



The Top Five must-haves for move management software



The success of an organization has historically been measured by consistency, stability, and the slow and steady rise of both profit and employees through the halls and ranks of an operation. But today, the capacity to adapt is the new measure of success. Leading organizations are in a constant state of change, responding to continuous shifts in the economy, the global marketplace, workforce trends, and technology.

The new workforce, the new working environment, and the new normal demand a whole new way of thinking. Expansion, contraction, unexpected events and careful

strategies all have to live under the same roof. It's a living, breathing mechanism where employees move across hallways, companies move across borders, and facility managers move at the speed of light to accommodate, adapt, and keep pace.

In this new world of constant movement, you need a system that can keep productivity in place, and seamlessly coordinate employee and asset moves, adds or changes with little to no disruption to daily operations. In this world of constant surprise, you need more than a system that tracks—you need a strategy to succeed.

1 Reduce Churn

Churn is the process of moving employees and assets—as individuals or as large groups, and all facility professionals have to deal with it. Whether driven by business change, facility renovations, or the daily activities of occupants, moves are here to stay.

Moves are one of the most difficult and visible processes that facility professionals need to coordinate. There are many stakeholders (HR, IT, telecom, third party vendors, and, let's not forget, the person who is moving), and it requires a lot of communication and interdependencies to be successful. There are very obvious and painful outcomes when moves go slowly or errors occur. But while churn is a fact of life, facility professionals can control the high costs, downtime, and confusion that are often symptoms of this condition. High churn rates can add up to undesirable costs, both direct costs—such as the cost per move—as well as indirect costs—the interrupted and lost productivity. These undesirable costs can cost an organization millions of dollars each year.

There are two ways organizations can reduce churn rates: improved strategic planning, and better move coordination to reduce the financial and productivity impact of each move. A central Integrated Workplace Management System (IWMS) is key to reaching both of these goals.



Align your space portfolio with the requirements of your organization

2 Automate Communications

Moves involve a lot of people and require a significant amount of communication between involved parties. At a high level, all moves follow the same process: request management, planning, coordination, execution and process review. And while there are a variety of ways for dealing with the physical aspects of the move, facility professionals often overlook the significant amount of information and communications generated by these events. This is where technology can play a vital role. Integrated, Web-based space and move management systems can help to improve move coordination and reduce costs and downtime.

Look for intuitive, point-and-click designs that enable users of varying skill levels to work together in an automated environment. This level of usability is required for the adoption of move management systems by internal customers and other move stakeholders.

Accessible move management solutions enable better communication with internal customers, thus resulting in better collaboration. For example, internal customers—both the liaisons and the personnel to be moved—can be given views of their planned moves to help them prepare. Also, groups like IT can see a list of all moves that require their attention. Real time, point-and-click tools also enable interaction between internal customers, as well as provide a vehicle to align internal and external service providers with the move coordinator's plan. Features like intelligent move request forms, email notification and calendars help minimize delays and errors associated with manual requests and processes.

"We can set up our move management system to send automated e-mails," said Dave Kuiper, CFM, workplace strategist at Herman Miller in Zeeland, MI. "We've used this to send surveys to get feedback for continuous improvement from our partners. This is one factor that has helped us increase our group's customer satisfaction rate to 97%."

3 | Visualize a Strategy

In every move, whether it's one employee, one department or an entire organization, facility professionals must work with management to understand evolving business needs and goals before they can accurately plan for the spatial changes that will be required. Likewise, education of the management team as to the spatial impacts their decisions will create is also crucial. There are critical issues for which a facility manager must strategically plan. Will a new product require a new cross functional team? Will that team of people require co-location? How will an upcoming acquisition or merger affect resources? Will employees be reorganized? Keeping abreast of management decisions and the drivers for change will help in planning the move event. On a more tactical level, a good understanding of how space is currently occupied and used is critical for accurate forecasting.

IWMS solutions can integrate move data with CAD and BIM floor plans to visualize existing occupancy as well as future or planned occupancy. Through graphical layouts facility professionals and their internal customers can see vacancies and assigned spaces, including to whom space is currently assigned and future assignments through already planned moves. Real time space occupancy enables self-service moves and ensures accurate planning, preventing double bookings and avoiding unnecessary moves. An advanced IWMS has the further ability to integrate facility data with human resources information into a single database. As a result, new hires added to the HR system can initiate their on-boarding capacity and reduce lead times.

4 | Time it Right

Once your move is planned, your strategy set, and your communication clear, the move begins in earnest. During the process, move coordination means getting the right information at the right time to internal and external vendors and groups to ensure the move occurs in the proper order and on time.

And because employees hate to arrive at their new desks before their computers do, a system should integrate with your asset inventory database so you can quickly assign the needed equipment to accompany the occupant, integrating all entities outside of the move management team, including key stakeholders such as telecom, IT, external vendors, and janitorial.

Your system should also be intelligent enough to adjust the approval process for various types of moves, as not every move is created equally. The workflow logic for a simple box move will vary greatly from the workflow requirements necessary when moving an entire department, division, or building. Your system should be able to adapt easily to these various scenarios to trigger, safeguard and control the appropriate approvals along the way.



Coordinate your move strategically so it occurs in the proper order

5 | Don't Miss the Details

To streamline communications and reporting, your software should include robust yet flexible reporting and analysis features. Day-in and day-out, you must be able to efficiently produce reports across your entire portfolio, using both predetermined and ad-hoc formats. You should also be able to export any report or list views to standard business formats (such as Word, Excel or PDF) with a simple click.

Reports should also be available online, allowing the appropriate employees to view real-time workplace reports from their Web browsers, and eliminating the burden of sending continuous emails out one report at a time. Whether you are generating your weekly occupancy reports or working to identify enterprise portfolio trends for an upcoming executive planning session, you will need an easy-to-use report writing tool—enabling you to accommodate virtually any space information request or reporting requirement that comes your way. And your system should allow you to generate these reports (that may have once taken days or weeks to create) in just minutes.

Your move management software should feature dashboards for the real-time graphical display of data related to all of your moves. These informational snapshots of portfolio-wide facility performance—such as occupancy and vacancy analysis, occupancy history over time and actual move costs versus projections—enable informed decisions to be made at a glance.

Conclusion

Web-based systems that automate the move process are the contemporary facility manager's solution to reducing the cost and downtime from churn and creating a better work environment. Today's technology provides real-time, comprehensive move management solutions that allow for easy adoption, and seamless results—because in a world that's constantly moving, you need solutions designed to stick.

