Implementing a new IWMS System for your Organization!
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Space data analytics is becoming an integral part of Real Estate services. Real Estate Services are no longer focused solely on the "running the building," and Facilities Managers are being asked to validate, analyze and report on a multitude of space data analytics. This presentation will include guidelines on how to prepare organizations to implement IWMS systems for real-time data analytics and reporting. I will share the success, failures, and challenges of implementing a new IWMS system for organizations using a case study from University of California San Francisco Implementation. The presentation will also feature guidelines and tools that can help organizations structure their space management systems. Different segments of occupancy planning – demand and supply, space utilization, vacancy rates, business units adjacency and space assignments targeted to tactical planning will be another take-away from this presentation.
Over the past few decades, and with the advancement in technologies we are no longer fascinated by powerful programs like CAD, CAFM and organizations and start-ups are investing more and more in real-time sensors integrated with one or many facility assets. Real Estate Services has seen a big change in these technologies, to name a few:

CAD	Computer Aided Design
CAFM	Computer Aided Facilities Management
CMMS/EAM	Computerized Maintenance Management System/ Enterprise Asset Management
BIM	Building Information Modelling
IWMS	Integrated Workplace Management System

For this presentation, we will focus on IWMS tools and related studies. Real Estate has always been one of the biggest expense on any organizations' balance sheet (*other than payroll*), which changed places with advances in IT infrastructure and security. Organizations strive to reduce their always increasing facilities management costs which may include repairs, maintenance, upgrades, and many more similar categories. IWMS solutions empower leadership teams to not only reduce these costs but also significantly increase the efficiency outputs, productivity, and improved business processes. Some of the key benefits of IWMS systems are efficient business processes, transparency, easy access to data, and trustworthy reports. IWMS software usually will have a suite of functionality available which may all be implemented or a user may pick and choose their options. Some of the key functional/modules for IWMS software are:

- Space Management/ MAC
- Lease Administration
- Project Management
- Facilities Management
- Asset Management
- EH&S

IWMS software and technology when used effectively can have long-lasting impacts on an organizations success and the overall real estate strategy. It is often a challenging question on what to pick and how to make sure your selection is aligned with business needs. Few questions you may want to think over before jumping into buying a software are:

- How can your organization benefit with an IWMS system
- Where do I start, there are multiple options available *(ask industry peers for their experience, request demos by vendors)*
- Do we invest in all the modules or take a step by step approach
- Invest in a single solution or multiple applications
- Re-visit your goals (*and $'s*)
- Refine your future goals –what's next! *(can the system be scaled with growth)*

Case Study: **UCSF Implementation**

In this case study, we will discuss various aspects of implementing a new IWMS system with emphasis on success factors, research drivers, and lessons learned.

University of California San Francisco – 10.5 Million sq. ft. of Real Estate with 220_ owned and leased buildings in San Francisco.

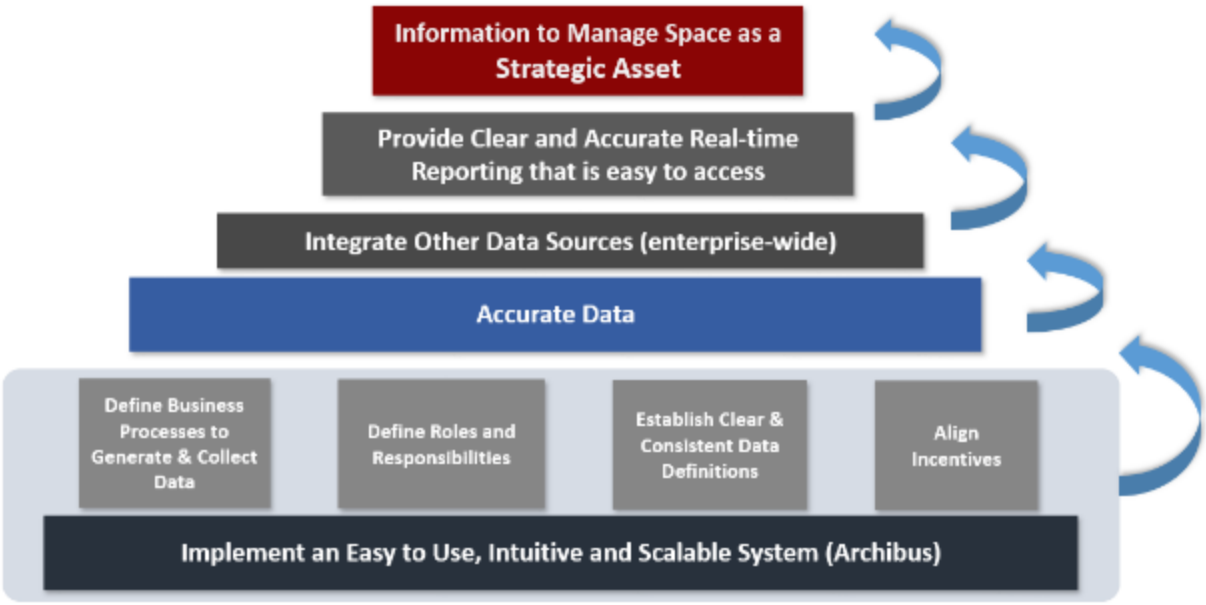
Simple but powerful goals:

- Implement an end-to-end IWMS system that encompasses technology, business processes and reporting to enable UCSF to manage space as a strategic asset
- •Inspire a cultural shift at UCSF towards the environment of transparency and collaboration as it relates to real estate

We started with few critical but compelling questions:

- How much space do we have, how many offices, workstations, labs… space types *(in real-time*)
- How much is vacant and not utilized
- Do we have enough space for our future growth
- When are complex leases expiring, how much lead time we need to renew them
- What is our current space capacity
- What is our space allocation and assignment by departments

The initial research and exploration of options available and overall strategy to implement can be summed up with the below graphic:



10 Step Project Plan:

1. Discovery Phase(requirements)
2. Gap Analysis
3. Understanding Business Processes
4. System Design (and re-design)
5. Integrations with Enterprise-wide systems

6.System Build
7.Test Scripts and Data Validations
8.Migration from legacy systems
9.Process Documentation
10.Roll-out and Training End-Users

Buy, build or Fix decisions

- We own the system
- Users are familiar with the current system
- Cannot track employees by rooms
- System is not scalable
- Is not a plug & play with GIS, BIM and CAD
- Limited expertise, no support for the system outside of UCSF
- Canned and ad-hoc reporting require substantial enhancements

- Build what we need
- Require IT Governance approval
- Build system/functionality from scratch – multiple modules of FM, Space, Lease
- Build integrations to other systems and applications
- Can be scaled to requirements
- Users will need to learn a new system
- Limited System experts and resources outside of UCSF

- Built in modules for Space, Lease, Facilities and many others
- User friendly and intuitive
- Integrates easily with GIS, BIM, CAD and other applications
- System is supported by vendors for upgrades, enhancement or resources
- Canned and ad-hoc reporting can be customized per needs
- Users will need to learn a new system

The presentation will further discuss in detail the various aspects of implementation phases, challenges, lessons learned, and success factors. A successful implementation requires a robust onboarding and training support alongwth a post-implementation support and adjustemnts.

The presentation will also cover a variety of real world examples and case studies from real estate challenges that were solved utilizing accurate data and timely information from IWMS systems. Some of the key functioanlity discussed are:

- Space and Occupancy Planning
- Stack and Block diagrams
- Tactical move planning
- Scenario Planning and Decision making
- Wayfinding solutions
- Dashboards.