RETURN ON INVESTMENT (ROI)

IMPLEMENTING AN INTEGRATED WORKPLACE MANAGEMENT SYSTEM (IWMS)
PAIN POINTS

Start by identifying the biggest problems and concerns associated with facilities management and real estate
Often the pain points are the easiest things to think of that make a facilities or real estate professional uncomfortable or even keep them up at night. Start by making a list of your pain points. These can commonly include:

- Inaccurate Space Data
- Lack Information for Decision Making
- Employee Satisfaction with Facilities
- Developing a Workplace Strategy
- Department Efficiency
- Operating Costs
GOALS

Next, determine what is looking to be achieved by implementing an IWMS Solution to positively affect the company.
With the pain points captured, look to identify the goals you have for the system for it to support the management of the workplace and align with your objectives and strategy.

Common IWMS goals have been identified and grouped into the following categories:

- Centralized Space Data
- Streamline Operations
- Workplace Analytics
- Employee Productivity
The most common answer to the question of why a company implements a space or asset management solution is “We want to know what we have.” Access to space data often lives in independent systems such as HR, Finance, Engineering, Security, and manual Excel files. Access to this data is often difficult to obtain and stitch together. Once it is finally pulled together it is outdated as the data being gathered is static. Floor plans are unintelligent and often require custom drawings to show a particular theme such as vacancies.

An IWMS keeps floor plans, personnel, departments, and space data together in a centralized and intelligent live platform that can be reported on easily. This allows for rich presentation materials including floor plan thematic maps.
COMPARISON – SPACE DATA

WITHOUT IWMS

• Separate Systems of Record
• Unintelligent Floor Plans
• Data Redundancy in Multiple Systems
• Static View of Space Data
• Lack of Confidence in Numbers

WITH IWMS

• Centralized Integrated Space Data
• Intelligent Floor Plan Maps
• Single Source of Record for Space, Occupancy, and Department Allocations
• Live, Dynamic View of Space Data
• Confidence in Numbers with Multiple Reporting Options
STREAMLINE OPERATIONS

Once again, separate facilities management systems often have no integrations resulting in the duplication of data and a disconnect with move and maintenance operations. For example, vacancy information will be kept by facilities, but not realized by a ticketing system such as ServiceNow or a CMMS such as Maximo. This can result in misinformation between systems and result in data not being accurate or updated.

A Space Management platform allows for the Workplace Management part of IWMS to be leveraged. An IWMS with integrated modules such as Move Management and Maintenance keeps space data and move + maintenance tickets associated with it in a centralized location. It features email notifications, dashboards, reports, and floor plan views to help streamline operations. This helps to keep operational costs down.

“We want to do our work smarter to save on the cost of operations.”
COMPARISON – OPERATIONS

WITHOUT IWMS

• Disparate Software Systems
• Little to No Integrations
• Data Redundancy in Multiple Software Platforms
• Inefficient process to Use and Update Multiple Systems

WITH IWMS

• Integrated Modules for Move, Asset, and Maintenance Management
• Single Software Platform for Processing Facilities Operations Workflows
• Live, Dynamic Reporting of Space, Move, Asset, and Maintenance Data, Including History
• Built-In Mobile Access to Space, Move, Asset, and Maintenance Modules
WORKPLACE ANALYTICS

Analyzing workplace data is difficult to do without the right information. Often companies can only rely on what they know about assigned seating to determine what they consider “utilization”. This data is not strong enough to develop space utilization strategies or aid in real estate decision-making. Not enough information about space use is known or properly gathered from observational studies.

An IWMS can leverage multiple sources of space utilization data beyond simple assignments or attendance. It can combine badge data, sensor technology, Wi-Fi, and room booking systems among others to better show actual use of space by personnel and departments. This results in much better analytics to make informed decisions about real estate and space strategies.

“We want to know how our space is truly being used to make better real estate decisions.”
COMPARISON – ANALYTICS

WITHOUT IWMS

• Limited Information – Space Assignments or Attendance Only
• Cannot Integrate to a Systems of Record for Space
• Less Information for Decision-Making
• Lack of Confidence in Space Data for Analysis

WITH IWMS

• Multiple Sources of Actual Space Utilization Data from Wi-Fi to IoT Sensors
• Seamless Integration of Data With a Centralized IWMS
• Robust Analytical Studies and Reporting Available for More Informed Decision-Making
• High Confidence in a Live System of Record IWMS
EMPLOYEE PRODUCTIVITY

One of the biggest challenges for companies without an IWMS is the time associated with trying to manage their space data and keep it current. Space and Move Planners will spend hours or even days pulling data together for reports and creating presentation materials. There is rarely any efficiency gains in this effort as they continue to repeat this laborious process every time data is being requested about space and its associated departments and personnel.

Being able to manage space with an IWMS is a huge efficiency gain for space and facilities planners. Live data is always available to them to query, edit, and manage both in available canned reports as well as floor plan thematic maps. With an IWMS they have the tools to do their work properly and can spend more time focusing on the space challenges they face.

“We want to spend less time pulling space data together and more time solving problems.”
COMPARISON – PRODUCTIVITY

WITHOUT IWMS

• Time-Consuming Collection of Data from Multiple Sources
• Data Often Difficult to Consolidate
• Data is Static Once Retrieved
• Manual Processes for Creating Reports, Floor Plans, and Presentations

WITH IWMS

• Access to a Wealth of Facilities Data in a Single Source
• Data can Easily be Reported-On with Parameter Selections
• Data is Live and Updates in Real-Time
• Floor Plan and Presentation Materials Easily Created
Complete the attached R.O.I. Calculator to help determine the cost savings associated with implementing an IWMS.
NOTES ON THE R.O.I. CALCULATOR

For soft costs associated with efficiency gains in productivity, consider the time savings associated with the following:

• Duplicate data or inefficient data entry when typing space data manually into legacy solutions like spreadsheets.

• Effort and materials used in plotting large drawings and manually marking them up with pens and highlighters for one-time use.

• Time in lost productivity that personnel experience going back and forth to their desk or office and sometimes to different geographic locations when they do not have facility data including spatial information at their fingertips.

• Time personnel spend collecting data from different sources and harmonize it to create a report multiplied by how many times they must do this annually.

NIST has calculated the loss in dollars to an organization that has disconnected processes and solutions for managing their facilities to be .23 cents per sq. ft. annually.
RISK

What is the cost not to implement an IWMS?
RISKS OF NOT HAVING AN IWMS

MISINFORMATION

It is essential for business planning, compliance, and continuity to be correctly informed about your portfolio space and associated department allocations, assets, maintenance activities, and costs. Using the wrong data and calculations can be costly.

Imagine settling on a new headquarters location with the wrong amount of seats, employees by department, and/or forecasted growth. The resulting decision could be costly, leaving the company to have to seek out an additional leased facility due to misinformation.

DATA QUALITY

With multiple systems of record comes the duplication of data and with it, confusion about which information source is the right one. Using calculations from sources that are not actively kept current can result in sending the wrong data to people making important real estate and facilities decisions.

The impact of bad or missing data extends to many areas. Imagine designing a new floor plan layout to support better collaboration, only to realize that the data you were basing the amounts and sizes of the meeting rooms on was inaccurate, leaving employees with not enough spaces to meet.
RISKS OF NOT HAVING AN IWMS

LACK OF PRODUCTIVITY

Facilities and real estate professionals spend way too much time tracking down important space portfolio data. They often must go to multiple sources for information, try to consolidate and aggregate the data, and then look to present it to upper management. And when they’re finished, the data was a mere snapshot from when they started and has since changed.

It can take a facilities planner several hours or even days to compile data reports manually as well as trying to create a custom floor plan map. NIST has calculated the loss in dollars to an organization that has disconnected processes and solutions for managing their facilities to be .23 cents per sq. ft. annually.

A lack of understanding and optimizing of space utilization can lead to increased spending on capital programs for unnecessary additional construction.

Imagine that a decision is made to lease a new overflow facility because one or more departments have been complaining about the lack of space – only to find that the employees in the department(s) actually spend only 40-50% of their time at the office. Better understanding of how departments are actually using the space could have avoided the need for a new leased facility.

HIGHER REAL ESTATE COSTS
RESULTS

How does an IWMS help with our facilities and real estate initiatives moving forward?
GETTING RESULTS

An IWMS with its data integrations, thoughtful business process flows, and intuitive user interface enables employees to become more connected to their workplace and leadership business decisions to be made more quickly and with greater precision. It reveals target rich opportunities to improve space utilization, capital planning, and workplace experience across the portfolio. In addition, it provides insights on how, when, and to what extent specific spaces are being utilized in the workplace, identifies and calculates predicted replacement of critical infrastructure assets, and support maintenance and service requests that allow employees to focus on their work and the FM team to focus on the place. IWMS inspires greater efficiency, effectiveness, and employee engagement which are critical to driving and sustaining business.
WHAT YOUR PEERS AND/OR COMPETITION ARE DOING

GREGG SNYDER
DIRECTOR OF STRATEGIC INITIATIVES, BOSTON UNIVERSITY

“When the entire operation works from the same base of information and knowledge, staff become more engaged in making sure the source of the information is accurate – reducing risk, saving money and improving campus-wide collaboration.”

JAY RIVERA
DIRECTOR OF REAL ESTATE & DESIGN DEPARTMENT, BCBSMA

“The knowledge gained from FM:Interact is the key to making informed decisions about how space is really used throughout the organization, allowing BCBSMA to reconfigure space to suit their constantly evolving needs.”

CHAR BERSS
CORPORATE SPACE PLANNING LEAD, YELP

“In a culture where the only constant is change, FM:Interact keeps pace, and keeps us on track. Being able to accurately identify where people are and anticipate when changes are occurring has helped us stay more efficient and productive.”

DAVE KUIPER
CORPORATE WORKPLACE STRATEGIST, HERMAN MILLER

“Since we started working with FM:Systems over a decade ago, we have been able to significantly improve our performance and increase our workload.”