

The future of facility services

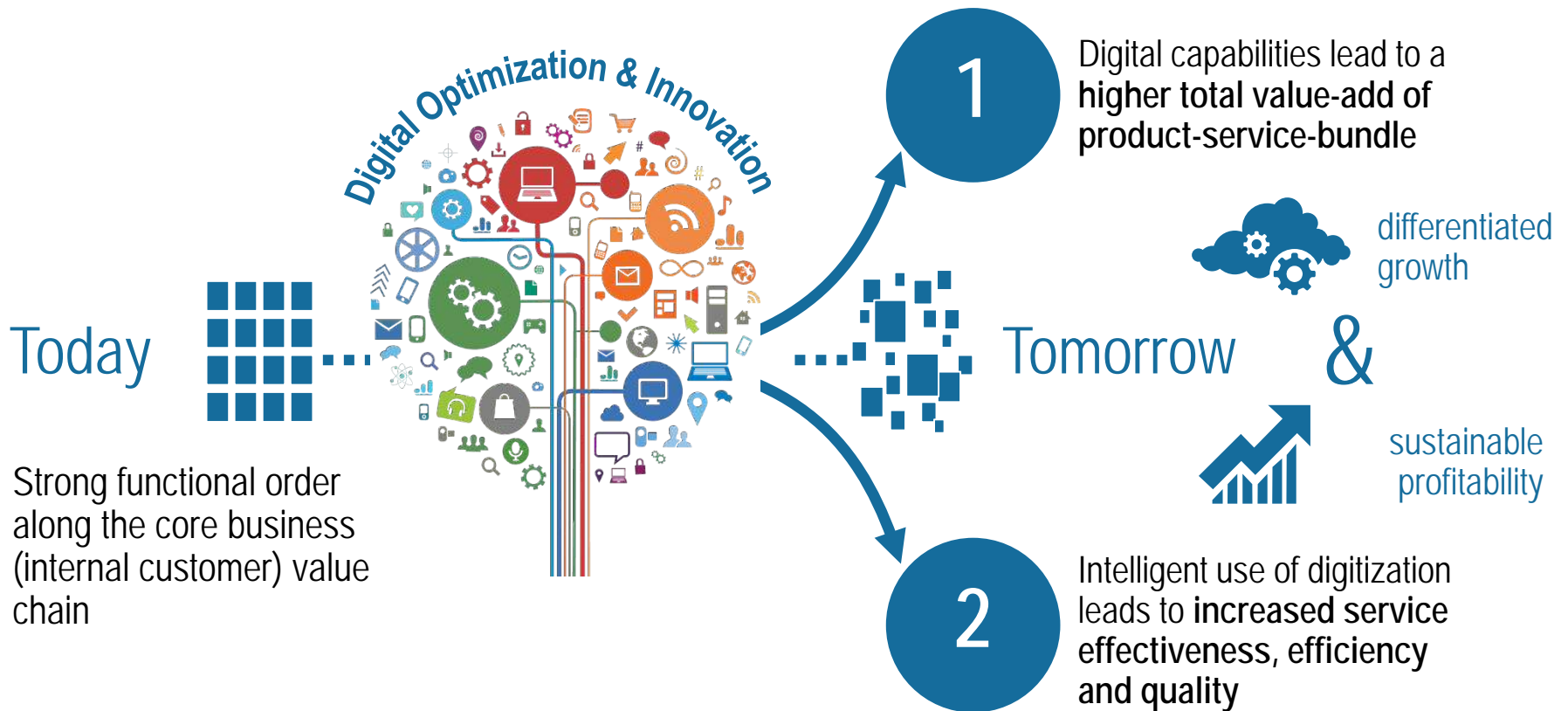
Digital Transformation

NEXT20



Digitization is **THE** opportunity for Service: traditional functional borders are broken up, "value-add" & profit are radically re-distributed

Impact of digitization – Evolution of Service 4.0



Driven by digital transformation and changing market environment facility management has to manage several future challenges

Future challenges in facility services

a

Introduction of new digital technology: **Build up competence and experience**

b

Enhanced customer requirements: **Provide smart service yet**

c

Next level of operational excellence: **Increase efficiency and profitability**

d

Organizational adjustment needed: **Ensure stakeholder and change management**

e

New entrants within the market: **Initiate partnership with start-up companies**

f

Importance of energy management: **Capture market potential**

Digital technologies offers plenty of new service opportunities in facility service and real estate management

Digitalization of facility management: new services and applications

1 Asset/property management

- > Platform solutions
- > E-procurement
- > Crowd funding
- > Smart contracts
- > ...

AI



Blockchain



2 Strategy & Analytic

- > Smart building
- > Smart workplace
- > Geo information system
- > ...

Big data



IOT

3 Planning/ Implementation

- > Digital twins/BIM
- > Simulation
- > Indoor mapping
- > ...

Big data



Virtual reality



4 Operation

- > Predictive maintenance
- > Space mgmt. 4.0
- > Authentication
- > ...

AI



Drones/Robots



Augmented reality



5 Energy Management

- > Smart2Grid
- > Data driven energy services
- > Digital eco systems
- > ...

Blockchain



AI



6 Audit

- > Online compliance
- > Real time evaluation
- > Electronic workflow
- > ...

AI



Sensoric



AI

New digital technology as enabler

Roland
Berger

THINK:ACT

