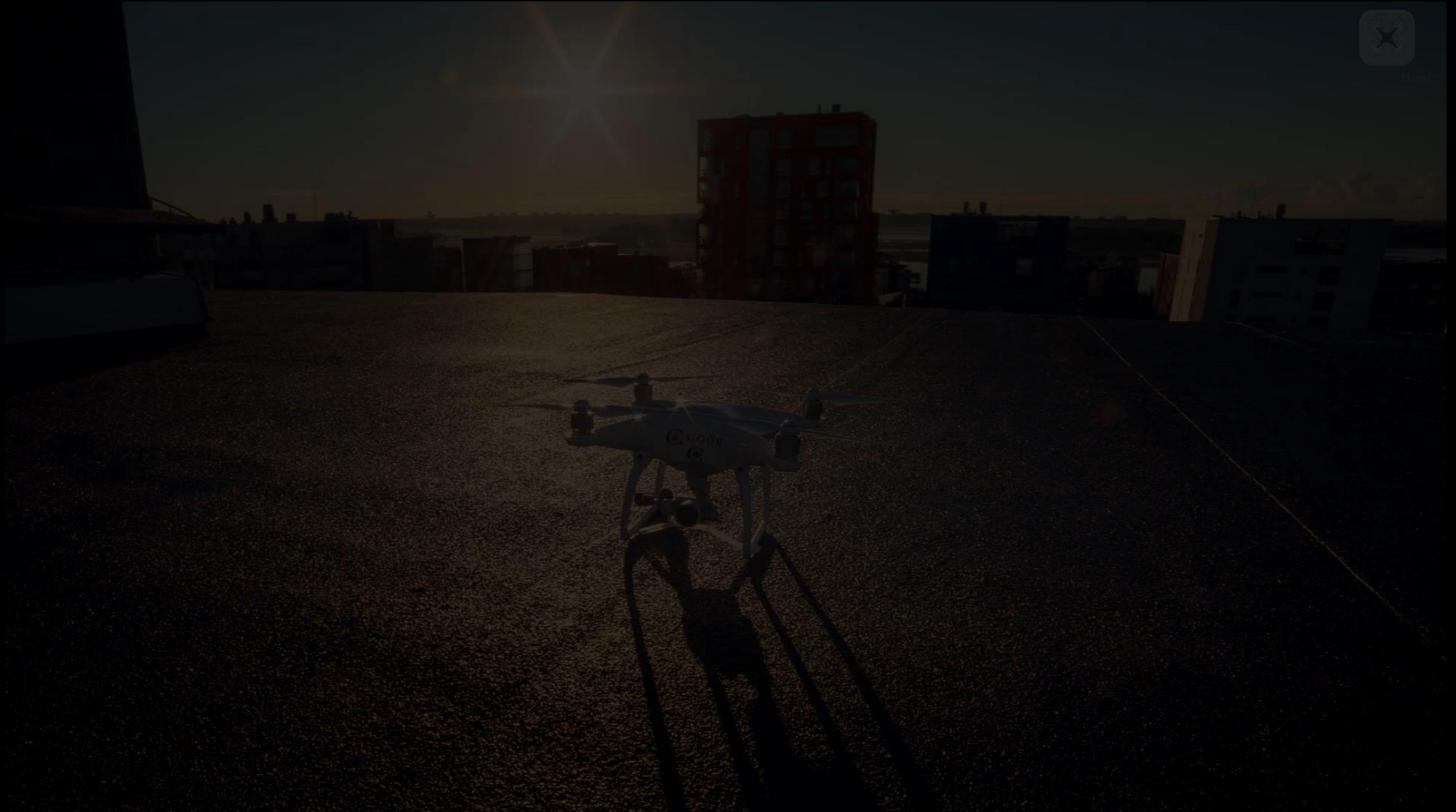


From ecosystem to value

Fredrik Sandqvist, Head of Innovation & Operational Excellence

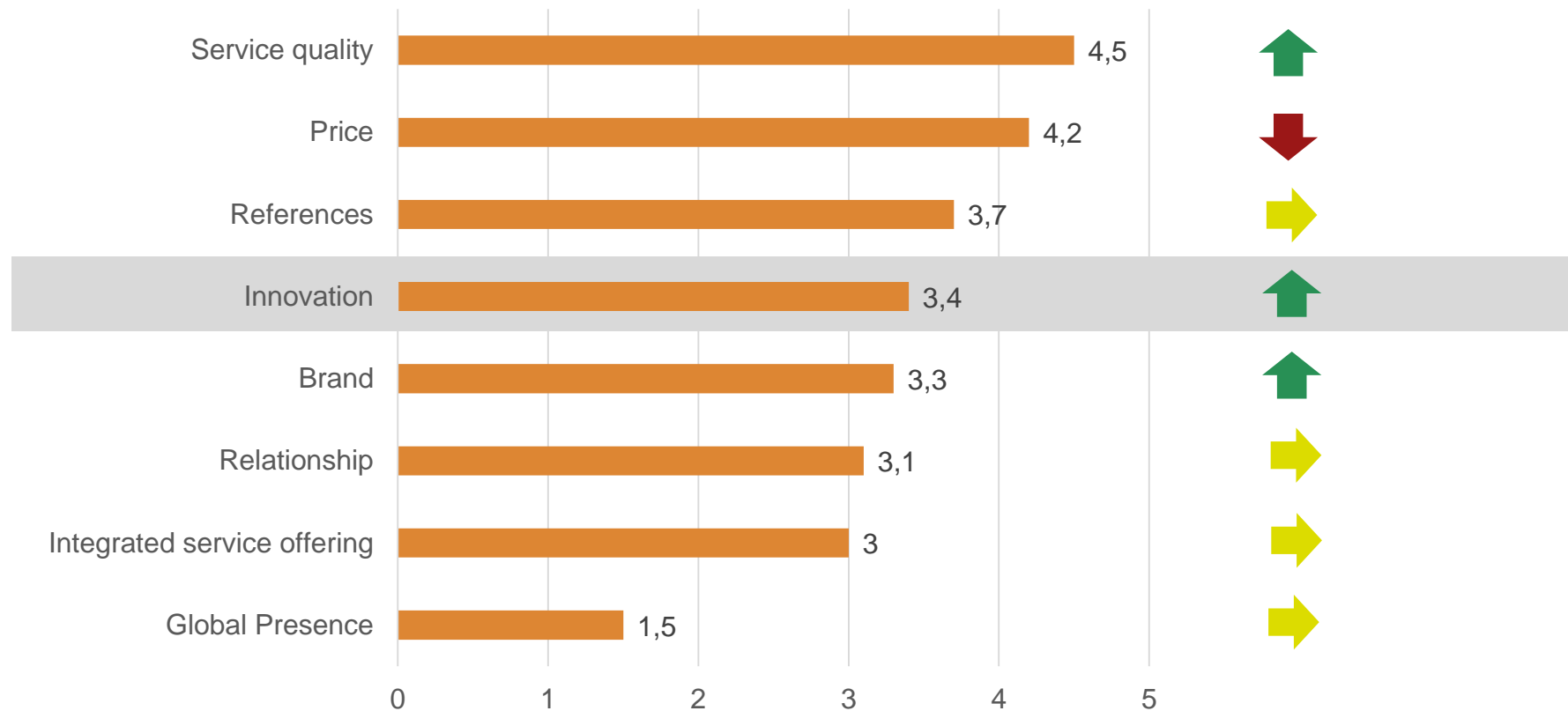
DFM, March 23, 2017





Innovation is becoming increasingly important when outsourcing Facility Management

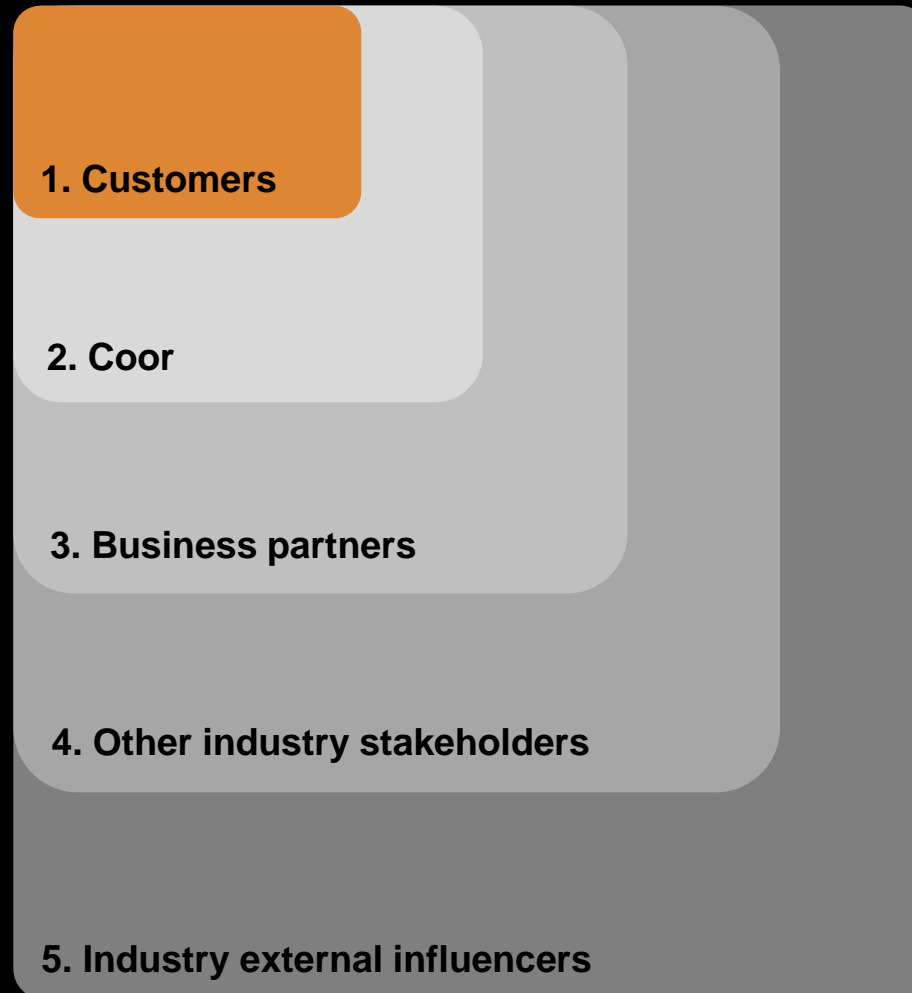
FM customers key purchasing criteria (2015 vs 2010)



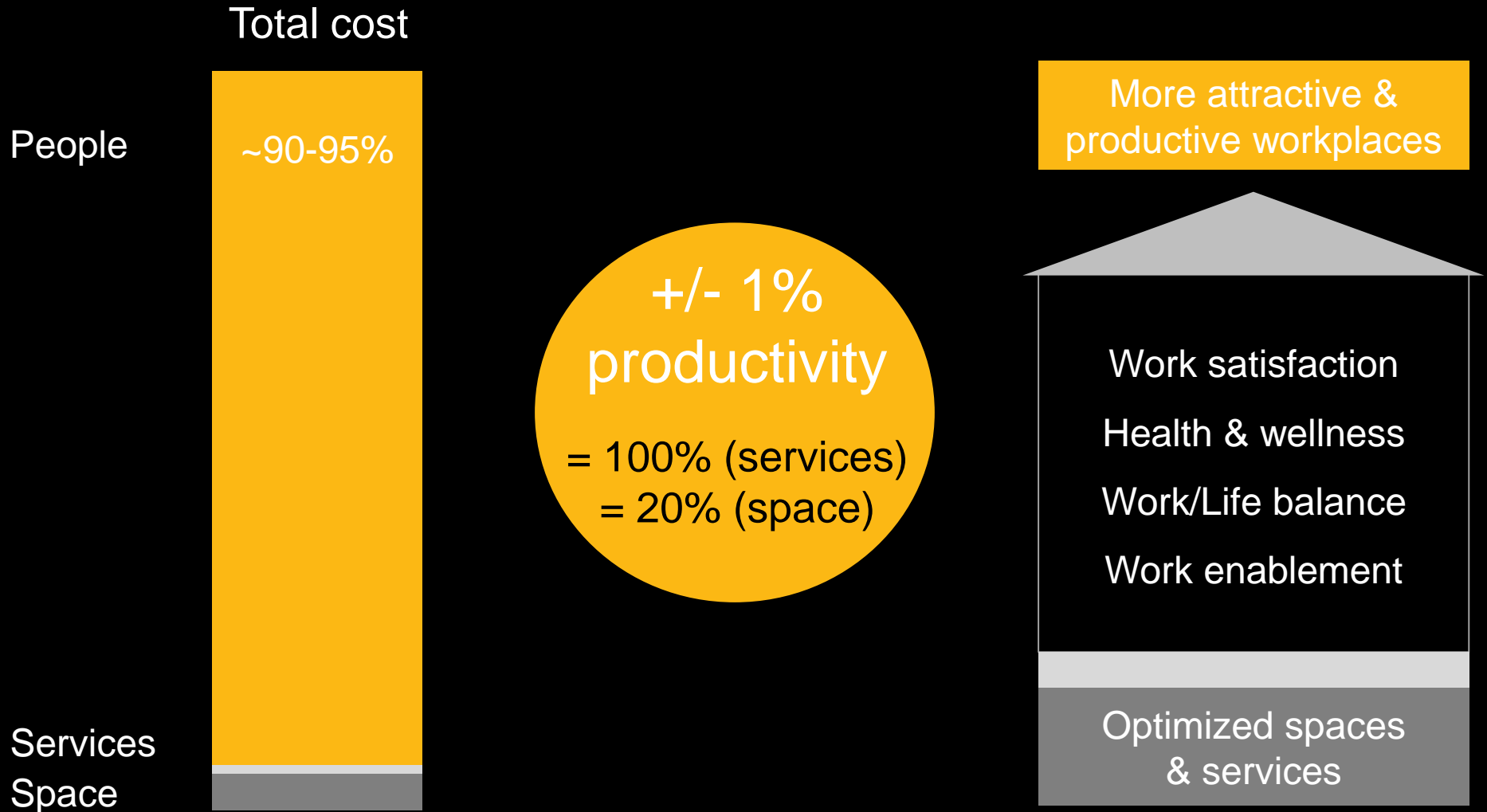
Source: External consultant

Driving innovation through our ecosystem

Conceptual



Why such focus on the workplace?



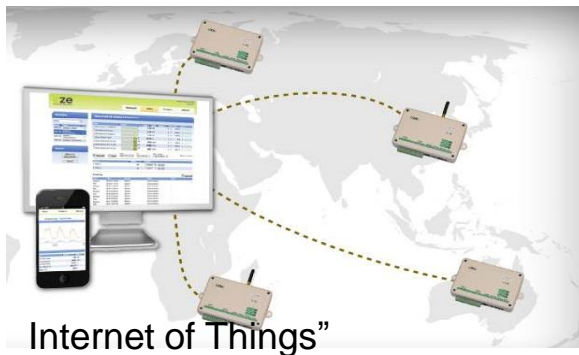
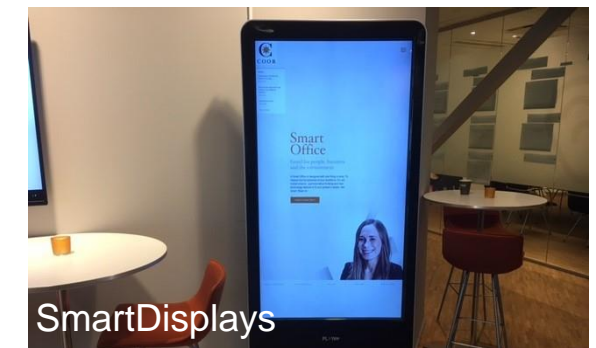
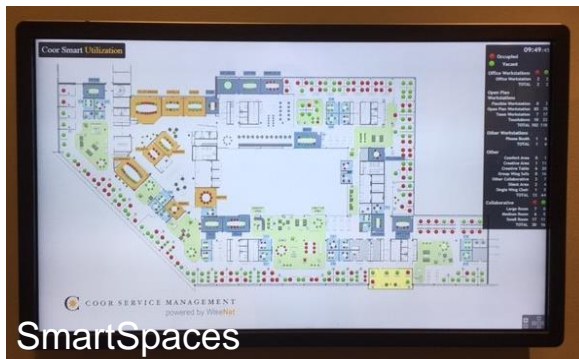
Technology is a key enabler for service innovation



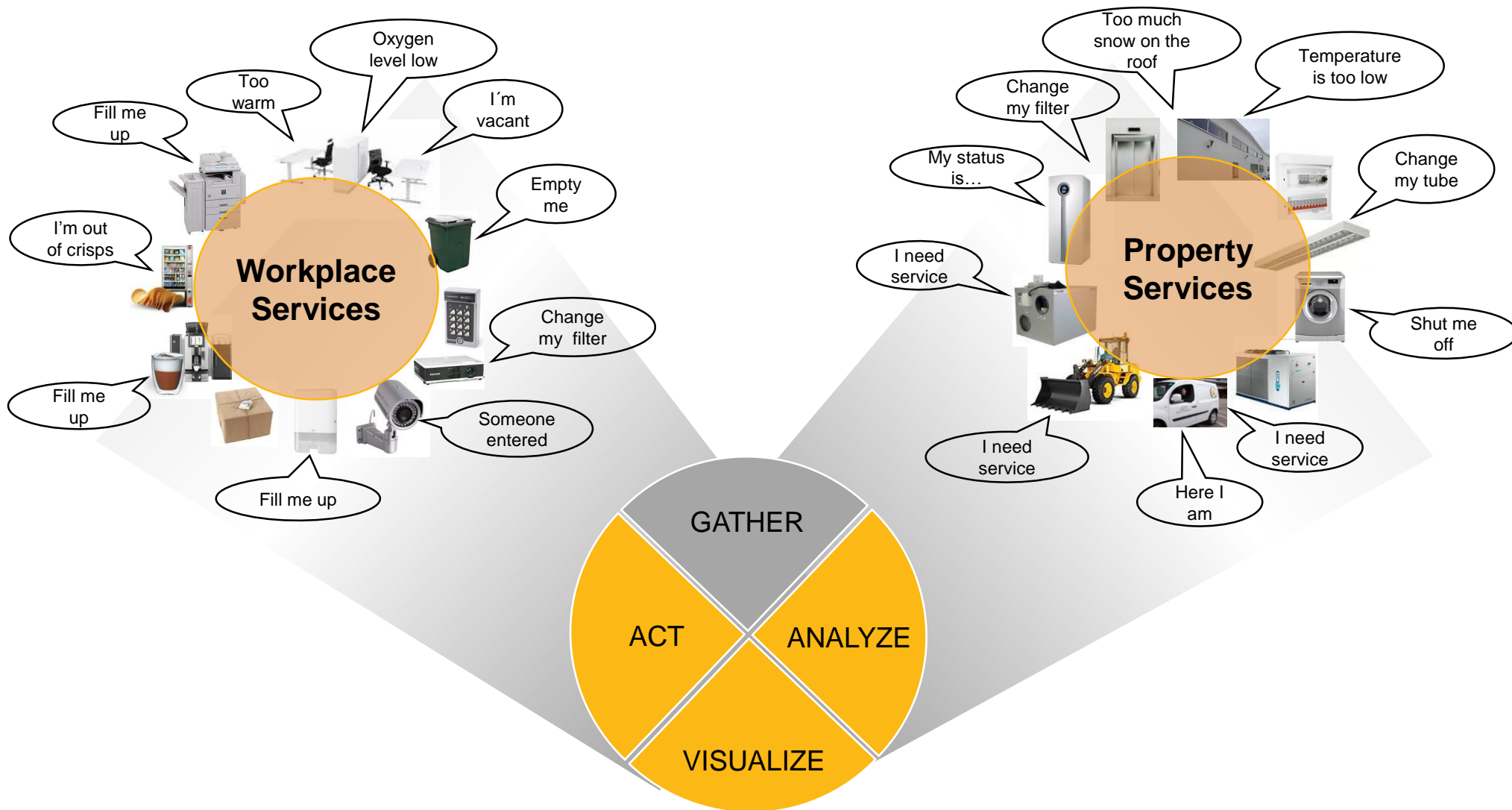
Out of order?

Please scan QR-code
or call 020-231 231

SmartResponse



Internet of Things in Facility Management



Creating value in multiple dimensions

Service experience

- Functionality
- Comfort, Health, Wellness...

Space utilization

- Optimization
- Adaptation

Energy usage

- Awareness
- Optimization

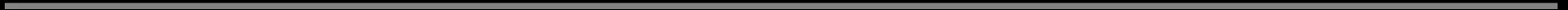
Asset management

- Predictability
- Lifecycle management

Resource utilization

- Waste reduction
- Efficiency

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



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

Henry Chesbrough