



# Case Study: **World Bank**

## **The Problem**

The World Bank is an international banking institution with over 10,000 employees operating across 189 member countries.

As a global organization that routinely deals with multimillion dollar capital projects, the World Bank makes workforce efficiency a priority. However, the bank's existing integrated workplace management system (IWMS), IBM TRIRIGA®, had several technical limitations preventing the bank from coordinating its capital projects and maintenance requests efficiently.

Technicians were forced to coordinate work order details between their IBM TRIRIGA® stations and work sites, creating significant delays in how tasks were scheduled, ticketed, and closed. This inefficiency resulted in thousands of wasted hours each year in unnecessary labor costs. But dragging workflows were just a symptom of the World Bank's larger problem: a lack of mobile workforce capability.

With so many technicians working across so many locations, the World Bank needed a better way to coordinate its workers and streamline capital project management, all without disrupting its existing workflows. And while mobile solutions were available, IBM partners could provide the level of technical expertise, data security, and cost-competitiveness needed for success.

## **The Approach**

After an extensive bidding process, The World Bank selected eCIFM as its implementation partner. eCIFM and the World Bank would collaborate on several implementations over the coming years, with eCIFM identifying and addressing several of the client's most pressing challenges:



Build a stable and secure software architecture for a global roll out



Deploy platform-agnostic applications that empower mobile workforces



Develop integrations to their HR and financial systems



Provide the means for each of the World Bank's vendors to deploy the mobile solutions to improve efficiency

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eCIFM approached its partnership with the World Bank in stages, focusing first on the reimplementation of the World Bank's version of TRIRIGA® and improving its lagging project management and maintenance system. This foundational improvement paved the way for further implementations that would support the client's long-term goal of building a stronger, better-connected workforce.

## **The Solution**

*eCIFM's solution was built on a flexible mobile framework for Android, iPhone, or iPad devices, ensuring that every vendor could use their own devices.*

Primarily, the mobile solution focuses on two areas: approvals and maintenance services. eCIFM's On-The-Go! Approvals lets managers approve capital projects straight from their mobile devices, while the On-The-Go! Services application enables technicians and vendors to receive and complete work orders, record time and material, and automatically attach documents and photographs from the job site to TRIRIGA® itself.

To support the World Bank's goal of deploying these improvements globally, eCIFM's team built custom templates for each of the client's regions. These templates standardized the data used among staff and vendors and allowed for easier vendor management.

## **Results**

Today, the World Bank has the capability to manage its mobile workforce from any location, at any time. eCIFM's solution allows any technician in the World Bank's team to perform maintenance tasks on-site while staying connected to IBM TRIRIGA® at all times. This backend efficiency was a key aspect of the integration. Every work device linked to IBM TRIRIGA® now automatically syncs when connected to

Wi-Fi. Upon syncing, only the updated data is transmitted, reducing bandwidth costs compared to full backups.

The updated IBM TRIRIGA® platform, complemented by eCIFM's suite of mobile applications, allows technicians to receive work orders and respond to these in a matter of minutes. This improvement eliminates the need for manual ticket entry, saving the client thousands of labor hours, improving their productivity, and reducing their carbon footprint.