

eCIFM Delivers An Integrated Experience Across IWMS And Workforce Mobile Apps

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BY IBRAHIM YATE
WITH SUSAN CLARKE



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This report forms one in a series providing corporate heads of facilities management and real estate with an analysis of the value propositions of workplace systems integrators. The report assesses the service offerings of eCIFM, which provides integrated workplace management system (IWMS), SaaS, managed services, and workforce mobile app implementation as well as post-deployment support services. These services help customers with a variety of valuable use cases across facilities management, from maintenance management to space/asset inventory, capital project, condition assessment, chargeback and computer-aided design (CAD) management. Our analysis finds that eCIFM is a suitable fit for building owners as well as operators across public sector, higher education and large business services firms that are committed to using the IBM TRIRIGA, iOFFICE-SpaceIQ and Nuvolo software solutions.

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ORGANIZATIONS MENTIONED

Apple, Archibus, City of Dallas, Condeco, eCIFM, Google, IBM, iOFFICE-SpaceIQ, Microsoft, Nuvolo, University of Minnesota, World Bank

eCIFM Helps Facility Executives To Garner More Value From Their IWMS Platforms

This vendor case study is part of an ongoing series of reports that support the digitization journey of corporate real estate and facilities executives. The report reviews the technology services of eCIFM, which targets heads of real estate and facilities management at municipal administrations, higher education institutions and corporates committed to leveraging IBM, iOFFICE-SpaceIQ and Nuvolo software products. For this report we interviewed eCIFM's Chief Executive Officer, Vimal Uberoi; its Chief Operating Officer, Sanjiv Paul Singh; its VP of Development, Cher Nicastro; and its Marketing Manager, Ken Janes. We also leveraged insights on the global workplace systems integration market gained through our competitor benchmark published in 2021 (see [Verdantix Green Quadrant: Workplace Systems Integrators 2021](#)).

eCIFM Is A Global Provider Of IWMS Implementation Services

Founded in 2000, eCIFM Solutions is a dedicated integrated workplace management system (IWMS) technology services firm. As a service provider, eCIFM:

- **Operates across a global network of offices in North America and APAC.**

Headquartered in San Ramon, California, US, with satellite offices across the US, eCIFM also has offices in Sydney, Australia; Hong Kong; and Gurugram, India. It employs over 100 members of staff who deliver systems integration and software support services. Many of eCIFM's senior executives hold multiple decades of experience working in real estate software firms, including holding senior positions at Archibus and IBM.

- **Provides real estate software implementation services.**

eCIFM provides requirements gathering, deployment and post-implementation support services for IBM TRIRIGA, iOFFICE-SpaceIQ and its own proprietary mobile app solution, which is built for IBM TRIRIGA. It has been a Gold Level Business partner of TRIRIGA since TRIRIGA's inception in 2002, and began partnering with iOFFICE (prior to its merging with SpaceIQ in 2021) on implementation projects in 2019. Verdantix rated eCIFM's IWMS implementation capabilities above average in the Green Quadrant analysis, noting its deep expertise in deploying IWMS solutions and connecting them to other business systems for added workflow efficiencies. Recently eCIFM established a partnership with Nuvolo to focus on delivering IWMS solutions to an expanded market.

- **Targets education, government, corporate and retail entities.**

eCIFM's clientele stretches across higher education institutions, federal as well as municipal governments, corporates, power utilities and retail franchises, primarily in North America. These organizations typically engage with eCIFM once they have decided on their selection of IBM TRIRIGA, or having already engaged with iOFFICE-SpaceIQ, to manage the implementation process after software requirements have been scoped out and incorporated into a formal contract.

eCIFM Is Expanding Beyond Its Heritage Services For IBM Software Deployments

eCIFM operates across the globe, deploying IBM and iOFFICE-SpaceIQ, and delivers support services throughout the customer journey. eCIFM's services span a range of areas, encompassing:

- **Extensive experience in modular and end-to-end IBM TRIRIGA implementations.**
Since its founding, eCIFM has deployed over 125 IWMS platforms for its customers, offering services spanning implementation and post-deployment support services. Its engagements start with requirements gathering to outline the scope of processes that an IWMS solution will impact. Once the requirements are scoped and the initial phases of the deployment are completed, eCIFM runs user acceptance testing to ensure the deployments meets clients' expectations around useability. Finally, eCIFM's services cover data centre operations for SaaS and hosted clients, technical infrastructure support for self-hosted clients and managed services to optimize existing processes that leverage IBM TRIRIGA.
- **Increasing deployment collaborations with iOFFICE-SpaceIQ.**
Since officially partnering with iOFFICE-SpaceIQ, eCIFM has delivered 120 iOFFICE implementation projects. In India, for example, iOFFICE-SpaceIQ leverages eCIFM's resources for floorplan drawing clean-up, CAD polylining and migration as well as uploading of space data. These data are used in a variety of applications, such as online reservation systems, digital signage hosted on hardware panels, and iOFFICE's return-to-work tool, Space-Right (see [Verdantix iOFFICE's Space-Right App Empowers A More Flexible Workplace](#)). Moreover, eCIFM has experience deploying iOFFICE's Hummingbird mobile application. eCIFM has experience in migrating data from third-party reservation systems such as Condeco, as well as reservation data from Microsoft Outlook.
- **Proprietary integration between IBM TRIRIGA and iOFFICE, called TriOFFICE.**
Following its partnership with iOFFICE in 2019, eCIFM developed 'TriOFFICE', a software connector that links TRIRIGA and iOFFICE, enabling customers with both systems to efficiently onboard and synchronize data between the two platforms. Typically, customers of eCIFM will integrate data reporting processes, such as pairing data on space management, capital projects and lease management held in IBM TRIRIGA, with space and asset management data held in the iOFFICE solution.
- **eCIFM's patented On The Go! Mobile app drawing on IBM's platform capabilities.**
Available on the Google and Apple app stores, eCIFM's On The Go! (OTG!) mobile app directly integrates with TRIRIGA using a web API, to enable facility engineers and auditors to access data in real time. The app can also work offline and auto-synchronize data streams when users are back in internet connectivity. Crucially, using this solution does not require customers to keep up to date with the latest TRIRIGA version upgrades, which can be costly. Example functionality includes work order management, asset inventory updates, space audits, file and photo submissions, project budgeting updates and condition assessments.

eCIFM's Value Proposition Centres On Optimizing Facilities' Operational Management

eCIFM's services encompass IBM TRIRIGA end-to-end deployments, iOFFICE-SpaceIQ integrations and implementation of its proprietary OTG! mobile app. These software deployment services cover a myriad of use cases, empowering customers to:

- **Digitize and manage maintenance inventory as well as schedule processes.**

One of the core use cases for IBM TRIRIGA is digitizing asset management processes, such as centralizing all information on building equipment into a single database. This enables facility managers to ensure equipment warranties are not voided due to improper maintenance, or that regular asset inspections are scheduled and not missed. Such actions enable the proper implementation of preventative maintenance schedules. For building assets such as HVAC equipment, chillers, or boilers, for instance, this type of maintenance can prolong their lifetime and warn facility managers of the need to make repairs before a breakdown occurs. eCIFM offers a team of experienced staff that can customize as well as configure software workflows around existing business processes, ensuring that the software deployment leads to minimal changes to existing processes.

- **Exert more control over complex capital project management processes.**

Customers can leverage eCIFM to centralize and orchestrate capital projects, such as the development of a new facility, a refurbishment or a targeted interior improvement, such as replacing parts in a property's HVAC or plumbing system. eCIFM's project management capabilities include the ability to review critical project details (such as start and end dates, or internal deadlines), vendor assignments, scheduling interfaces, granular financial details and asset management reports. Using a combination of the IBM TRIRIGA solution and eCIFM's expertise allows customers to rationalize their project management processes and provides a clear record for all interested stakeholders to monitor.

- **Ensure facilities' condition assessments are comprehensive and thorough.**

Condition assessments of facilities involve capturing and reporting on the state of equipment, such as age and safety issues. Having solid data on these factors enables property and facility managers to justify requests to expand budgets and bring forward planned capital improvements. Customers can access facility condition assessment capabilities through IBM TRIRIGA's Workplace Operations Manager. Such capabilities can also be used to conduct more detailed property condition assessments, often required as part of due diligence initiatives during mergers and acquisitions. The inspection functionality of eCIFM's OTG! Mobile app extends TRIRIGA functionality to perform inspections, record asset as well as facility conditions and complete space surveys.

- **Effectively deliver space allocation capabilities for chargeback procedures.**

A common use case of eCIFM's services in the higher education sector is auditing as part of the chargeback process (also known as facilities cost allocation), whereby departments or units within an organization are internally billed for their spatial as well as asset usage. This process involves assigning a space to an individual and allocating an internal monthly or quarterly budget based on the amount of space that individual occupies. Through this mechanism, users can track how much space different business divisions are using, assessing whether their current allocations lead to underutilization or excessive occupancy, and adjusting departmental budgets accordingly to deliver operational efficiencies.

- **Simplify building maintenance fieldworkers' logistics and coordination efforts.**

eCIFM's OTG! mobile app is used by operational staff, such as space surveyors and building engineers, technicians and electricians, to manage documentation and support teamwork. Whilst active on a site, staff can use the OTG! app to respond to and fill in work orders, time stamp their job on site, update inventory items and fill out asset condition audit survey forms, among other capabilities. Supervisors can assign resources to members of their team and monitor the status of tasks as well as requests to ensure there are minimal delays. Team members can upload photos and other documents for co-workers to view if they need to as part of their job requirements.

- **Optimize the CAD editing processes of TRIRIGA and iOFFICE deployments.**

eCIFM has multiple decades of experience in digitizing, editing and cleaning CAD drawings for use in space management processes, whether that is for reservation, restacking or layout redesign purposes. Since the global outbreak of COVID-19 in 2020, eCIFM has worked with IBM to adapt the CAD polylining representation of 31 million square feet of IBM's internal property portfolio. This adaptation supports changing the labelling and confirming the measurements of internal layouts to ensure they are suitable for social distancing measures. During the same period, eCIFM has worked with iOFFICE on over 90 million square feet of portfolio, for 121 customers. Most of these projects have been to support the deployment of iOFFICE's Space-Right application.

Municipal, Higher Education And Corporates Implementing An IWMS Should Shortlist eCIFM

eCIFM's services help customers with a range of valuable facilities management use cases, such as maintenance, asset inventory, capital project, condition assessment, chargeback and CAD management. Those best placed to generate value from eCIFM's services are:

- **Public sector executives looking for a reliable implementor with proven experience.**
One of eCIFM's core customer markets is the building operator sector at federal or municipal government organizations. The City of Dallas, for example, worked with eCIFM to deploy IBM TRIRIGA and optimize its capital project management processes, impacting seven separate departments. IBM TRIRIGA unified disparate reporting processes across these departments into a single database, covering finances, staff assignments, vendor relationships and inventory information, among other variables. The City of Dallas also integrated IBM TRIRIGA with its financial and geographic information systems for further efficiencies. This implementation has reduced the time needed to enter and review information, saving the municipality expenses in both time and labour, as well as improving the accuracy of internal records.
- **Higher education executives looking for an implementor with domain expertise.**
The University of Minnesota has been engaging eCIFM to manage its TRIRIGA platform to support its Indirect Cost Recovery initiatives, whereby the university reports space usage annually to the US federal government for funding grants. This is a common use case of eCIFM's services in the North American higher-education market. The University of Minnesota also leverages eCIFM across other facility management areas, including space planning, CAD integrations, property management, capital projects, workplace operations and energy management, supported by the use of the OTG! app services functionality. Aside from US institutions, eCIFM also has experience deploying IBM TRIRIGA in universities across the APAC region.
- **Corporates that have already identified IBM TRIRIGA and iOFFICE-SpaceIQ as suitable solutions.**
The World Bank has engaged eCIFM to develop a software architecture to extend its use of IBM TRIRIGA to include its global portfolio, deploy facility management mobile apps and integrate the IWMS with its HR and finance systems. Moreover, the World Bank is now using eCIFM's OTG! app to optimize its approvals and maintenance workflows. Managerial staff can now approve capital projects through their mobiles, whilst technicians can receive and complete work orders in real time. eCIFM also built a custom template for each of the World Bank's regions, to standardize data used amongst local staff and their third-party service suppliers to optimize vendor management procedures.



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