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

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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

03 Artificial Intelligence
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.

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

01 Trend & Tag
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

What if you could...

- Reduce failures, maximize performance
- Optimize asset availability and life
- Lower risk exposure
- Decrease loss of service
- Optimize labor and operations costs
- Recover lost revenue
- Optimize workforce productivity
- Reduce required compliance activity
- Decrease planned & unplanned maintenance
- Improve fuel cost efficiency
- Improve customer satisfaction
- Enable smarter replacement and inspection
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 Contextualist ➢ 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
FUTURE BUILD ENVIRONMENTS
FUTURE BUILD ENVIRONMENTS
QUESTIONS