THE FUTURE OF FACILITIES MANAGEMENT,
Looking over the horizon

TIME HORIZONS

➢ 0 – 5 Years   Current

➢ 5 – 10 Years   Near term

➢ 10 – 15 Years   Over the horizon

TIME HORIZON: CURRENT

- ➢ New value propositions

- ➢ Innovation

NEW VALUE PROPOSITIONS

1. Service quality and access to technical expertise.

2. Risk management and providing added value through innovation.

3. BioT – collecting big data, analysing of that data and interpretation of the data in order to make it usable for better decision making.

INNOVATION

1. **Digitalisation, automation** and **innovation** leading to greater productivity.

2. **Bespoke** customer **experience** and providing value for FM service delivery.

3. **Cost** management by **optimising** FM budgets and doing more with less.

INNOVATION

4. Focusing on **knowledge leadership** and **employee experience.**

5. **Sustainability** with environmentally friendly systems and processes.

6. **Availability** and use of **high quality data** to make informed FM decisions.

TIME HORIZON: NEAR FUTURE

MEGA TRENDS THAT INFLUENCE

FACTOR MEGATRENDS	KNOWLEDGE MEGATRENDS
➢ Economic growth ➢ Globalisation ➢ Demographic trends ➢ Sustainability	➢ Technological development ➢ Increased knowledge

SOCIAL MEGATRENDS	TRENDS AND TENDENCIES
➢ Invidualisation ➢ Commercialisation ➢ Growing focus on health	➢ Natural catastrophes in densely populated urban areas ➢ New ways of working

KEY TRANSFORMATIONAL TRENDS

1. Business Productivity
2. Anything as a service
3. Sustainability
4. Energy management
5. Performance contracting
6. Partnerships and collaboration
7. Cloud services
8. Selling to the CXO

OVER THE HORIZON

ARTIFICIAL INTELLIGENCE

Machine Learning

Artificial Intelligence
03 Training data is consumed by artificial intelligence and applied. AI analysis results are fed back to building operational systems via machine-to-machine transactions that optimize the smart building overall for human comfort and energy efficiency.

Training Data
02 Training data is generated, categorized and made ready for consumption by Machine Learning algorithms.

Trend & Tag
01 Building operational data is trended and tagged, then transported to an AI system. To ensure interoperability, Project Haystack open source data tagging, storage and transport methodology is used.

Smart Buildings

AI implementation
A new set of commissioning agents will emerge that will utilize training data and will write reinforcement learning methodologies to further improve buildings.

Training Data Companies Emerge
New enterprises with algorithms-as-a-service and other products aimed at creating training data for Smart Building use cases will launch. Some will be government & large corporation-sponsored.

Pattern Analytics
Within this step, pattern analytics are applied to further improve building operations. Constant monitoring and adjustment when faults are detected provide automated ongoing commissioning.
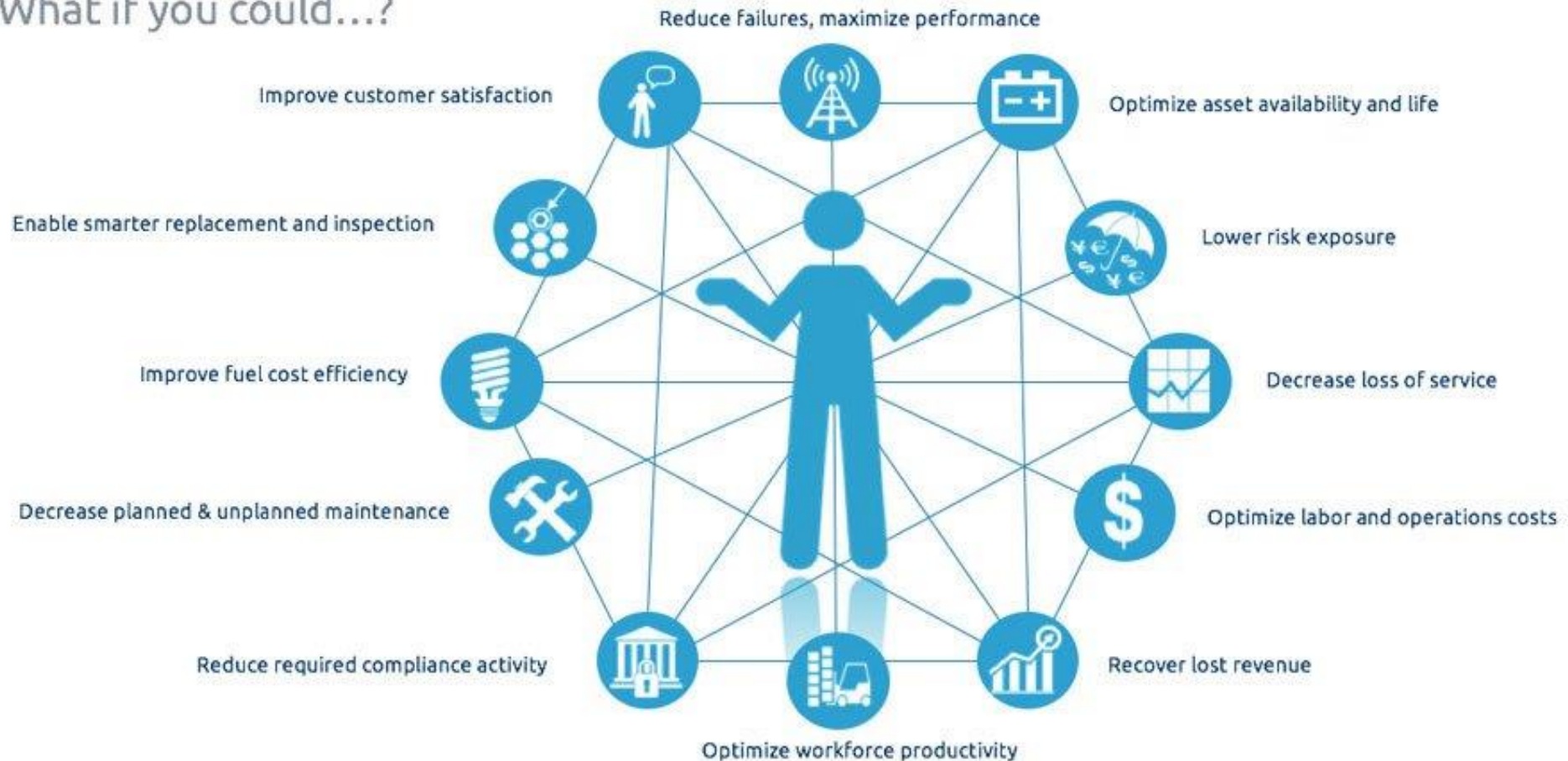
PREDICTIVE MAINTENANCE
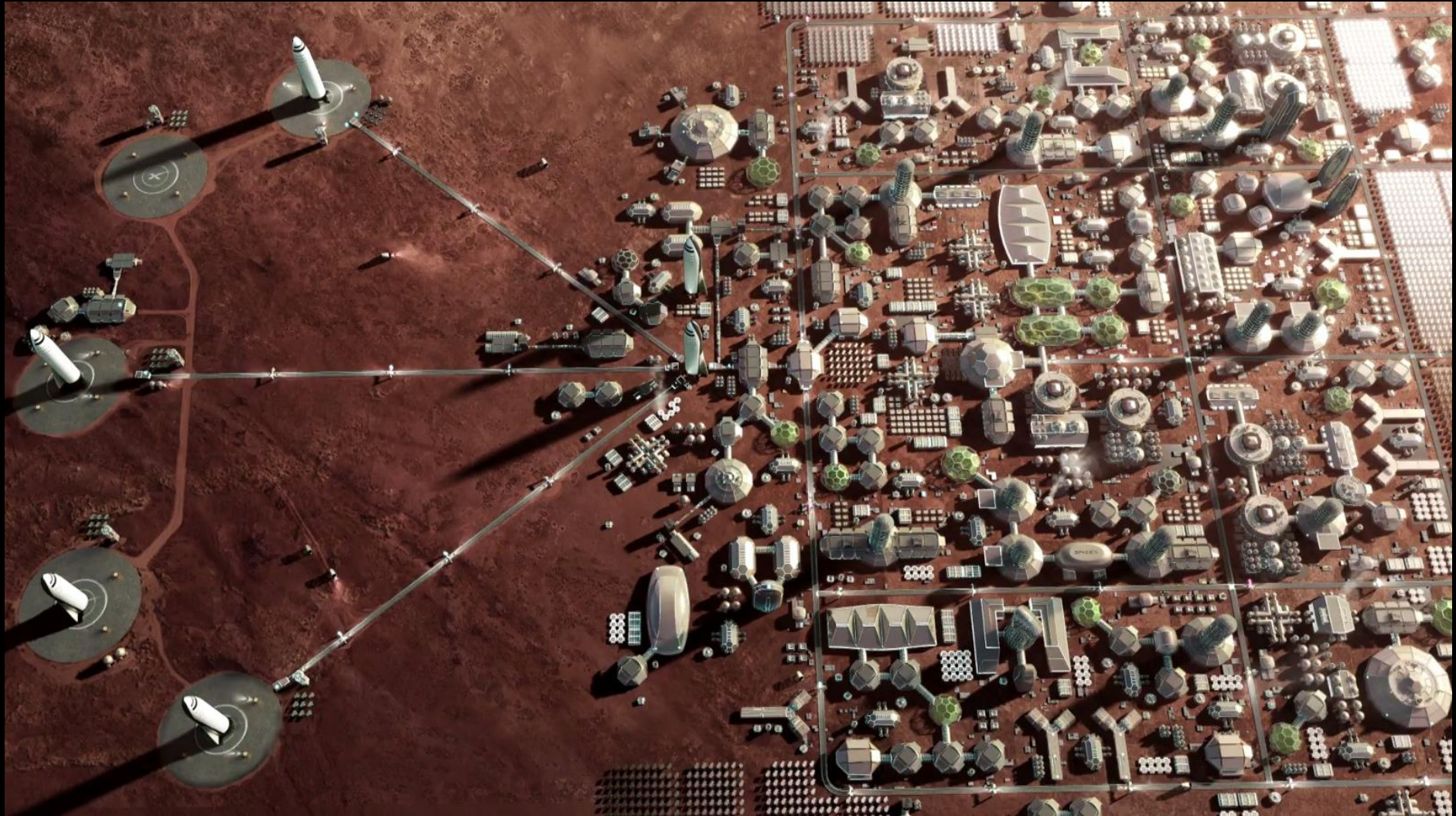

Predictive Maintenance
What if you could...?

Reduce failures, maximize performance

Improve customer satisfaction

Optimize asset availability and life

Enable smarter replacement and inspection

Lower risk exposure

Improve fuel cost efficiency

Decrease loss of service

Decrease planned & unplanned maintenance

Optimize labor and operations costs

Reduce required compliance activity

Recover lost revenue

Optimize workforce productivity

FUTURE CAREERS

➢ **Transitionists**   Those who can help make a transition

➢ **Maximizers**   An ability to maximise processes, situations and opportunities

➢ **Optimizers**   The skill and persistence to tweak variables until it produces better results

➢ **Data Contexualist**   Someone who can provide context and interpretation of big data

➢ **Failure Point Assessors**   Those who with a great amount of detail assess the performance or failure to perform, in order to gain an intimate understanding as to the reason for the failure

FUTURE CAREERS

➢ **System Anthropologist**   **Studying the various aspects of humans within past and present societies as well as within virtual systems and AI**

➢ **3D Material Expert**   **Someone who are an expert in the field of choosing the correct material to print 3D parts or tools for equipment.**

➢ **Avatar Relationship Managers**   **People who manages the interaction between technology and humans, especially in the realm of AI**

FUTURE BUILD ENVIRONMENTS

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QUESTIONS