance management lifecycle as part of the application to align objectives and business processes to maximize operational and financial performance. Workplace executives then apply the learning from analysis to improve processes and infuse new objectives, changed objectives and processes and analyze new data to achieve business performance.

### TRIRIGA WPM APPLICATIONS OFFER A BROAD ARRAY OF UNIQUE CUSTOMER BENEFITS

Like all of the TRIRIGA WPM™ applications, TRIRIGA WPM Enterprise:

- Operates from “inside” the TRIRIGA Integrated Workplace Management System (IWMS) solution, enabling timely access to accurate information
- Includes pre-defined performance management metrics, reports and role-based portals
- Shares the same toolset and advanced technology with TRIRIGA’s IWMS operations management applications, enabling customers to rapidly configure and extend the application



### TRIRIGA WORKPLACE PERFORMANCE MANAGEMENT ENTERPRISE: ACHIEVE GREATER PERFORMANCE!

Based on extensive industry experience working with market-leading companies, TRIRIGA WPM Enterprise offers a flexible, scalable, reliable enterprise-class software solution. TRIRIGA WPM Enterprise provides workplace executives the ability to balance performance across the entire organization and across the entire real estate lifecycle.

### TRIRIGA: UNIQUELY POSITIONED TO DELIVER CUSTOMER SUCCESS

The TRIRIGA Workplace Performance Management Systems™ suite of applications extends the unique capabilities of TRIRIGA IWMS. Recognized by leading industry analysts as the best-in-class solution, TRIRIGA provides the industry’s most extensive functionality in a fully integrated IWMS solution. With TRIRIGA IWMS, organizations can significantly improve financial performance and return on workplace assets. TRIRIGA’s extensible technology provides customers with unmatched business agility, to align and rapidly re-align objectives and processes to maximize financial performance. With an outstanding network of consultants, partners, industry experts, and market-leading customers, TRIRIGA delivers exceptional service and proven best practices. A well-established organization, TRIRIGA® delivers customer success!



To find out more about how TRIRIGA Workplace Performance Management Enterprise improves the bottom-line, contact an expert at 702 932-4444.

### Product Features:

- 1 Personalized Role-based Portal for Workplace Executives
- 1 Personalized Performance Scorecard for Workplace Executives
- 36 Performance Metrics
- 44 Metric Dimensions
- 17 Performance Reports
- Personalized Filters and Drill-paths for Analysis
- Financial Staging Tables for Financial Cost Data
- Financial Data Off-line Form
- Performance Metric Targets
- Performance Thresholds for Industry Benchmarking
- Time Trend Analysis
- IWMS Star Schema Analytics Data Model

### Pre-Defined Performance Portals:

- Workplace Executive

### Metrics:

TRIRIGA WPM Enterprise includes 36 metrics to evaluate and analyze workplace performance across multiple dimensions:

- % Portfolio Leased vs. Owned (%)
- Condition Index (%)
- Condition Index (%) (Score)
- Service Time Utilization (%)
- Service Time Utilization (%) (Score)
- Overall Customer Satisfaction (%)
- Overall Customer Satisfaction (%) (Score)
- Services Satisfaction Survey (%)
- Services Satisfaction Survey (%) (Score)
- Customer Satisfaction - Facilities (%)
- Customer Satisfaction - Facilities (%) (Score)
- Customer Satisfaction - Portfolio Managers (%) (Score)
- Customer Satisfaction - Preferred Providers (%) (Score)
- On-Target Service Costs (%)
- On-Target Service Costs (%) (Score)
- On-Time Service Responsiveness (%)
- On-Time Service Responsiveness (%) (Score)
- Operating Cost Ratio (Actual / Budget) (%)
- Operating Cost (Actual vs. Budget) (USD)
- Capital Cost Ratio (Actual / Budget)
- Capital Cost (Actual vs. Budget) (USD)
- Cost of Operations (USD / RSF)
- Cost of Operations (USD / RSF) (Score)
- Total Occupancy Cost (TCO) (USD /

RSF)

- Total Occupancy Cost (TCO) (USD / RSF) (Score)
- Facility Operating Current Replacement Value Index (%)
- Facility Operating Current Replacement Value Index (%) (Score)
- Capital Renewal Index (%)
- Total Workplace Cost of Operations / Total Business Revenue (%)
- Total Workplace Cost of Operations / Total Business Revenue (%) (Score)
- Total Workplace Cost of Operations / Total Business Operating Expenses (%)
- Total Workplace Cost of Operations / Total Business Operating Expenses (%) (Score)
- Occupancy Rate (%)
- Occupancy Rate (%) (Score)
- Percent Project Over Budget (%) (Score)
- Percent Project Over Schedule (%) (Score)

### Metric Dimensions:

TRIRIGA WPM Enterprise includes 44 metric dimensions:

- Assigned Person
- Assigned Resource
- Budget Class
- Building Class
- Building System
- Building Tenure
- Capture Period
- Client, Vendor
- Contract
- Customer Organization
- Fiscal Time Periods
- Geography
- Implementation Plan
- Implementation Plan Category
- Location
- Maintenance Cost Category and Type
- Organization
- Payment Type
- Portfolio Manager
- Preferred Provider
- Primary Use
- Priority
- Project
- Project Classification
- Project Group
- Project Manager
- Project Task
- Project Type
- Question Category
- Real Estate Contract

- Real Estate Contract Administrator
- Real Estate Contract Type
- Real Estate Project
- Request Class
- Requesting Organization
- Responsible Organization
- Service Class
- Service Code and Service Type
- Service Provider
- Space Class
- Survey Question Category
- Survey Type
- Transaction Plan
- Worker Type

### Reports:

TRIRIGA WPM Enterprise includes 17 pre-built reports:

- Overall Project Performance
- Project Schedule Performance
- Project Cost Summary
- Space Use by Organization
- Space Use by Geo-location
- Space Audit/Chargeback by Organization
- Space Audit/Chargeback by Location
- Space Class Summary by Space Class
- Space Class Summary by Geo-location
- Building Summary Report
- Cost Code Summary Report
- Contract Summary Report
- Future Rent Obligations - 10K
- Lease Critical Dates Report
- Portfolio Summary Report
- Implementation Plan Status
- Contract Status



**The Global IWMS Leader**

6700 Via Austi Parkway Las Vegas NV 89119  
702-932-4444 • 888-TRIRIGA • [www.tririga.com](http://www.tririga.com)  
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