

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

- Reduce the cost and risk of real estate IT operations
- Gain real-time insights to guide real estate strategy
- Inspire growth with a modern, integrated CRE solution

Our approach is agile, proactive, and designed to support our customers at any point in their CRE technology journey.

IWMS Managed Services Program Offerings

	Standard	Advanced	Premium
Application management			
License resale/renewals	✓	✓	✓
Application support	✓	✓	✓
Application sustainment	✓	✓	✓
Enhancement provision	✓	✓	✓
End user training	✓	✓	✓
JLL cloud hosting	+	+	+
Data quality monitoring			
Data integrity checks	⊗	✓	✓
Data audits	⊗	✓	✓
CAD/Revit audits	⊗	✓	✓
Enhanced reporting			
JLLT standard report package	✓	✓	✓
External reporting/BI services enablement	+	+	✓
Platform and system health			
Performance management	⊗	✓	✓
UaaS (upgrades-as-a-service)	⊗	✓	✓
Usage and adoption	⊗	✓	✓
System monitoring	⊗	✓	✓
Advice and strategy services			
Market trend and insight reports	✓	✓	✓
Technical/functional process coaching	⊗	✓	✓
Quarterly business review	⊗	✓	✓
Annual planning of backlog & initiatives	⊗	✓	✓
Industry benchmarking	+	+	✓
Business operations and staff augmentation			
IWMS program management	+	+	✓
Program advisor with subject matter expertise	+	+	✓
Space (CAD, Revit, occupancy planning, space manager)	+	+	✓
Building operations (facility manager, engineering, call center)	+	+	✓
Lease portfolio (transactions, abstraction)	+	+	✓
Capital projects (CPM, program manager)	+	+	✓
Finance/lease accounting	+	+	✓
Optional add-on services for a fee			
BI-as-a-service	+	+	+
Data archiving	+	+	+

+ Indicates a service can be added for a fee

To learn more about IWMS Managed Services and get the transformation started, contact us at helloJLLT@jll.com →