

TRIRIGA WPM Operations™



Right-condition facility assets and infrastructure by optimally balancing maintenance costs, service delivery and capital investment.



Today's Challenges

Facility assets in the United States average 25 years in age, and these aging buildings suffer from deferred maintenance, under-funded or disproportionately-managed preventive maintenance and under-funded capital renewals. These issues result in higher asset lifecycle costs, declining reliability and poor suitability for workplace operations.

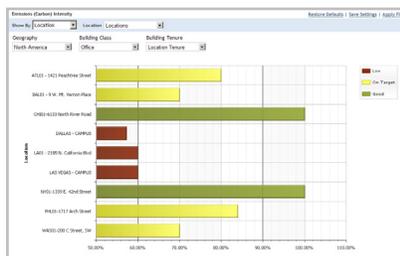
Workplace operations executives manage these building assets over their lifecycle, and have the challenge of balancing objectives to reduce maintenance expenses, deliver high-quality service, ensure high-quality service from their vendors, provide environments that support the business mission and determine the right renewal investment. Workplace operations executives and their teams lack tools to provide insights on key issues such as the impacts of workplace operations on the facility condition, and the productivity and effectiveness of services provided and the resulting impact on the bottom-line. Workplace operations executives also lack tools to prioritize and apply improvements to achieve objectives. As a result, organizations can fail to capitalize on potential opportunities to save millions of dollars each year.

Preventive Maintenance Task Completion Ratio



Time trends validate progress against maintenance and facility goals

Emissions (Carbon) Intensity



Pre-built metrics identify underperforming facilities, resources and processes

Right-Condition Real Estate Assets with TRIRIGA Workplace Performance Management Operations

TRIRIGA WPM Operations, a performance management system for mid-size and large organizations, specifically targets and measures the performance of workplace maintenance and operations. TRIRIGA WPM Operations, one of five enterprise-class analytic applications which comprise the TRIRIGA WPM™ suite, aligns objectives with workplace maintenance operations, analyzes workplace maintenance operations performance data, and identifies actionable insights to improve the performance of workplace maintenance operations.

TRIRIGA WPM Operations applies improvements to objectives and processes instantaneously.

Increased Resource Productivity Improves Service Delivery

Customers require responsive, high-quality, cost-effective workplace services. The Maintenance Operations organization needs to ensure that services meet customer expectations, and that services conform to Service Level Agreements while balancing quality, resources, responsiveness, and cost. TRIRIGA WPM Operations:

- Identifies under-performing resources to ensure on-time service delivery across the organization and third party service providers
- Identifies bottlenecks in processes to improve maintenance cycle-time by measuring resource utilization, volume and on-time completion rate
- Measures service effectiveness to evaluate quality, responsiveness, and overall service delivery and satisfaction

Reduced Maintenance Costs Increase Bottom-Line Contribution

Reducing maintenance costs improves overall financial performance. The Maintenance Operations organization must maximize the efficiency of maintenance and operations staff, align building availability with business needs and efficiently operate building systems. TRIRIGA WPM Operations:

- Identifies resource inefficiencies to manage and measure workload volume and distribution
- Measures preventive maintenance effectiveness to identify maintenance or equipment deficiencies
- Measures and manages service performance to improve in-house and outsourced service quality, response and delivery

Optimized Facility Conditions Increase Asset Value

Ensuring facility health optimizes building and asset lifecycle costs. The Maintenance Operations organization must appropriately forecast and budget maintenance costs and services. They must also plan preventive maintenance activities to prolong asset life and reduce long-term maintenance costs. TRIRIGA WPM Operations:

- Evaluates facility condition to prioritize capital planning through condition assessment activities
- Identifies poor-performing systems and assets to optimize efficiency
- Measures investment impact to increase effectiveness of maintenance funding and capital expenditures on asset value and life

TRIRIGA WPM Applications Offer a Broad Array of Unique Customer Benefits

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

- 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 Operations includes role-based portals for each level of the Workplace Maintenance and Operations organization. The five personalized portals in TRIRIGA WPM Operations cascade and deploy performance management objectives down and across the organization.

TRIRIGA Workplace Performance Management Operations: Achieve Greater Performance!

Based on extensive industry experience working with market-leading companies, TRIRIGA WPM Operations offers a flexible, scalable, reliable enterprise-class software solution. TRIRIGA WPM Operations provides workplace managers and executives with the ability to plan, target, and measure performance in order to achieve the right-condition of buildings.

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 the organization’s processes to achieve 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 Operations improves the bottom-line, contact an expert at 702 932 4444.

Product Features:

- 5 Role-based Portals
- 5 Role-based Performance Scorecards
- Personalized Filters and Drill-paths for Analysis
- 15 Performance Reports
- 64 Performance Metrics
- 16 Performance Metric Dimensions
- Financial Staging Tables for Financial Cost Data
- Financial Data Off-line Import Form
- Performance Metric Targets
- Performance Thresholds for Industry Benchmarking
- Time Trend Analysis
- IWMS Star Schema Analytics Data Model

Pre-Defined Performance Portals:

- Operations Executives and Managers
- Service Managers
- Condition Assessment Managers
- Service Technicians
- External Service Providers

Metrics:

TRIRIGA WPM Operations includes 64 performance metrics to evaluate and analyze workplace maintenance operations across multiple dimensions:

- 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)
- Cost of Operations (USD / Person)
- Cost of Operations (USD / Person) (Score)
- Cost of Operations by Service Type (USD)
- 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)
- Condition Index (%)
- Condition Index (%) (Score)
- Service Time Utilization (%)
- Service Time Utilization (%) (Score)
- Services Satisfaction Survey (%)
- Services Satisfaction Survey (%) (Score)
- Facility Operating Current Replacement Value Index (%)
- Facility Operating Current Replacement Value Index (%) (Score)
- Capital Renewal Index (%)
- Contact Center Efficiency (Mins)
- My Service Time Utilization (%)
- My Service Time Utilization (%) (Score)
- Overtime Utilization Rate (%)
- Overtime Utilization Rate (%) (Score)
- My Services Satisfaction Survey (%)
- My Services Satisfaction Survey (%) (Score)
- My On-Time Service Responsiveness (%)
- My On-Time Service Responsiveness (%) (Score)
- Preventive Maintenance to Repair Maintenance Cost Ratio (%)
- Preventive Maintenance to Repair Maintenance Cost Ratio (%) (Score)
- Preventive Maintenance Task Completion Ratio (%)
- Preventive Maintenance Task Completion Ratio (%) (Score)
- Emergency Task Cost Ratio (%)
- Emergency Task Cost Ratio (%) (Score)
- Outsource Ratio (%)
- My On-Target Service Costs (%)
- My On-Target Service Costs (%) (Score)
- Callback Index (%)
- Callback Index (%) (Score)
- Service Task Volume
- Service Task Cost (USD)
- Work Distribution Ratio (%)
- Time Utilization
- Maintenance Costs / Area (USD / RSF)
- Maintenance Costs / Area (USD / RSF) (Score)
- Custodial-Housekeeping Costs / Area (USD / RSF)
- Custodial-Housekeeping Costs / Area (USD / RSF) (Score)
- Utilities Costs / Area (USD / RSF)
- Utilities Costs / Area (USD / RSF) (Score)

- Maintenance Costs / Area Maintained (USD / RSF)
- Maintenance Costs / Area Maintained (USD / RSF) (Score)
- Capital Renewal Index (%) (Score)
- Security Costs / Area Maintained (USD / RSF)
- Security Costs / Area Maintained (USD / RSF) (Score)

Metric Dimensions:

TRIRIGA WPM Operations metrics can be evaluated across 16 dimensions:

- Geography
- Location
- Customer Organization
- Service Provider
- Building Class
- Building System
- Building Tenure
- Maintenance Cost Category and Type
- Service Class
- Service Code and Service Type
- Survey Question Category
- Request Class
- Assigned Resource
- Priority
- Contract
- Capture Period (for historical analysis)

Reports:

- Cost Code Summary
- Service Task Analysis by Request Class
- Service Task Analysis by Building
- Service Task Cost Analysis by Request Class
- Service Task Cost Analysis by Building
- Service Task Listing by Responsible Organization
- Service Task Listing by Building
- Service Survey Listing
- Time Card Summary
- Contact Center Communications
- Condition Indicators
- Facilities Project Status
- Capital Project Status
- Job Plan Status
- Contract Status



The Global IWMS Leader

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