## From ecosystem to value

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DFM, March 23, 2017

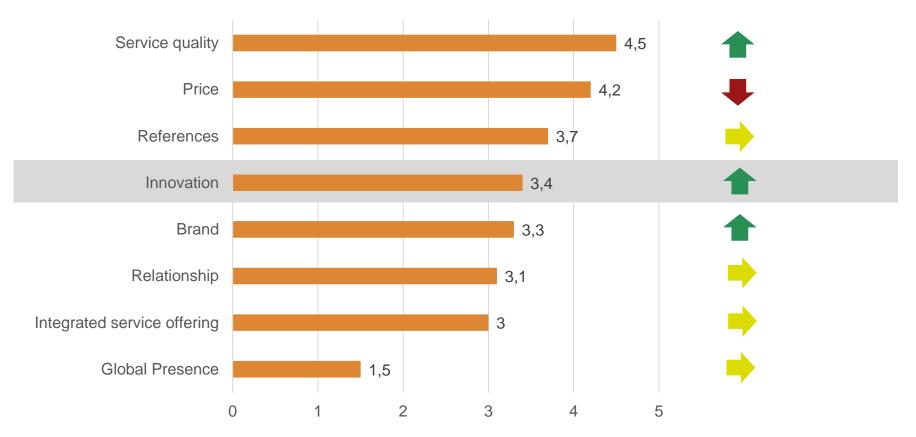








# Innovation is becoming increasingly important when outsourcing Facility Management



#### FM customers key purchasing criteria (2015 vs 2010)

Source: External consultant



## Key drivers of innovation within Facility Management

#### Value/Cost focus

Commoditization of services **Broader chase for value** 

#### Technology

Mobile first Remote engineering Workplace technology Internet of Things Robotics/Automation

Big Data/Analytics Indoor positioning Etc.



## Sustainability & Corporate Responsibility

Energy management Occupational health & safety

#### **Building lifecycle management**

Waste management Resource utilization Etc.

#### **Attractiveness & Productivity**

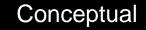
Activity Based Workplaces Service consumer experiences

#### Workplace lifecycle management

Branding of buildings Co-working spaces Quality of Life Etc.



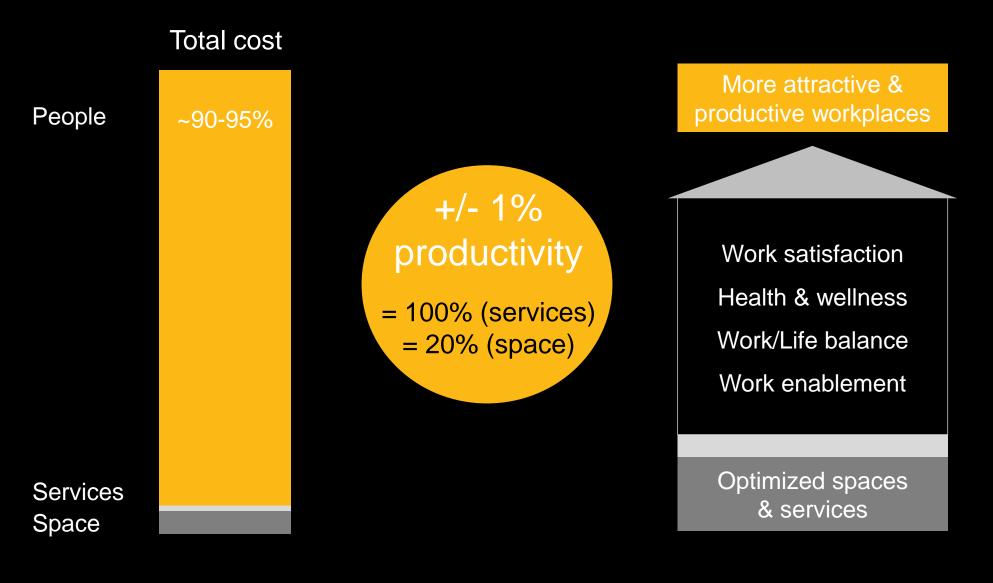
## Driving innovation through our ecosystem





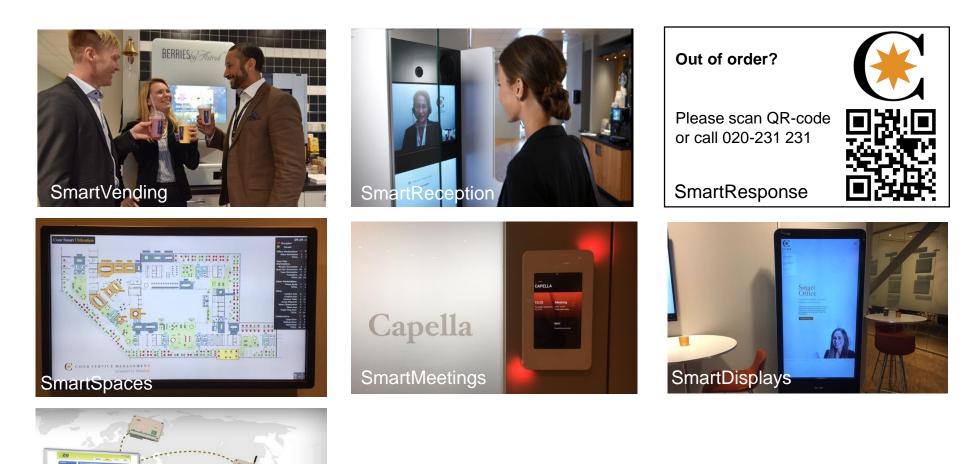


## Why such focus on the workplace?



COOR

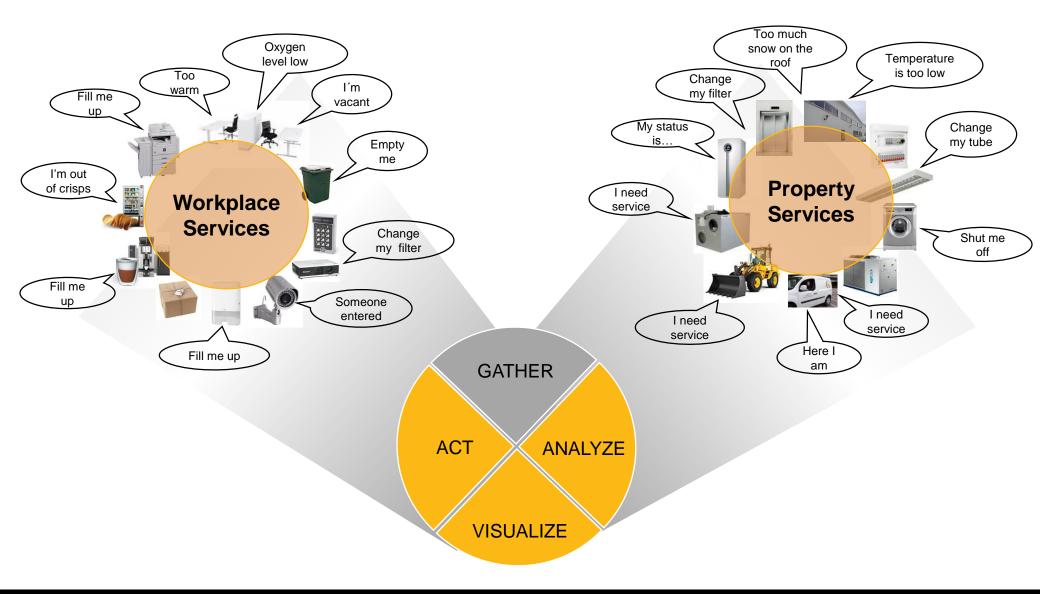
## Technology is a key enabler for service innovation





Internet of Things"

## Internet of Things in Facility Management





## Creating value in multiple dimensions

| Service experience   | <ul><li>Functionality</li><li>Comfort, Health, Wellness</li></ul> |
|----------------------|---|
| Space utilization    | <ul><li> Optimization</li><li> Adaptation</li></ul>               |
| Energy usage         | <ul><li>Awareness</li><li>Optimization</li></ul>                  |
| Asset management     | <ul><li>Predictability</li><li>Lifecycle management</li></ul>     |
| Resource utilization | <ul><li>Waste reduction</li><li>Efficiency</li></ul>              |



## Video: Accelerating the Smarter Office (www.coor.com)

COOR SERVICE MANAGEMENT

"...useful knowledge today is widely distributed, and no company, no matter how capable or how big, could innovate effectively on its own."

Henry Chesbrough

