

Finding the Right Technology Guide

1 Purpose

There is no shortage of property technology, or “proptech”, solutions to aid in the delivery of a better-functioning building. The challenge can be finding the right digital technology that delivers quantifiable value and genuinely fits the initial need.

This Finding the Right Technology Guide can support the process of understanding what is possible in the marketplace and assist in assessing vendors and technology products in response. It can help organizations to source and procure technology, especially those lacking financial and other resources.

This guide is comprised of two elements: the Request of Technology Solutions; and the Technology Assessment Questionnaire. Insights are provided on how to use these elements to find the right technology vendor to achieve your needs (improve the occupant experience and the office space).

Request for Technology Solutions

The Request for Technology Solutions sets out an initial step that can be taken to help you identify whether the right digital technology solution even exists. The document can be shared publicly or with selected stakeholders within the technology and buildings value chain to solicit ideas for technology solutions so you can begin to understand what is possible.

Such a request will be especially useful in circumstances where technology plays a supporting role in delivery rather than the main role. This step may not be necessary if there is a clear understanding of the type of technology needed.

Technology Assessment Questionnaire

Once the types of technology solutions available have become clearer, the Technology Assessment Questionnaire outlines a number of specific – and critical – questions to ask vendors in order to understand the full implications of implementing a certain technology solution.

The questionnaire can also be used to create a Request for Proposal to obtain details that match your specifications. Asking the same questions consistently of all vendors enables you to better understand the trade-offs of each solution and can accelerate decision-making by providing consistent information.

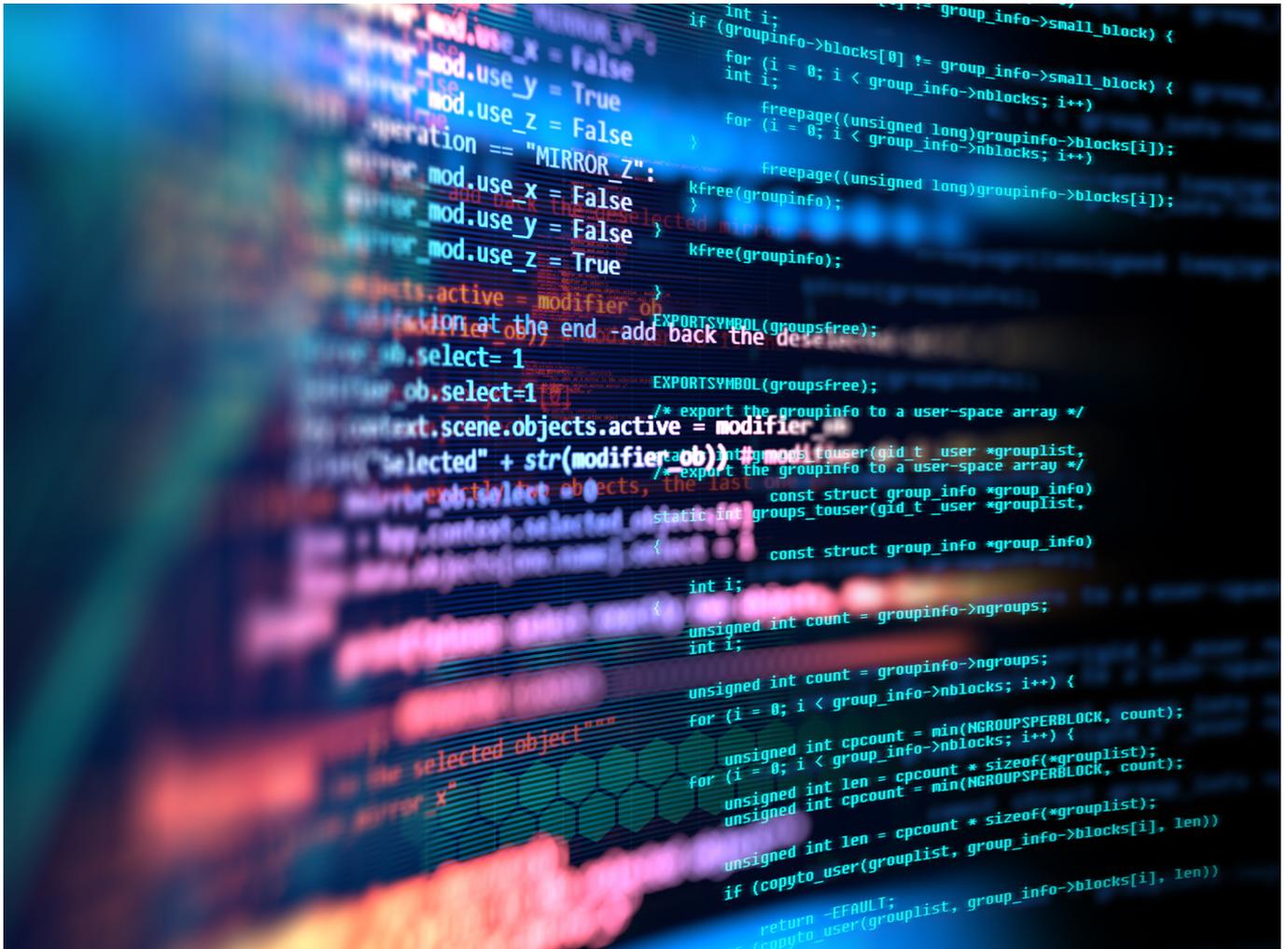
The Technology Assessment Questionnaire comprises the following sections:

- [Section 1](#) About your company.
- [Section 2](#) About your technology offering
- [Section 3](#) Measuring return on investment (ROI)
- [Section 4](#) Bonus section: Some questions to consider post-vetting

A clean version of the Technology Assessment Questionnaire, which can be sent to vendors, is available [here](#).

Access all toolkit documents on the [website](#):

- [Future of the Office: A Toolkit for Improving the Occupant Experience](#)
- [The Occupant Experience Survey: Overview](#)
- [The Occupant Experience Survey](#)
- [Finding the Right Technology Guide](#)
- [Technology Assessment Questionnaire](#)



② Request for Technology Solutions

Identify whether the right technology exists

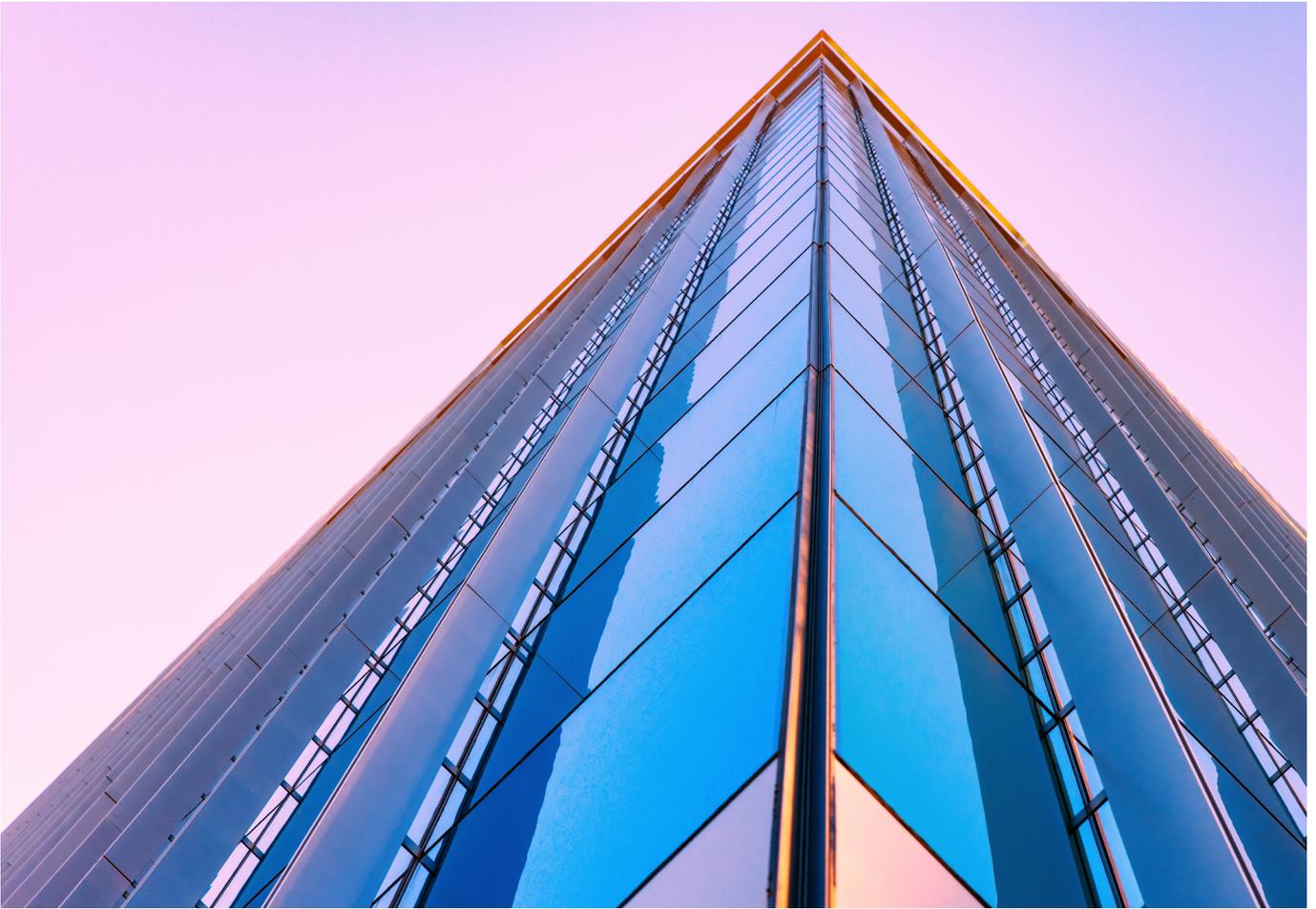
It can be stressful to find the right technology. The following template provides a standard text that can be used by landlords and other stakeholders to initiate the request for information. As you consider this text and tailor the content to suit your needs, ensure that the messaging is precise and concise to avoid confusion and to attract the right technology vendors. The request can be made on an online form or through other communication channels.

<insert your company's name> is making a Request for Technology Solutions with the aim of <insert the amenity or service you are trying to add or improve, e.g. reducing waiting times at lobby registration> so that we can <insert the underlying goal you want to achieve, e.g. provide a better experience for guests entering the building>.

We want to understand what potential solutions exist to support our goal, as measured by <insert the metric or ROI you want to achieve, e.g. reduced waiting times>.

We are focused on implementation in <describe the asset and the tenant base and any other contextual information needed about the space, e.g. 1234 Broadway, Boston MA> and aim to have the solution delivered by <insert the proposed delivery date>.

Please also share your initial pricing range.



③ Technology Assessment Questionnaire

Understand the vendor and their technology solution better

The questionnaire is not intended to request proprietary information and consists of 37 questions to help you identify the most compelling offering. Note that several questions are marked with an * to indicate their importance above others to help you get started.

While obtaining a breadth of information is important, the following six questions can initially be shared with technology vendors to assess if there is an initial fit.

1. **Value proposition:** Can you please describe your offering? How is it differentiated within the industry?
2. **Price:** Can you share more on pricing?
3. **Return on investment:** Do you have any ROI-focused case studies you can share?
4. **Data and integration:** Can you share any technical specifications or application programming interface (API) documentation?
5. **Dependencies:** What are the implementation and installation dependencies?
6. **Privacy and security:** What is your privacy policy and what cybersecurity certifications are acquired?

Tips: You are looking for an initial fit – do the features align with your needs? Look for:

- A case study that addresses the metrics on which you are focused
- Installation implications for your building (e.g. structural/wiring/networking)
- Technical documentation that covers your needs, which could range from understanding how the equipment is powered to a well-documented API for your own integration



Section 1

About your company

Please provide more detail about your company:

1. *Company's full name and website:
2. *Main contact (name and email):
3. Company's founding year:
4. Office location(s):
5. Employee count:
6. Current funding and revenue (funding source and stage; annual revenue and revenue growth):

Implications: There are trade-offs for smaller and bigger companies, newer and older companies, public and private operations. Some may offer more customized support and time, others may have protocols that they follow strictly. The company structure may affect its service, offering and customer relationship.

Tips: Consider what type of relationship you want to have with the vendor; some company sizes and structures are more conducive to customized attention, while others may suit a more hands-off approach.



Section 2

About your technology offering

Please provide more detail about your technology:

1. *Full offering (What do we get, e.g. hardware, software, support?):
2. *Differentiation within the industry and how the offering achieves value proposition:
3. Project-size limitations (Are any projects too big or too small?):
4. Product tiers and services (What are the different levels of the product or service?):
5. *Pricing for each product or service tier:
6. Software (What are the key features or standard software offerings? What are the add-ons?):

(Optional: What are the upcoming features/roadmap items?)
7. *Technical specifications and application programming interface (API) documentation (How accessible is the data? What APIs are available to allow for integration with other systems?):
8. Analytics and insights (What data and insights do we get?):
9. *Product dependencies (What does the product need to operate successfully, e.g. data streams, wiring, network connectivity, equipment types, integrations?):
10. Custom work (What custom work will need to be done for our spaces?):
11. Upgrades and system updates to both software and hardware (frequency, cost, level of support needed):
12. Installation process (e.g. power/wiring required, network required, time to install, who installs) and dependencies (e.g. shutting down electricity, weekend working, custom work, tenant-space access):
13. Onboarding process (What is the onboarding process? How long does it take? What training is available, where relevant?):
14. Customer support process and service-level agreements (SLAs) (main contact, frequency, level of support, time-zone coverage, cost):

15. *Data collection, ownership, access and storage location (What data does the offering collect? Who owns the data? How can data be downloaded or pulled? Is it shared with third parties? Where is the data stored?):

16. *Privacy policy (What is your privacy policy? How does this vary across jurisdictions?):

17. *Security (What is the cybersecurity architecture and implementation process? What cybersecurity certifications are acquired?):

18. Contract term and return or cancellation policy:

Do you cover (may be relevant only for certain locations)?:

1. Multiple languages (Is the software solution available in different languages? If so, please list them):

2. Regional certifications (What certifications are available?):

Implications: These questions get to the heart of what you are getting from a product or service and will help to determine the implications for your operations team, in terms of the physical environment and ongoing support. These dependencies are often missed during product overviews but can drive up costs and complexities. Get a sense of whether the technical specifications are well documented so that your team can understand the equipment and the API, if needed.

Tips: Understand the custom work required and product dependencies. Is it scalable across your portfolio? How does the solution vary, depending on tier? You may want to make a call to review a feature list, including questions regarding the level of automation or the manual nature of the product, once you have vetted the initial company and offering.

Section 3

Measuring return on investment (ROI)

Please provide more detail about measuring ROI:

1. *Case studies showing ROI and examples of similar previous projects:

2. *Suggestions for tracking ROI (How best to track it? Will the product support tracking?):

3. Successful implementation (What does success look like?):

4. Customer names and references (Any customers in our location(s) of interest?):

Implications: It is important to understand how concrete or ambiguous ROI is for the offering and how easy (in the tool) or difficult (manually by your team) it is to track.

Tips: If ROI is not well tracked in the tool, consider how you would track it and if you have the bandwidth to do so. If customers are private, try to understand the types of buildings or spaces the company often serves.

Section 4

Bonus section: Some questions to consider post-vetting

Please provide more detail about your offering:

1. Level of automation and how automation works:

2. Custom-label capabilities:

3. API call limitations (rate limiting, and any pricing implications):

4. Existing equipment integrations:

5. Ability to extract and move data to one place and how (e.g. bulk, stream, batch, etc.):

6. Role-dependent access and data (What is visible and accessible by admins? Is there a user management functionality?):

7. Notification features and types (e.g. SMS, email, etc.):

Implications: These questions can be considered after the vetting process to obtain more details about the offering, limitations and customization potential.

Tips: Customize this section for your needs.

A clean version of the Technology Assessment Questionnaire, which can be sent to vendors, is available [here](#).