

TOP 5 trends challenging the new age Facilities Managers to manage the environment

These are the TOP 5 trends, where in the facilities managers will be challenged, to manage new environments, new technology to change the way FMs work, FM roles and responsibilities will continue to expand and evolve...!!!

1. **Go Sustainable:** The statistics are scary, the world discards 500 billion single-use plastic bags each year. We have generated more plastic in the past decade than in our history on the earth. We need solutions to better manage the energy used heating and cooling our buildings. We must reduce the chemicals we use for cleaning and use data-driven decisions to change filters or tubing instead of simply following a manufacturer's recommendation. FM people are at the heart of building operations and the stewards of the environment.
2. **Go Innovative or go home:** Innovation is cited as one of the key reasons that clients switch FM providers. Sure, a semantic debate behind the definition of 'continuous improvement' versus 'innovation' is a factor here, but the real matter is that operators on-site at the client are innovating every day, but few vehicles exist to capture and harness those innovations. And, where such infrastructure does exist, there is little incentive or appetite in the FM provider to allocate monies to invest in the ideas that the operators suggest.
3. **Go Techno:** What's shocking is the lack of technology in the world's largest FM providers. To many, Excel is the old-gold standard. It's time for more innovation here that blends system integration with transparency and compliance. Having a dashboard report on key quality metrics one month after the data has been collected is an absurd reality. Thought we talk on automation, but we are way behind the implementation. Let's talk about the Mechanized Cleaning, Robbo, Visual on job training, Fixed time cleaning vs. need based cleaning. Asset Management Framework, tracking AMC, Help Desk Automation, Transport Automation.

4. **Go team:** As service companies become increasingly narrow in their scope and more specialized in the niche functions they provide, there is an opportunity to aggregate those vendors and offer a service that competitively bids and vets them on behalf of the client to assess fit. Procurement-on-demand is something I have yet to see, but it could shake up every industry – not just FM – as clients chip into a centralized pool (akin to general procurement organizations today) unique to their market needs.
5. **The Internet of Things (IoT):** With Gartner predicting that there will be over 26 billion connected devices by end of 2020, the Internet of Things (IoT), an upcoming trend in the FM industry, is set to transform the world as we know it. The Internet of Things is a concept that allows for a hands-free approach when exchanging data from inter-connected devices. Sent via the Internet, the process eliminates any human-to-human or human-to-computer interaction, making information not only more accessible but also facilitating speed and efficiency. In Facility Management companies, IoT takes the form of smart wireless sensors that monitor, collect and communicate key data relating to a building's status and performance. This state-of-the-art technology has revolutionized the way Facility Managers deal with structures; it detects changes across a variety of parameters, including light, temperature, water, humidity, motion, vibration and much more. If a sensor leaves the set profile range, signals are triggered in real time by the Cloud platform and relayed to maintenance personnel on their smartphones, via SMS and email. This enables technicians to identify the issue, respond and ultimately fix the problem in minutes, leaving the building occupants with a fault free environment. Sensors can be retrofitted into any building in minutes and the data can be accessed from any smart phone, tablet or desktop. Using this data allows the FM provider to move from a brute force planned maintenance program to a targeted condition based maintenance approach, minimizing the cost of service provision and controlling the risk of asset breakdown". IoT sensors provide Facility Managers the business insight necessary to improve space usage, optimize energy consumption and prevent asset breakdowns, in an efficient, express and seamless manner.

Submitted by – Haraprasad Panda

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