

Nomination: 18189

Revolutionizing Property Management with IBM TRIRIGA

Page: General Information

Name of Organization / Company

City of Sydney

Logo

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Page: Entry Information

Entry Title

Revolutionizing Property Management with IBM TRIRIGA

Category

N01 - N03 - Award for Innovation in Technology > N01. Award for the Innovation in Technology Development > Government

Submission Format

An Essay of up to 625 Words

Essay

The City of Sydney (City) is one of Australia's largest municipal councils with an extensive and varied property portfolio, consisting of building assets exceeding \$2.5b. The City and its Property Services partners (Ventia and Colliers International) have been using an integrated system to manage the occupancy, leasing and maintenance of the City's 250+ properties portfolio. The Technology & Digital Services (TDS) team ran a project that drove a significant and innovative scope to greatly enhance the City's Portfolio Management capability via an Integrated Workplace Management System (IWMS). In a clear demonstration of innovative leadership, the City decided to leverage the IBM TRIRIGA platform, to deliver a range of requirements to create a world-first, scalable, single environment, that consolidates Property, Facilities, Work Health & Safety (WHS) and Space Management, functionality, inclusive of associated integrations to other City systems. Under this initiative, the City also installed a new vendor, migrated the system & data to a new cloud environment, and upgraded the TRIRIGA product to the latest version. Finally, it improved the City's ability to efficiently use its portfolio capability and associated reporting, ultimately enabling better decision-making.

In addition, this innovative approach to leveraging TRIRIGA, allowed the City of Sydney to migrate all of its Public Art assets into a sophisticated management tool for the first time in its history, thus improving the capability of the City to manage those valuable community assets.

This initiative delivered multiple business improvements:

- Increased visibility of the City's Work Health & Safety (WHS) information, to prevent unintended exposure of tenants, staff, and contractors, to risks and hazards within our property portfolio.
- Enhanced financial and governance capability resulting from improved information availability, ensuring the efficient delivery of contracted property services by our key partners and community stakeholders.
- Maximisation of asset efficiency and minimisation of operational risks via the restructure and improvement of the asset register, lease data, enhanced reporting, business process automation and integration with other City systems.
- Enhanced ongoing TRIRIGA support by partnering with a specialised TRIRIGA vendor with a good understanding of the City's requirements & operating environment, anchored by a long-term contract framed with rigorous KPI's and SLA's.

The outcomes of this project were the delivery of key enhancements to the existing TRIRIGA system, including Global Configuration, Property Management and Facilities Management (including Work, Health, Safety and Risk), and extension to include Space Management and associated integrations with core City of Sydney systems. Additionally, it delivered a full suite of remediated leases across the City's \$2.5 billion property portfolio.

Alongside an improved system, a key focus of the project was the management of organisational change to end-users and stakeholders, including fully documented and redesigned business processes across all in-scope requirements. This outcome was achieved by engaging dedicated business SME and change management specialists this substantially increased the acceptance of business change and user adoption of the enhanced systems environment.

For this category please provide

An essay of up to 625 words describing the nominee's innovative achievements in technology since July 1 2021, **OR** a video of up to five (5) minutes in length illustrating the same.

Optional (but highly recommended), a collection of supporting files and web addresses that you may upload to our server to support your entry and provide more background information to the judges.

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Yes

Audio (Mp3), Documents (PDFs, Word, PowerPoints), Images (PNG, JPG, TIF), and Video (Mp4)

200 MB Max per File

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