



WebCoRE white paper

Plan:

Ensure your corporate real estate is performing optimally by using WebCoRE for strategic planning

Manage:

Use WebCoRE to manage your assets efficiently *and* cost-effectively

Search:

Locate people and assets quickly and accurately using WebCoRE

Track:

Keep track of all elements of your portfolio simply and easily using WebCoRE

Report:

Use WebCoRE to generate requirement-specific reports

The Changing Workplace is a SaaS Provider* offering a solution called WebCoRE, a web-based system with a suite of modules that help corporate real estate teams manage and report on their portfolios.

Hosted on a fully resilient and secure infrastructure, clients have the option of hosting on a shared cloud, or for even more security a dedicated private cloud. Access to the system can be secured further using a VPN connection allowing access only from your corporate network.

A SaaS solution with cloud computing as the infrastructure technology is the way forward for modern, lean-led companies who want to experience the following benefits:

- Savings on hardware, software, maintenance and in-house support personnel
- Simpler purchasing decisions based on operating budget rather than capital outlay
- Ease of implementation and rapid scalability
- On-demand access to CRE data and information
- Single-sign-on technologies and multi-tenancy design offering robust data security
- Straightforward integration with other applications
- Tailored configuration services so the solution meets each individual client's needs
- Virtual professional services support available where and when required

A further advantage of WebCoRE is that the end user does not require any specific software or hardware beyond that which is normally provided.

WebCoRE is accessed via the web whilst all the necessary software resides on the WebCoRE server, and for security reasons is not downloaded to individual locations. Key reporting features are:

- Data can be obtained by both pull-down and graphical menu selections designed to allow intuitive use with the minimum of training
- The front-end server extracts and presents data as the client wishes to see it. This includes:
 - Sqft and m² measurements
 - Comparison of monthly databases
 - Comparison of actual vs budget
 - Pre-defined and customisable reporting across disparate third party systems
 - Occupancy and vacancy reporting
 - Multiple currencies and monthly FX rates
 - Specific employee desk location graphics

WebCoRE provides a single portal into a variety of modules, some of which are integrated while some can be used as standalone systems, depending on client requirements. These modules are detailed below.

**Software as a service (SaaS) is a software application delivery model where a software provider develops a web-native software application and hosts and operates the application for use by its customers over the Internet. Customers do not pay for owning the software itself but rather for using it (Source: Wikipedia)*

Plan it:

Agile

Our Agile module enables you to maximise your space utilisation and reduce rent costs by using fewer desks than people. Increase staff productivity by enabling workplace flexibility for temporary teams or workspaces determined by current work content.

Key features include:

- Reduce real estate expense and churn costs
- Fast and low cost reaction to changes in market conditions
- Group desks to create agile working areas
- Review who is assigned to each area
- Report on utilisation, how many employees per workstation

Strategic Planning Tool (SPT)

The Strategic Planning Tool is a powerful forecasting tool developed to help organisations project their anticipated real estate requirements over a specific timeframe.

SPT has four main functions:

- Collection of actual and forecasted data that underwrites the functionality
- Generation of pre-defined reports enabling organisations to plan for projected growth. Occupancy levels are highlighted by colour banding giving a clear indication of both potential shortfalls in spatial availability and potential under occupancy
- Staff allocation by department for a given forecast scenario. Dragging and dropping of staff blocks gives clear visual information on occupancy and adjacency. Data is easily manipulated to create different scenarios, either in single or multiple buildings within their geographic scope
- Allocation of individuals and departments to actual desk locations by dragging and dropping in the Drawing Viewer. Coloured blocks are used to 'paint' highly visual and easily interpreted possible scenarios. Once complete it can be exported as a PDF or AutoCAD, and ultimately can be utilised by the Move Manager module

Move Manager

Move Manager has been specifically designed to manage every aspect of a move project, irrespective of size. It defines the affected areas and identifies any CAD drawing work required, enabling 'what if' scenarios to be created using existing plans. Using Relocator, a graphical drag and drop tool, individual movers and assets can be assigned to their new locations.

Once a move has been scheduled, Move Manager automatically generates a series of comprehensive move documentation for distribution to movers, contractors, suppliers and facilities managers. Additionally, purchase orders, service requests and project plans can be automatically produced.

Other key features include:

- Different user profiles ensure users can view only their own projects, projects within the group or all projects, depending on pre-defined access privileges
- Option to add movers to projects either via a database search or by importing Excel spreadsheets
- Any number of costs and services can be linked with a project and work orders and quote requests can be generated upon implementation of the project and automatically emailed
- Option to add AutoCAD floor plans to a project
- Shared access to move documents ensures accurate version control
- Information need only be entered once as all documentation is self-populating

Manage:

Space Management

The inefficient use of space and vacant desks scattered throughout a building costs organisations money. The Space Management module within WebCoRE pinpoints wasted space and supports cohesive planning solutions to ensure the use of available space is maximised.

Four WebCoRE modules (Space Reports, Tasks, Data Editor and Drawing Viewer) are fully integrated to facilitate the transparent allocation of costs to a building.

Common space is shared across occupancy percentages and disputed charges can be easily verified and confirmed.

Workstation cost comparisons enable a straightforward comparison of the actual cost of a workstation based on its location, potentially influencing strategic decisions on the siting of departments and divisions, both geographically and within specific buildings.

Data Editor

The Data Editor functionality allows metadata updates to be done by the user without needing to raise a task. For example, a user can click on a room in a floor plan and change the cost centre value. In order to protect data accuracy and consistency, access to this tool is limited by security level procedures.

Explorer

Explorer is a central storage repository for a diverse range of files relating to real estate, including AutoCAD drawings, Excel spreadsheets and Word documents. Irrespective of geographical location, information can be shared between users.

Key features include:

- Comprehensive security controls which ensure appropriate access privileges for individual users
- Users can both download and upload files
- AutoCAD files can only be modified centrally by The Changing Workplace
- Drawings are automatically converted into SWF format enabling non-AutoCAD users to view them via the Space Drawings module

MobileCoRE

Using wireless technology and specifically designed applications created by The Changing Workplace, the user can access floor plans and other WebCoRE data using any mobile device. Surveys can take place from anywhere in the world using tools which make data collection both efficient and straightforward, eliminating the need for paper-based plans.

Once data collection is complete, it is uploaded by a variety of connectivity choices and the user can run reports or simply update the database. MobileCoRE can be used in conjunction with other WebCoRE modules such as Space Reports, Move Manager and Locator. Key features include:

- Floor plans displayed with no loss of line definition
- Drawing Viewer features such as layer control, redlining and data updating via pulldowns
- Hotspot highlighting of floor plan
- Easily view and amend individual workstation data
- Trace people or asset locations whilst on the move
- Handheld can be used to take photos and link to data
- Track assets by location and include photos - from Fine Art to PCs
- Update hazard locations or audit previous survey information
- Run reports or simply update the database

MobileCoRE is used for vacancy walkarounds or to check staff names and department details for occupied desks. When used in conjunction with Move Manager it ensures desk allocation is correct and triggers an automated request to the project manager to supply any missing data.

The Space Utilisation Survey captures how space is being used during a specific timeframe. The user can record the nature of the activities taking place including meetings, telephone calls or computer work, as well as meeting room occupancy and attendance levels. Pre-defined reports can show information such as occupancy levels, room usage, room configuration and set-up and clear-down times, enabling efficiencies to be maximised.

Search:

Booking Module

The Booking module enables the efficient booking of any 'bookable' item, from conference rooms and workstations to PCs, printers and car parking spaces, irrespective of the geographical location of the user's PC.

Bookings can be made either by a series of intuitive dropdown menus or graphically by using a floor-plan-based navigation tool which enables the user to see availability by city, building and floor. Additionally the advanced nature of the module allows individual 'assets' to have interlinked relationships. For example, booking a visitor's car parking space may prompt automatic generation of a visitor's pass. Key features include:

- Highly flexible and easily customised according to client requirement
- Cost centre charging
- Tracking of usage/occupancy and no-shows
- Integrated email advising others of a reservation
- Bookings confirmed by vcard and automatically added to calendars
- Bookings confirmed by SMS
- The booking of equipment or catering and the ability to manage visitors and parking in advance
- Room layout options
- Photographs of the relevant room(s)
- Pre-defined reports including:
 - Costs associated with a booking including catering, AV and logistics
 - Visitor and attendee records
 - The utilisation of facilities and resources
 - Room utilisation including details on cancellations, no-shows, total number of hours that the room was used for and, where relevant, set-up and clear down times.

A Hotdesk option adds further functionality to the Booking module offering home workers and other non-office-based staff the ability to remotely reserve time slots at

specific workstations. Additional controls can be implemented to avoid specific workstations being booked for prolonged periods by one user or to prevent more than one workstation being booked by the same user at any given time.

This can be a complete self-help system with minimal central administration, supporting a number of reports detailing, for example, occupancy levels or usage by cost centre, intended to ensure optimum use of available workstations.

Locator

This powerful tool is the latest in location management technology enabling the user to find the physical location of a person, asset or department as well as associated information. Locator creates a user-defined grid structure over AutoCAD floor plans and automatically creates unique codes to identify the location.

When used as part of an integrated solution with Move Manager, the location is automatically tracked and updated as changes are made.

Locator can be linked to an internal phone book and can detail information such as telephone extension number, email address, workstation ID and even photographs. It can also identify locations of, for example, Fire Wardens, First Aiders, meeting rooms and washroom facilities - in fact, anything with a footprint can be coded and located.

Record Drawing

The Record Drawing module is a repository for any type of drawing associated with a building, for example, catering plans, lift plans and air conditioning plans. It enables the user to search for specific drawings by a number of different criteria such as building name, discipline and drawing title. Drawings are stored in a number of formats including PDF and DWG.

Drawing Viewer

The Drawing Viewer allows users to view drawings held within WebCoRE and also, where a user's access privileges allow, to submit changes to floor plans via redlines and task submissions. Key features include:

- Drawing tools enabling users to zoom in, pan around and take measurements
- Option to view data associated with drawings such as vacancy status, number of workstations and business information
- Option to turn layers on or off
- Spatial data within a drawing can be highlighted to illustrate the location of a specific department or division
- Ability to view whether space is common, occupied or vacant
- Option to download PDF versions of the drawings
- Ability to use redline tools to make annotations on drawings and submit tasks via an automatic redirection

Track:

Asset Management

The Asset Management module uses advanced barcode technology to facilitate the efficient control and referencing of assets such as PCs, printers, faxes and photocopiers. Each barcode contains a unique location ID which enables the user to quickly locate the relevant asset on an AutoCAD floor plan.

The Asset Management module can be used to:

- Create, identify and edit asset types
- Construct and run reports
- Query the database to show numbers and location
- Record and maintain details associated with an asset

If an asset were a PC for example, information such as the purchase history, owner, net book value and processor details could be easily accessed and tracked and inventories generated.

Tasks

The Task module enables client organisations to send requests to The Changing Workplace and can take the form of, for example, a business occupancy update, a new building to be entered into the WebCoRE database or even a furniture change to an existing floor plan. These tasks are assigned to a member of the CAFM team and the tasks are completed in compliance with established Service Level Agreements.

Report:

Reporting Suite

Accurate and regular reporting is automated by WebCoRE via a number of different modules and tools. These include Dashboard, Report Writer, Space Reports and our new Reporting Tool.

WebCoRE enables clients to:

- Set up their home page to run regular, predefined reports
- Compare current and historical data and conduct trend analysis
- Combine and report on data from various sources E.g. WebCoRE, PeopleSoft and SAP
- Integrate and share data from all WebCoRE modules for effective reporting
- Save or send reports in various formats
- Control how reports are used and edited
- Use reports to manage costs, churn and occupancy

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WebCoRE's reporting tools include simple query builders that allow users to create their own reports.

Clients can still have full access to the data but as direct access to the database is both a security and data integrity risk we typically would support this requirement by data feeds.

Reports have been designed in close collaboration with our clients to make sure that not only are they delivering the right information but we are using the right visualisation tools for each report.

The reporting suite has a large set of sophisticated visualisation methods available including (but not limited to) heat maps, zoomable area, radial progress, bivariate area and bubble charts.

These visualisations are in addition to the standard graphing toolset and together they allow us to make the data easier to interpret and engage with for our clients.

Dashboard

Dashboard works in a similar way to i-Google by providing a highly flexible home screen with users able to view and use customisable widgets. As well as WebCoRE information it can also integrate widgets from other third parties such as your favourite news site and internal company intranet sites.

Report Writer

Report Writer is a versatile and flexible tool enabling the sharing of information from a number of different data sources within WebCoRE. Intuitive and simple to use, reports can be delivered either in HTML or as an Excel spreadsheet, shared with other users, and saved to allow them to be re-run, edited and updated whenever a user logs in.

In addition, certain users have access to a number of advanced reporting features including the creation of tabbed and sub totalled reports and user expression columns.

Examples of reports include:

- Desk counts
- Room counts
- Occupant and occupancy data
- Cost centre and organisational roll-up updating and management
- Charge-back reporting by cost centre
- Actual versus budget
- Sqft/sqm comparisons
- Vacancy/open desks/rooms
- Organisational hierarchy
- Asset management data
- Historical and/or comparison reporting
- Interaction with departmental databases

Space Reports

The Space Reports module offers the user a number of different ways to source and manipulate data. At the highest level the user has the option of viewing data either by location or business unit.

Alternatively, the user can search for data geographically, either by selecting a specific area on the map or by selecting a specific location from a series of drop-down boxes, with the data changing as different locations are selected.

For an overview of the number of workstations and the chargeable area in a specific region or location, the user can use the mouse to hover over the relevant location on the map.

Reporting Tool (Occupancy/Utilisation and Footfall data)

- Allows instant access to data via a customisable dashboard
- Shows specific data sets which can be analysed, reported and visualised
- Identifies trends, patterns and spikes earlier

Our Reporting Tool was developed in response to client requirements and technology advancements. It enables clients to gain greater value and insight from their data and turn it into information, giving the ability for comprehensive and informed strategic planning.

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