

Archibus SaaS Service Definition



Introduction

Archibus SaaS empowers you with the insights and tools you need to reduce your real estate spend and elevate your employee experience. Start with the essentials in Archibus Foundations, then upgrade to advanced targeted solutions as your workplace strategy evolves. From precise space management to the industry's most advanced solutions for flexible seating and IoT-driven optimisation, Archibus SaaS gives users the deepest toolbox in the industry for eliminating wasted space and increasing capacity.

Archibus SaaS is a true out-of-the box IWMS SaaS offering and is perhaps the most scalable and innovative solution currently available within the IWMS marketplace. The Archibus SaaS solution is built upon a single technology stack enabling you to understand data synergies across your built environment. The application does not provide the ability to make customisations which enables seamless updates with every new release, simplified workflows and an array of integrated modules with standardised processes and data fields to truly realise rapid time-to-value for early ROI. If a client requires customisations to the software, Archibus Enterprise can be adopted which provides clients with full customisation options and an enhanced array of modules and functionality to manage your estate.

Archibus Platform

Archibus Web Central is the core platform engine for harnessing the power of the web to share information and distribute self-service work processes to an entire organisation. Further, built on top of the platform engine, the Archibus Mobile Framework accelerates service delivery with secure, real-time access to Archibus data from smart phones or tablets to empower field work capabilities. For a client facing experience, Archibus Workplace Portal engages the user base in an easy to navigate format that can be accessed on a variety of devices to facilitate service requests, locating of employees, and wayfinding.

Web Central centralises process management and user rights to create streamlined, personalised interfaces for each site and user. As a result, facility and infrastructure managers can easily coordinate all levels of the enterprise, from operational contributors to senior executives. Benefits of Web Central include:

- Delivers instant access to facility and infrastructure information using a simple web browser
- Improves the breadth and reach of knowledge delivery throughout the organisation
- Promotes appropriate communication and collaboration via role-based security
- Enhances productivity and decision-making within a cost-effective, self-service environment

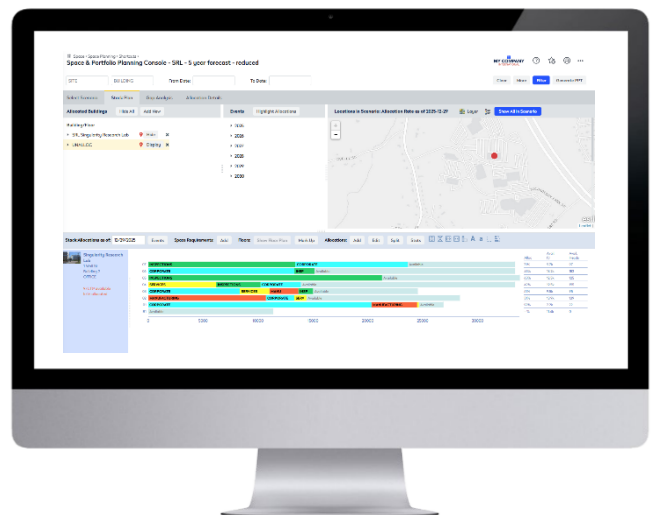
Solutions

As an IWMS, Archibus SaaS has a series of domains with respective applications that can be used to effectively manage your real estate and facility's needs. These are depicted in the following graphic, with areas explained in further detail down below.



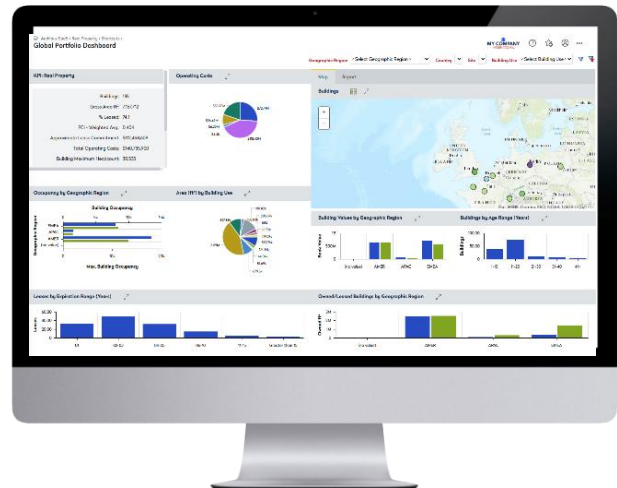
Space Management

Knowing how much space an entity has, how efficiently it is being used, and where personnel are located is essential for managing the organisation's Total Cost of Occupancy. To expedite self-service access to space inventory, occupancy information, and usage reports for decision support, Archibus Space Management provides an integrated web-based solution for viewing and managing an organisation's different types of space (such as departmental boundaries/rooms/common areas, vertical penetrations and service areas) with a central repository of employee location information related to space inventories to ensure optimal space allocation. With this application, managers can plan for greater space efficiency by co-locating departments and identifying opportunities for consolidation. The result is greater space efficiency and improved reporting on employee headcounts and locations, average room areas, room availability, space benchmarking, occupancy rates, and other vital knowledge needed to effectively manage an organisation's total cost of occupancy.



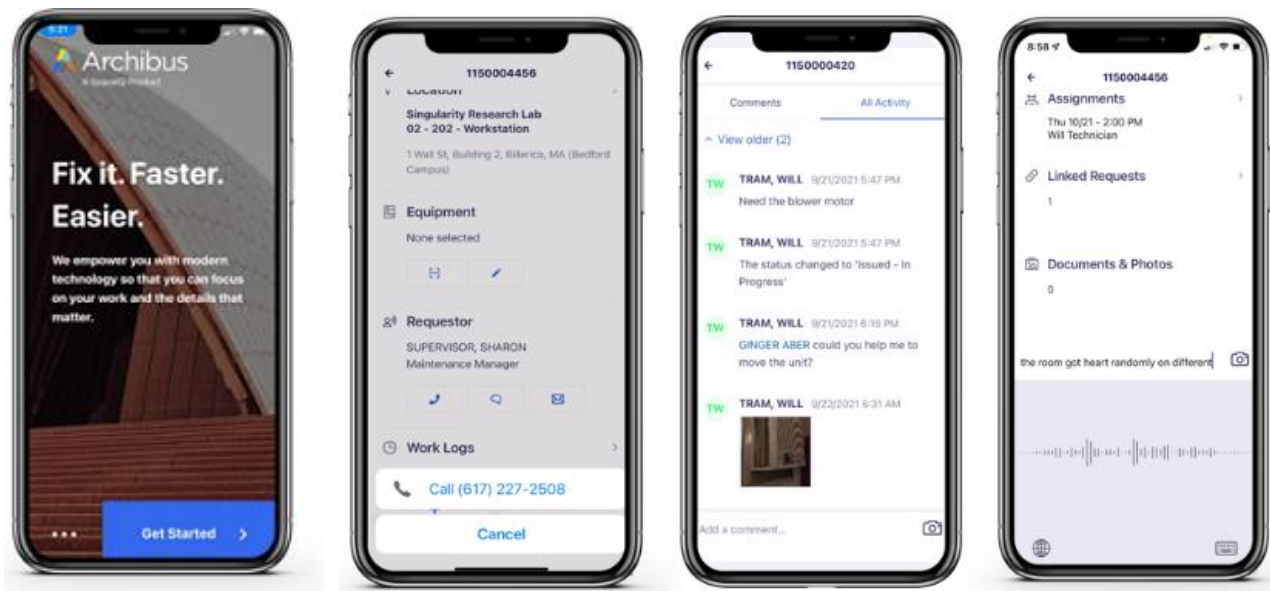
Lease Management

Organisations with extensive lease portfolios are faced with the daunting task of tracking numerous leases with varying expiration dates and equally variable tenancy terms. Archibus Lease Administration provides a centralised repository, flexible dashboards and automated alerts to help manage the complex leased and owned property portfolios in operation today. Deploying the application will streamline data entry, automate lease information-gathering and management, and improve analytic capabilities, all while providing a high service level at reduced cost.



Asset Management

Asset managers must ensure that their total capital and other asset investments provide the coordinated, end-to-end resources needed to support an organisation's immediate and long-term mission. With purpose-built interfaces for professionals in planning, finance, real estate, facilities, IT, maintenance—and with mobile apps for field personnel and the shipping/receiving area Archibus Enterprise Asset Management streamlines asset management by providing a hierarchical 360-degree view of every asset's ownership, value, location, use, dependencies, lifecycle status, and condition. This holistic view enables asset managers to make strategic data-driven decisions for the whole enterprise that are reflected in day-to-day operations.

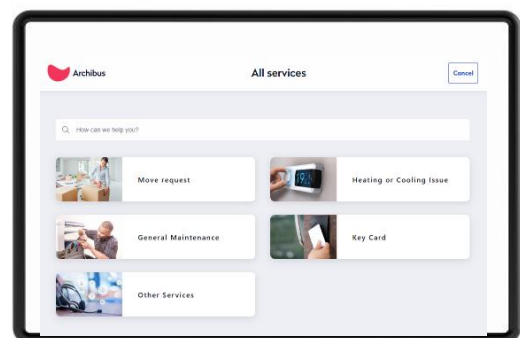


Maintenance Management

Efficiently managing reactive and preventive maintenance tasks is vital to keeping your organisation's infrastructure and facilities running smoothly. The Archibus Corrective and Planned Maintenance web-based applications serve to automate your maintenance processes, from requests, to approvals, to scheduling and work order issuance, to completion and feedback. Within Corrective Maintenance, our client facing self-service functionality helps to lower operating costs by enforcing process control and keeping information current, accessible, and actionable. The Planned Maintenance application enables users to proactively maintain assets, efficiently balance schedules, and optimise resources. Overall, both areas offer powerful reporting analytics to create transparency in your facilities operations and ultimately reduce costly repairs and operational downtime, extend asset lifecycles, and improve planning.

Workplace Services

Empower employees to execute requests for services including maintenance, soft services such as cleaning, security, catering, IT set-up, and room and desk reservations through Workplace Services. This client facing domain creates efficiencies in supporting facilities end-users by streamlining the process for requesting services that are associated with our day to day tasks through an employee friendly interface. Leveraging Archibus' powerful workflow engine, varying service requests can be made and routed to the appropriate internal or external service provider and reported on as required.



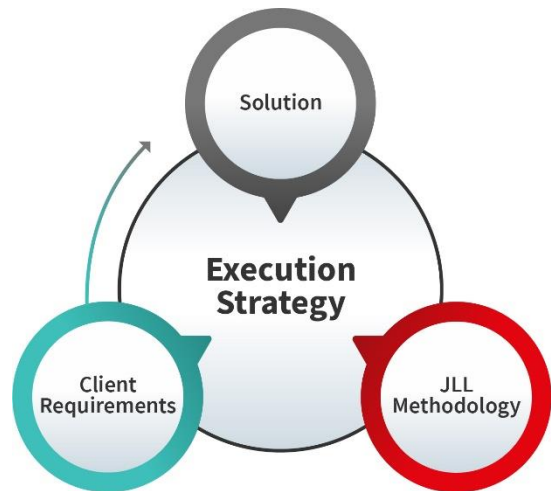
Implementation & Consultancy Services

On-Boarding, Implementation & Consultancy Services

A unique value proposition of JLL is our proven hybrid implementation methodology which is based on the Systems Development Life Cycle (SDLC) model combined with elements of Agile Development.

JLL can proudly say that ninety-eight percent of our implementation projects come in under budget and ahead of schedule due to this unique and honed project implementation methodology.

JLL's Hybrid Waterfall/Agile Methodology comprises six major phases, accompanied by parallel tracks of Project Management and Change Management. The high-level goals of each stage are:



- **Plan:** Gain consensus on business and technical goals and create the formal project delivery framework
- **Analyse:** Determine the system requirements and perform fit/gap analysis against COTS
- **Design-Build/Test-Release:** Perform iterative development of sprint packages and perform review scrums for solutions with testing of packages and continuous user/sponsor reviews
- **Transition:** Perform pilot testing, readiness assessments, and package and deploy solutions for go-live
- **Sustainment:** Provide hypercare support and ongoing system enhancements.

Support Services

The JLL Support Centre provides a dedicated platform for technical support to valued customers participating in JLL Maintenance and Support Packages. JLL offers multiple access methods for logging support requests – via phone, web (24 hours, 7 days a week, 365 days a year), and through dedicated client account teams.

Support Access:

- **Phone Support:** 8:00 a.m. to 5:30 p.m. (BST)
- **Web Portal:** 24/7 access for ticket submission and status tracking
- **SLAs:** Best-in-class Service Level Agreements help us maintain the best quality service and transparent activity reporting for program participants.

Hypercare Period: Following go-live, clients enter a hypercare period providing crucial end-user support with the actual project team before transitioning to standard support models. This ensures system stabilisation, resolves previously undetected defects, and reduces risk while improving user adoption.

Maintenance Programs: JLL offers flexible maintenance programs (Silver, Gold, Platinum) with varying degrees of phone technical support, on-site consulting, system integrity checks, and user training to meet diverse client needs and budgets.*+

These updates maintain the document's client-facing accessibility while incorporating the comprehensive methodology details and ensuring accuracy with current JLL practices.

Training

JLL develops and delivers training classes which specifically reflect the business processes, features and modules end users need for their day-to-day work. Our approach defines a training regimen that meets client-specific needs to optimise system use without extended classroom time.

Training Modalities: JLL utilises multiple training approaches based on client requirements and geographic distribution:

- **Instructor-Led Classroom Sessions:** Most effective but resource-intensive approach, preferred by most organisations
- **Instructor-Led Telepresence Sessions:** Nearly as effective as live training, excellent for geographically dispersed organisations with substantial travel savings
- **Live Webinar:** Well-suited for casual users requiring limited functionality
- **Lunch and Learn:** Effective for casual users and simple administrative procedures

Train-the-Trainer Approach: JLL typically employs a Train-the-Trainer methodology, enabling clients with comprehensive training materials including detailed user guides, classroom learning guides, and quick reference materials. This approach sets clients up for continued success as new users are onboarded, empowering internal training capabilities and maximising system adoption.

Training materials are process-oriented and promote user understanding through step-by-step progression using real-world examples specific to client business processes. Training classes are tailored to job roles and responsibilities, offering targeted sessions for end users, managers, system administrators, and developers.

Why choose JLL Technologies?

JLL Technologies is the technology division of Jones Lang Lasalle (JLL), the global real estate professional services firm. JLL is a Fortune 500 company with annual revenue of \$18.0 billion, operations in more than 80 countries and a global workforce of 94,000.

We are experts in CRE and workplace technology. Our services include the provision of most leading CAFM, IWMS and innovative technology products in the market. We also provide Smart Building solutions including sensor and IoT technology, workplace business intelligence and analytics and workplace technology consulting.

Our approach is product agnostic to help an organisation navigate, compare the differences, and select the right solution.

- JLL has delivered over 5000 unique Corporate Real Estate technology projects, and we understand the challenges that an organisation faces before, during and after a new solution has been deployed.
- Our added value is our ability to offer and deploy a wide range of workplace digital services/solutions.

- We provide advice and solutions for consulting, business intelligence, data quality and analytics, building sensors to enable advanced occupancy monitoring and planning, apps for workplace experience and smart buildings.
- We provide a comprehensive range of non-technology real estate services such as strategic property advice, outsourced facilities management, lease accounting, portfolio management, transaction management and advisory service – all from one single provider.

What sets us apart from other providers is our consultative approach to support long-term real estate portfolio vision, including (where needed) advisory and change management as critical success factors for any IT project.

JLL is the leading Workplace Systems Integrator, as recognised by independent research firm Verdantix, which demonstrates our experience and depth of skills.

The Verdantix Green Quadrant Workplace Systems Integrators 2023 report is an independent benchmark of workplace systems integrators. (see Figure 4)



Figure 4 Verdantix 2023 Green Quadrant Workplace Systems Integrators