



IBM TRIRIGA V10.5 and IBM TRIRIGA Application Platform V3.5 provide device responsive space assessment capability

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Overview

IBM[®] TRIRIGA[®] applications deliver a single integrated workplace management system that increases visibility into underperforming facilities, resources, and process; improves control of facility occupancy and operating costs; and automates time-consuming activities to increase the operational efficiency and organizational effectiveness of real estate, facility management, and environmental sustainability functions within midsized and large-sized commercial and public enterprises. TRIRIGA applications are built on the IBM TRIRIGA Application Platform, a state-of-the-art multitiered web platform that provides users with unparalleled flexibility, accessibility, and scalability. This platform uses a highly scalable Java™ Platform, Enterprise Edition architecture, a metadata model that allows you to extend and enhance TRIRIGA's products or, if properly licensed, create modules that integrate with the predefined logic and processes into a feature rich, workflow-driven intelligent business system without coding.

IBM TRIRIGA V10.5 introduces perceptive applications, a new application paradigm. Perceptive applications simplify the user experience by using IBM Design Thinking to define intuitive end-to-end processes in the minimum number of steps, while still achieving corporate compliance.

In addition, perceptive applications provide device responsive HTML5 applications using an extensive library of modern, reusable, and extensible widgets, which can be configured to an organization's specific business processes by using TRIRIGA Application Platform building tools. TRIRIGA's first perceptive application streamlines the space assessment process. This application lets space managers audit space by identifying and processing any discrepancies for assigned people and assets. It is based on a floor plan view or a list of spaces, which may be assessed directly from their handheld device. In addition, TRIRIGA V10.5 provides lease accounting enhancements, which take into account both the Financial Accounting Standards Board and the International Accounting Standards Board accounting rules as well as the anticipated changes to these accounting rules.

Supporting TRIRIGA V10.5 is TRIRIGA Application Platform V3.5, which includes platform extensions for defining perceptive applications, including the model designer and view designer.

Key prerequisites

Refer to the [Hardware requirements](#) and [Software requirements](#) sections.

Planned availability date

December 11, 2015: Electronic general availability

Refer to the [Availability of national languages](#) section for national language availability.

Product positioning

IBM TRIRIGA V10.5 delivers an integrated workplace management system comprised of a suite of business applications that include prebuilt performance metrics, business controls, and process automation to help simplify and accelerate the management of real estate and facility assets across a business real estate lifecycle, from facility strategic planning, transaction management, and lease accounting through capital project management, space management, facility maintenance management, and environmental and energy management to asset disposition.

Each product within this suite can be acquired independently or combined, depending on the organization's specific needs. The following lists the major products available within the IBM TRIRIGA Integrated Workplace Management suite:

- IBM TRIRIGA Real Estate Manager: Real estate management software to manage lease accounting and occupancy costs.
- IBM TRIRIGA Capital Projects Manager: Capital project management software to manage project planning and project schedules.
- IBM TRIRIGA Facilities Manager: Facility management software to manage space planning and facility utilization.
- IBM TRIRIGA Workplace Operations Manager: Facility maintenance software to manage service delivery and maintenance service costs.
- IBM TRIRIGA Real Estate Environmental Sustainability Manager: Environmental and energy management software to help manage costs and achieve carbon reduction goals.

These applications consist of a logically related collection of prebuilt data structures, user interfaces, and workflows, all configured with the web-based, design-time components of IBM TRIRIGA Application Platform and configurable by IBM Global Business Services^(R), IBM Business Partners, and organizations without changes to source code.

Availability of national languages

IBM TRIRIGA is enabled to support the following languages, and will be available on December 11, 2015:

- Arabic
- Brazilian Portuguese
- British English
- English
- Czech
- Danish
- Dutch
- Finnish
- French
- German
- Hebrew

- Hungarian
- Italian
- Japanese
- Korean
- Norwegian
- Polish
- Russian
- Simplified Chinese
- Spanish
- Swedish
- Traditional Chinese

Program number

Program number	VRM	Program name
5725-F25	10.5	IBM TRIRIGA Portfolio Data Manager
5725-F26	3.5	IBM TRIRIGA Application Platform

Offering Information

Product information is available via the Offering Information website

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

Also, visit the Passport Advantage^(R) website

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

Publications

No publications are shipped with these programs.

English and national language product manuals may be downloaded from the following websites.

For IBM TRIRIGA Application Platform, refer to

<http://www.ibm.com/support/knowledgecenter/SSHEB3/welcome>

For IBM TRIRIGA, refer to

<http://www.ibm.com/support/knowledgecenter/SSFCZ3/welcome>

The IBM Publications Center portal is located at

<http://www.ibm.com/shop/publications/order>

The Publications Center is a worldwide central repository for IBM product publications and marketing material with a catalog of 70,000 items. Extensive search facilities are provided. A large number of publications are available online in various file formats, and they can all be downloaded by all countries.

Services

Contact your IBM representative for the list of selected services available in your country, either as standard or customized offerings for the efficient installation, implementation, or integration of this product.

Technical information

Specified operating environment

Hardware requirements

View the latest system requirements, including the complete list of supported platforms for IBM TRIRIGA V10.4.2 and IBM TRIRIGA Application Platform V3.4.2 products, available on December 11, 2015, at

<https://www.ibm.com/developerworks/community/wikis/home/wiki/IBM+TRIRIGA1/page/Complete+IBM+TRIRIGA+Support+and+Compatibility+Matrix>

Software requirements

View the latest system requirements, including the complete list of supported platforms for IBM TRIRIGA V10.5 and IBM TRIRIGA Application Platform V3.5 products, available on December 11, 2015, at

<https://www.ibm.com/developerworks/community/wikis/home/wiki/IBM+TRIRIGA1/page/Complete+IBM+TRIRIGA+Support+and+Compatibility+Matrix>

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. Such information is provided subject to the following 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, misappropriated, or misused, or can result in damage to or misuse of your systems, including for use in attacks on others. No IT system or product should be considered completely secure and no single product, service, or security measure can be completely effective in preventing improper use or access. IBM systems, products, and services are designed to be part of a lawful, comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products, or services to be most effective.

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<http://www.ibm.com/electronicssupport>

Access the IBM Support Portal

<https://www.ibm.com/support/entry/portal/support>

Access the online Service Request tool

<http://www.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

For ordering information, consult your IBM representative or authorized IBM Business Partner, or visit

<http://www.ibm.com/software/support/pa.html>

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available. These programs have a one-time license charge for use of the program and an annual renewable charge for the enhanced support that includes telephone assistance (voice support for defects during normal business hours), as well as access to updates, releases, and versions of the program as long as support is in effect.

License Information number

Program number	Program name	License document number
5725-F26	IBM TRIRIGA Application Platform V3.5.0	L-KCAN-A2VRS6
5725-F25	IBM TRIRIGA Portfolio Data Manager V10.5.0	L-KCAN-A2VRX5
5725-F45	IBM TRIRIGA CAD Integrator/Publisher V12.1.3	L-KCAN-A34UYV

The program's License Information will be available for review on the IBM Software License Agreement website

<http://www.ibm.com/software/sla/sladb.nsf>

Limited warranty applies

Yes

Limited warranty

IBM warrants that when the program is used in the specified operating environment, it will conform to its specifications. The warranty applies only to the unmodified portion of the program. IBM does not warrant uninterrupted or error-free operation of the program or that IBM will correct all program defects. You are responsible for the results obtained from the use of the program.

IBM provides you with access to IBM databases containing information on known program defects, defect corrections, restrictions, and bypasses at no additional charge. For further information, consult the IBM Software Support Handbook found at

<http://www.ibm.com/support/handbook>

IBM will maintain this information for at least one year after the original licensee acquires the program (warranty period).

Program technical support

Technical support of a program product version or release will be available for a minimum of five years from the general availability date, as long as your Software Subscription and Support (also referred to as Software Maintenance) is in effect.

This technical support allows you to obtain assistance (via telephone or electronic means) from IBM for product-specific, task-oriented questions regarding the installation and operation of the program product. Software Subscription and Support (Software Maintenance) also provides you with access to updates (modifications or fixes), releases, and versions of the program. You will be notified, via announcement letter, of discontinuance of support with 12 months' notice. If you require additional technical support from IBM, including an extension of support beyond the discontinuance date, contact your IBM representative or IBM Business Partner. This extension may be available for a fee.

Money-back guarantee

If for any reason you are dissatisfied with the program and you are the original licensee, you may obtain a refund of the amount you paid for it, if within 30 days of your invoice date you return the program and its PoE to the party from whom you obtained it. If you downloaded the program, you may contact the party from whom you acquired it for instructions on how to obtain the refund.

For clarification, note that (1) for programs acquired under the IBM International Passport Advantage offering, this term applies only to your first acquisition of the program and (2) for programs acquired under any of IBM's On/Off Capacity on Demand (On/Off CoD) software offerings, this term does not apply since these offerings apply to programs already acquired and in use by you.

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

Yes. Software Subscription and Support (also referred to as Software Maintenance) is included with licenses purchased through Passport Advantage and Passport Advantage Express^(R). Product upgrades and Technical Support are provided by the Software Subscription and Support offering as described in the Agreements. Product upgrades provide the latest versions and releases to entitled software and Technical Support provides voice and electronic access to IBM support organizations, worldwide.

IBM includes one year of Software Subscription and Support with each program license acquired. The initial period of Software Subscription and Support can be extended by the purchase of a renewal option, if available.

While your Software Subscription and Support is in effect, IBM provides you assistance for your routine, short duration installation and usage (how-to) questions, and code-related questions. IBM provides assistance via telephone and, if available, electronic access, only to your information systems (IS) technical support personnel during the normal business hours (published prime shift hours) of your IBM support center. (This assistance is not available to your end users.) IBM provides Severity 1 assistance 24 hours a day, 7 days a week. For additional details, consult your IBM Software Support Handbook at

<http://www.ibm.com/support/handbook>

Software Subscription and Support does not include assistance for the design and development of applications, your use of programs in other than their specified operating environment, or failures caused by products for which IBM is not responsible under the applicable agreements.

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

IBM Operational Support Services - Support Line

No

System i Software Maintenance applies

No

Variable charges apply

No

Educational allowance available

Education allowance does not apply. Education software allowance does not apply. Special education prices are available for qualified customers through Passport Advantage.

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 lawful, comprehensive security approach, which will necessarily involve additional operational procedures, and may require other systems, products, or services to be most effective.

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IBM Electronic Services

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

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, refer to IBM Electronic Service Agent

<http://www.ibm.com/support/esa/>

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.

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Prices

Business Partner information

If you are an IBM Business Partner -- Distributor for Workstation Software acquiring products from IBM, you may link to Passport Advantage Online for resellers where you can obtain Business Partner pricing information. An IBM ID and password are required.

<https://www.ibm.com/software/howtobuy/passportadvantage/paoreseller>

For all local charges, contact your IBM representative.

Passport Advantage

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