



TRIRIGA
**WORKPLACE PERFORMANCE
MANAGEMENT™**

ALIGN. ANALYZE. ACT.

Tie overall corporate strategy to the management of workplace operations and assets to drive greater business value from Integrated Workplace Management Systems (IWMS)



IMPROVE THE BOTTOM LINE AS MUCH AS TENS OR HUNDREDS OF MILLIONS OF DOLLARS

Organizations that implement performance management systems drive higher returns in shareholder value, return on assets and margin. Typical organizations that implement focused performance management systems can drive as much as a 3-5% increase in return on assets, which corresponds to \$30M to \$50M per year for each \$1B of workplace assets under management.

Performance management systems can also generate substantial margin contribution. For example, organizations that implement focused performance management systems may increase margins as much as 5% to 10%, representing an increase of \$50K to \$100K for every \$1M in workplace operations payroll.

Management of workplace operations and assets frequently has not been seen by executive leadership teams as a strategic tool which can have a direct impact on the bottom line. Without effective tools for measuring and managing impacts of Integrated Workplace Management Systems (IWMS) on both costs and return on assets, workplace executives find it difficult to prove the financial benefits.

TRIRIGA Workplace Performance Management: Deliver Greater Business Value and Impact the Bottom Line

TRIRIGA Workplace Performance Management™ (WPM) represents a key advancement for the industry. A suite of analytical applications, TRIRIGA WPM™ provides the insights and tools for workplace executives to align, analyze and act immediately to achieve workplace performance. Specifically built for operational and financial performance of workplace operations and assets, TRIRIGA WPM can both drive and demonstrate impacts to the bottom line of up to tens or hundreds of millions of dollars.

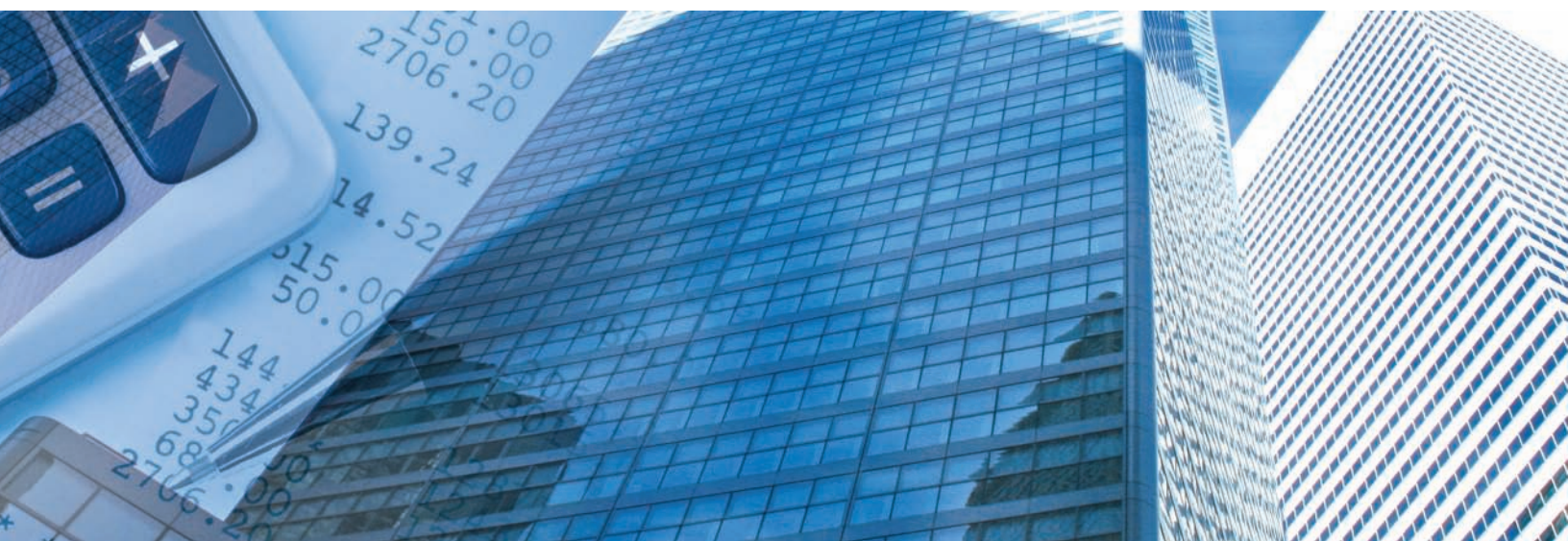
Align Objectives with Workplace Operations

To achieve compelling results, organizations first need to develop appropriate objectives and apply them to their operational systems. TRIRIGA WPM provides pre-defined key workplace performance indicators to turn business plans into measurable objectives to evaluate performance in the context of the objectives. TRIRIGA WPM embeds these objectives directly into the system to automatically measure and manage workplace performance. TRIRIGA WPM then cascades and systematically communicates business objectives down and across business units to drive measurable actions.

Analyze Actual Performance to Business Objectives

Organizations can not manage what they can not measure. With TRIRIGA WPM, organizations can now systematically measure actual workplace performance relative to internal targets and relative to industry benchmarks. This measurement capability provides the foundation to manage business performance.

TRIRIGA WPM analyzes operations, detects exceptions and confirms actions. TRIRIGA WPM evaluates workplace performance across multiple dimensions and factors, quickly linking cause and effect. Further, TRIRIGA WPM drills down into operational and financial information in order to determine root cause issues and identify specific actions to improve performance.



Act Immediately from within TRIRIGA's IWMS to Achieve Business Objectives

The specific, actionable insights gained from TRIRIGA WPM enable organizations to realize benefits in multiple areas. For example, TRIRIGA WPM can substantially improve workplace efficiency by reducing both cycle times and cost of operations, thus improving operational performance. TRIRIGA WPM increases customer satisfaction through improved service delivery and enhances portfolio performance through increased workplace asset utilization and return on assets. Finally, TRIRIGA WPM increases workplace productivity to improve both profitability and financial performance.

Actively, Accurately Measure and Manage Workplace Performance

TRIRIGA® offers the only complete, fully integrated IWMS product suite, with common tools and database across operational applications for real estate, facilities, projects and operations. TRIRIGA WPM extends these unique capabilities with analytics fully integrated inside the IWMS suite. This provides the ability to access accurate, up-to-date information upon which to base decisions.

With this approach, key workplace performance indicators, actual results, targets and thresholds all share the same database and information with the operational applications. TRIRIGA WPM embeds analytical functions into the TRIRIGA workplace operations management business processes to automatically measure and report current performance and status. Further, analytical information and analysis drill paths provide immediate access to operational data and transactions for management to take corrective action.

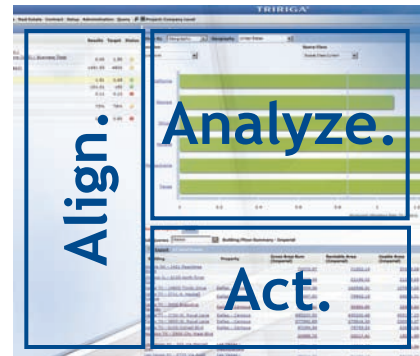
Pre-Defined TRIRIGA IWMS Balanced Scorecard™ with Performance Metrics from Market-Leading Companies

TRIRIGA WPM provides a Balanced Scorecard for IWMS with workplace performance metrics developed with the real-world experience of TRIRIGA's market-leading customers, as well as from standards organizations and over 20 years of industry experience in measuring, managing, and benchmarking workplace performance. These customer-validated, pre-defined metrics deliver enormous value to organizations as they develop their workplace management processes. TRIRIGA WPM includes:

- Balanced scorecard with 36 metrics around the four key dimensions: financial performance, portfolio performance, operational performance and customer satisfaction
- Total of 93 metrics to select and configure balance scorecards across the real estate lifecycle for Real Estate, Design and Construction, Operations and Facility Management
- Total of 150 different reports and views to analyze and drill down and across to workplace operations data to link cause and effect
- Robust analytical star schema data model of over 24 different fact tables across the IWMS product suite and 80 dimensions

Quickly Accelerate Business Value

TRIRIGA WPM includes pre-defined processes, roles, metrics, reports, views, an analytics engine, an analytics process and an analytics data model, all based on industry standards, best practices of market-leading customers and TRIRIGA's extensive industry experience. Further, customers can easily implement any required changes with TRIRIGA-supplied workflow tools, instead of coding changes in a programming language. Taken together, these capabilities provide enormous value and enable customers to quickly take advantage of the benefits of TRIRIGA WPM.





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TRIRIGA Workplace Performance Management: A Comprehensive Suite of Analytical Applications

TRIRIGA WPM, a performance management system for mid-size and large organization, consists of five purpose-built analytical applications which complement and integrate with the operations management applications of TRIRIGA IWMS.

TRIRIGA Workplace Performance Management Enterprise Right-Balances Performance

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.

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

TRIRIGA Workplace Performance Management Enterprise™ (WPM Enterprise) 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 with the following four 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

TRIRIGA WPM Real Estate Right-Sizes the Real Estate Portfolio

Real estate assets today comprise up to 67% of an organization's balance sheet¹ and millions of dollars in capital investments. Real Estate executives have the challenge of balancing the different perspectives and needs of the organization, from increasing return on assets, to meeting the strategic needs of the business units, to achieving the right portfolio flexibility to weather fluctuations in the real estate market. Lacking the solutions to effectively target and measure real estate asset performance, and lacking the ability to prioritize and apply

Benefits: TRIRIGA WPM Enterprise

- Enterprise-view of workplace performance management across the real estate lifecycle improves workplace operations
- Workplace business objectives defined, deployed and cascaded down the organization ensures alignment at every level in the organization
- Workplace performance management continuously improves business performance by embedding a workplace performance management lifecycle process within the TRIRIGA IWMS applications

Benefits: TRIRIGA WPM Real Estate

- Right-sized portfolio increases return on assets through alignment with the business units they serve, meeting their needs for growth, expansion, contraction and overall cost and financial performance targets
- Improved transaction process increases resource productivity and meets the organization's expectations for financial performance by measuring the return on assets and real estate transaction execution in order to improve financial performance
- Improved cost management reduces real estate expenses through the efficient management of leases, including on-time payments and administering legal rights within clauses to maximize cost savings

Benefits: TRIRIGA WPM Projects

- Improved cost management of projects reduces overall cost by better estimating and forecasting project costs, proactively managing project costs to budget and detecting and identifying costly budget changes during the project
- Automated schedule management increases productivity and reduces project cycle time through better estimating and forecasting of time required, proactively managing project time to schedule and detecting and identifying schedule impacts from project change orders
- Improved resource management increases utilization and project performance by identifying the right resources to allocate to each project to ensure effective resource utilization of both internal project and third party vendor resources

improvements, Real Estate executives often miss the opportunity to significantly improve financial performance.

TRIRIGA Workplace Performance Management Real Estate™ (WPM Real Estate) specifically targets and measures performance of the real estate portfolio. TRIRIGA WPM Real Estate™ enables organizations to meet business requirements while delivering the right financial performance to the organization, i.e., right-sizing the real estate portfolio. TRIRIGA WPM Real Estate unlocks the opportunity for organizations to yield as much as hundreds of millions of dollars in cash flow, and to increase return on assets by as much as 3 to 5%. TRIRIGA WPM Real Estate aligns business objectives with management of the real estate portfolio, analyzes the real estate holdings and identifies appropriate actions to improve financial performance. TRIRIGA WPM Real Estate applies improvements to objectives and processes instantaneously.

TRIRIGA WPM Projects Achieves the Right Productivity and Profitability for Real Estate Projects

Organizations will typically spend \$17.5M annually on real estate projects² for new construction, renovations, and facility moves. Project executives and managers have to simultaneously balance and manage project cost, schedule, and internal and external resources (e.g. service providers and contractors) for large, complex and expensive projects. Project executives and managers today lack systems providing the insights to effectively target and measure project performance and proactively detect potential project delays, cost over-runs and idle or under-performing resources.

TRIRIGA Workplace Performance Management Projects™ (WPM Projects) improves project performance by carefully managing costs, reducing schedule delays and maximizing resource utilization. With TRIRIGA WPM Projects™, organizations can reduce project costs by 3-5%, or in the case of revenue-generating projects, companies can maximize revenue by accelerating project completion to increase revenue weeks. TRIRIGA WPM Projects applies improvements to objectives and processes instantaneously.



TRIRIGA WPM Facilities Right-Costs Facility Spend

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 year³ and can be substantially higher for larger organizations. 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.

TRIRIGA Workplace Performance Management Facilities™ (WPM Facilities) 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 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.

TRIRIGA WPM Operations Right-Conditions Facility Assets

Facility assets in the United States average 25 years in age⁴, and these aging buildings suffer from deferred maintenance, under-funded or disproportionately-managed preventive maintenance and under-funded capital renewals. 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.

TRIRIGA Workplace Performance Management Operations™ (WPM Operations) specifically targets and measures the performance of workplace maintenance and operations. TRIRIGA WPM Operations™ 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.

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 WPM can improve your bottom line, contact an IWMS expert at 702-932-4444.

Benefits: TRIRIGA WPM Facilities

- Business alignment increases customer value and overall satisfaction by identifying, budgeting and evaluating performance based on the space requirements and working standards of the business units they serve
- Improved space management increases utilization of facilities by evaluating and identifying vacancies and underutilized space to avoid excess operations costs and optimize return on facility assets and infrastructure
- Increased resource productivity reduces facility services cost by measuring the effectiveness of service delivery and identifying opportunities to provide high quality cost-effective services to the organization

Benefits: TRIRIGA WPM Operations

- Increased resource productivity and utilization of internal resources and external service providers improves service delivery to increase customer satisfaction
- Reduced maintenance costs and increased preventive maintenance effectiveness increase bottom-line contribution
- Optimized facility conditions increase effectiveness of maintenance funding and capital expenditures on asset value and life

SOURCES:

- 1 - NACORE
- 2 - Data from TFM and IFMA Benchmark Report
- 3 - Industry average for 2.85M square feet, per IFMA
- 4 - "BENCHMARKS IV - Research Report #25", IFMA, 2004





The Global IWMS Leader

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