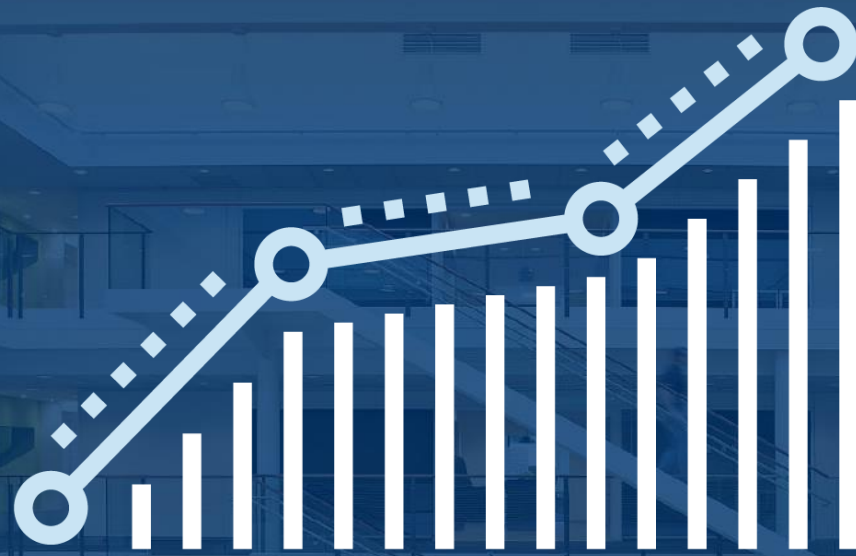


FM Developments in a Global Perspective

... and the trends that will affect us

DFM – FM Café, 20 June 2018

Peter Ankerstjerne
Independent



**Navigate the trends that will affect the
business...**

What's happening in the world around us?



Challenges facing the Future of Work

Over **50%**
of desk are
empty at any one
point in time

1,3 bn

The number of
mobile workers
– equalling **37%**
of total
workforce

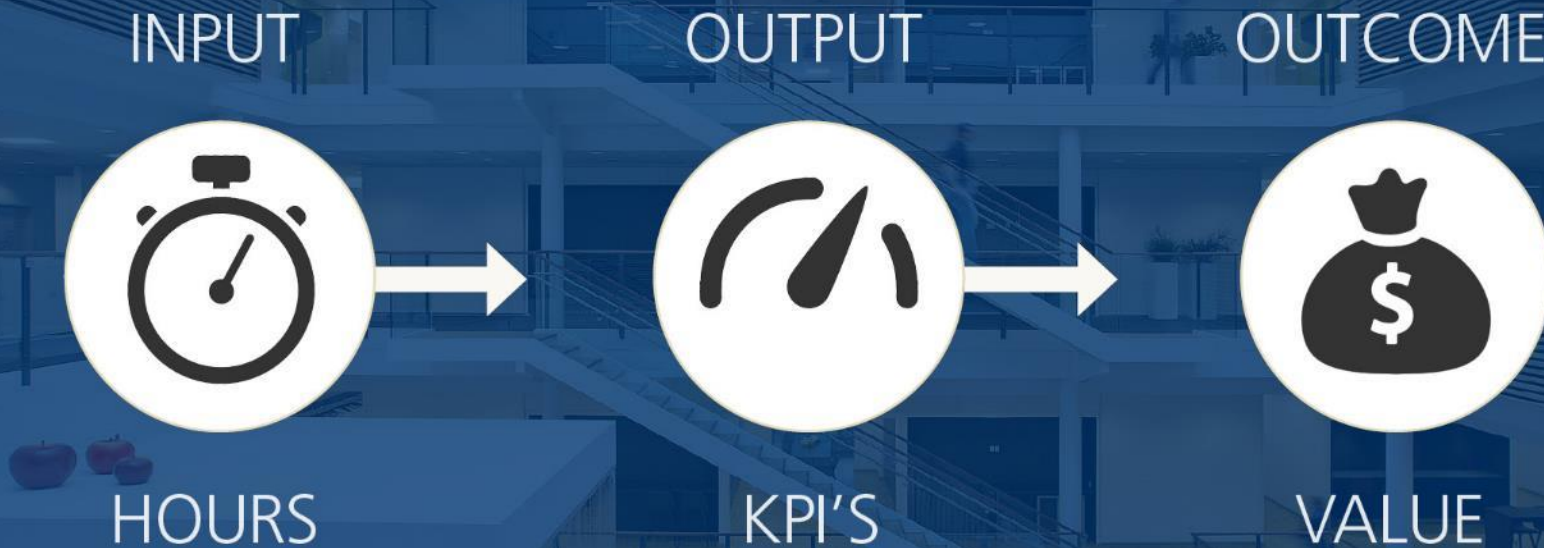
Only
25%
feel connection
to mission

Only
15%
feel engaged
at work

60% of
decision makers:
need for office
space is
decreasing

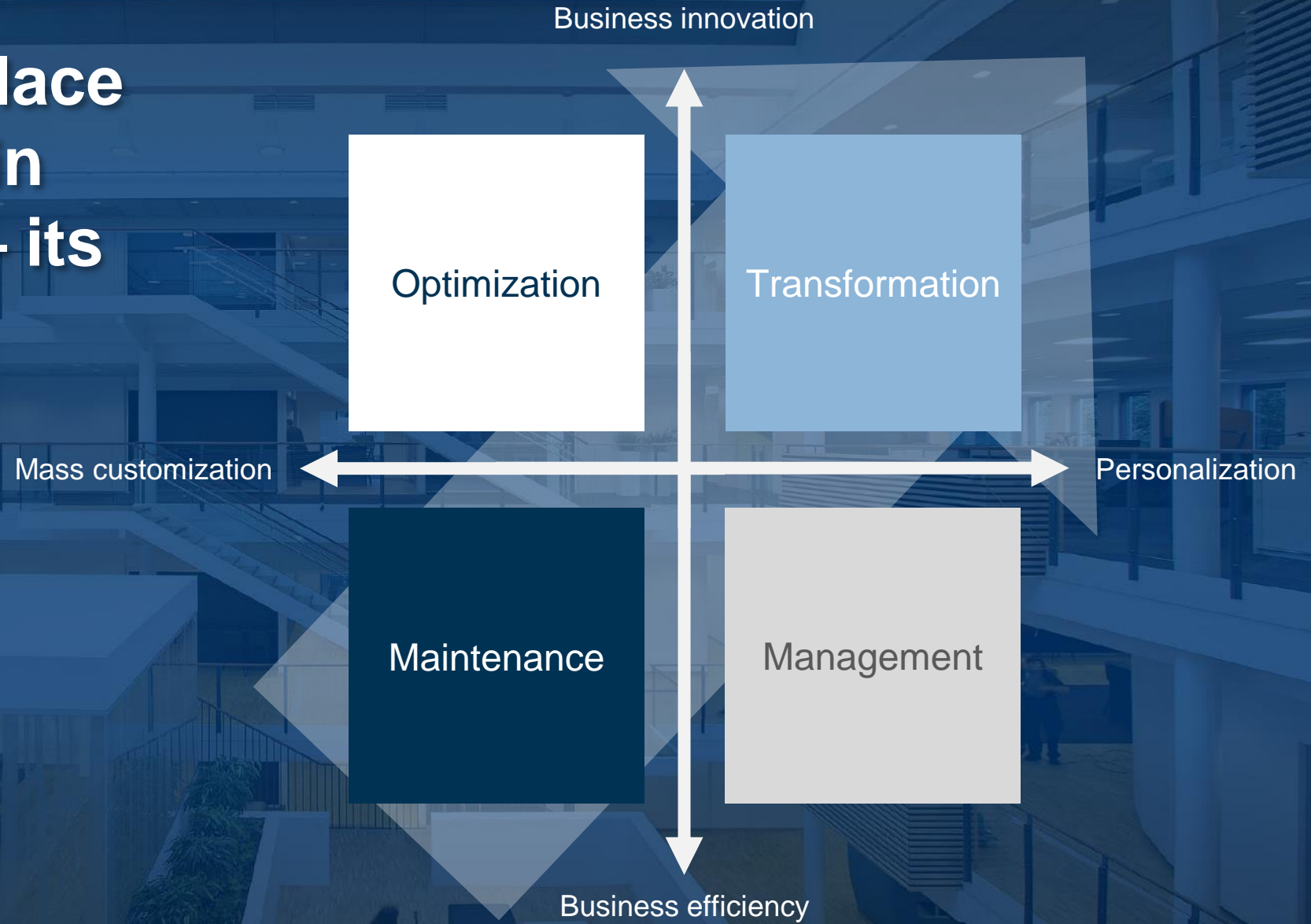
Lack of
engagement
**drives up
costs**

From **input** focus...

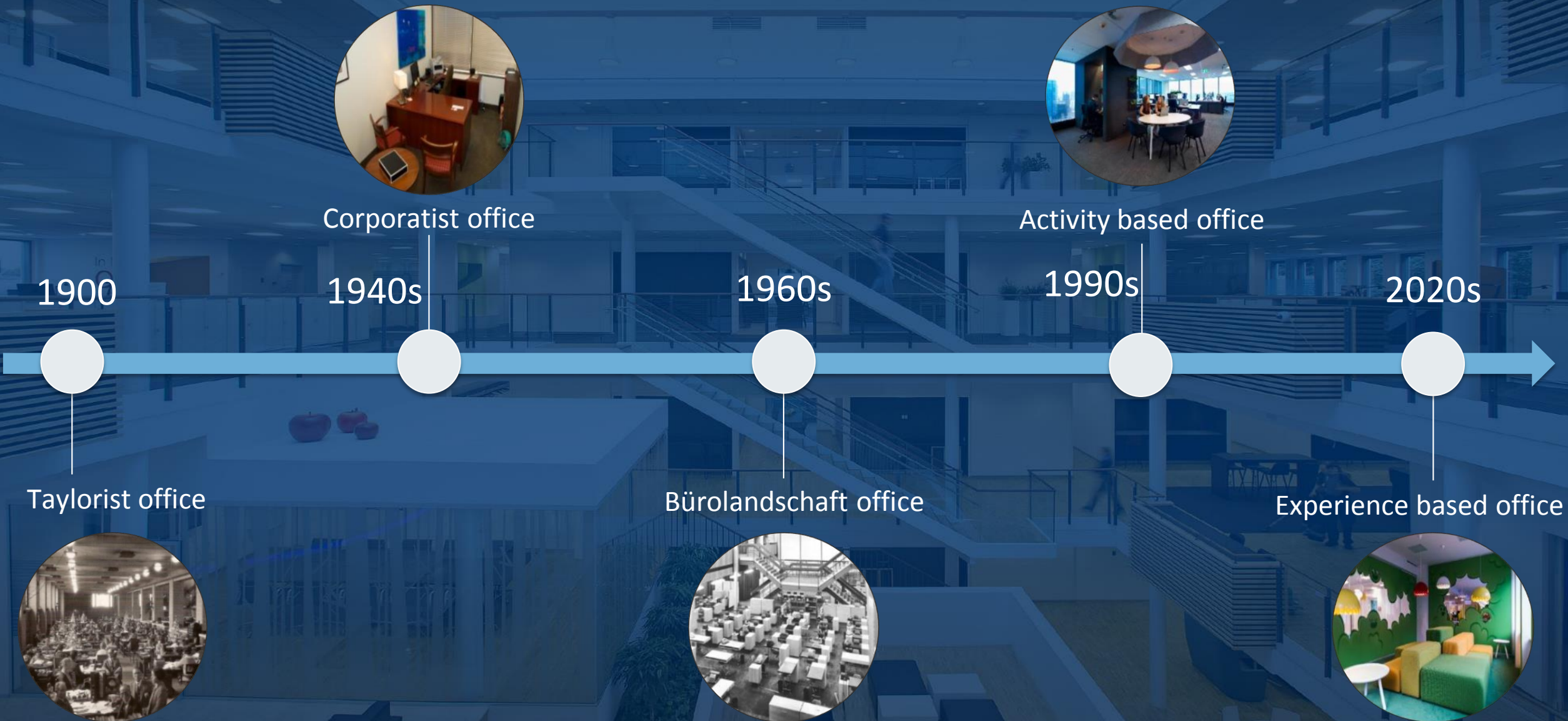


to **outcome** focus...

Putting the workplace (and thereby FM) in the right context – its about driving business transformation



The evolution of the workplace



The workplace now covers...



The office



Co-working



Public places



Working from home



Situational determinants

Central role of the **Workplace**



Workplace strategy

Supporting facilities



- Service management system
- Technologies

Brand, People and Culture



- Rewards
- Values
- Assumptions
- Attitudes
- Behaviours



The key drivers of change affecting the FM Industry

Key drivers of change in FM



Digitalization of
the FM Delivery
model



From cost
optimization to
people centricity



Workplace
Experience vs.
Assets
Management

Key drivers of change in FM



Digitalization of
the FM Delivery
model



From cost
optimization to
people centricity



Workplace
Experience vs.
Assets
Management

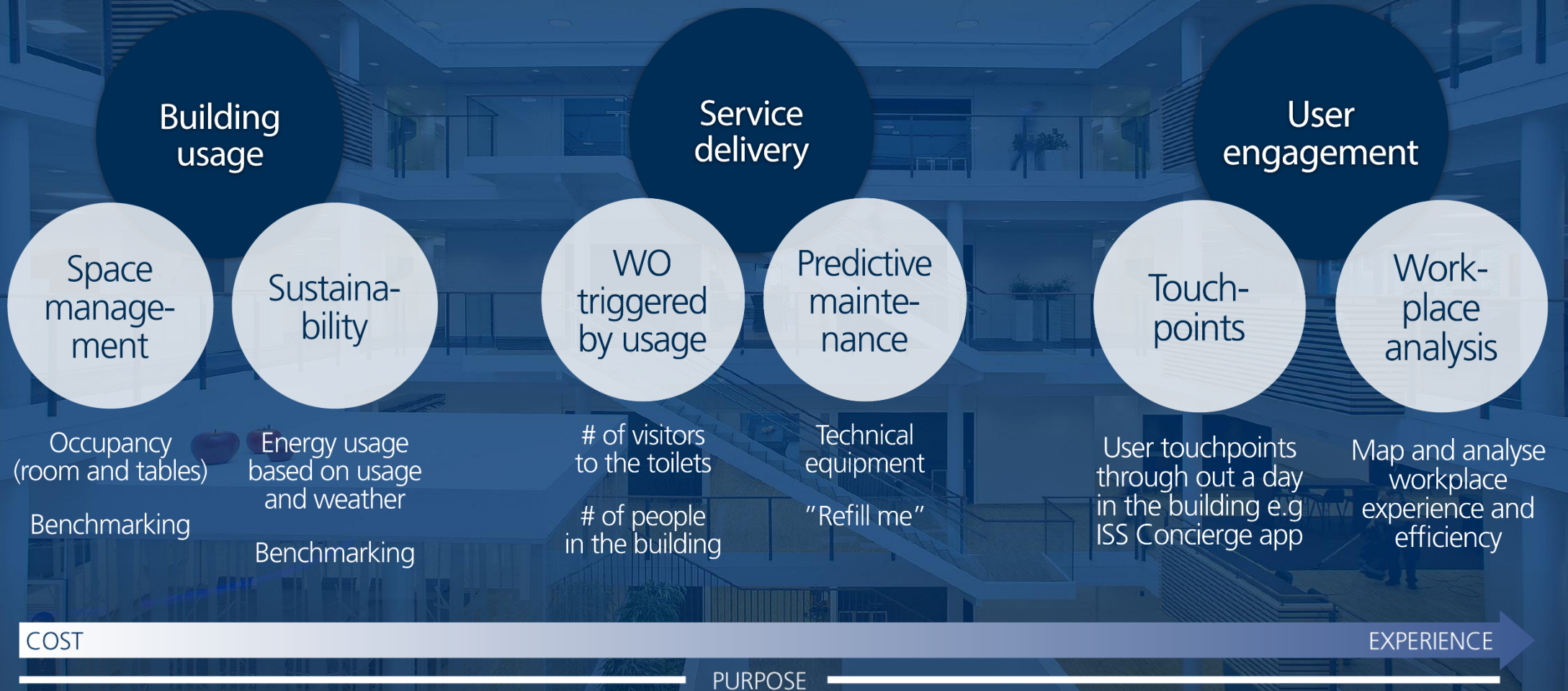
Opportunities for Digitalization

Connecting People with Buildings:

- Data Connectivity
– Real-time & Historical
- Data Insight
– Analysis & WO triggers
- Data Prediction
– Usage and workplace optimization



“Plugging in” the Service Experience via Technology and IoT



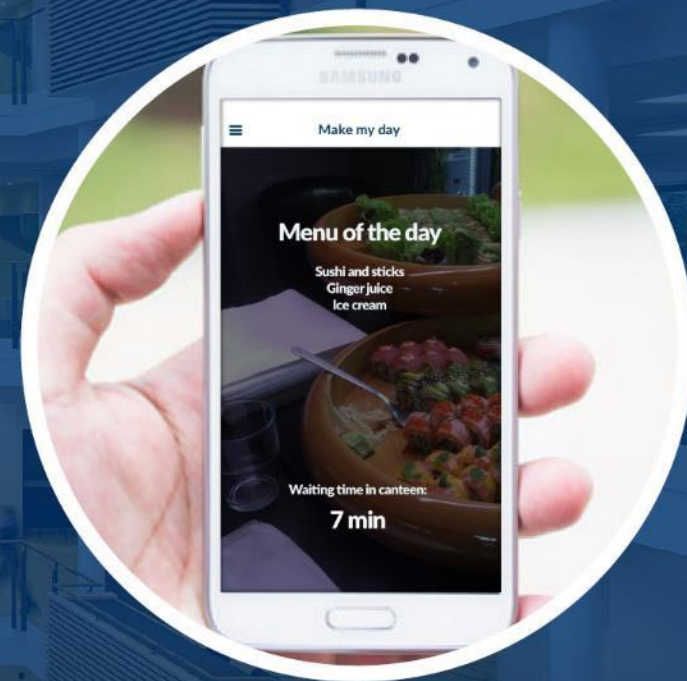
Using Cognitive buildings to improve Service Experience by predicting capacity needs...



Challenge



**Predictive
resourcing**

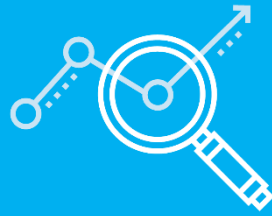


**User
communication**

Key drivers of change in FM



Digitalization of
the FM Delivery
model



From cost
optimization to
people centricity



Workplace
Experience vs.
Assets
Management

Requires a shift in how we think about our physical and digital assets



Decreasing a workers productivity by six minutes can negate cost savings from eliminating office space



Increasing employee productivity by eight minutes can pay for their entire occupancy cost

Bridging the gap between **HR** and **FM/CRE**



It's not that I'm lazy, it's that I just don't care.

Global state of Employee Engagement

15%

of employees are engaged at work.

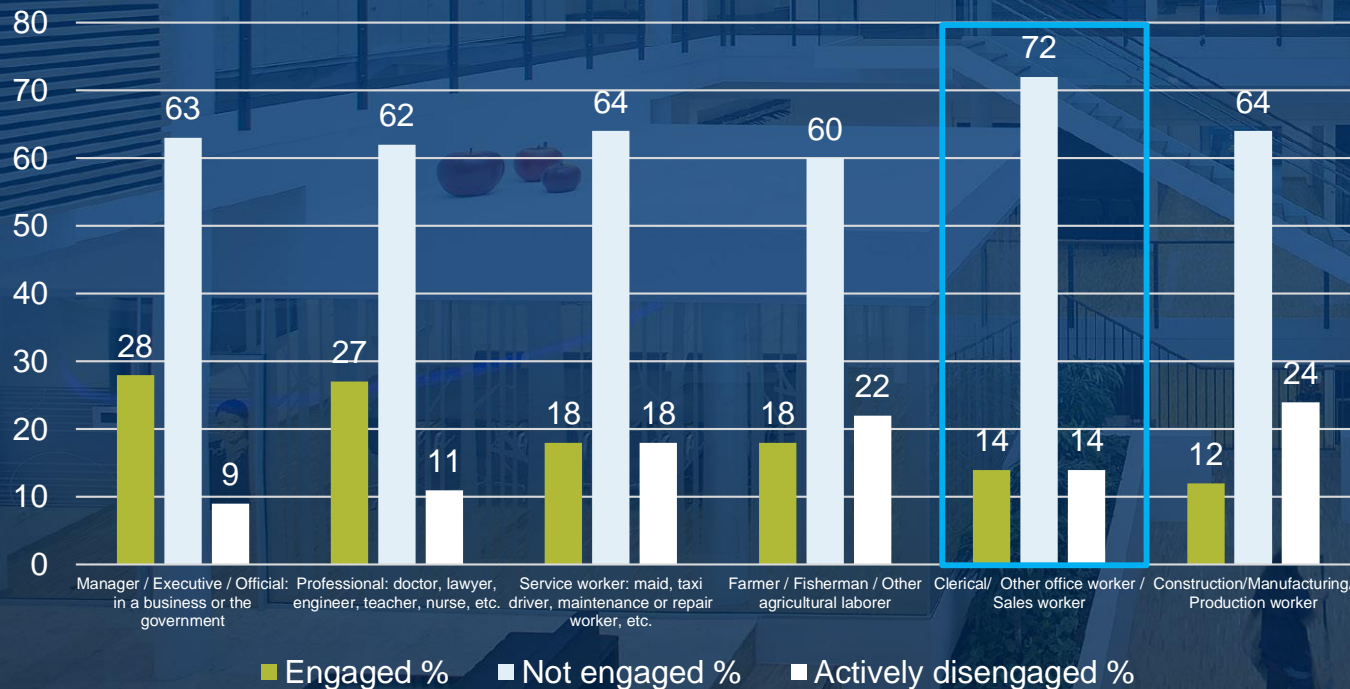
67%

of employees are not engaged at work.

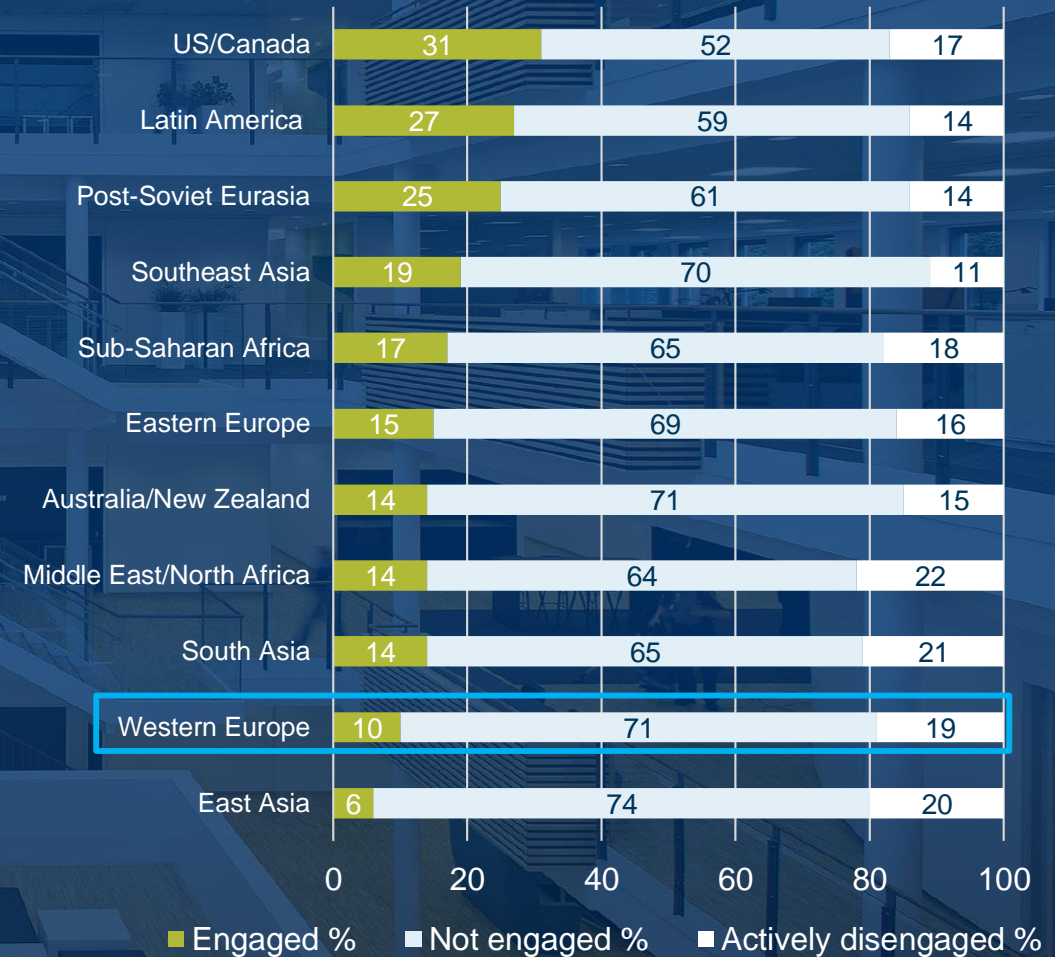
18%

of employees are actively disengaged at work

Employee Engagement Worldwide

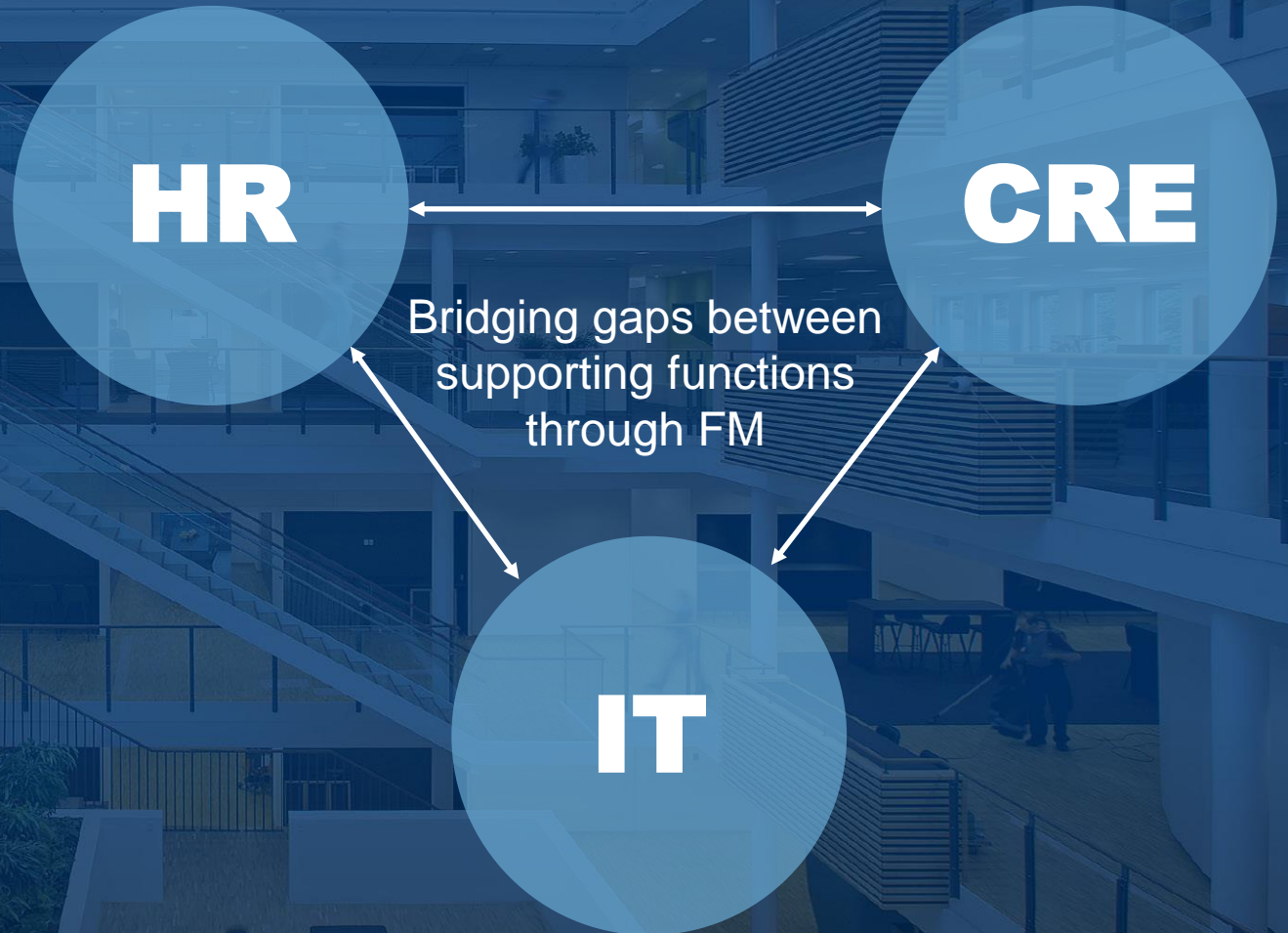


Employee engagement results per region



Breaking down organizational silos

Building Collaborative Ecosystems in the workplace using FM as the facilitator



Key drivers of change in FM



Digitalization of
the FM Delivery
model

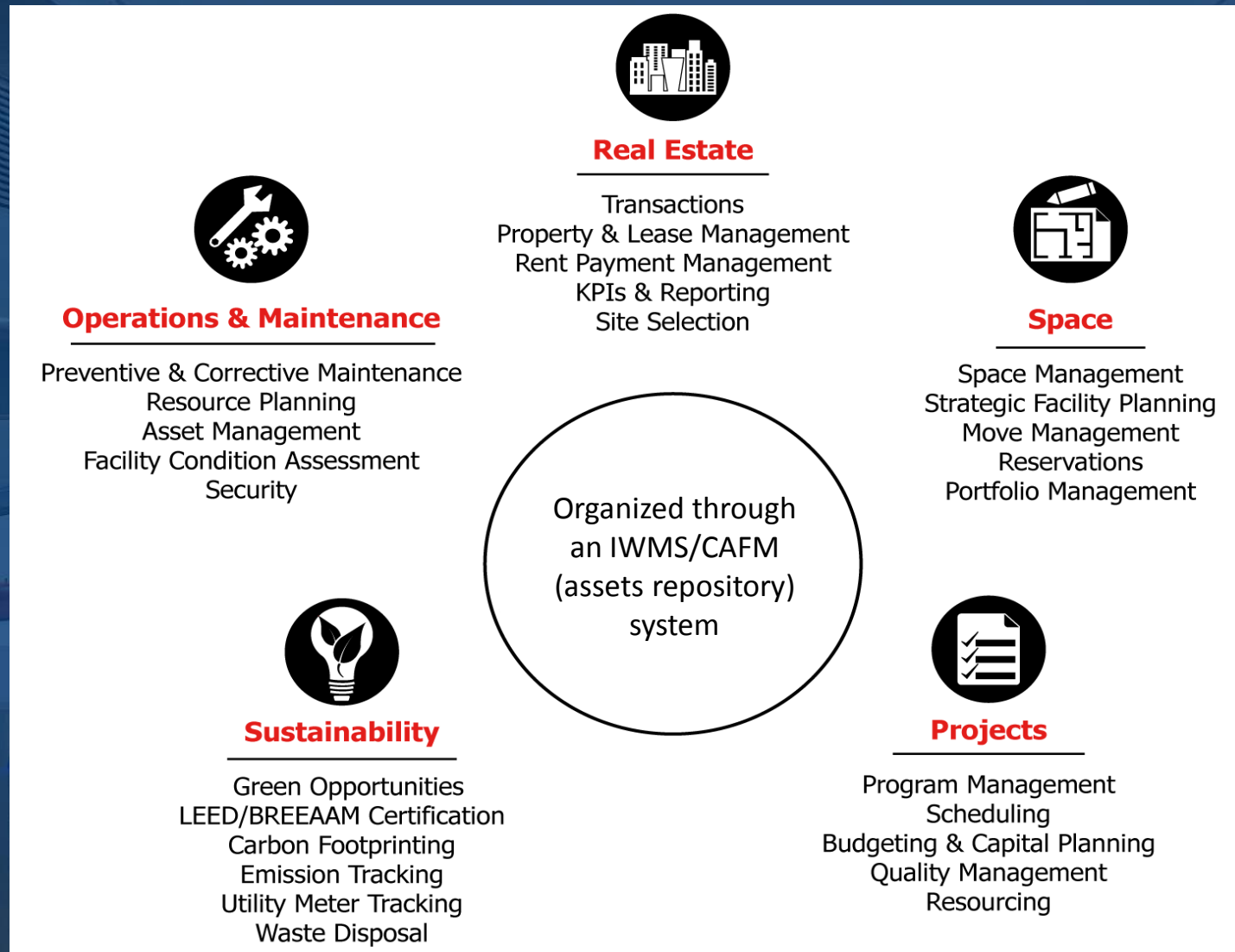


From cost
optimization to
people centricity



Workplace
Experience vs.
Assets
Management

The way we look at assets and operations



is being challenged....

Co-working spaces are disrupting the industry



The way we work,
and hence the **workplace**,
will be radically different in
the future...



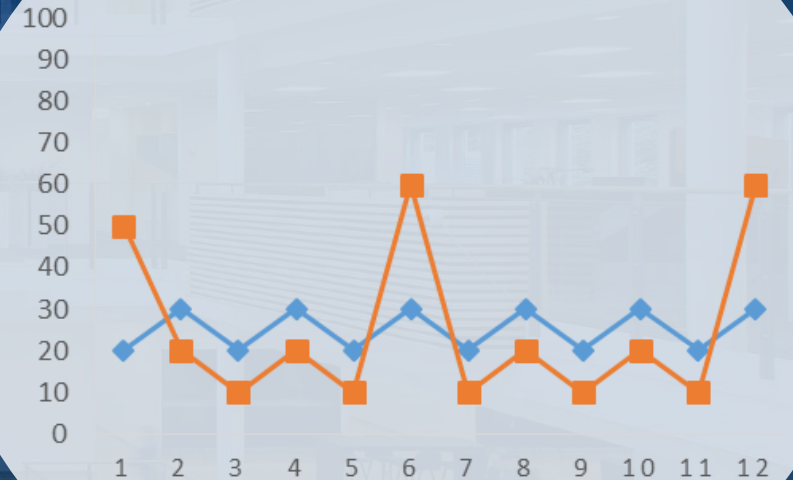


Service
Excellence is
about “The
People Factor”
and creating
WOW in the
Touchpoints

Architected Service Experiences (Service Design)

Service Design can create the Workplace Experience by focusing on the end-user

- Analyse
- Be co-creative
- Proto-typing
- Implement on the go'



Touchpoints@ISS



**The Power of the Human Touch
– combined with BIG Data**



**Thank you
for your
attention**

Let's connect: LinkedIn: Peter Ankerstjerne | Twitter: @p_ankerstjerne