

Solution brochure

Realize the promise of your IWMS

IWMS Managed Services



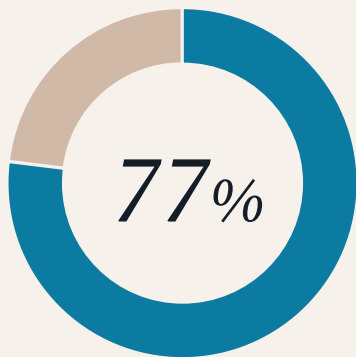
Organizations now demand more from their IWMS and corporate real estate (CRE) technology than ever. The embrace of hybrid work requires employers to go beyond solving the traditional requirements of cost reduction, space efficiency, and capital minimization.

Rather than viewing these growing expectations as a challenge, employers can realize an opportunity to capture the full promised ROI from their IWMS. It's an opportunity to evolve CRE and workplace policy to reflect how people actively use their space. It's an opportunity to address a very important question:

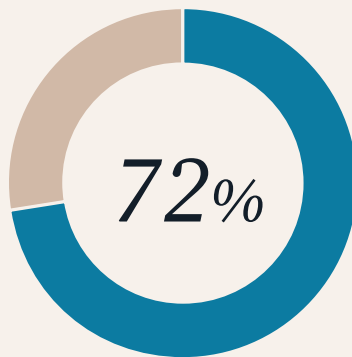
Is your IWMS ready for the future of work?



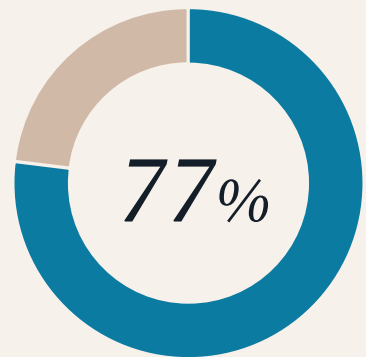
What CRE leaders are saying



expect their mandate for change to increase by 2025



agree that the office will remain central to the long-term workplace ecosystem



agree that investing in a quality space is a priority over growing total footprint

Source: The Future of Work Survey 2022, JLL Global Research

A more manageable approach to IWMS

In addition to demands for advanced IWMS execution, CRE leaders in 2023 will need to develop more dynamic solutions to respond to the complex realities of hybrid work.

Based on our experience supporting our partners as the world's largest IWMS services provider, JLL Technologies has developed a comprehensive approach to capture the full scope of challenges that organizations will face in 2023.

IWMS Managed Services is a tiered set of solution and support packages that goes beyond traditional implementation to help organizations achieve these goals:

Reduce the cost and risk of real estate IT operations

- Eliminate costs and downtime with a modern cloud operating model
- Mitigate transformation risks by relying on CRE technology experts
- Automate real estate and facility management processes with proven best practices

Gain real-time insights to guide real estate strategy

- Increase visibility into CRE portfolios with improved data governance and management
- Deliver impactful reporting to stakeholders on a device of choice
- Identify space management opportunities to reduce costs and optimize employee experience

Inspire growth with a modern, integrated CRE solution

- Automate and integrate workplace management processes to eliminate manual work
- Drive user adoption with compelling user experiences that offer meaningful information
- Enable employees to work with current technologies and retire aging systems

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JLLT was instrumental in helping us simplify and modernize our real estate technology environment. Their team of analysts and technology experts enabled us to meet critical deadlines while providing us with an agile technology platform that delivers ongoing insights and efficiencies.

Brian Spencer

Executive director of campus development and real estate for Nebraska Medicine and University of Nebraska Medical Center



IWMS Managed Services offerings from JLLT

Our approach focuses on meeting customers wherever they find themselves in their CRE technology journey. We partner with customers to develop a holistic view of their environment, ensure that the voices of all key stakeholders are taken into consideration, and promote accelerated user adoption. As part of that approach, we've organized our managed services offerings into the following tiers.

Tier 1 – Standard

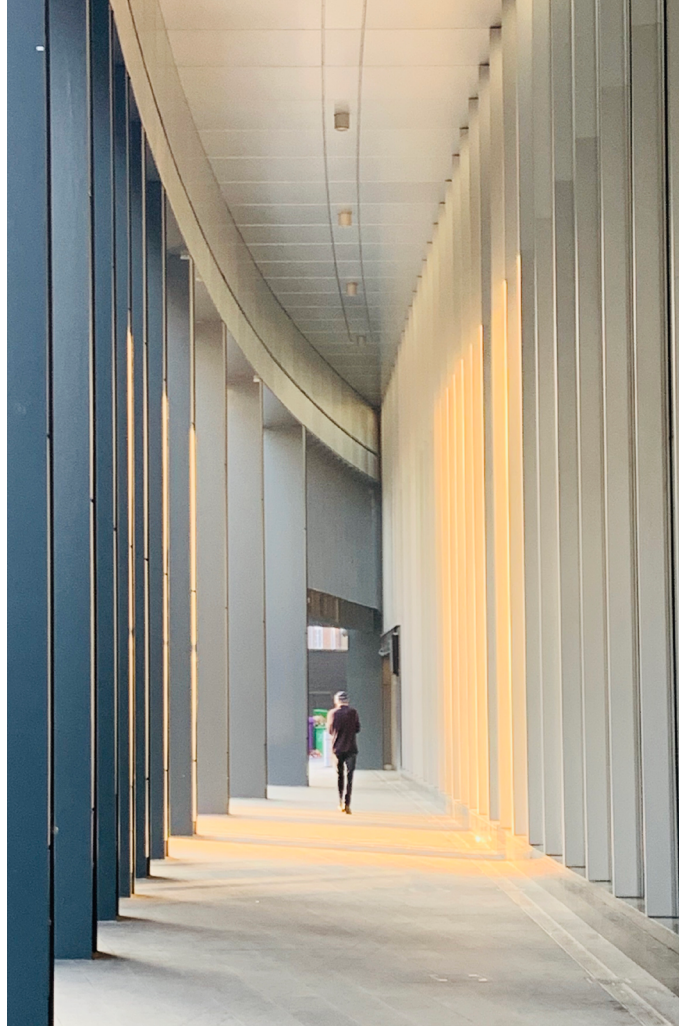
The Standard package helps organizations become more agile with proactive support. It includes full lifecycle support for IWMS application resale and renewals, system sustainment, enhancements, and end-user training. JLLT IWMS Reporting Packages help organizations get needed insights with pre-built dashboards that update dynamically. JLLT Market Trends and Insights keep leaders on top of industry dynamics and best practice approaches.

Tier 2 – Advanced

The Advanced package offers additional services to optimize IWMS solutions. It builds upon the Standard package and includes data governance and integrity checkpoints to ensure IWMS systems deliver the CRE intelligence organizations require. Complete support for IWMS system health is provided, including upgrades. Advanced also offers system performance management and monitoring, end-user adoption programs, a quarterly CRE business review, and an annual technology planning initiative to help decision-makers realize strategic goals.

Tier 3 – Premium

Premium includes complete outsourced support for IWMS solutions, on top of all the capabilities from Advanced and Standard. Our business process experts advise CRE leaders on how to apply IWMS technology to meet their organization's unique operational needs. Our deep bench of technology experts supports and enhances a company's CRE tech stack with proven best practices.



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JLLT is our strategic real estate technology partner and an extension of our internal team. They help us drive innovation, transformation, and adoption through an actionable and measurable technology roadmap and tightly aligned business outcomes, both of which are supported by efficiently utilized people and technology resources.

Kathy Jones

Associate Vice President, Facilities Engineering and Planning, Rice University

Proven expertise meets world-class solutions

600

IWMS experts

120

BI experts

30+

years of space and
portfolio planning

>3B

utilization data points
for benchmarking

14B

square feet managed in
systems deployed

1,000+

completed IWMS
projects

230+

year legacy of
industry leadership

Millions

of satisfied users
worldwide

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JLLT is our trusted delivery partner for IBM TRIRIGA technology initiatives. They help us drive transformation across the company by understanding our business needs and assisting us in automating processes, driving adoption, and improving data insights.

Liliana Peron

VP, Leasing and Special Projects, OUTFRONT Media

There's never been a more important time to rethink your organization's approach to workplace technology. **Connect with JLLT**—the world's leading IWMS integrator and technology services expert—to get the transformation started.