



April 2012

Tririga Product Overview



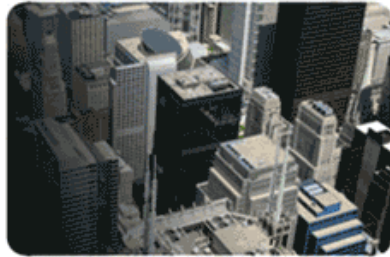
TRIRIGA - What is IWMS

An integrated workplace management system (IWMS)....

Is characterized by an enterprise-class software platform that integrates five key components of functionality:

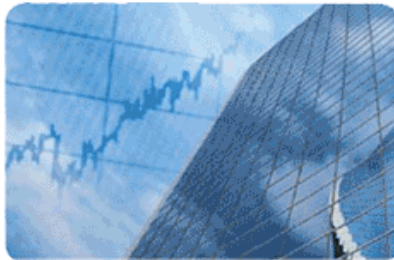
- 1) real estate management
- 2) project management
- 3) facilities and space management
- 4) maintenance and operations management
- 5) environmental sustainability

WHY TRIRIGA? is real estate important for organizations to manage?



Top 4

Two-thirds of organizations state Energy cost is a top expenditure today



35%

of an organizations balance sheet assets are typically real estate and facilities



48%

of an organizations greenhouse gas emissions are produced by buildings

¹ Source: CFO Research Services

² Source: NACORE

³ Source: US Energy Information Administration

IBM Workplace Enterprise - IWMS

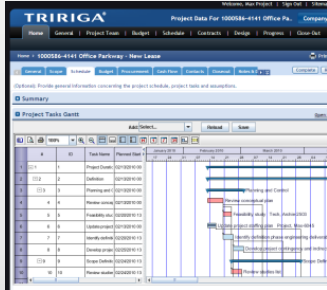
Role-based Applications

TRIRIGA Real Estate



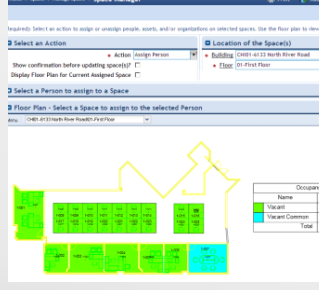
- Portfolio Planning
- Site Selection
- Transaction Management
- Lease Administration
- Lease Accounting
- AR Tenant Tracking
- Payment Processing
- Client Requests

TRIRIGA Projects



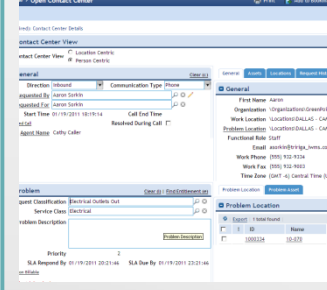
- Program Management
- Fund Management
- Scope Management
- Cost Management
- Schedule Management
- Resource Management
- Quality Management
- Vendor Engagement
- Procurement

TRIRIGA Facilities



- Space Management
- Space Chargeback
- Space Requests
- Strategic Planning
- Move Management
- Reservation Management
- Personnel Provisioning
- CAD Management

TRIRIGA Operations



- Contact Center
- Service Management
- Warranty Management
- Preventive Maintenance
- Facility Assessment
- Security/Key Management
- Inventory Management
- Capital Planning
- Resource Planning

TRIRIGA Environmental



- CO2 Emission Tracking
- Utility Tracking
- Waste Disposal
- Water Consumption
- Green Opportunities Tracking
- LEED/BREEAM Certification
- Energy Star Integration

Operational Performance

Improves efficiency of real estate & asset management

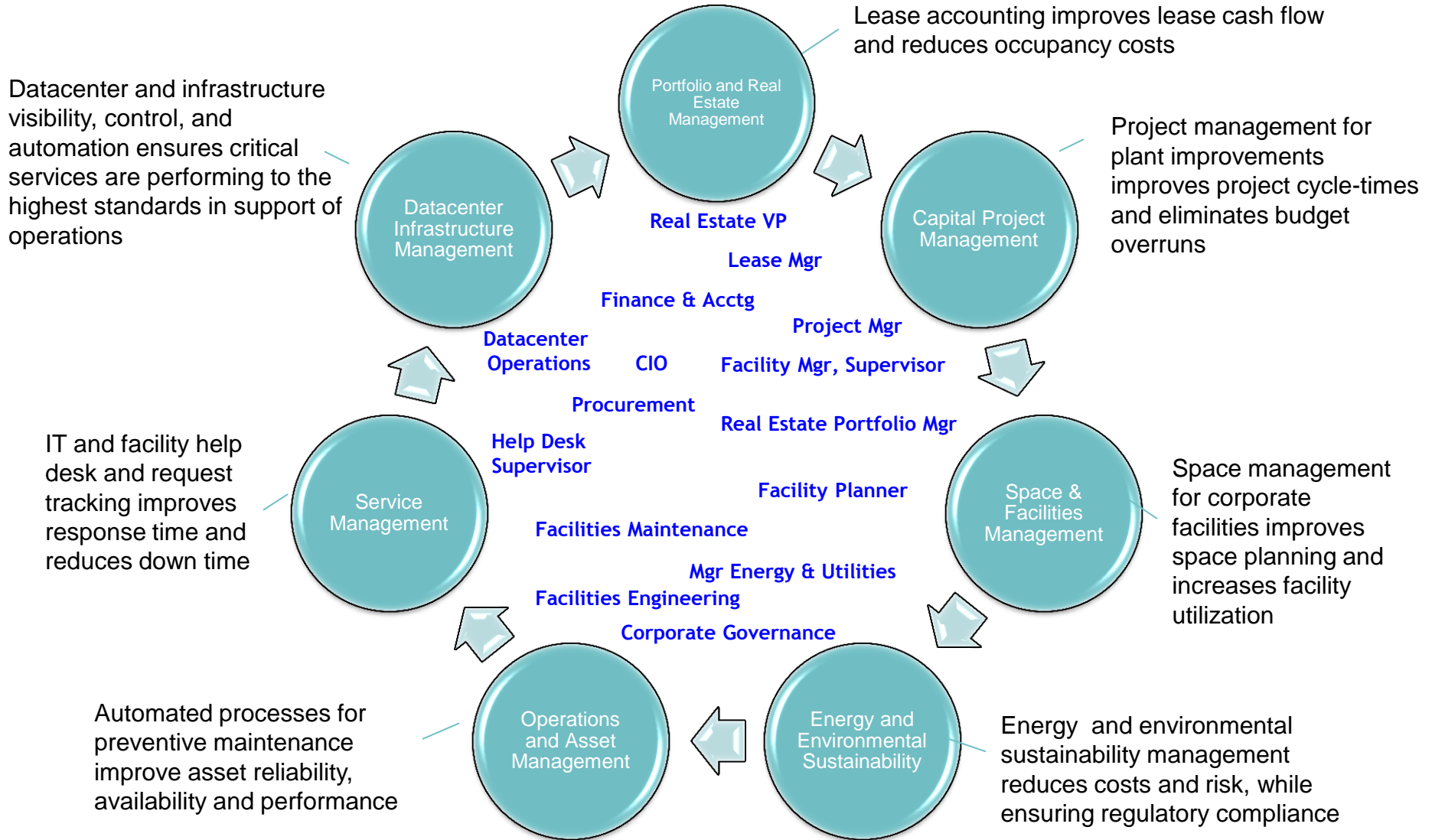
Financial Performance

Increases financial return on real estate and assets

Environmental Performance

Reduces energy consumption and green house gas emissions

The result is a unified solution for diverse departments and users throughout the organization



IBM TRIRIGA Packaging Combinations 10.2/3.2

Core Solutions



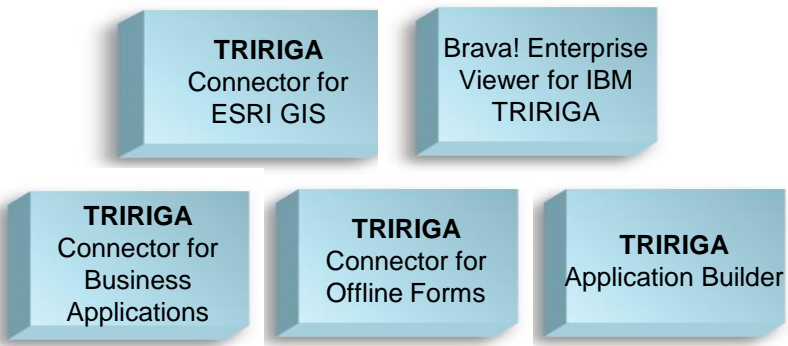
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Specific Add-on's and Connectors



Generic Add-on's and Connectors



TRIRIGA leads commercial market



Partial TRIRIGA customer list

A look back...

	Q1 2011	Q4 2011
Focus	TRIRIGA 10 Cumulative Upgrade	FASB / IASB Enhancements Blue Rinse
Included Features	<ul style="list-style-type: none"> • Portal & portal performance enhancements • WPM Org/Geo/Project container security • Task wrench time • Strong password support • Actions in email 	<ul style="list-style-type: none"> • FASB/IASB Compliance for Real Estate <ul style="list-style-type: none"> • Compliant fields and workflow processes • Amortization schedules • Enhanced asset lease and offline abstract • Transaction management enhancements • FASB notifications, alerts and reporting • IBM “Blue Rinse” <ul style="list-style-type: none"> • Internationalization to French, Spanish, Italian and Brazilian Portuguese • Phase 1 of update to IBM branding and development standards

IBM investment in TRIRIGA

Development

- Increased Staffing
- High quality deliverables
- Standardized Documentation
- Globalization and Translation
- Performance
- Time to Value
- Customer Advisory Participation

Support

- Online Support Portal
- Expanded knowledge base

Training

- Expanded customer course offerings
- Local/Regional training

Implementation

- Expanded services staffing
- Strengthened Partner Community

Sales

- Enablement delivered across 8 countries over 7 months

WHAT'S NEXT

Facilities are a cornerstone of organizational success



67 percent

of organizations identify real estate and facilities expenses as a top four cost of business¹

35 percent

of a typical organization's balance sheet assets are real estate and facilities²

48 percent

of an organization's greenhouse gas emissions are produced by its facilities³

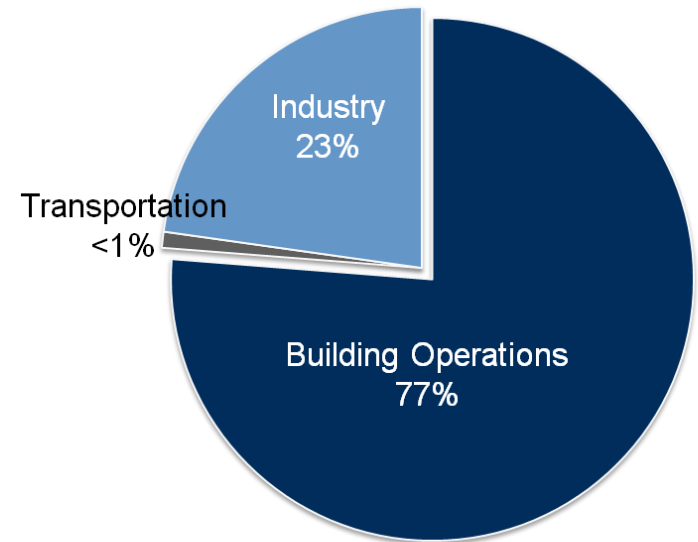
Sources:

- 1 CFO Research Services
2. NACORE
3. Architecture 2030

Buildings generate the greatest environmental impact, and its increasing

Buildings total more than **three-quarters of electricity consumption**—and almost half (49%) of total energy—in the U.S.

By 2025, buildings will consume **a majority of worldwide energy**



U.S. Electricity Consumption by Sector

Source: Architecture 2030 with data from the US Energy Information

What IBM has heard from its customers

“The expected impact of the new [lease accounting] standard to debt ratios will make it more difficult to secure financing.”

Customers are asking for solutions increase facility utilization to generate high return on assets across their property portfolio.

“Sustainability requires a focus on reduction, beyond measurement and public disclosure.”

Customers are asking for a solutions that identify energy-intensive facilities and accelerate implementation of corrective actions.

“Agencies shall increase occupancy rates through alternative workplace arrangements, such as telework.”

Customers are asking for solutions that support office-based, home-based and mobile workers to reduce occupancy costs.

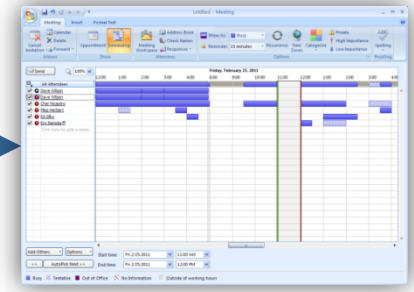
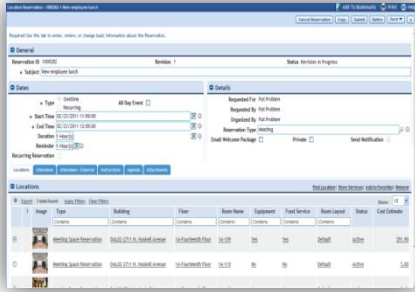
2012/13 IBM TRIRIGA Product Plan

	Q2 2012	Q4 2012	H1 2013
Focus	Translations	IBM TRIRIGA Reserve TRIRIGA / IIBM Convergence Translations Blue Wash	TRIRIGA / IIBM Convergence
Included Features	Translations <ul style="list-style-type: none"> • End User Apps - 11 additional languages: German, Japanese, Dutch, Swedish, Chinese (Simplified & Traditional), Polish, Russian, Norwegian, Czech, Hungarian 	TRIRIGA / IIBM Integration <ul style="list-style-type: none"> • Building System Integrations • TRIRIGA / Maximo Integration • Reserve • End-user scheduling directly through MS Outlook • Integration with other TRIRIGA products for inventory and contract management, and strategic facility planning • Capacity and utilization analysis • TREES • Support for global greenhouse gas reporting standards and compliance • Translations • CAD Integrator (15 languages) 	TRIRIGA / IIBM <ul style="list-style-type: none"> • Real-time energy & operating analytics • Event filtering & correlation and root cause analysis • Consolidated operations dashboard • Work request generation for issue resolution

IBM TRIRIGA RESERVE

TRIRIGA Reserve delivers end-user scheduling directly through MS Outlook

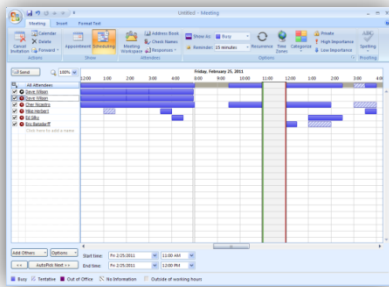
Current



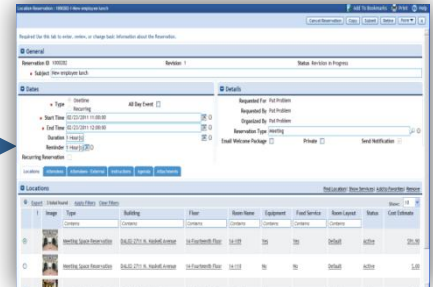
IBM TRIRIGA



Planned 2012

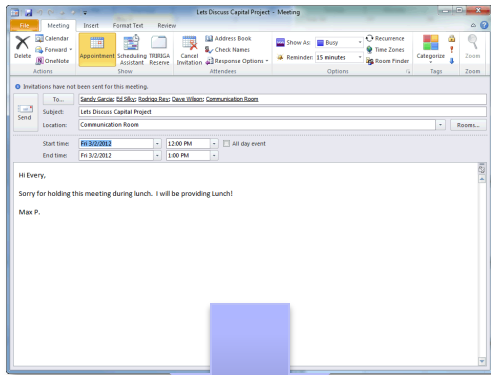


Connector for MS Exchange/Outlook



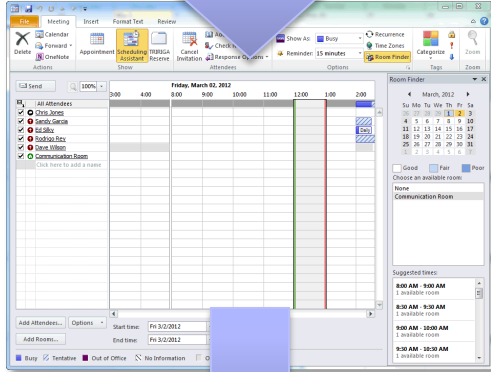
IBM TRIRIGA

TRIRIGA Reserve delivers end-user scheduling directly through MS Outlook



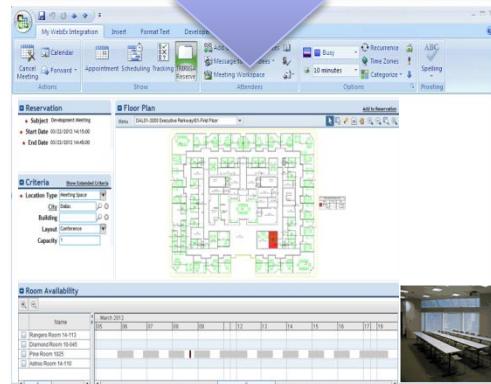
MS Outlook Appointment tab

- Select attendees (MS Exchange owns attendee free/busy)
- Select Start/End Date/Time
- Add meeting details



MS Outlook Scheduling tab

- Quick Select: select TRIRIGA-managed rooms using MS Outlook room selector



MS Outlook TRIRIGA tab

- Simple and advanced search, auto-find
- Highlighted Floor Plan view, select from Floor Plan
- New TRIRIGA Availability view
- Add Reservation Details (Room Layout, Food Services, Equipment)
- Progressive disclosure: starts simple – exposes options if required

LOOKING AHEAD

TRIRIGA contributes unique capabilities essential to Smarter Physical Infrastructure

- Integral to IBM initiatives for Smarter Physical Infrastructure and Smarter Buildings
- Important part of Tivoli's Integrated Service Management strategy to provide software, systems, best practices and expertise needed to manage infrastructure, people and processes



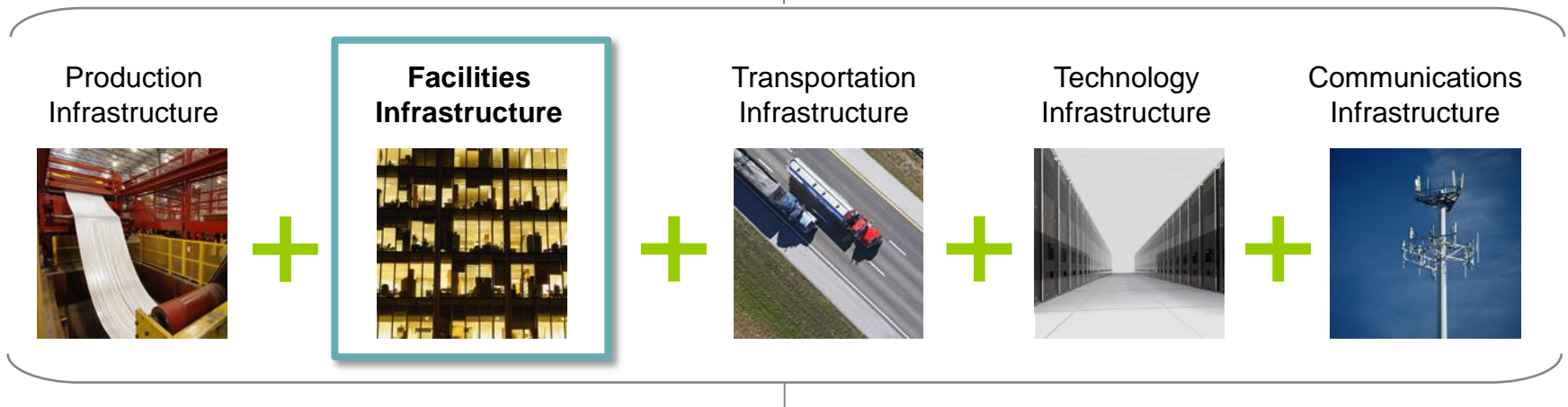
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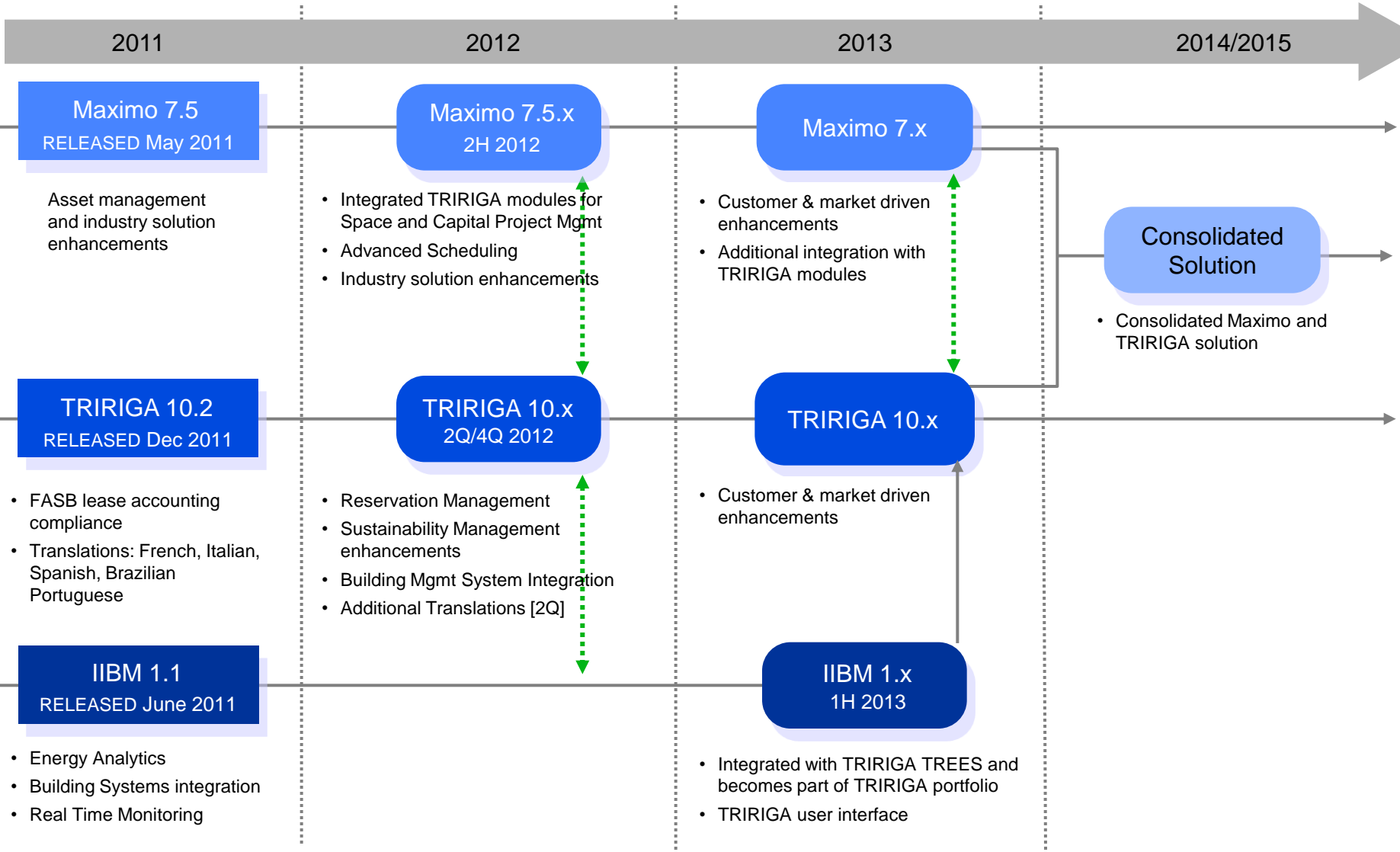
INTERCONNECTED



INTELLIGENT



Product roadmap for facilities, real estate, energy and environmental sustainability



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Questions?



and Thank You!