

Facilities management today

Moving forward in a *complex* environment

The role of facilities management has increasingly expanded in scope and strategic value over the last decade. And just like the tides of technology moving it along, this transformation has brought greater demands, higher stakes, and a workforce that expects more. Organizations are tasked with creating people-focused environments powered by streamlined services and data-driven solutions. Companies that implement the right strategies will lower their risk, reduce costs, and create workplace experiences that attract and retain top-performing talent.





Three fast-paced drivers in a changing world

In a certain sense, the future is here. Organizations have vast amounts of data, and the volume at which we collect it multiplies every day. Deciding how to manage and use that data to propel a facility forward is not always clear. Three key areas will greatly impact the direction facility management takes in the coming years:

- **An experience-focused workforce.**

Today's workforce seeks workplace environments where they can be engaged, develop their skills, and pursue goals that are important to them. As employees become more accustomed to tech-driven solutions, nurturing top talent will mean not only responding to worker preferences, but anticipating them as well. What if, based on regularly collected data, you could foresee a need and find a solution before an employee even mentions the issue?

- **The strategic role of real estate.**

Used as a strategic asset, a property or portfolio can contribute to an organization's overall performance. With mounting pressure to find unique solutions to lower the total cost of ownership, prioritizing the right investments at the right time becomes even more important. By leveraging the latest technology and industry-leading expertise, you can align your properties to the strategic goals of your organization.



- **The need for digital transformation.** Automated processes, artificial intelligence, and machine learning all present new opportunities to increase productivity. Yet, this influx of technology brings its own set of challenges. Specific tools and systems are needed to ensure data can be used to make well-informed decisions. Imagine having a system capable of drawing from vast amounts of data to deliver insights on how to reduce costs, improve performance, find better vendors, and optimize maintenance-related tasks.

Designing a talent-focused workspace, driving the strategic value of real estate, and leveraging technology to enhance productivity are no small tasks. Given the ongoing changes in technology, coupled with an increasing number of detailed regulations to follow, setting the stage to manage facilities successfully in the coming years grows ever more complex. A careful look at each of these three drivers in facilities management can help lay out a path that both meets and surpasses tomorrow's expectations.



Creating a holistic experience strategy

As companies recognize that peak employee performance stems from an engaging environment, a greater emphasis is being placed on employee-centric design, programs, and services. Workers who feel at home, secure, and comfortable are more likely to be productive and efficient. Eliminating common workplace frustrations—from parking woes and temperature control to overbooked meeting rooms and maintenance issues—provides employees the focus they need to do their best work, develop their skills, and take on the types of leadership roles and strategic projects that actively contribute to an organization's goals.

Your people are your most important asset. That is why we help you create or improve integrated programs, and deliver services and amenities that improve their experience, productivity, health, and wellness. A holistic experience strategy incorporates five main aspects:

- **Hospitality services.** Make workdays memorable. Our ambassadors develop, manage and deliver amenity services that improve employee and guest satisfaction, provide a warm welcome, and align your physical environment with your culture and values.

- **Office services.** Ensure seamless, stress-free movement throughout the day for employees and guests. We'll help you develop and deliver strategic programs for meeting management, mail rooms, reception, concierge, and more.

- **Health and wellness services.** Support the health and wellness of your employees with tailored best-in-class programs – from fitness to meditation and flu vaccinations to improved air quality.

- **Food and beverage services.** Fuel employee productivity with organic, farm-to-fork food and beverage programs and overarching food services programming that align with your goals.

- **Digital experience.** Allow your employees to manage their day from their phone. Ensure everyday activities such as badging in, reserving a desk, finding a colleague, booking a room or ordering coffee are easy and seamless. Our experience app is designed to help reduce workplace frustrations, increase productivity, and enhance engagement.

To create a holistic experience for employees, organizations can bring in a partner with industry experience to develop a strategy that suits their needs.





New ways to optimize building and asset performance

As organizations gain access to a growing number of technologies and data systems, new opportunities to decrease operational expenses are on the horizon. The right data and technology configuration can help streamline processes and lead to improved operational excellence, higher performance levels, and ongoing savings. The following four areas will play an essential role in building optimization, both today and tomorrow:

- **Life cycle asset management.**

Using data analytics, business intelligence tools, and performance measures, organizations can uncover ways to reduce ongoing costs, optimize workflow and avoid unnecessary expenditures.

- **Engineering services.** Aligning engineering needs with the right level of service can increase efficiency and reduce risks. While some buildings may require full-time engineering staff, others might need occasional assistance. Working with a partner that offers both mobile and static engineering solutions, predictive maintenance, and a reliable, vetted network of contractors can help provide flexibility, streamline processes, and increase the safety and security of your buildings.

- **Energy and sustainability.**

Solutions such as energy audits and assessments and energy managers (via a partner) can help optimize energy costs and reduce a building's environmental footprint. Energy usage data can determine which equipment investments to prioritize, and when to make replacements. Beyond operational benefits, sustainability initiatives can positively affect employees as well. For example, the right balance of natural and electric lighting can create a healthier workspace, leading to increased productivity and potentially fewer sick days. Programs such as recycling, or water-wise landscaping help employees feel good about their workplace and visibly display your company's sustainability goals.

- **Smart building management.**

Organizations with access to real-time building data can improve efficiency levels for every facility. Analyzing a building's occupancy trends could reveal how to maximize savings. For example, if one floor of a building is not used on Fridays, the lights might be set to shut off automatically during the floor's empty period.

Companies that implement best practices for building performance will reap added benefits, including a safe and healthy environment for employees and the chance to communicate green initiatives to workers. Bringing on a strategic partner to help reduce costs and optimize capital planning can free up time and resources to focus on your organization's overall strategy.





A digital world:

leveraging data to drive better decisions



With so much data available, the possibilities of how to use it are seemingly endless. Data has the power to transform building operations and strategies – maintenance, employee experiences, and building monitoring can all benefit from connected systems:

- **Facilities management automation.** The right maintenance work order system can automate processes from end to end, drive consistency, and optimize service delivery. Corrigo, a JLL company, can help facilities management teams leverage data to consistently apply best practices and make informed decisions at every step in the work order process.

- **Technology for seamless experiences.** Smart building solutions bring together technology and building systems to enhance the productivity of buildings, workplaces, and people. JLL's experience app can seamlessly connect employees to their work environment, while providing real-time employee feedback and other data to help you make smarter real estate decisions.
- **Data-driven recommendations for service vendors.** Data-driven insights about cost, performance, location, and specialties takes the guesswork out of selecting service vendors. JLL's Business

Services Network gathers vendor data continuously so that vendor partners are always qualified, and costs are transparent and up-to-date. JLL provides a single point of contact to simplify service needs and reduce your risk through gap insurance and assistance, should a challenge arise.

- **Building monitoring for energy and operational efficiency.** Having access to real-time information on building systems can drive energy efficiencies and detect problems that can otherwise go undetected. Platforms such as JLL's IntelliCommand collect and analyze data from various systems, including critical mechanical and electrical systems. IntelliCommand uses best-in-class algorithms to spot equipment needs and trends. A minor problem can quickly be fixed before it escalates to a larger issue, resulting in a safer and frustration-free environment for employees.

Using technology in the best way possible allows organizations to keep buildings running smoothly and employees happy. Working with a partner who has access to cutting-edge technologies can ensure you have the data and insights to make smart decisions about your real estate portfolio.

\$ Increasing ROI in tomorrow's facilities

While technology advancements disrupt traditional facility management strategies, they also introduce an approach to new savings opportunities. The 3-30-300 concept illustrates the ability for organizations to make the most of ongoing trends:

- **\$3 per square foot:** Investing in smart buildings, or spending on building efficiency and energy management, can bring an ROI of \$3 per square foot.
- **\$30 per square foot:** Creating a smart workplace, which makes the best use of space, presents an ROI of \$30 per square foot.
- **\$300 per square foot:** Developing a smart experience that impacts employee productivity can lead to an ROI of \$300 per square foot.

Shifting the focus from smart buildings to smart workplaces boosts the investment's value, while emphasizing the employee experience significantly increases the ROI. Making the most of available technology can impact facilities at every level, helping organizations achieve operational excellence with safer buildings, minimized risks, and better insight into costs.



Today's facilities are preparing for a tomorrow that is even more complex. Using the right solutions and technology to place an emphasis on human experience can allow organizations to face the future with a top-performing workforce. Implementing systems in buildings to optimize efficiencies can lower operating costs, and leveraging data in a customized way enables companies to make the best decisions possible. A facilities management partner with the right skillset and experience can help pave the way toward a brighter, better tomorrow.

Learn how JLL's latest technology solutions and facilities management services can provide the performance-enhancing partnership you're looking for.

[Contact us](#)