



FACILITY SYSTEMS
work environments + design

Selecting an IWMS: Meet Your Current and Future Needs



Reimagine your workplace™

Selecting an IWMS: Meet Your Current and Future Needs

3	Manual and Disparate System Pitfalls
4	Integrated Platforms for Integrated Workplaces
4	Features of Modern IWMS Platforms
4	Robust Integration Capabilities
6	Future Trends in IWMS Technology
7	Technology that Keeps Pace with Evolving Workspaces
8	Checklist

Learn more at: SpaceIQ.com and Archibus.com

DISCLAIMER: SpaceIQ employees are not qualified or authorized to direct, manage, guide, or influence how you prepare and maintain your business plans and operations from public policy or health perspectives. All formal regulatory and public policy implications associated with COVID-19 should be managed and overseen by independent specialists, government agencies, or industry associations.

As the workplace evolves, so have the ways we manage it. We know that a change in one part of a business can have ripple effects in other areas. Pair that with major business disruptions such as the COVID-19 pandemic, and the roles of workplace data and the analytics derived from it are critical.

Data drives efficient decision-making in areas such as space planning, work scheduling, and safety standards. With a focus on resources, processes, and strategy, you need evidence to back up those decisions and guide your organization to a successful future. With the growing importance of having a full, integrated view of workplace data to base decisions, now is the time to consider the benefits of a modern IWMS.

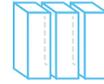
This guide will explore why modern IWMS systems are important to the changing workplace, and what to look for when implementing or upgrading a system—including IWMS trends that today’s leading platforms have been built to support.

Manual and Disparate System Pitfalls

Many organizations use manual spreadsheets and processes or point solutions to track and manage

their facility data. This can work for smaller companies. But as they grow, it can be hard to maintain all of their data.

In today’s technologically driven, agile, and integrated working environments, these pitfalls are particularly glaring:



Siloed data



Manual data collection, management, and tracking that’s prone to human error

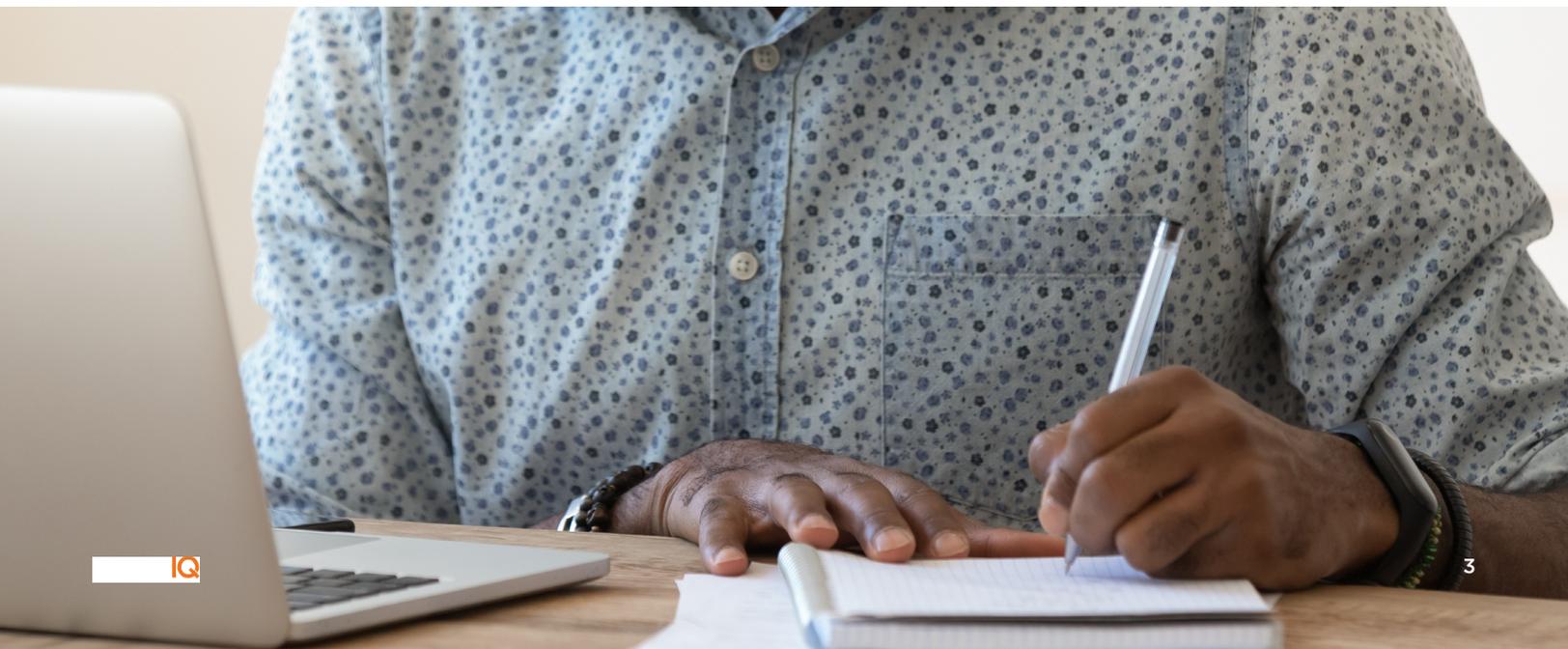


Complicated integration and lack of open application programming interfaces (APIs)



Steep, specialized learning curves

Plus, data management systems that use spreadsheets or simplistic database programs don’t work nearly as well as they should in the age of the Internet of Things (IoT), software as a service (SaaS), cloud-based computing, and APIs.



Integrated Platforms for Integrated Workplaces

Advanced, intuitive space management software such as an [Integrated Workplace Management System \(IWMS\)](#) helps monitor how the office is being used and unlocks opportunities for increased efficiency and safety. It also provides a holistic view of the built environment, allowing key stakeholders to leverage centralized data to make strategic, well-informed decisions.

And as the workplace becomes more integrated, sophisticated IWMS models are becoming the preferred technology to support this.

The core functions of an IWMS have historically consisted of a combination of the following disciplines, as outlined by [IDC](#) and other industry analysts:

- **Maintenance and asset management**
- **Capital project management**
- **Real estate and lease management**
- **Space management**
- **Sustainability and energy management**

Today's IWMS leaders not only address these pillars but also have applications that help organizations with additional areas such as compliance, sustainability, and risk.

Features of Modern IWMS Platforms

The many pitfalls of manual and disparate systems, and the vast improvements of a modern IWMS show just how important it is for FMs to rethink space utilization. When making a case for

implementing a modern IWMS, account for the fact that they can:

- **Close gaps in current facilities oversight**
- **Improve facilities management capabilities**
- **Prepare for or centralize an office IoT**
- **Reduce labor hours and improve efficiency**
- **Streamline data regarding space utilization**

In a climate where modern offices include agile workspaces, shared desks, activity-based workspaces, and collaborative environments, facilities managers must face a most certain reality: Legacy systems can't support the fast-paced needs of today's workplaces. A modern workspace demands a modern technology platform.

A modern workspace demands a modern technology platform

Consider the benefits found in today's modern IWMS solutions and why they're a welcome addition to the evolving workplace's tech stack.

Robust Integration Capabilities

Modern platforms are designed for integration and openness. A beneficial feature of an IWMS with an open platform is its compatibility to integrate with your current software and workflows, offering a holistic view with the ability to easily manage all data in one place. Open APIs also enable interaction with third-party software and IoT devices, extend oversight, and serve data to other applications. This is instrumental in coordinating a better approach to workplace management.

In addition, integration expands to all different tech focuses prevalent in modern workplaces. This includes the ability to stack with containers, microservices, and security—some of the many concerns of managing an evolving office. There's no restriction to a modern ecosystem. FMs can build their own ecosystem of devices and applications that support the company's key performance indicators (KPIs). The best IWMS platforms on the market integrate with any building management system (BMS), platform, software, or sensor that an organization already has or implements in the future.

Adoption and Support

Because the baseline tools of modern IWMS platforms are so powerful and intuitive, there are fewer education and training demands. A modern IWMS is easy to pick up and understand. Many companies add extra value with partners who understand local cultures, industry trends, and best practices to configure your deployment to work best for your organization's needs.

Adaptability

The feature-rich programming of today's IWMS means greater adaptability than manual processes and point solutions. Something as simple as changing a floor plan to accommodate an office change may have taken days with a legacy system. That same alteration can be done in minutes with a modern IWMS. It's this quickness that makes facilities managers more productive, agile, and attentive to the needs of the spaces they manage.

SaaS-based connectivity

Facilities managers need to easily access workplace insights and important data on the go, on a variety of devices. SaaS-based systems designed for multi-platform use offer a sweeping

upgrade to on-premises, workstation-specific software, or single-user licenses. Cloud computing and connectivity also pave the way for over-the-air (OtA) updates and connectivity with other wireless devices. This means never having to worry about whether the platform is updated or vulnerable to malfunction or security breaches. Wirelessly connected devices can also pair with sensors and beacons throughout the workplace, further enabling real-time data collection.

In addition to the upgrades that have laid the groundwork for what a modern IWMS platform looks like, there are core functions and capabilities to expect from this technology.

- 1 Scalability:** Your needs today won't be the same ones that you need in a few years. Find a platform that can grow with you, with the option to start with essential features and functionality and the flexibility to add on modules or users as needed.
- 2 Ease of Use:** Consider that all employees—not just facilities—will use the platform to some degree, so it must be easily navigable and intuitive to use. Otherwise, you run the risk of implementing a platform that goes largely unused. Look for an IWMS that allows all users to easily perform daily tasks (reserve a desk or meeting room, locate a colleague in the building, etc.).
- 3 Implementation Time:** Many times, organizations select technology and then spend years implementing it. The right platform should offer straightforward deployment and quick adoption, and ramp-up time to launch across the organization. Remember: the faster you can get up and running, the faster you will see ROI.

- 4 **Localization:** Consider platforms that offer multiple language options out-of-the-box and can be easily configured for others as needed to ensure your employees around the world are able to use the same system.
- 5 **Reporting Capabilities:** Given the importance of showing ROI for any initiative, an IWMS must offer robust reporting capabilities with the ability to view critical workplace data from various sources instantly, all on an easy-to-understand dashboard.

Future Trends in IWMS Technology

Rapid workplace changes and the emergence of cutting-edge technologies have ushered in new trends in facilities management. When considering bringing in or upgrading any technology, consider how it can meet future needs. For facilities management, there are some emerging trends that an IWMS can help organizations prepare for and embrace:

Support for the evolving workplace

As agile work environments increasingly become part of the “new normal” in response to COVID-19, we will likely see substantial changes worldwide in workspace requirements.

With a renewed focus on a safe return to the office, FMs and organizations need a long-term strategy to support remote, in-person, and hybrid work setups. Using a centralized enterprise-wide IWMS application enables teams to standardize workflows, reduce duplication, provide transparency with real-

time information shared among teams (e.g., badging and health check-in data), and ultimately make decisions more quickly and collaboratively.

Workplaces reconfigured as engaging collaboration hubs

As more businesses prepare to welcome their staff back to the office, forecasting and planning is playing a key role in reimagining workspaces as socialization and collaboration hubs. Employees, visitors, and others coming into the workplace will need convenient, reliable ways to ensure they have the spaces needed to work. IWMS technology offers this insight for businesses and building occupiers, whether that means increasing hotel desk reservations or implementing desk-sharing setups, all while providing safe and engaging spaces for those in the office.

Machine learning and smart facilities management

Machine learning in building management has been gaining traction in recent years, delivering efficiencies such as predictive maintenance and real-time management of in-office conditions to help manage costs and provide optimal work environments.

Smart building solutions use a range of sensors — light, motion, building occupancy, etc. — to collect data from connected devices that’s then stored in an IWMS. This continuous monitoring provides an opportunity for facilities managers to easily identify changes or inefficiencies in building usage and establish triggers for maintenance or control systems.

Full building insight: from initial design to ongoing operations

[Building Information Modeling \(BIM\)](#) and its integration with IWMS technology is a new approach to managing the many phases of building design and workplace management. This technology centers around 3D modeling programs that provide a customized simulation of an actual facility. The rendering represents a digital twin of the building, helping professionals better plan, design, construct, and manage spaces throughout the entire life cycle of the facilities.

Energy and sustainability management

IWMS technology will play a critical role in organizations executing effective sustainability efforts since it offers widespread insights to optimize usage and consumption across building systems and real estate portfolios. For

example, smart lighting data can tell FMs how much is being spent on lighting for specific floors. Getting those analytics with legacy systems requires complex manual calculations on how long lights are on, energy cost rate, and cost per bulb.

Technology that Keeps Pace with Evolving Workspaces

As workplaces rapidly evolve, so must the technology that powers them. With the right space utilization data, real estate insights, agile workplace tools, and the wealth of other features that modern IWMS platforms offer, it's possible to not only successfully manage a workplace facility but also uncover more opportunities. Whether the focus is on reducing real estate costs or improving IoT insights, such goals are achievable through a modern IWMS.



Checklist: Look for these IWMS Features

If you're considering an IWMS platform or moving away from a legacy system, here are some key features to look for as you evaluate different facilities management software.

Scalability

- Option to start with basic features and functionality
- Ability to add on modules and users as needed later on

Integration Capability

- Seamless integration with nearly any BMS platform, software, sensor, etc. that an organization already has or plans to implement
- Third-party integrations with chat programs, file sharing apps, planning software, IoT devices, etc.

SaaS-based Connectivity

- Mobile-friendly
- Instant updates, so users always have the latest software version

Ease of Use

- Simple UI and powerful UX
- User-centric platform that offers full functionality in easy-to-use formats

Implementation Time

- Straightforward deployment
- Easy adoption and the ability to launch quickly across the organization

Support and Services

- Provider with a deep understanding of the global IWMS market
- Experience with local cultures, industry trends, best practices, etc.

Localization

- Platform available out of the box in multiple languages
- Easily configurable for other languages as needed

Reporting Capabilities

- Ability to instantly view workplace data and run reports
- Data presented in easy-to-understand dashboards

[For More Information Visit Archibus.com](https://www.archibus.com)



Santa Clara, California United States
www.spaceiq.com

Archibus is the global leader for managing facilities, infrastructure, and real estate. Our industry leading IWMS provides organizations the ability to gain full insights into their built-environments to reduce costs, optimize operations, and elevate their employee experiences. Our solutions are designed to offer enterprise-level asset management, reporting, data and infrastructure management in a single system.