



Client: Red Hat

Capturing a global connection: How Red Hat is leveraging an integrated technology platform and wayfinding system

Challenges

Recently, during a time of significant growth for Red Hat, their Global Workplace Solutions (GWS) team was struggling to keep track of people, places and things, and they wanted to make smarter decisions and support the growth of the company in a more strategic way.

Solution

To address their on-going challenges with real estate technology, GWS brought on a subject matter expert to help them navigate through a technology enablement journey and a rigorous process investigating a variety of technology options. JLL Technologies team was selected to help drive their business transformation with a global implementation of an Integrated Workplace Management System (IWMS) along with the integration of the platform into a broader set of incumbent systems. JLL executed a two-phase IWMS implementation:

Phase 1

- Space Management
- Lease Administration & Invoicing

Phase 2

- On-demand Work Orders

Investing further in this cultural

ambition to create a seamless employee experience within their workplace, GWS leveraged their increasingly mature platform to integrate JLL's OSIS wayfinding and kiosk system to create "Find Your Way," a tool that helps employees locate one another at their assigned offices or at other locations while traveling, and also assists them in finding workplace necessities such as conference rooms and printers.

Outcomes

These advancements have provided Red Hat with an integrated platform that allows them to make more strategic decisions around their real estate portfolio by having real-time access to valuable reporting tools and most importantly, quality underlying data. With the current platform in place, Red Hat has a sustainable, repeatable

system with access to up-to-the-minute data from across their entire global organization.

Forward thinking

With JLL as a partner, Red Hat is fully equipped to realign their technology stack as needed to stay ahead in their drive for efficiency. Managing a global portfolio can be a challenge, but Red Hat is well equipped to strategically choreograph growth and change, while balancing the unique culture that is such an integral part of the company.

Contact

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How we find our way

