

Technology Advisory Services:

Service Definition Document



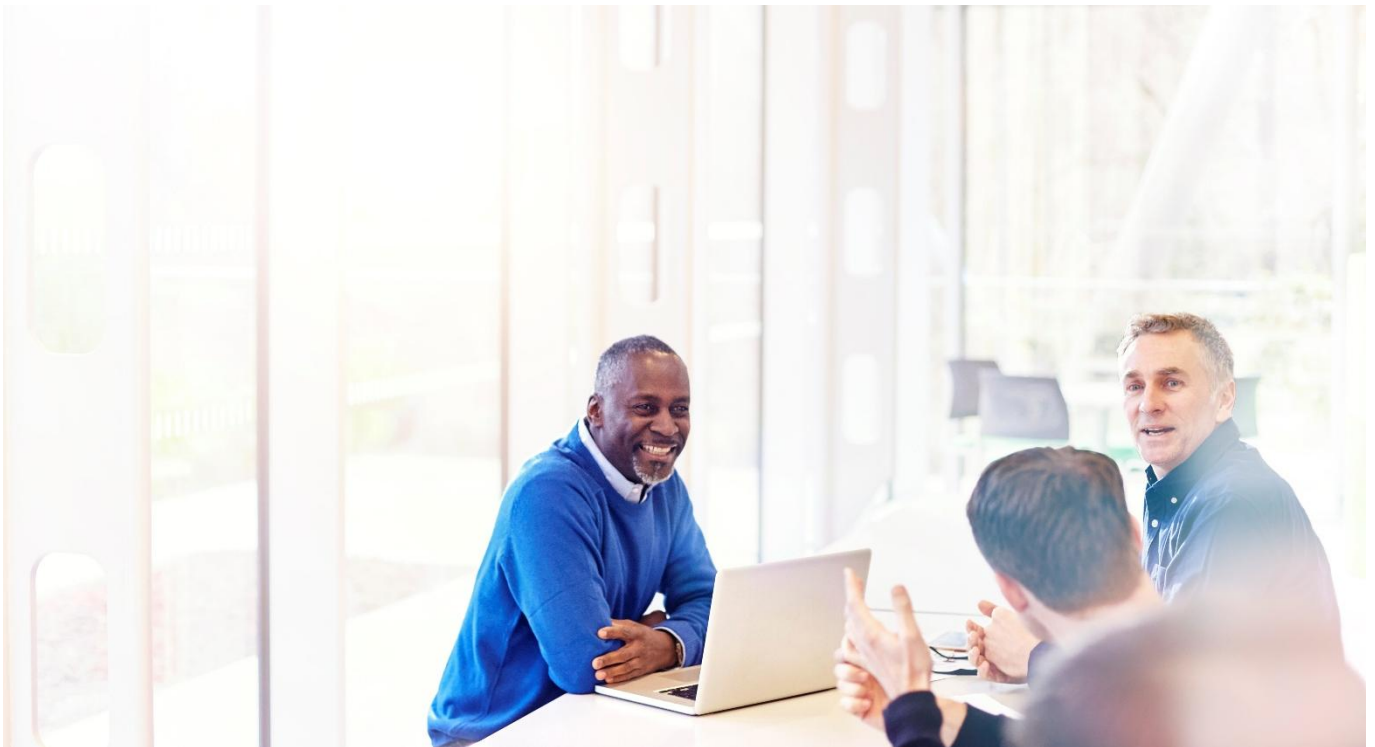
Introduction

JLL Technology Advisory Services provide a comprehensive portfolio of strategic, design, delivery, and optimisation services that help organisations align real estate and workplace technology with business objectives. This unified service definition consolidates multiple advisory products—ranging from NorthStar visioning and technology strategy through to design blueprints, implementation governance, change, and optimisation—into a single, scalable offering suitable for complex, multi-site enterprises and public sector bodies.

Core Service Capabilities

Our core capabilities span the full lifecycle from strategy to sustainment:

- Digital Strategy: NorthStar visioning, organisational/change and innovation strategy, digital transformation strategy, and technology strategy.
- Tech Design: Design Blueprint including business capability models, architecture diagrams, use-case mapping, plans and roadmaps.
- Deliver: Transformation Office setup and governance, technology selection & procurement support, and program & project management.
- Optimize: Market insights & benchmarking, readiness assessments, optimization strategy, data & business insights.
- On Demand: Architecture services, change management, organisation transformation services, and flexible resourcing.



Advisory Product Portfolio Overview

Product / Service	Description
NorthStar	Establish a strategic vision with goals and objectives, creating a prioritised roadmap to achieve the target vision.
Organisational, Change & Innovation Strategy	Assess and design target organisational structure with a change roadmap to meet future business needs and goals.
Digital Transformation Strategy	Comprehensive strategy to transform operations, value delivery, and culture in real estate—covering processes, technology design, and workforce.
Technology Strategy	Evaluate technologies and future needs for a target state design and a roadmap that achieves business goals.
Market Insights & Benchmarking	Analyse trends and competitive landscapes to identify opportunities and threats, resulting in actionable improvement plans.
Readiness Assessment	Evaluate readiness for change and technology adoption, outlining current readiness with recommendations for improvement.
Design Blueprint	Develop design and implementation plans for technologies and applications, from conceptual to detailed design stages.
Transformation Office	Provide a central hub to manage complex transformation programmes, ensuring alignment with strategic objectives.
Tech Selection & Procurement	Guide the selection of technology solutions and vendors, from requirements definition to market assessment and procurement.
Optimization Strategy	Develop a plan to improve processes, operations, and data to maximise efficiency and performance while aligning to strategic goals.
Architecture Services (On-Demand)	Tailored enterprise architecture services—from design and governance to training and roadmapping.
Change Management (On-Demand)	Accelerate end-user adoption of technology at scale through a flexible change management framework.
Program & Project Management (On-Demand)	Resources, tasks, and timelines management ensuring effective stakeholder communication and risk management.
Organisation Transformation Services (On-Demand)	Vision setting, coaching, and sustainability of transformation initiatives.
Data & Business Insights (On-Demand)	Data strategy and architecture to analytics, visualisation, and actionable insights.

Benefits and Outcomes

Operational Excellence

- Efficiency gains via streamlined processes and automation across workstreams.
- Resource optimisation enabling small teams to manage large portfolios effectively.
- Downtime reduction through proactive planning, readiness and optimisation.

Financial Performance

- Improved budget control through prioritised roadmaps and optimisation strategies.
- Procurement savings by structured selection and evaluation frameworks.
- Avoided costs through warranty, performance, and lifecycle-informed decisions.

Compliance and Governance

- Audit-ready documentation, governance frameworks, and clear decision rights.
- Transparent performance metrics and KPIs for programmes and vendors.
- Risk mitigation through structured change, security-by-design, and programme controls.

Strategic Value

- Data-driven decisions enabled by market insights, benchmarking, and analytics.
- Scalability from single initiatives to enterprise-wide transformation.
- Foundation for smart buildings, digital workplace, and continuous improvement.

Engagement Model and Delivery Methodology

We employ a hybrid delivery approach blending SDLC discipline with Agile execution. Engagements typically progress through six phases, with parallel project management and change management to ensure adoption and value realisation.

1. **Plan:** Establish business and technical goals, define scope, governance, and success measures.
2. **Analyse:** Assess current state, gather requirements, conduct fit/gap and readiness assessments.
3. **Design-Build:** Iterative design of target state including architecture, processes, data, and organisational design; build artefacts and pilot as needed.
4. **Test-Release:** Validate deliverables through reviews and testing; refine backlog and acceptance criteria.
5. **Transition:** Pilot, training, change enablement, and go-live planning for operational handover.
6. **Sustainment:** Hypercare, performance measurement, continuous improvement, and optimisation roadmap.

Support Services

- Dedicated engagement management and PMO with regular reporting and risk management.
- Flexible access modes: on-site, remote, or hybrid, with global delivery coverage.
- Training and enablement: train-the-trainer, playbooks, recorded sessions, and quick reference guides.
- Optional Managed Services for ongoing operations support (e.g., provider management, analytics-as-a-service).

Security, Compliance, and Data Protection

Engagements follow enterprise security and privacy-by-design practices. Where applicable, we align to client standards and UK GDPR.

Role-based access controls for documents and collaboration spaces, with audit trails on deliverables and decisions.

Information handling consistent with ISO 27001-aligned controls for advisory artefacts (classification, retention, and access).

Integration and Interoperability

Our advisory deliverables are vendor-agnostic and integrate with client ecosystems. Artefacts (requirements, process maps, data models, and roadmaps) are designed to interoperate with CAFM/IWMS, ERP, HR, and analytics platforms through standard formats (e.g., CSV/XLSX, BPMN/UML, and REST/API specifications where required).

Why Choose JLL Technology Consulting

- Product-agnostic advisory backed by global delivery capability and deep CRE domain expertise.
- Proven methodologies and accelerators that reduce risk and time-to-value.
- Portfolio of 5,000+ corporate real estate technology projects globally and recognised leadership in workplace systems integration.