

LIFTING THE LID ON DIGITAL INNOVATION IN FACILITIES MANAGEMENT

We commissioned an independent survey of 250 facilities management professionals to help us determine how digital innovation is impacting their roles and operations.

47%

say that their business is slow to embrace digital technology

"Digital technology can help FMs and their businesses adapt quickly to changing market conditions and customer demands."

42%

of FMs believe that their business will be negatively affected if it does not improve its digital technologies and skills

TOP DIGITAL INNOVATIONS PREDICTED TO IMPACT THE FM SECTOR:

1. **Customer portals** for a digital 'golden thread' of information
2. **Sensor technology** for metrics such as temperature and air quality
3. **Robotics** for cleaning tasks
4. **Software** for resource planning and workforce management
5. **Internet of Things** for improved resource management by digitally connecting machines, staff and materials

TIPS FROM THE EXPERTS

- ☑ Cloud storage allows real-time and more efficient collaboration with colleagues and external partners
- ☑ Digitised information sharing supports greater collaboration and ultimately improved decision making
- ☑ To get the best out of a new system or process, ensure you monitor and track metrics to measure the impact

TECHNOLOGIES ALREADY IMPLEMENTED BY OVER 1 IN 3 FMS SURVEYED:



Cloud storage



Digital connectivity and information sharing



Internet of Things



Digitised standards and specifications (so that requirements are human and machine readable)

27%

say that managing and implementing new technologies will impact them more than anything else in their role this year

20%

see digitising more operations as a top trend for future facilities