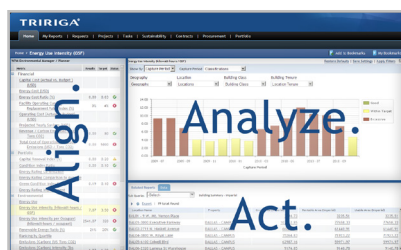


TRIRIGA WPM Facilities™



Right-cost facility spend by optimally balancing business alignment, space utilization and facility management.

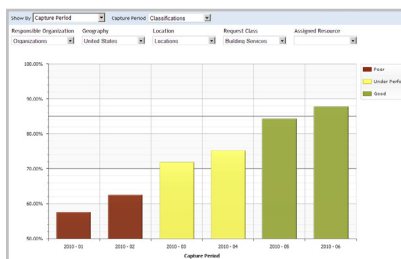


Today's Challenges

Organizations often underestimate the ongoing costs to manage and maintain workplace facilities. The annual cost to manage and maintain real estate assets, facilities and infrastructure averages approximately \$50M per year¹ and can be substantially higher for larger organizations. Facilities management executives have overall financial responsibility for managing and maintaining these workplace assets.

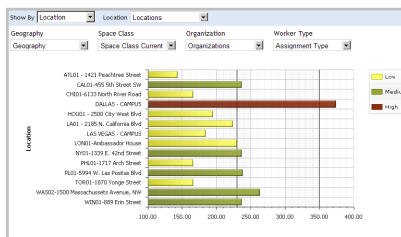
To determine the right cost and facility spend for the organization, Facilities executives attempt to balance three objectives: meeting customer needs, optimizing space utilization and reducing facility costs. Effectively balancing these demands requires a new level of insight into financial and operational information across the organization that few executives have today. Lacking a system to prioritize and apply improvements to achieve objectives, Facilities executives often miss the opportunity to significantly reduce the costs associated with maintaining facilities and infrastructure.

On-time Service Responsiveness (%)



Time trends validate progress against facility goals

Density (SF/Person)



Pre-built metrics identify underperforming facilities, resources and processes

Right-Cost Facility Spend with TRIRIGA Workplace Performance Management Facilities

TRIRIGA WPM Facilities, a performance management system for mid-size and large organizations, measures and balances facilities performance. Optimizing facilities performance with TRIRIGA WPM Facilities provides a potential opportunity to improve operational efficiencies to decrease cost of operations by 3 to 5% and to improve space utilization to decrease overall total occupancy costs by 5 to 10%.

TRIRIGA WPM Facilities, one of five enterprise-class analytic applications which comprise the TRIRIGA WPM™ suite, aligns business objectives with facilities operations, analyzes facilities operations data and identifies actionable insights to improve the performance of workplace facilities. TRIRIGA WPM Facilities applies improvements to objectives and processes instantaneously.

Business Alignment Increases Customer Value and Overall Satisfaction

Facilities executives own responsibility for meeting the space requirements and working standards of the business units they serve and for budgeting accordingly based on these services. TRIRIGA WPM Facilities:

- Measures service-level gaps by evaluating customer satisfaction across many dimensions, including work environment, service costs and service delivery, to identify opportunities for improving customer satisfaction
- Measures overall space costs and actual customer usage by organization, to identify opportunities to improve space utilization and reduce costs
- Identifies opportunities to right-cost facilities solutions by measuring the utilization and efficiency of space use, to meet business needs and budget

¹Industry average for 2.85M square feet, per IFMA

Improved Space Management Increases Utilization of Facilities

The higher the space utilization, the fewer buildings that organizations need to buy or lease. Facilities executives strive to minimize vacancies and underutilized space, avoid excess operations costs and optimize return on facility assets and infrastructure. TRIRIGA WPM Facilities:

- Measures space efficiency and management effectiveness to improve facilities utilization, by geography, location, organization, and workpoint
- Detects and identifies cost performance issues by evaluating capital costs to budget, overall cost of operations and total occupancy costs, in order to reduce facilities costs
- Identifies opportunities to improve facilities capacity and flexibility by evaluating density per area/workpoint, utilization rate of worker to workpoint and mobility space rate

Increased Resource Productivity Reduces Facility Services Cost

Facilities executives need to maximize productivity and efficiency of service delivery, from providing high quality cost-effective services when moving and relocating workers, to managing and maintaining the facility assets and infrastructure. TRIRIGA WPM Facilities:

- Measures overall facility management costs and services to improve financial performance
- Detects service delivery performance issues down to the individual operating cost line-items (e.g. maintenance, vendor performance, utilities, etc.) to reduce facility spend
- Detects under-performing areas of facility management to identify cost reduction opportunities and improve financial performance

TRIRIGA WPM Applications Offer a Broad Array of Unique Customer Benefits

Like all of the TRIRIGA WPM applications, TRIRIGA WPM Facilities:

- Operates from “inside” the TRIRIGA Integrated Workplace Management System (IWMS), 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

Pre-Defined Role-Based Portals Cascade Objectives Down and Across the Organization

Like other TRIRIGA WPM applications, TRIRIGA WPM Facilities includes role-based portals for each level of the Facilities organization. The three personalized portals in TRIRIGA WPM Facilities cascade and deploy performance management objectives down and across the organization.

TRIRIGA Workplace Performance Management Facilities: Achieve Greater Performance!

Based on extensive industry experience working with market-leading companies, TRIRIGA WPM Facilities offers a flexible, scalable, reliable enterprise-class software solution. TRIRIGA WPM Facilities provides workplace managers and executives with the ability to target, measure and drive performance in order to right-cost facilities spend.

TRIRIGA: Uniquely Positioned to Deliver Customer Success

The TRIRIGA WPM 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 Facilities improves the bottom-line, contact an expert at 702 932 4444

Product Features:

- 3 Role-based Portals
- 3 Role-based Performance Scorecards
- Personalized Filters and Drill-paths for Analysis
- 13 Performance Reports
- 41 Performance Metrics
- 15 Performance Metric Dimensions
- 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

- Churn Rate (%)
- Mobility Space Rate (%)
- Mobility Space Rate (%) (Score)
- Workpoint Utilization Rate (%)
- Workpoint Utilization Rate (%) (Score)
- Occupancy Rate (%)
- Occupancy Rate (%) (Score)
- Density (SF / Person)
- Density (SF / Person) (Score)
- Worker / Workpoint Utilization Rate (%)
- Worker / Workpoint Utilization Rate (%)
- Mobility Worker Rate (%)
- Mobility Worker Rate (%) (Score)

Pre-Defined Performance Portals:

- Facility Executives and Managers
- Space Planner
- Move Planner

Metric Dimensions:

TRIRIGA WPM Facilities includes 15 performance metrics to evaluate and analyze facilities performance across multiple dimensions:

- Geography
- Location
- Organization
- Fiscal Time Periods
- Space Class
- Worker Type
- Building Class
- Building Tenure
- Service Class
- Request Class
- Requesting Organization
- Responsible Organization
- Assigned Person
- Survey Question Category
- Survey Type

Metrics:

TRIRIGA WPM Facilities includes 41 performance metrics to evaluate and analyze facilities performance across multiple dimensions:

- % Portfolio Leased vs. Owned (%)
- Customer Satisfaction - Facilities (%)
- Customer Satisfaction - Facilities (%) (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)
- Cost of Operations (USD / Person)
- Cost of Operations (USD / Person) (Score)
- Cost of Operations by Service Type (USD)
- Total Occupancy Cost (TCO) (USD / RSF)
- Total Occupancy Cost (TCO) (USD / RSF) (Score)
- Total Occupancy Cost (TCO) (USD / Person)
- Total Occupancy Cost (TCO) (USD / Person) (Score)
- Total Occupancy Cost (TCO) by Service Type (USD)
- Move Cost (USD / RSF)
- Move Cost (USD / RSF) (Score)
- Move Cost (USD / Person)
- Move Cost (USD / Person) (Score)
- Density (SF / Workpoint)
- Density (SF / Workpoint) (Score)
- Space Class Breakdown (SF)

Reports:

TRIRIGA WPM Facilities includes 13 performance reports:

- Cost Code Summary
- Building/Floor Summary - Imperial
- Building/Floor Summary - Metric
- Building Summary
- Service Task Cost Analysis by Building
- Service Task Analysis by Building
- Move Log Summary
- Service Survey Listing
- Worker Type Summary by Building/Floor
- Worker Type Summary by Organization/Building
- Vacancy - Non-Allocated Space
- Space Capacity
- Space Class Summary



The Global IWMS Leader

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