

IBM TRIRIGA Application Suite (TAS)

Comprehensive real estate and facilities
lifecycle management solution



Highlights

Capital projects

Lease management

Space management /
Workplace experience

Operations and maintenance

Sustainability

Business organizations continue to face their traditional hurdles of growing sales, preserving margins, overseeing cashflow. Yet, the evolving market landscape has created a new wave of pressing challenges around streamlining management of their real estate and facility portfolios.

These new challenges have been magnified by several factors including the shift to hybrid work models, fluctuating interest rates, underused and unused facility space, and escalating calls from investors, customers, and staff for sustainability actions.

There is a growing realization that to successfully streamline the entire real estate and facility lifecycle organizations need to adopt a more holistic approach to their management. The ideal solution would include:

- Lifecycle management – capital planning, lease management, space management, maintenance and operations, and workplace experience.
- Shared information across processes and individuals.
- Seamless communication and collaboration across managing departments.
- Comprehensive reporting and customizable dashboards for management.
- Extensible architecture that can interface with complimentary business systems.
- Automation and analytics for optimizing processes and decisions.

IBM® TRIRIGA® Application Suite (TAS) is a comprehensive solution for managing the entire lifecycle of a real estate and facility portfolio. Offering extensive management capabilities for each major milestone of a property's lifecycle as well as providing the foundation that links processes and data together. The holistic TRIRIGA management approach enables better collaboration, communication, and decision making across your organization.

Whether managing a large campus, multiple dispersed buildings, or far-flung international locations TRIRIGA provides the ideal solution for managing the day-to-day operations of your properties and enabling a consolidated view of your entire portfolio for strategic planning and informed decision making.

“Because we can identify our high-priority deferred maintenance needs and demonstrate how we can support other objectives such as sustainability, we can present a more compelling case for funding. In just the last two years, we have received USD 475 million, 30% more funding than the previous six years combined. UC now has both credible data and the ability to use it to create justifiable investment strategies and funding requests.”

Ron Kalich
Director of Facilities Asset Management
and ICAMP at University of California
Office of President

Capital Projects

IBM TRIRIGA provides comprehensive capabilities designed to streamline and optimize the management of capital projects within organizations. It offers robust functionalities for planning, executing, and tracking various aspects of capital projects - including budgeting, scheduling, resource allocation, and risk management. With its integrated platform, TRIRIGA enables efficient collaboration among project stakeholders, provides real-time insights into project progress and performance, and facilitates informed decision-making to ensure projects are completed on time, within budget, and in compliance with regulatory requirements.

How IBM TRIRIGA can help optimize your capital planning practices

- Condition Assessments: Different buildings have different cycles for updates. Forecast and prioritize projects based on risk factors.
- New Projects: Understand if and when a project is necessary. Identify high-return projects and streamline project accounting processes.
- Project Oversight: Ensure your projects are on time and within budget. Reduce delays by avoiding rework.
- Manage Budgets: Get organized in your documentation, match and allocate funds to the right projects earmarked for support.
- Manage Vendors: Organize vendor information, communication and proposals across all of your projects

Case study

The University of California (UC) struggled with managing a property portfolio across 10 campuses, with 2,300 buildings comprising over 62 million square feet – plus campus infrastructure systems. Compounding their work were the 20 different systems in use for managing their asset portfolio lifecycle. So, it was no surprise they were challenged with developing credible and justifiable budget requests for the state and other stakeholders.

UC needed a system that would help them develop an innovative approach for deploying the right amount of capital for the right projects and at the right time, so they could present a substantive case for each investment dollar requested.

Learn how IBM TRIRIGA is enabling the University of California to enable a comprehensive facility condition assessment program turning data into actionable insights and creating a firm foundation for data-driven portfolio management.

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Lease Management

IBM TRIRIGA provides a clear and comprehensive management for lease portfolios of facilities and assets through a centralized lease administration and accounting operation. It can streamline lease contract administration and accounting, lease payment processing, and detailed and required reporting.

Providing organizations with a streamlined lease accounting process, full lease lifecycle management, central repository for lease agreement terms – which is fully customizable and helps improve compliance through automated notifications and alerts.

How IBM TRIRIGA can help optimize your lease accounting practices

- Align Portfolio Accounting Decisions: Ensure that business decisions around buildings make financial sense.
- Conform Leases to Accounting standards: Book leases accurately to ensure standards are met and there is proper visibility during the accounting process.
- Financial System Integration: Tight integration between your operations systems and financial systems is vital to maintain accuracy for financial reporting.
- Separation of Duties: Maintain the needed separation between financial accounting and lease administration. Both require different levels of access to specific information.
- Lease Administration: Stay in adherence to your leases, streamline renewals, and prevent overpayments

Case study

OutFront Media was challenged with managing 20,000 real estate leases with a legacy, non-ASC 842 compliant systems. As their business grew, they realized they could no longer successfully manage their portfolio with disparate systems, cumbersome spreadsheets, and paper records.

They needed a solution that would allow them to digitize their portfolio records and be leveraged in real time to accelerate their permitting, construction, operations, and inspections.

Learn how IBM TRIRIGA provided Outfront Media a centralized, ASC-842 compliant solution that allowed them to manage their assets in real time as well as consolidate reporting for better organizational decision making.

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Space Optimization / Workplace Experience

Whether it's a traditional office setup, flex-seating/hoteling arrangement, or hybrid model, IBM TRIRIGA offers facility strategists, corporate real estate professionals, and workplace managers the tools to optimize the work environment. By aligning the workplace with your people's needs and the way they collaborate and work, IBM TRIRIGA contributes to increased productivity, innovation, and engagement.

IBM TRIRIGA simplifies workspace management for space planners and workspace usage for space users. For planners, it streamlines space accounting, charge-back processes, response to unexpected space requirements, and tracking usage patterns to ensure optimal space utilization and return on investment. For users, it facilitates finding and reserving workspaces or meeting rooms, locating rooms, and identifying coworkers through room panels, kiosks, or a mobile application.

Deliver the right mix of spaces—from collaborative hubs to individual seating—to meet constantly changing needs and workplace services and amenities to create a safer, more engaging environment for all occupants. With mobile apps and self-service offerings, including an AI assistant, you can deliver more options to enhance productivity and make the workplace fun. Enabling your organization to create a workplace that fosters greater collaboration, productivity, and teaming.

How IBM TRIRIGA can help optimize your spaces and improve workplace experience

- CAD and BIM integration: Translate traditional floor plans to interactive digital space models.
- Space forecasting, monitoring, allocations, move management, and dynamic facility planning: Facilitate space planners' role in optimizing space utilization and creating productive environments.
- Space audits, chargebacks, floor / building level utilization, and stacking: Enabling space planners to properly manage and account for space across floors, buildings, and campuses.
- Workspace and room reservations, interactive kiosks and room panels: Streamline space users' interaction with environment.
- Indoor mapping and wayfinding: Enhance space user productivity and experience navigating facilities.
- Move requests, locate colleagues, Outlook integration, and mobile apps for users: Enable space users to proactively engage with environment improving productivity, collaboration, and teaming.

Case study

Teradyne was challenged with managing 66 locations worldwide with over 1.5M square feet of space. Their manual processes were bogging down facility management teams and proving to be inefficient and unsustainable.

They needed a solution that could help replace or automate their manual processes and provide a big picture of workplace requirements, uncovered occupancy and space trends, and enable staff to create alternative workplace strategies to reduce costs while meeting employee needs.

Learn how IBM TRIRIGA helped identify facility consolidation opportunities for Teradyne by providing them accurate metrics related to their utilization of space so that they could compress their footprint and lower costs.

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Operations and Maintenance

IBM TRIRIGA provides a maintenance and operations solution that helps maintain critical facilities' assets throughout their lifecycle and reduce maintenance costs. It streamlines the maintenance, cleaning, and upkeep of your facilities while improving the productivity of your facility staff and the accuracy of your facility records. Management of corrective maintenance services are automated to deliver higher-quality services more efficiently. It also automates preventive and condition-based maintenance processes to improve the condition of critical facilities assets and maximize their availability. TRIRIGA provides a comprehensive maintenance and operations solution for organizations of any size.

How IBM TRIRIGA can help optimize your operations

- Preventative Maintenance: Track preventative maintenance schedules across buildings to help extend overall life of assets and cut capital costs.
- Maintenance On Demand: Occupants can easily request maintenance and you can act fast when an unexpected issue arises.
- Field and Mobile Productivity: Enable service techs to access work orders from anywhere, anytime.
- Maintenance tasks and service personnel management: Proactively manage work assignments, track progress, prioritize work, optimize scheduling, and provide comprehensive reports and dashboards across operations.
- Inventory Tracking: Understand the status and location of your inventory, such as personal protective equipment (PPE), quickly and accurately.

Case study

The Royal Melbourne Hospital serves over 550,000 people in Melbourne from two main campuses as well as an infectious disease laboratory and 12 satellite locations. They struggled managing over 600 facility maintenance staff with a pager/paper-based facility management process across six siloed legacy systems.

They decided they needed to undertake a large-scale digital health initiative to transform their daily operational challenges in service delivery and lack of qualitative data to improve decision making so they could become more efficient and sustainable in their service delivery.

Learn how IBM TRIRIGA helped The Royal Melbourne Hospital improved their services – improving patient transfer response times by 84%, improving discharge cleans service response times by 85%, and reducing paper, printing, and paging costs by 34%.

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“We are very excited that this tool enables us to work smarter, become more innovative and sustainable, but more importantly, better support our clinical partners delivering on improved outcomes for our patient community.”

Adriana Stormont
CAFM Project Director
The Royal Melbourne Hospital

Sustainability

IBM TRIRIGA provides integrated environmental sustainability management for helping identify resource intensive facilities and processes, analyze financial and environmental benefits of environmental sustainability investments, and automate carbon reduction actions to reduce energy costs and achieve environmental and energy management strategies. TRIRIGA provides a single comprehensive repository of environmental data for workplace assets and operations. It enables workplace executives to increase profitability through measurement of current environmental performance, identification, and evaluation of environmental opportunities with the greatest return and management of their implementation.

How IBM TRIRIGA provides a comprehensive solution for sustainable operations

- Real Estate acquisition: Include sustainability criteria in decision matrix for capital planning, helping increase the return on capital budgets and funds for energy efficient projects.
- Track energy consumption: Examine performance data of energy consuming systems, identify resource intensive facilities and processes to enable analysis of financial and environmental benefits of environmental and sustainability investments.
- Automate processes: Automate carbon reduction actions, creating corrective work requests to repair equipment that is not operating correctly to reduce energy costs and achieve environmental and energy management strategies.
- Asset maintenance: Leverage facility condition assessments to identify sustainability programs / projects, automate on-going preventive maintenance program, manage component and sub-system upgrade projects throughout facilities.

Case study

IBM Global Real Estate (GRE) is responsible for managing over 42 million square feet of space, spread across 600 locations in nearly 100 countries. Their responsibility is not only to optimize return on capital and employee productivity, but they are responsible to improve the sustainability of these facilities and their operations.

IBM announced its net zero commitment by 2030 amid increasingly stringent sustainability reporting requirements of the US, UK and EU, and the aggressive 2030 carbon neutrality goals they support. GRE quickly recognized they could not achieve their goals relying on the many disparate tools they were managing with, so they decided to implement a consolidated solution.

Learn how IBM TRIRIGA helped GRE demonstrate leadership in sustainability and win the Sheila Sheridan International Facilities Management Award and the Institute of Directors Golden Peacock Award.

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“Our clients are not looking to buy ‘interesting’ technology, they are looking to get real results, what we are doing provides them with a realistic framework—using real data—for showing the payoff of their sustainability-driven investments.”

Eric Libow
Distinguished Engineer, CTO for Asset
Management Solutions – IBM Sustainability
Software
IBM



Conclusion

Organizations need to be more proactive and diligent in their facilities management given the constantly shifting economic landscape and the increasing costs associated with real estate.

IBM TRIRIGA Application Suite offers a market-leading real estate and facilities management solution that can help empower your organization's end-to-end facility lifecycle strategy:

- Experience: IBM has +20 years of facilities management solution experience across a full spectrum of industries. The TRIRIGA software has been fully vetted and tested by large, multi-national firms managing the entire lifecycle of real estate and facility portfolios.
- Capabilities: the TRIRIGA Application Suite (TAS) is an end- to-end real estate and facilities management platform. Offering capabilities that include capital planning, project management, lease administration and management, space management, maintenance and operations, sustainability, and extensive reporting and dashboards for optimized decision making.
- Integration: TRIRIGA is natively integrated suite that leverages a shared data repository providing a single source of truth for accurate and timely evidence-based decision making. Consolidating point solutions, spreadsheets, and other systems into TRIRIGA as a single source of truth is a leading benefit cited by reference customers.
- Ecosystem: IBM has a rich, global partner ecosystem supporting the installation, integration, training, and technical support of TRIRIGA. These partners can expedite your implementation time to value, as well as assist with any TRIRIGA integration desired.
- Open/extensible: TRIRIGA is designed to support open API's or connectors for easy integration with common enterprise business applications such as ERP, HRM, IBM Maximo® or IBM Envizi. This extensibility enhances the value of facilities management as a component of strategic planning and execution.
- Modular: even though TRIRIGA offers an integrated architecture to facilities management it can be implemented in a modular fashion. Companies can implement just the desired TRIRIGA capabilities to address their most pressing challenge, and then grow to leverage the full value of TRIRIGA over time.

To learn more about the IBM TRIRIGA Application Suite schedule a conversation with an IBM representative or call you IBM salesperson or your IBM Business Partner.

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