Solution brochure

# Realize the potential of your IWMS

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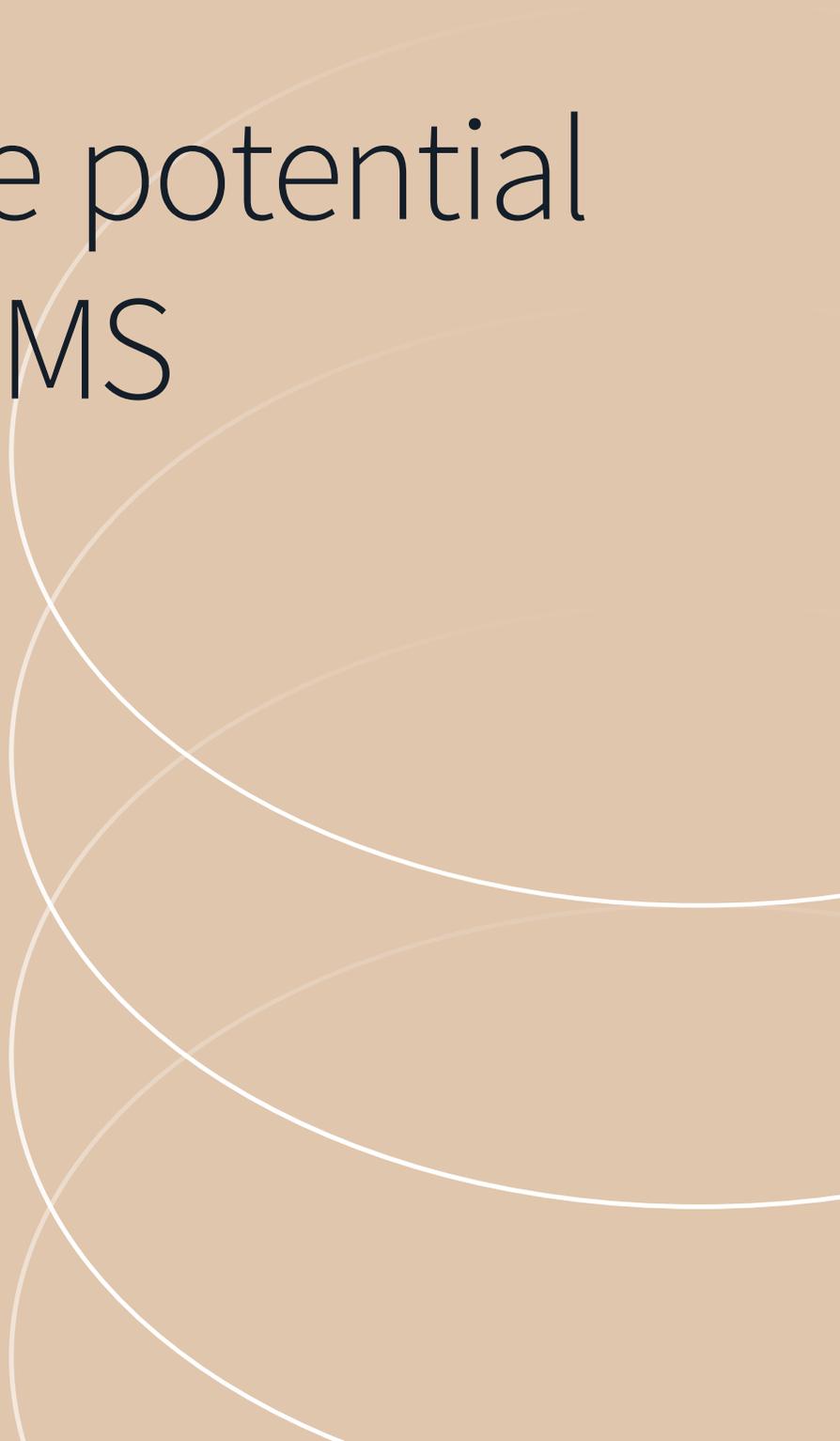
Organizations now demand more than ever from their IWMS and corporate real estate (CRE) technology. The prevalence of hybrid work requires employers to go beyond solving the traditional requirements of cost reduction, space efficiency, and capital minimization.

Rather than viewing these growing expectations as a challenge, employers can embrace an opportunity to capture the full promised ROI from their IWMS. This is the time to evolve your CRE and workplace policy to reflect how people actively use your space. As you address current needs and plan for the days and years ahead, you'll need to answer a very important question:

Is your IWMS ready for the future of work?

What CRE leaders are saying
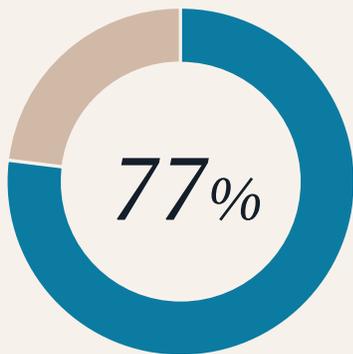
77% expect their mandate for change to increase by 2025
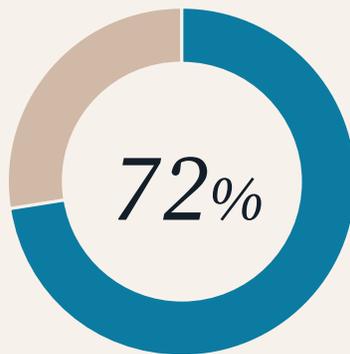
72% agree that the office will remain central to the long-term workplace ecosystem
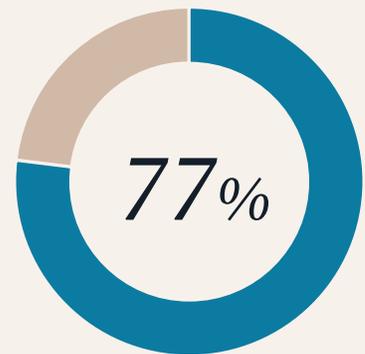
77% agree that investing in a quality space is a priority over growing total footprint

Source: The Future of Work Survey, JLL Global Research

A streamlined approach to IWMS

In addition to demands for advanced IWMS execution, CRE leaders are developing 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 has developed a comprehensive approach to capture the full scope of real estate challenges that organizations face.

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 partnering with 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 multiple devices
- Identify space management opportunities to reduce costs and optimize employee experience

Inspire growth with a modern, integrated CRE solution

- Automate workplace management processes
- Drive user adoption with compelling experiences that offer meaningful information
- Integrate current technologies and retire aging systems

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> JLL 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*
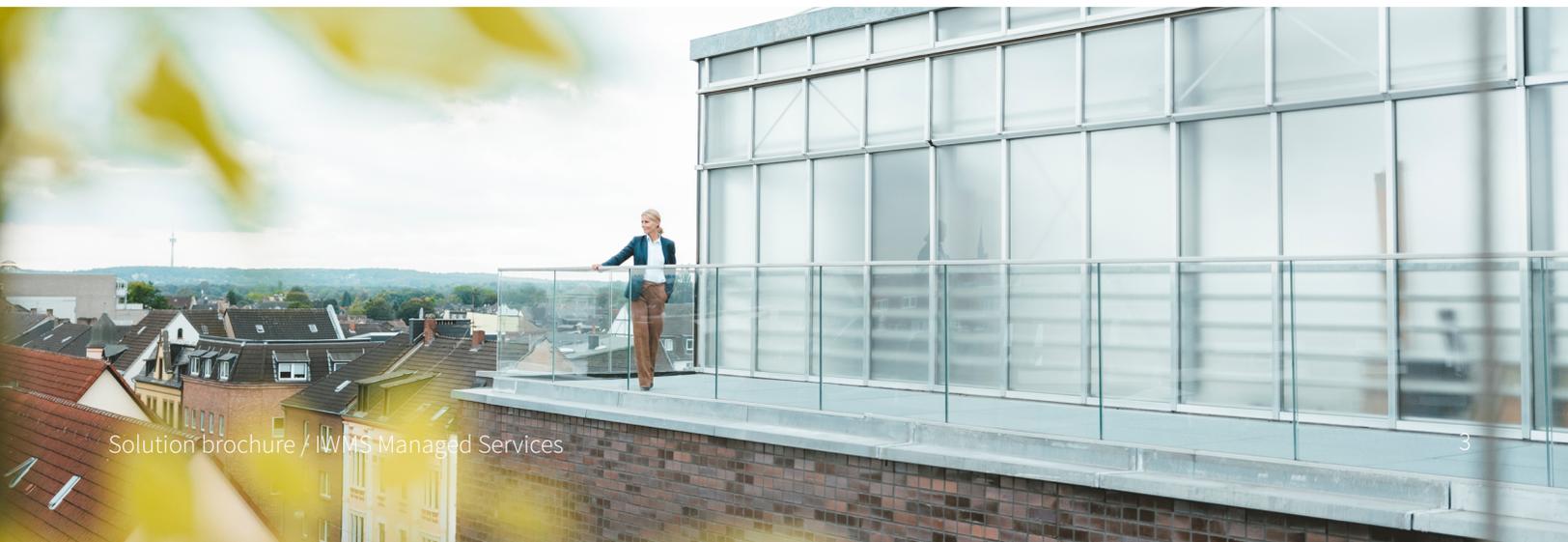
IWMS Managed Services offerings from JLL

Wherever you are in your CRE technology journey, we partner with you to develop a holistic view of your environment, ensure the voices of all key stakeholders are heard, and promote accelerated user adoption. As part of that approach, we've organized our managed services offerings into the following tiers.

Tier 1 – Standard
Become more agile with proactive support. The Standard package includes full lifecycle support for IWMS application resale and renewals, system sustainment, enhancements and end-user training. IWMS Reporting Packages help organizations get needed insights with pre-built dashboards that update dynamically. JLL Market Trends and Insights keep leaders on top of industry news and best practices.

Tier 2 – Advanced
Building upon the Standard package, the Advanced tier and includes data governance and integrity checkpoints to ensure IWMS systems deliver the CRE intelligence you require. We provide complete support for IWMS system health, including upgrades, 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
When you are ready for white glove service, the Premium tier includes completely outsourced support for IWMS solutions. Our business process experts advise CRE leaders on how to apply IWMS technology to meet your organization's unique operational needs. With the Premium tier, not only do you build on the capabilities of Standard and Advanced tiers, you also have access to our technology experts, who will support and enhance your CRE tech stack with proven practices.

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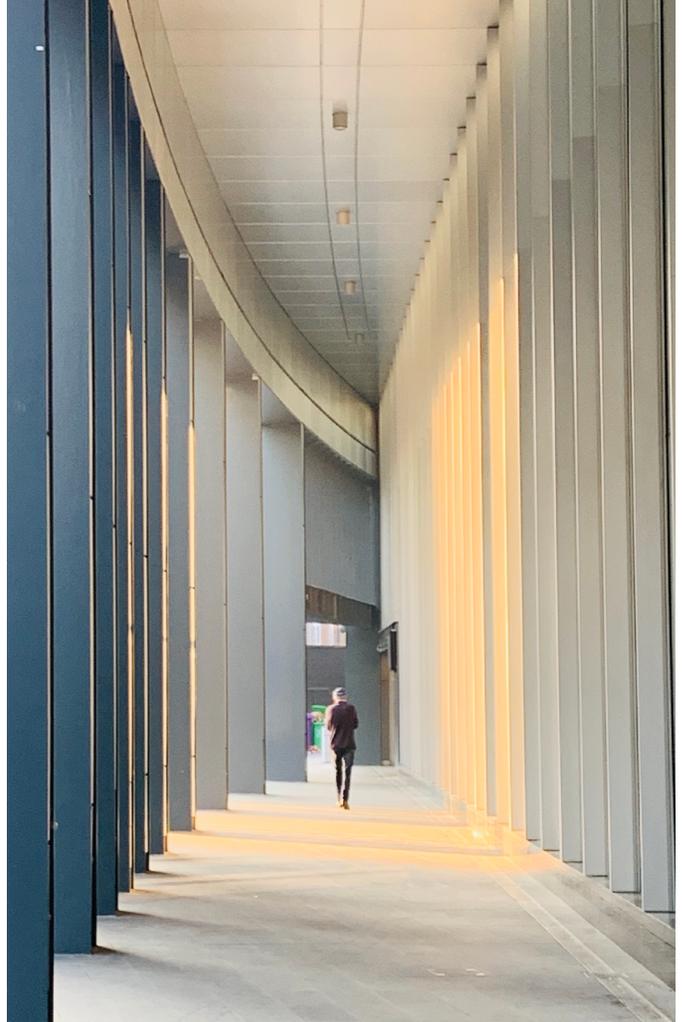
JLL is our strategic real estate technology partner and an extension of our internal team. They help us drive innovation, transformation, and adoption through an actionable and measurable technology roadmap and tightly aligned business outcomes, both of which are supported by efficiently utilized people 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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JLL 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 JLL** — the world's leading IWMS integrator and technology services expert — to start your transformation.