JLL/Technologies

US Federal Government Agency

Location: North America
Industry: Government

Challenge

This government agency's Finance & Facilities Division (FFD) deployed IBM TRIRIGA for its Computer-Aided Facilities Management (CAFM) and real estate management capabilities. The Agency sought to automate and improve its facility operations and maintenance processes for its US capital region headquarters and mission essential locations. It also needed better visibility into the real estate projects within its selected property portfolio. The team branded its TRIRIGA initiative as the Facilities Integration Tool (FIT).

Over time, low user satisfaction and adoption hampered FIT's momentum. The Agency was also in constant reactive mode, lacking a preventative maintenance plan to deliver more consistent service quality. The Agency knew it needed to make a change.

Solution

A top priority was finding a vendor partner with core real estate expertise to advise the Agency on using FIT to support their business processes and employees. Based on its deep real estate expertise and proven ability to implement and host TRIRIGA solutions, JLLT was awarded the contract in November 2019. Today, FIT is hosted in a secured cloud provisioned by the Agency, with top security clearance required for all team members.

The JLLT team successfully completed a platform upgrade and secured the on-prem cloud migration while delivering:

- 99% system uptime that reduced the risk of outages and lost productivity
- TRIRIGA version upgrades to ensure the Agency has access to the most current innovations
- Technical and Functional support to drive efficiency and process improvements
- Continuous Enhancement of the TRIRIGA Portfolio, Real Estate, Operations, and Space application capabilities to help the Agency be agile and adaptive
- Change Management to ensure ongoing end-user adoption and client satisfaction

Space management expansion initiative

Building on the success of the FIT solution, the Agency expanded its relationship with JLLT to include the Agency's Space Management needs. The new project comprises managing comprehensive Agency location data, including GSA lease, direct lease, and covert locations for US field offices; CAD floor plan updates and polylines; and rack occupancy and chargeback allocations.

Executive reporting on space utilization and costs is a critical focus for executives. Strategic initiatives to support these goals include:

- Enriching space data with proper classifications and utilization
- Onboarding additional locations into the FIT system
- Improving GSA Occupancy Agreement and rent processes
- Deploying Service Request and Operations and Maintenance Perceptive apps
- Introducing reservations and hoteling capabilities for its hybrid workforce model
- Providing managers and end-users with the ability to view information on approved mobile devices

Results

- Complete coverage of the entire portfolio (over 12,000 physical building and structure records) within TRIRIGA
- Over 30% improvement in the rate of break/fix (reactive) maintenance: from 80% to below 50%
- JLLT NPS score of 9 out of 10
- 15 dedicated JLLT team members supporting 35,000 Agency personnel

*"JLL Technologies has helped us secure the value of our TRIRIGA implementation. Their vast CRE expertise has successfully digitized our facility operations and maintenance processes with TRIRIGA. Adoption has accelerated, and now we're taking advantage of Space Management capabilities to best support our workforce strategies with intelligent real estate insights." **- Unit Chief, US Federal Agency***

Questions? We've got answers. Contact us at helloJLLT@jll.com

JLL Technologies (JLLT), a division of JLL, a world leader in real estate services, helps organizations transform the way they acquire, operate, manage, and experience space. A first-of-its-kind team combining builders of high-growth tech companies and commercial real estate experts, JLLT delivers a comprehensive technology portfolio of purpose-built solutions and leading edge, venture-backed companies to meet and exceed the industry's demands for better business intelligence, workplace experience, and smart building platforms. Learn more at www.jllt.com.