IBM Facilities and Real Estate Management on Cloud delivers the power of IBM TRIRIGA integrated workplace management system as a SaaS solution

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At a glance

IBM\textsuperscript{R} Facilities and Real Estate Management on Cloud delivers business applications for integrated workplace operations and helps to:

- Manage real estate portfolio planning and improve return on asset.
- Improve lease accounting and reduce occupancy costs.
- Improve space planning and optimize facility utilization.
- Accelerate service delivery and reduce cost of facility maintenance services.
- Improve project planning and accelerate project schedules.
- Reduce energy costs and achieve carbon reduction goals.

IBM Facilities and Real Estate Management on Cloud is hosted on IBM SoftLayer and offers authorized user options for self-service, approval and reporting, occasional, and enterprise users. It enables organizations to implement the proven IBM TRIRIGA\textsuperscript{R} solution with a subscription-based, monthly rental option, and transition from a capital expense to an operational expense model.

For ordering, contact your IBM representative or an IBM Business Partner. For more information, contact the Americas Call Centers at: 800-IBM-CALL (426-2255).

Reference: YE001

Overview

IBM Facilities and Real Estate Management on Cloud utilizes IBM TRIRIGA to deliver a single integrated workplace management system that is designed to increase an organization's visibility into underperforming facilities, resources, and process. It can help organizations improve control of their facility occupancy and operating costs, and automate time-consuming activities to enhance the operational efficiency and organizational effectiveness of real estate, facility management, and environmental sustainability functions within midsized and large-sized commercial and public enterprises.

IBM Facilities and Real Estate Management on Cloud utilizes the same code base and functionality that is available in IBM TRIRIGA to deliver a solution that can help organizations improve their return on facility and real estate assets.
Key prerequisites

• Internet connection
• Browser

For additional information, refer to the Software requirements section.

Planned availability date

December 2, 2014

Description

IBM Facilities and Real Estate Management on Cloud delivers a single integrated workplace management system, powered by IBM TRIRIGA, that can help increase an organization's ability to deliver increased business value through more streamlined business operations and environmental efficiencies. Based on a user's functional role within the organization, they may execute business processes, which span facilities and real estate functions.

IBM Facilities and Real Estate Management on Cloud:

• Aligns business objectives with management of the real estate portfolio, facilities operations, project targets, and environmental objectives, analyzes the results, and identifies appropriate actions to help improve performance.
• Helps organizations improve the effectiveness of real estate portfolio planning, improve returns from real estate transactions, avoid lease penalties and overpayments, and streamline lease accounting.
• Provides complete enterprise-wide project and program management, including the required tools to ensure efficient, cost-effective delivery of capital, facility, and environmental projects.
• Increases the utilization of valuable real estate and building infrastructure assets through the use of advanced space planning and forecasting, space management, reservation management, and move planning. It provides space management and audit tools, space use agreements and chargeback tools, as well as move planning and move execution management.
• Delivers facility maintenance software to help maintain critical facilities assets throughout their lifecycle and reduce maintenance costs. It automates the management of corrective maintenance services to deliver higher quality services more efficiently. It also automates preventive and condition-based maintenance processes to improve the condition of critical facilities assets and extend their life. It supports the use of analytics to examine performance data of energy consuming systems in the facility and automatically creates corrective work requests to repair equipment that is not operating correctly.
• Provides capabilities for the management of self-service requests for products, services, moves, and reservations submitted through a web portal, or utilizing contact center for handling requests received through phone, email, or fax. You can access pertinent caller and service agreement information, view status reports and call statistics, available through configurable graphs and reports, define service areas, responsibilities, and service level agreement information, and route work tasks, approvals, and notifications.
• Provides a process for analyzing the existing and projected future condition of facilities, as well as the building systems and assets within those facilities. This process helps determine the immediate and long-term costs for the assessed building systems. It enables the organization to address the operational requirements along with required funding requirements for both deficiencies and performance improvement opportunities.
• Delivers the environmental sustainability software organizations need to identify resource intensive facilities and processes, analyzes financial and environmental
benefits of environmental sustainability investments, and automates carbon reduction actions to reduce energy costs and achieve environmental and energy management strategies.

- Provides you with graphical configuration tools to configure and reconfigure applications, and extend application value.
- Provides a secure Web Service interface for updating or requesting information from the application over a VPN connection.

**Accessibility by people with disabilities**

A US Section 508 Voluntary Product Accessibility Template (VPAT) containing details on accessibility compliance can be requested at


**Section 508 of the US Rehabilitation Act**

As described in the VPAT, IBM TRIRIGA is capable as of December 2, 2014, when used in accordance with IBM's associated documentation, of satisfying the applicable requirements of Section 508 of the Rehabilitation Act, provided that any assistive technology used with the product properly interoperates with it. A US Section 508 Voluntary Product Accessibility Template (VPAT) can be requested via


**Product positioning**

IBM TRIRIGA provides unique capabilities integral to the IBM Smarter Planet® and Smarter Building initiative. An important component of IBM's strategy is to provide software, systems, and expertise to manage infrastructure, people, and processes.

Fitting into this strategy, IBM Facilities and Real Estate Management on Cloud utilizes IBM TRIRIGA to deliver an integrated workplace management system comprised of business applications, including prebuilt performance metrics, business controls, and process automation to simplify and accelerate the management of real estate and building infrastructure across their total lifestyle from acquisition to disposition.

**Availability of national languages**

IBM Facilities and Real Estate Management on Cloud is enabled to support various language environments and is translated into the following languages:

- Danish
- English
- Finnish
- French
- Italian
- Spanish
- Brazilian Portuguese
- Czech
- Dutch
- Hungarian
- German
- Japanese
- Korean
- Norwegian
- Polish
- Swedish
- Russian
- Simplified Chinese
- Traditional Chinese

## Program number

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<td>NA for SaaS offerings</td>
<td>IBM Facilities and Real Estate Management on Cloud (TRIRIGA)</td>
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## Education support

IBM training provides education to support many IBM offerings. Descriptions of courses for IT professionals and managers are on the IBM training website

http://www.ibm.com/services/learning/

Call IBM training at 800-IBM-TEACH (426-8322) for catalogs, schedules, and enrollments.

## Offering Information

Product information is available via the Offering Information website

http://www.ibm.com/common/ssi

Also, visit the Passport Advantage® website

http://www.ibm.com/software/passportadvantage

## Publications

No publications are shipped with this program.

## Services

### Software Services

IBM Software Services has the breadth, depth, and reach to manage your services needs. You can leverage the deep technical skills of our lab-based, software services team and the business consulting, project management, and infrastructure expertise of our IBM Global Services team. Also, we extend our IBM Software Services reach through IBM Business Partners to provide an extensive portfolio of capabilities. Together, we provide the global reach, intellectual capital, industry insight, and technology leadership to support a wide range of critical business needs.

To learn more about IBM Software Services or to contact a Software Services sales specialist, visit

http://www.ibm.com/software/sw-services/
Technical information

Specified operating environment

Hardware requirements

None

Software requirements

Supported browsers:

- Microsoft™ Internet Explorer V9, V10, or V11
  - 32-bit version only. Builder and Administrative tools are only supported on Internet Explorer 9. Internet Explorer 11 requires compatibility mode to be enabled for support.
- Mozilla Firefox ESR 24
  - Only end-user functionality is supported
- Google Chrome 37
  - Only end-user functionality is supported
- Apple Safari V7.0.6
  - Only end-user functionality is supported

The program's specifications and specified operating environment information may be found in documentation accompanying the program, if available, such as a readme file, or other information published by IBM, such as an announcement letter. Documentation and other program content may be supplied only in the English language.

IBM Electronic Support

The IBM Support Portal is your gateway to technical support. This includes IBM Electronic Support tools and resources, for software and hardware, to help save time and simplify support. The Electronic Support tools can help you find answers to questions, download fixes, troubleshoot, automate data collection, submit and track problems through the Service Request online tool, and build skills. All these tools are made available through your IBM support agreement, at no additional charge. Read about the Electronic Support portfolio of tools

http://ibm.com/electronicsupport

Access the IBM Support Portal

http://ibm.com/support

Access the online Service Request tool

http://ibm.com/support/servicerequest

Planning information

Packaging

This offering is delivered through the Internet. There is no physical media.

This program, when downloaded from a website, contains the applicable IBM license agreement and License Information, if appropriate, and will be presented for acceptance at the time of installation of the program. For future reference, the license and License Information will be stored in a directory such as LICENSE.TXT.
Ordering information

This product is only available via Passport Advantage. It is not available as shrinkwrap.

These products may only be sold directly by IBM or by authorized IBM Business Partners for Software Value Plus.

For more information about IBM Software Value Plus, visit

http://www.ibm.com/partnerworld/page/svp_authorized_portfolio

To locate IBM Business Partners for Software Value Plus in your geography for a specific Software Value Plus portfolio, visit

http://www.ibm.com/partnerworld/wps/bplocator/

Product group: TRIRIGA on Cloud

Product Identifier Description: 5725-T26

Product category: TRIRIGA on Cloud

**Passport Advantage**

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**Product descriptions**

- **Self Service Authorized User:** Create requests, create reservations, respond to bid requests, search knowledge base, search locations, people, and assets.
- **Approvals and Reporting Authorized User:** Participate in approval processes, monitor performance metrics, view reports with read only access to data functions. Includes functions of self service users.
- **Occasional User:** Participate in limited processes, limited to tasks, surveys, invoices, requests for payment, and document management. Includes functions of Self Service and Approvals and Reporting users.
Enterprise User: Participate in all implemented business processes. Includes functions of Self Service, Approvals and Reporting, and Occasional users.

The instance product is IBM Facilities and Real Estate Management on Cloud Non Production (TRIRIGA).

Customer examples

A customer has 7,500 employees. There are 25 real estate and facilities staff, 30 approving managers, and 20 vendor collaborators. Customer would purchase 25 enterprise licenses, 20 occasional users, 30 Approval and reporting users, and 7,455 Self Service users per month.

Charge metric definitions

Instance

Instance is a unit of measure by which the IBM SaaS can be obtained. An Instance is access to a specific configuration of the IBM SaaS. Sufficient entitlements must be obtained for each Instance of the IBM SaaS made available to access and use during the measurement period specified in customer's Proof of Entitlement (PoE) or Transaction Document.

Authorized User

Authorized User is a unit of measure by which the program can be licensed. An Authorized User is a unique person who is given access to the program. The program may be installed on any number of computers or servers and each Authorized User may have simultaneous access to any number of instances of the program at one time. Licensee must obtain separate, dedicated entitlements for each Authorized User given access to the program in any manner directly or indirectly (for example, via a multiplexing program, device, or application server) through any means. An entitlement for an Authorized User is unique to that Authorized User and may not be shared, nor may it be reassigned other than for the permanent transfer of the Authorized User entitlement to another person.

Note: Some programs may be licensed where devices are considered users. In that case, the following applies. Any computing device that requests the execution of or receives for execution a set of commands, procedures, or applications from the program or that is otherwise managed by the program is considered a separate user of the program and requires an entitlement as if that device were a person.

Terms and conditions

The information provided in this announcement letter is for reference and convenience purposes only. The terms and conditions that govern any transaction with IBM are contained in the applicable contract documents such as the IBM International Passport Advantage Agreement, the International Passport Advantage Express Agreement, the Cloud Services Agreement and associated Service Descriptions, or the IBM SaaS Terms of Use.

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Technical support

Technical support is provided for IBM SaaS and enabling software, as applicable, during the subscription period. Any enhancements, updates and other materials
provided by IBM as part of any such technical support are considered to be part of IBM SaaS or enabling software, as applicable, and therefore governed by the SaaS Terms of Use or the CSA and associated Service Description. Technical support is included with IBM SaaS and is not available as a separate offering.

Refer to additional technical support information in the IBM Software as a Service Terms of Use document for the program.

**Terms of Use**

The program’s Terms of Use and CSA Service Description document is available on the IBM Software as a Service Agreements website


**Limited warranty**

If warranted, refer to the warranty as stated in the Terms of Use document or the Cloud Services Agreement for this offering.

**Money-back guarantee**

No

**Volume orders (IVO)**

No

**Passport Advantage applies**

Yes, and through the Passport Advantage website at

http://www.ibm.com/software/passportadvantage

**Software Subscription and Support applies**

No

**IBM Operational Support Services - SoftwareXcel**

No

**System i Software Maintenance applies**

No

**Variable charges apply**

No

**Educational allowance available**

Not applicable.

**Statement of good security practices**

IT system security involves protecting systems and information through prevention, detection, and response to improper access from within and outside your
enterprise. Improper access can result in information being altered, destroyed, or misappropriated or can result in misuse of your systems to attack others. Without a comprehensive approach to security, no IT system or product should be considered completely secure and no single product or security measure can be completely effective in preventing improper access. IBM systems and products are designed to be part of a comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products, or services to be most effective. IBM does not warrant that systems and products are immune from the malicious or illegal conduct of any party.

**IBM Electronic Services**

Electronic Service Agent™ and the IBM Electronic Support web portal are dedicated to providing fast, exceptional support to IBM Systems customers. The IBM Electronic Service Agent tool is a no-additional-charge tool that proactively monitors and reports hardware events, such as system errors, performance issues, and inventory. The Electronic Service Agent tool can help you stay focused on your company’s strategic business initiatives, save time, and spend less effort managing day-to-day IT maintenance issues. Servers enabled with this tool can be monitored remotely around the clock by IBM Support, all at no additional cost to you.

Now integrated into the base operating system of AIX® V5.3, AIX V6.1, and AIX V7.1, Electronic Service Agent is designed to automatically and electronically report system failures and utilization issues to IBM, which can result in faster problem resolution and increased availability. System configuration and inventory information collected by the Electronic Service Agent tool also can be viewed on the secure Electronic Support web portal, and used to improve problem determination and resolution by you and the IBM support team. To access the tool main menu, simply type smitty esa_main, and select Configure Electronic Service Agent. In addition, ESA now includes a powerful web user interface, giving the administrator easy access to status, tool settings, problem information, and filters. For more information and documentation on how to configure and use Electronic Service Agent, refer to http://www.ibm.com/support/esa/

The IBM Electronic Support portal is a single Internet entry point that replaces the multiple entry points traditionally used to access IBM Internet services and support. This portal enables you to gain easier access to IBM resources for assistance in resolving technical problems. The My Systems and Premium Search functions make it even easier for Electronic Service Agent tool-enabled customers to track system inventory and find pertinent fixes.

**Benefits**

**Increased uptime:** The Electronic Service Agent™ tool is designed to enhance the Warranty or Maintenance Agreement by providing faster hardware error reporting and uploading system information to IBM Support. This can translate to less wasted time monitoring the symptoms, diagnosing the error, and manually calling IBM Support to open a problem record. Its 24x7 monitoring and reporting mean no more dependence on human intervention or off-hours customer personnel when errors are encountered in the middle of the night.

**Security:** The Electronic Service Agent tool is designed to be secure in monitoring, reporting, and storing the data at IBM. The Electronic Service Agent tool is designed to securely transmit either via the Internet (HTTPS or VPN) or modem to provide customers a single point of exit from their site. Communication is one way. Activating Electronic Service Agent does not enable IBM to call into a customer's system.

For additional information, please refer to IBM Electronic Service Agent

More accurate reporting: Because system information and error logs are automatically uploaded to the IBM Support center in conjunction with the service request, you are not required to find and send system information, decreasing the risk of misreported or misdiagnosed errors. Once inside IBM, problem error data is run through a data knowledge management system and knowledge articles are appended to the problem record.

Customized support: Using the IBM ID entered during activation, you can view system and support information in the My Systems and Premium Search sections of the Electronic Support website at

http://www.ibm.com/support/electronic

My Systems provides valuable reports of installed hardware and software using information collected from the systems by Electronic Service Agent. Reports are available for any system associated with your IBM ID. Premium Search combines the function of search and the value of Electronic Service Agent information, providing advanced search of the technical support knowledgebase. Using Premium Search and the Electronic Service Agent information that has been collected from your system, you are able to see search results that apply specifically to your systems.

For more information on how to utilize the power of IBM Electronic Services, contact your IBM Systems Services Representative, or visit

http://www.ibm.com/support/electronic

Prices

Passport Advantage

For Passport Advantage information and charges, contact your IBM representative or authorized IBM Business Partner for Software Value Plus. Additional information is also available at

http://www.ibm.com/software/passportadvantage

Order now

To order, contact your Americas Call Centers, local IBM representative, or your IBM Business Partner. To identify your local IBM representative or IBM Business Partner call 800-IBM-4YOU (426-4968). For more information, contact the Americas Call Centers.

Phone: 800-IBM-CALL (426-2255)

Fax: 800-2IBM-FAX (242-6329)

For IBM representative: callserv@ca.ibm.com

Mail:

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Markham, Ontario
Canada L3R 2Z1

Reference: YE001

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   http://www.ibm.com/partnerworld/page/svpAuthorizedPortfolioCriteria

For questions regarding Software Value Plus, visit

   http://www.ibm.com/partnerworld/page/svpAuthorizedPortfolioContacts

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