

jump
FACILITY



for

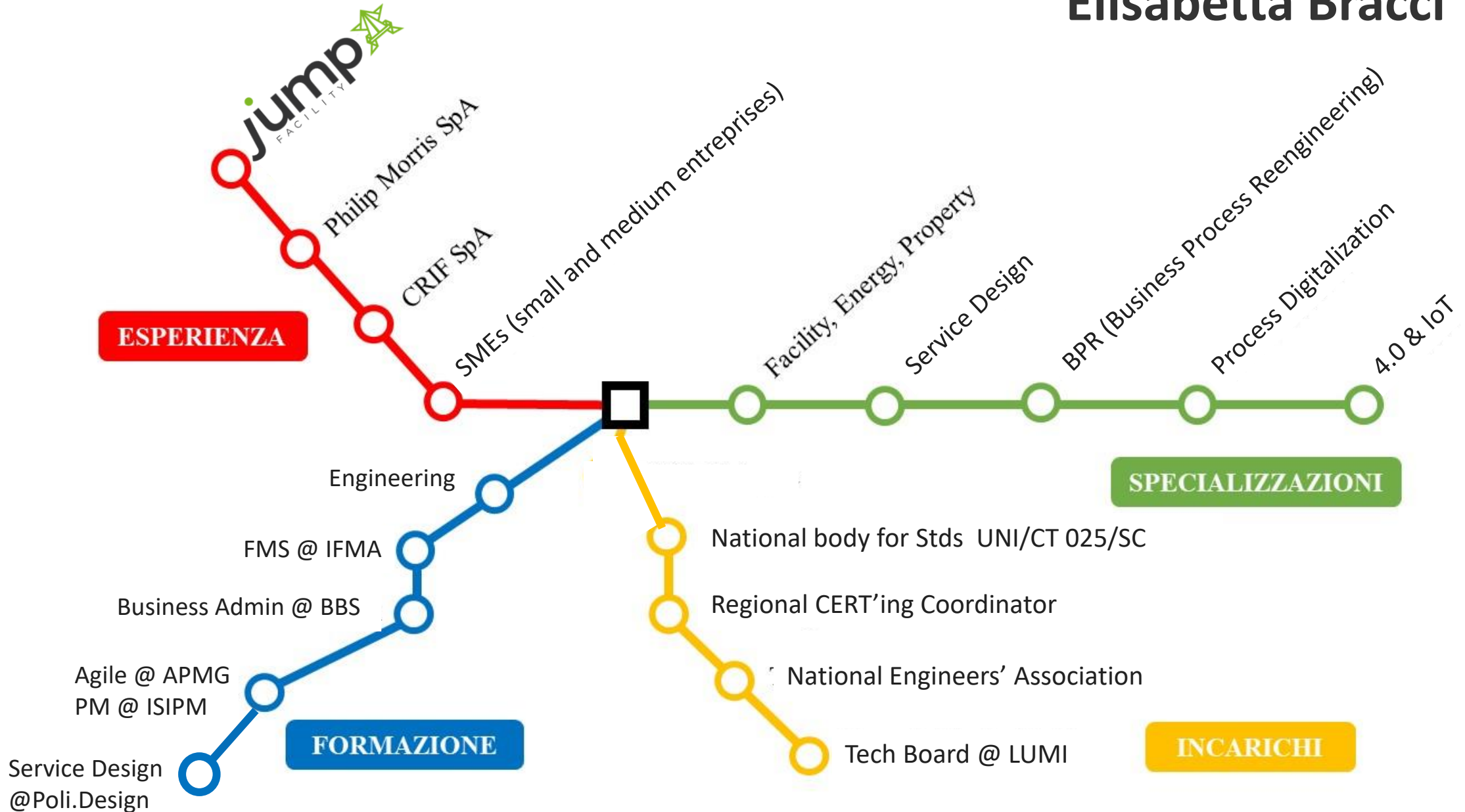


CMDBuild[®]
DAY 2020

Smarter Services
for Smarter Goals



Elisabetta Bracci



LET'S FRAME FACILITY MANAGEMENT

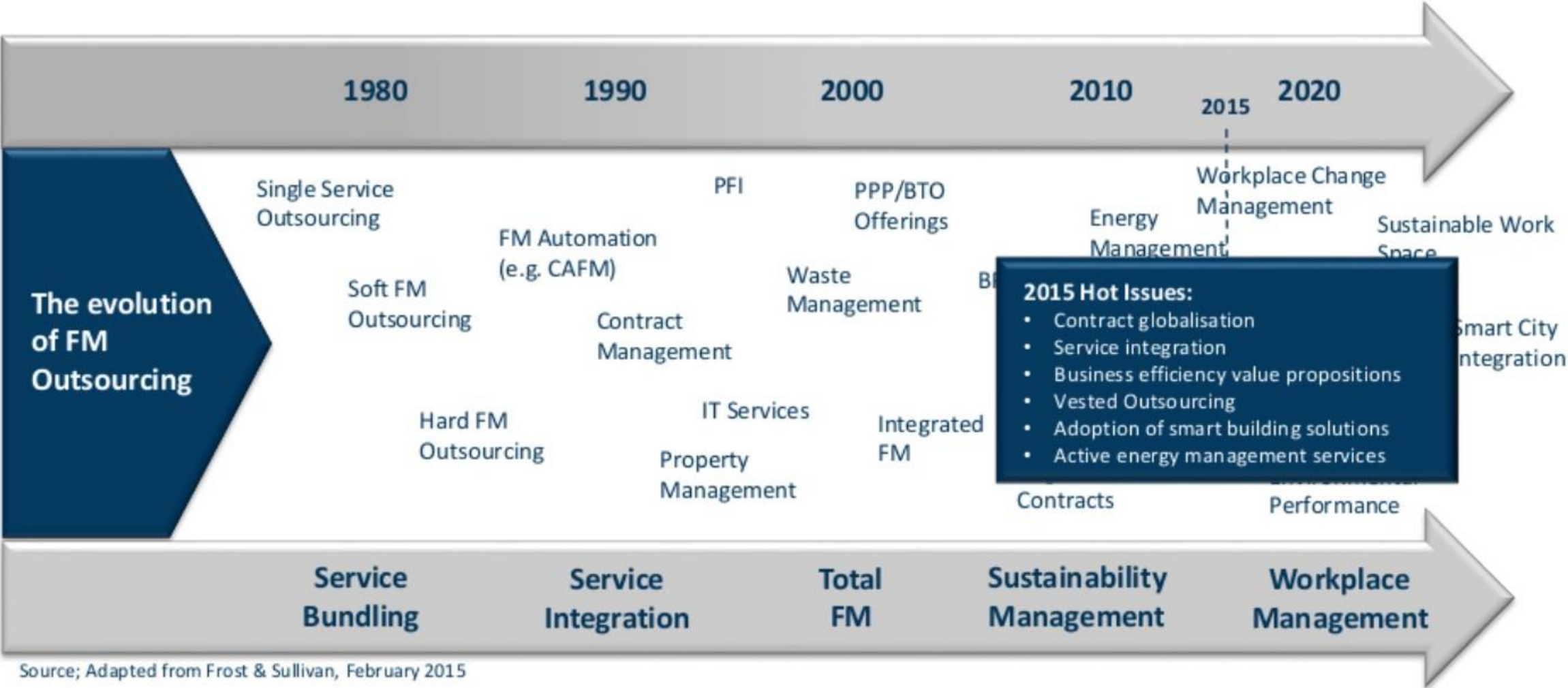
What is FM?

facilities management
ISO 41011 : 2017

organizational function which integrates people, place and process within the built environment with the purpose of improving the quality of life of people and the productivity of the core business



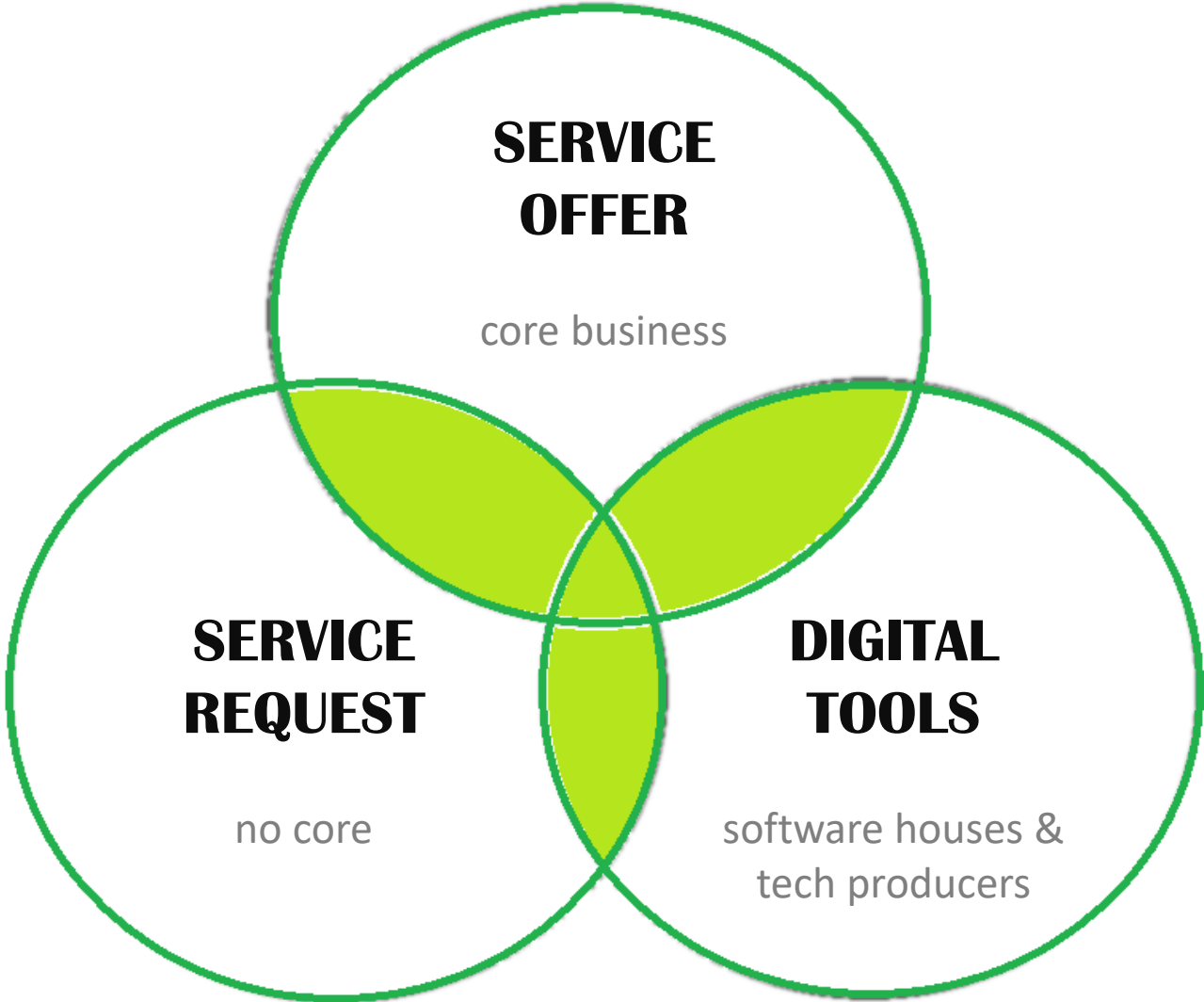
Evolution of FM market from '80s to today



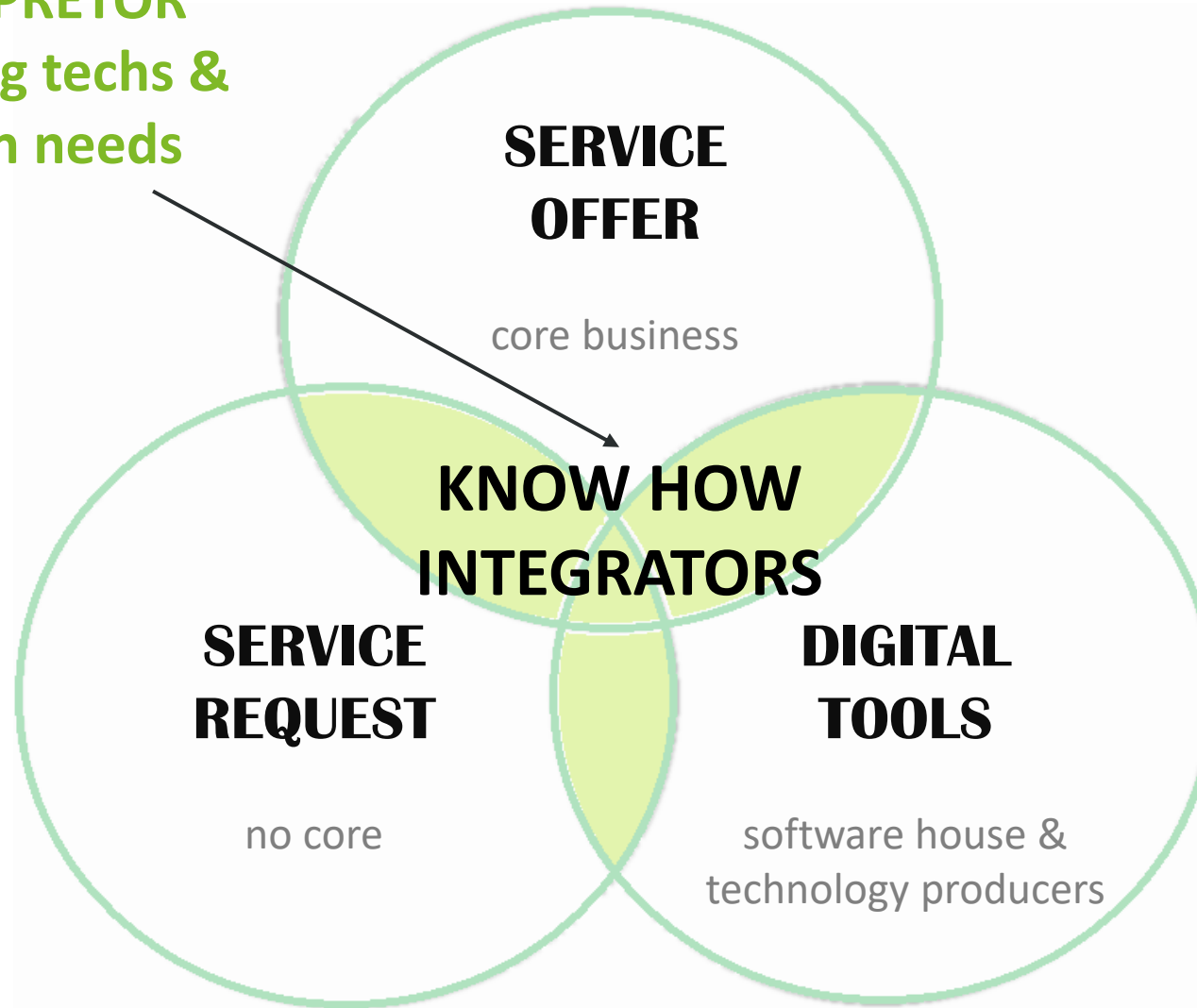
Source; Adapted from Frost & Sullivan, February 2015

Source: IFMA

FM Environment



be like
INTERPRETOR
matching techs &
human needs



Value Generation



FOCUS ON
CLIENT'S NEEDS



RAISE
THE BAR



LOOK
FORWARD



Value Generation



DESIGN
EXPERIENCE



ASSURE
EXPERIENCE



MAXIMIZE
EXPERIENCE



ACTUAL TRENDS in FACILITY MANAGEMENT

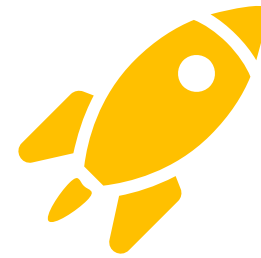
FM Market - Trends



OUTSOURCING



WELL - BEING



SMART

OUTSOURCING



“Outsourcing is the business practice of hiring a party outside a company to perform services and create goods that traditionally were performed in-house by the company's own employees and staff. Outsourcing is a practice usually undertaken by companies as a cost-cutting measure”

service performance increasing measure

- business continuity
- know how
- productivity initiatives
- innovative ideas
- flexibility
- security & quality know how and approach

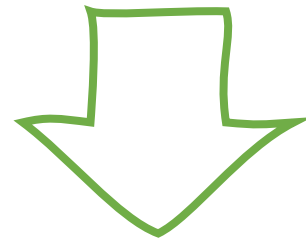
and cost reduction : economies of scale and specific know how

OUTSOURCING



“Outsourcing is the business practice of hiring a party outside a company to perform services and create goods that traditionally were performed in-house by the company's own employees and staff. Outsourcing is a practice usually undertaken by companies as a ~~cost-cutting measure~~”

Outsourcing can contribute to the company's long-term strategies through alliance-type arrangements



executives and facility managers will have to undertake pragmatic self-evaluation to determine the sourcing approach that best meets their organizational needs

OUTSOURCING APPROACHES



CROWD SOURCING

The process of obtaining needed services and solutions by soliciting contributions from a large group of people through 3rd party platforms, rather than from in-house employees or service providers

SOLUTION SOURCING

A form of B2B crowd sourcing, where client organizations solicit solutions and select a partner from a large number of external service providers, placing a strong emphasis on value-based business outcomes rather than on cost.

NETWORK SOURCING

An approach for obtaining and delivering needed services and solutions within and between value networks.

OUTSOURCING APPROACHES



CO - SOURCING

A long-term, one-to-one business arrangement wherein business functions are maintained through a combined effort by internal and external partners, both with a mutually vested interest in the outcome of the collaboration.

MESH SOURCING

A highly collaborative, networked eco-system approach to outsourcing and service provision. Business interests and operations are meshed across several organizations, sharing mutual interest in profit, values and social change

VENDORS VS PARTNERS

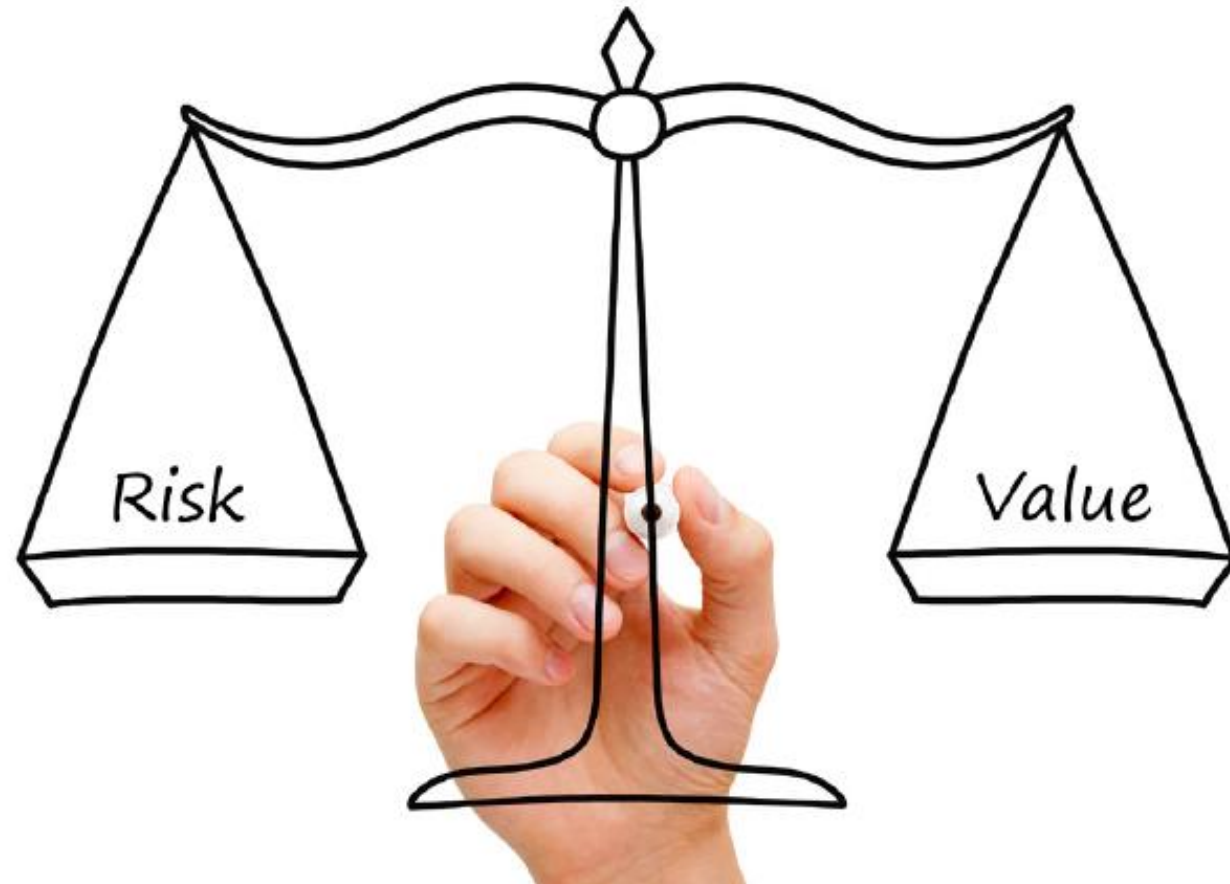
OUTSOURCING DILEMMA

Control VS Accountability



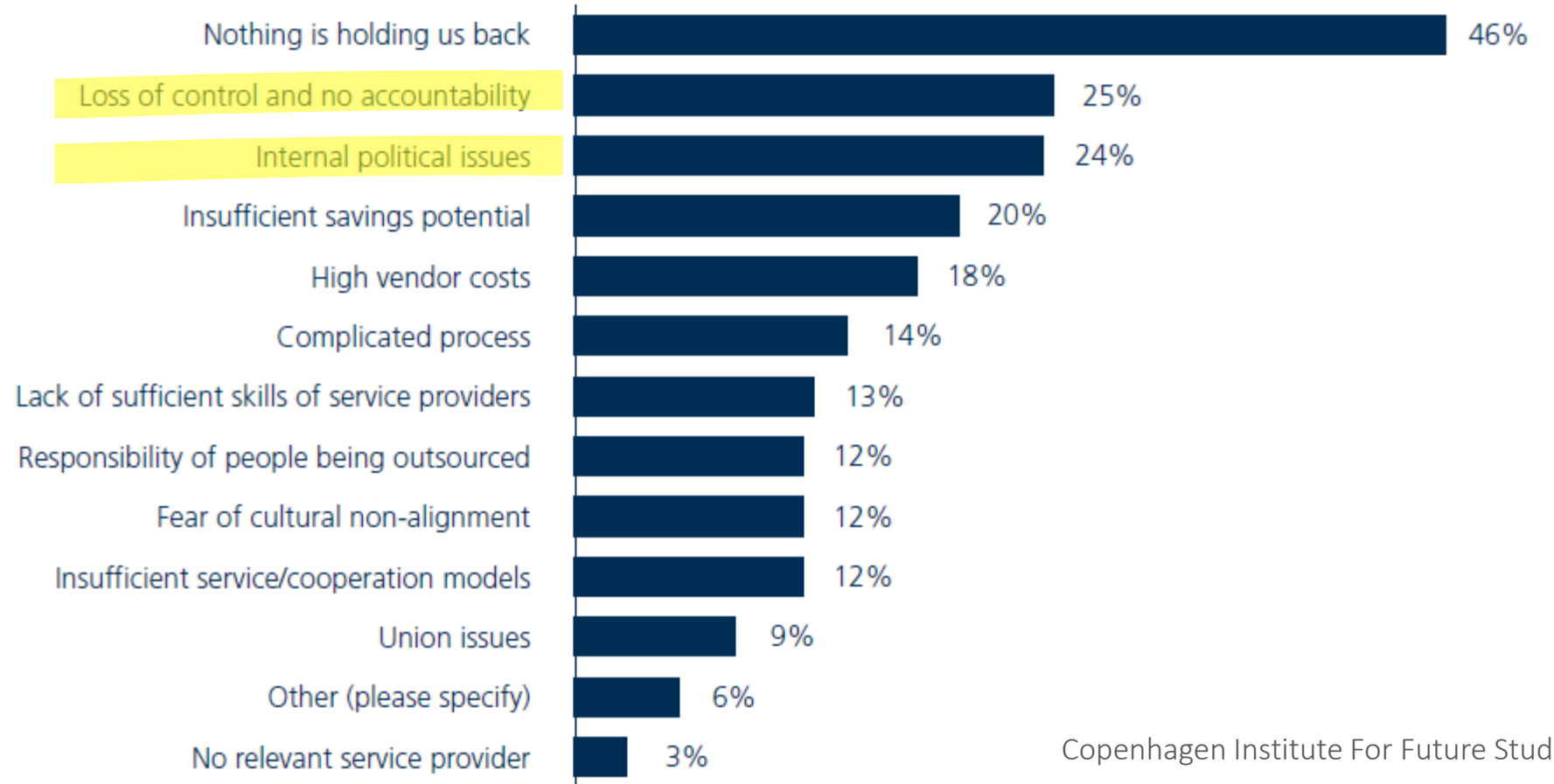
Who is accountable for the service?

Who is responsible for ensuring the quality?



Outsourcing barriers

8. In your opinion, what is holding your company back from outsourcing facility services?

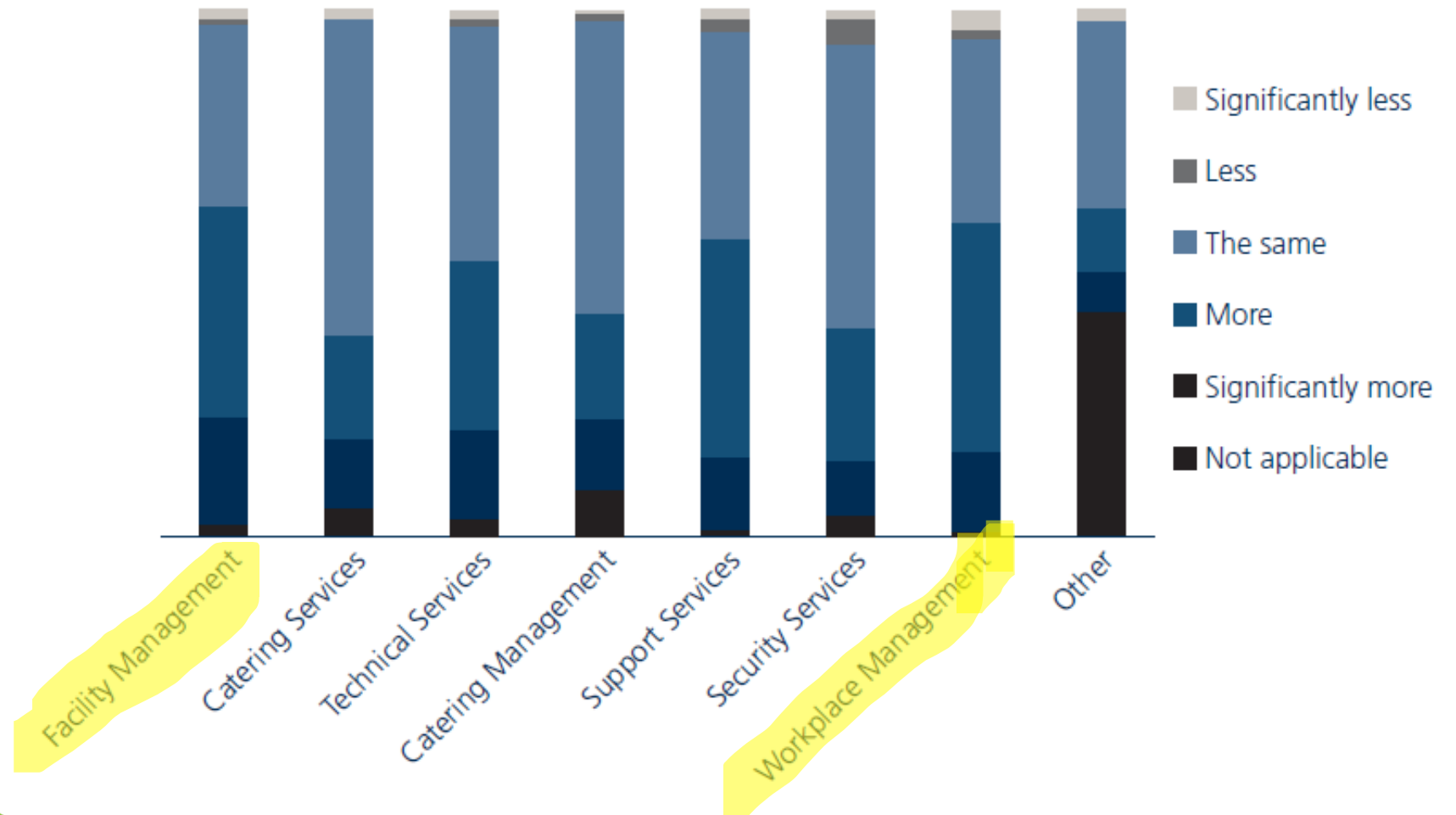


Copenhagen Institute For Future Studies

global survey (2015) of 281 FM experts and outsourcing professionals

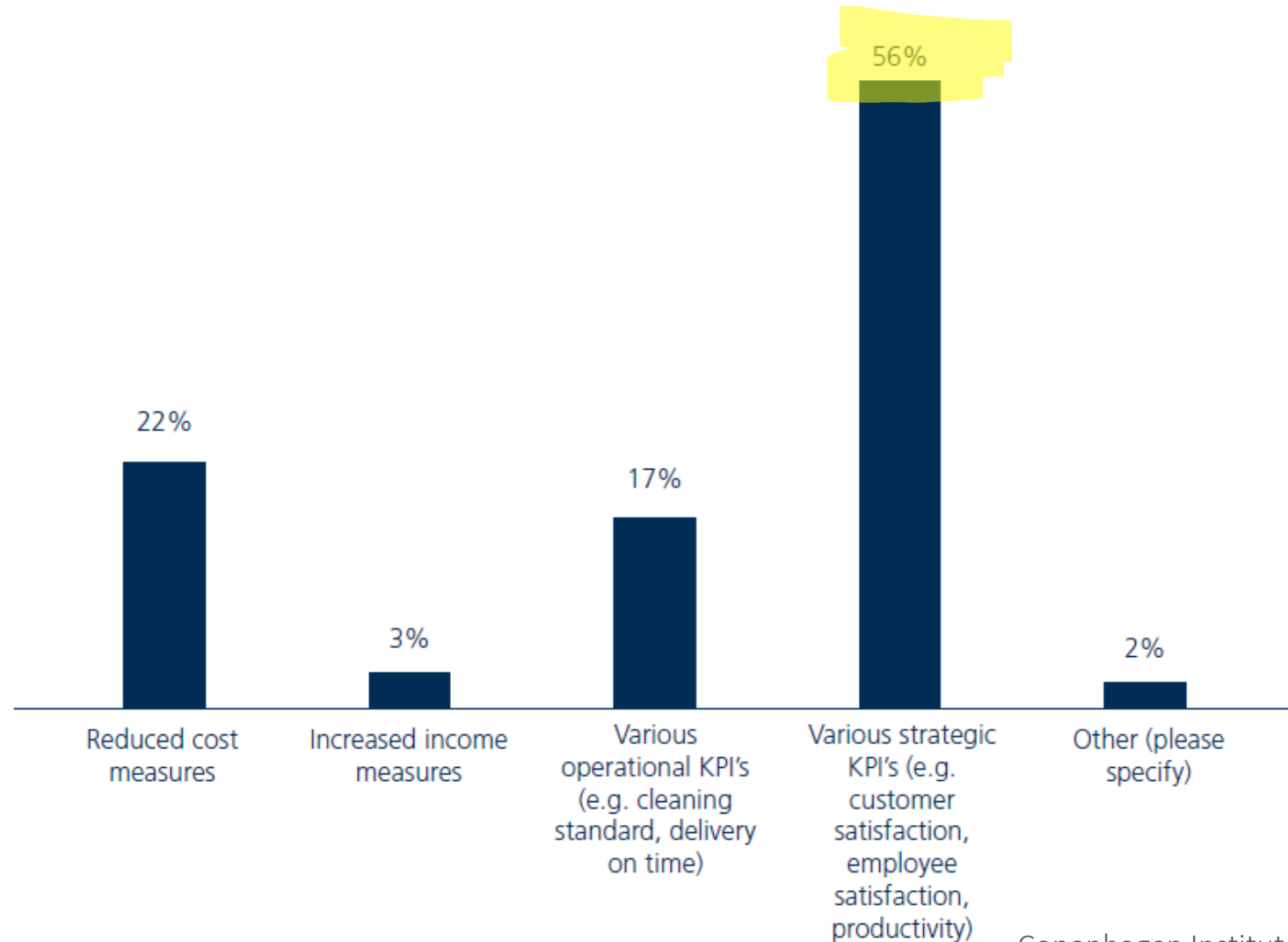
Outsourcing possibilities

14. What facility services do you think your company will be likely to outsource by 2020, and to what extent?



Outsourcing performance

19. How do you expect your company to primarily measure the success of outsourced facility services by 2020?



OUTSOURCING DILEMMA

new sourcing approaches unlock new possibilities

Contract definition &
contract management



Governance and
management system

Micro-management



Partnership

Service delivery



Service performance

Check lists



IoT & softwares

WELL BEING

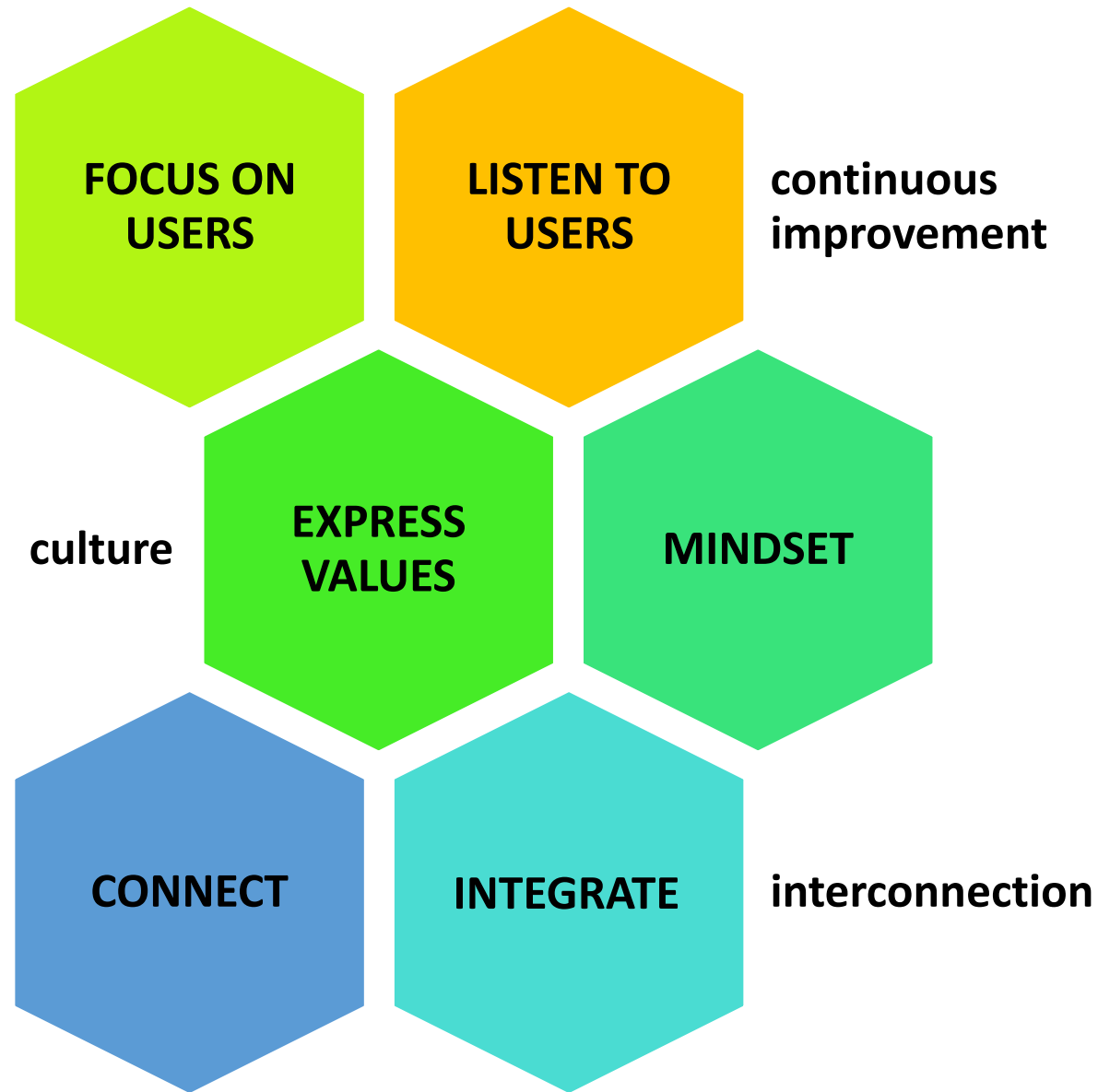
physical, mental and spiritual well-being: a complex interaction that leads to quality of life



8 dimensions of well being as for Canadian Government

1. **PHYSICAL** : caring for your body to stay healthy now and in the future
2. **INTELLECTUAL** : expanding knowledge and skills
3. **EMOTIONAL** : managing your emotions in a constructive way
4. **SOCIAL** : contributing to your community
5. **SPIRITUAL** : finding purpose, value, and meaning in your life
6. **VOCATIONAL** : contributing to work that is personally meaningful
7. **FINANCIAL** : managing your resources preparing for short-term and long-term needs or emergencies
8. **ENVIRONMENTAL** : demonstrating commitment to a healthy planet

WELL BEING



SMART

means nothing without humans



if you really look closely
most overnight successes
took a long time

Steve Jobs



1966

Echo IV

Electronic
Computer
for Home
Operations

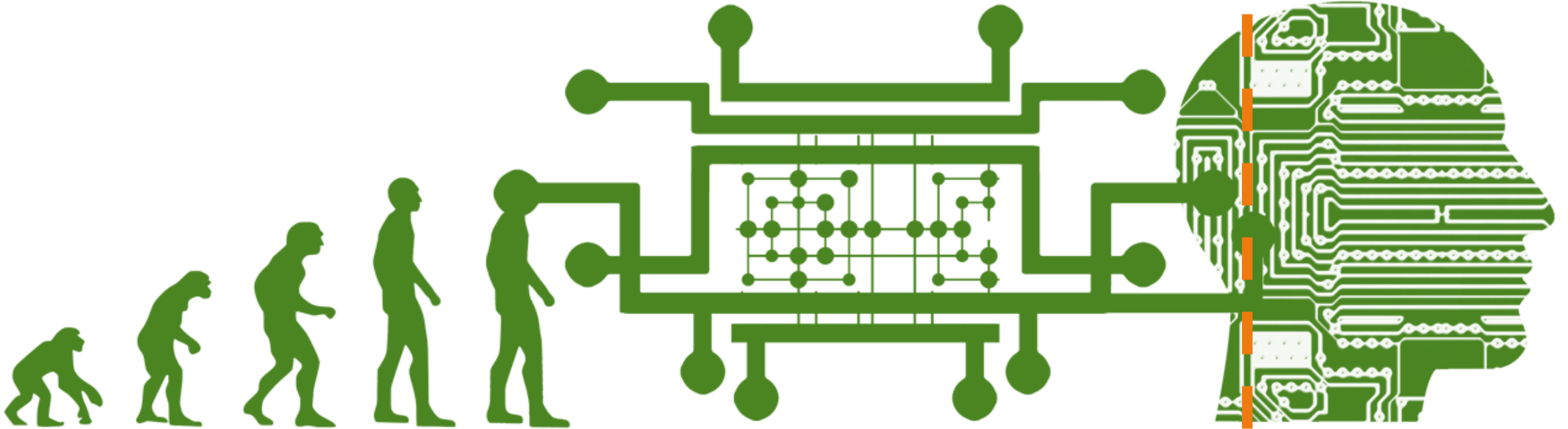
JIM
Sutherland

HOME
To live

SMART HOME
Home Automation

CONNECTED HOME
Home Automation
Internet

Ambient intelligence
Home Automation
Internet

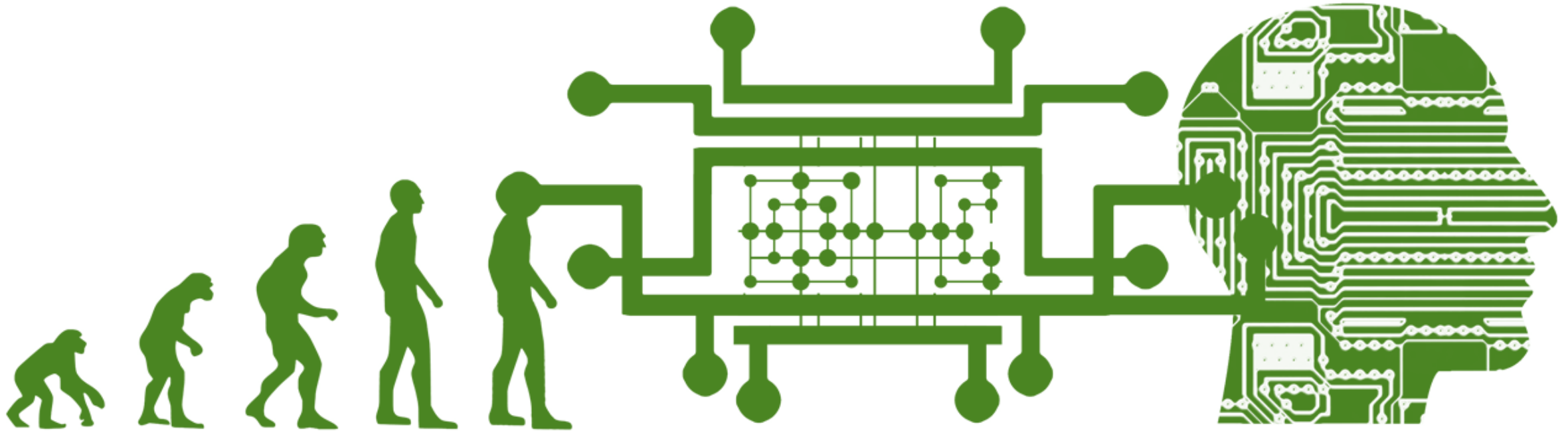


Lifestyle
(Lightng + Entertainment)

Lifestyle
Security
Energy

**Learn &
Predict**

from **DUMB** to **COGNITIVE**

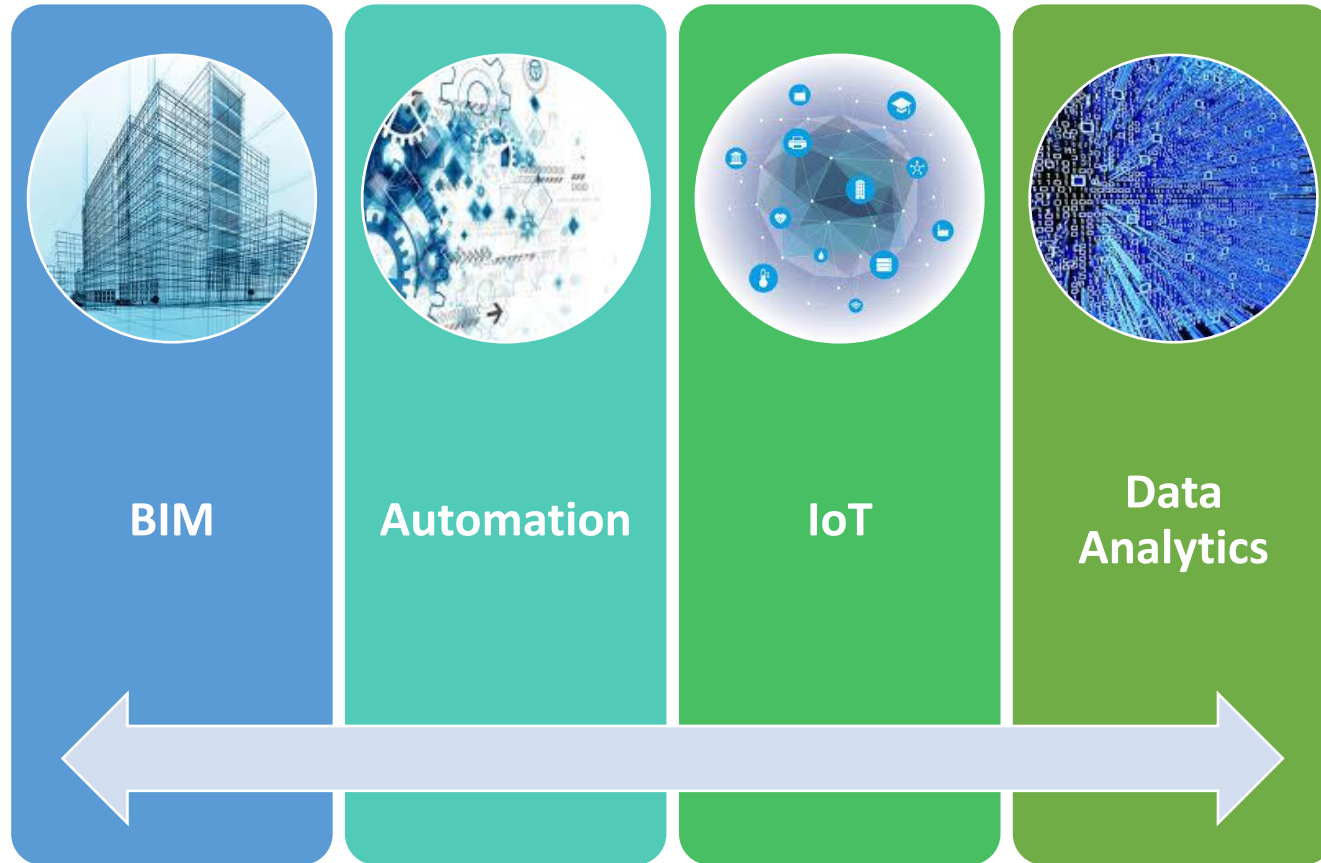


Ignoring the users

Profiling the users

CONNECT – INTERCONNECT – INTERACT

4 pillars for smart buildings



4 pillars for smart buildings



3D

≠

Digital
twin

Italian IoT Market



5 billion € in 2018 (+ 35% 2018 vs 2017) – in line with EU trends

Techs for Smart Building : 600 million euros (+15% 2018 vs 2017)

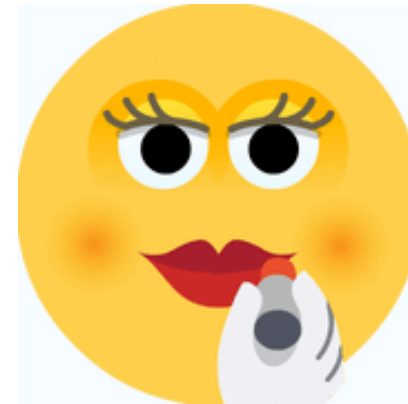
The main companies slowing growth are SMBs

- *only 50% can explain IoT*
- *lack of know how 59%*
- *understanding of benefits 51%*
- *will to develop internal know how 39%*

IoT Italian Market



20.4 billion smart objects connected within 2020 in the world

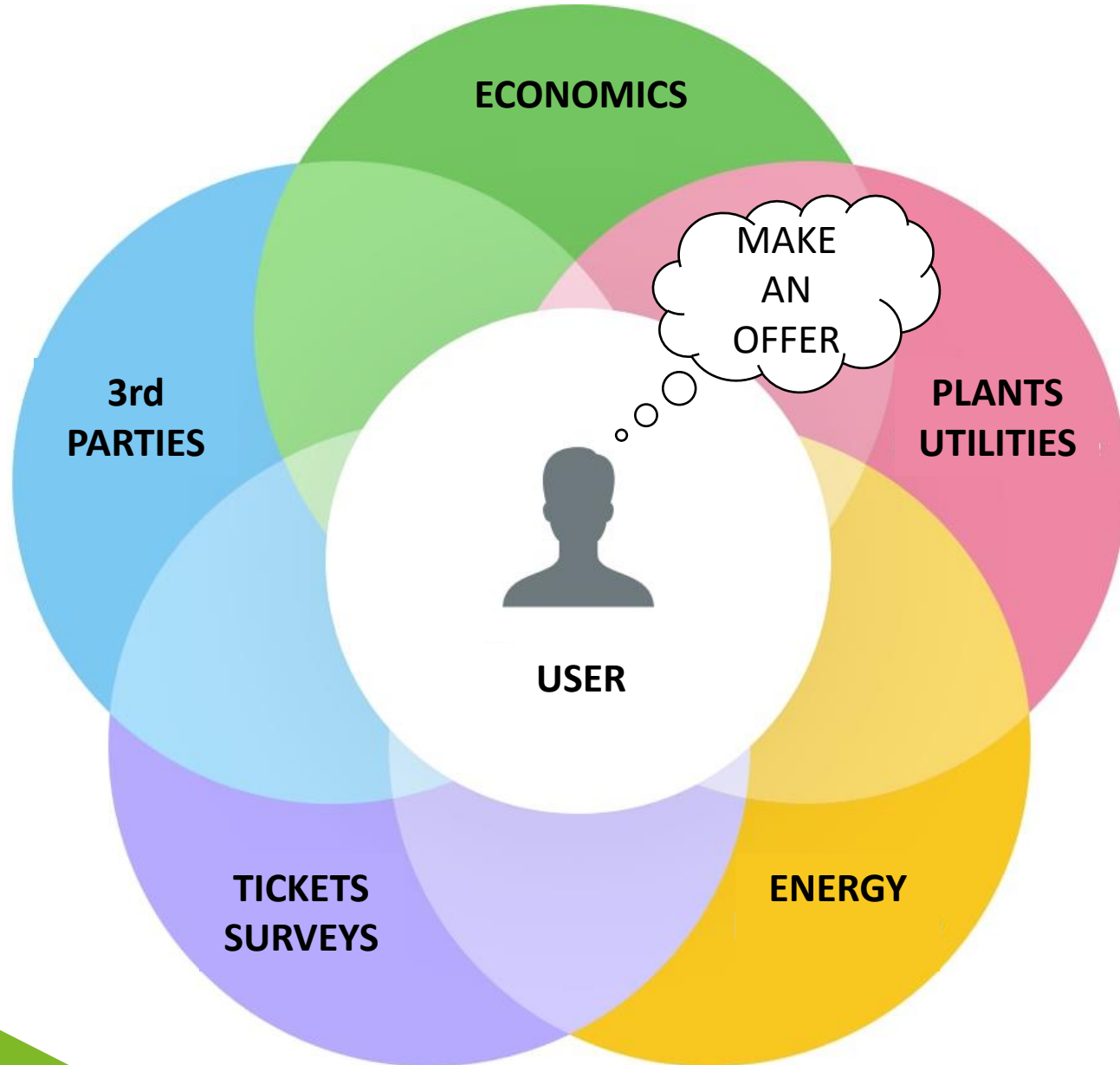


Just to know

Internal Italian make up market: 10 mio€ in 2017

*In Italy we still make ourselves up more
than we are interconnected*

Experience : OMNICHANNELING



Experience : INTEROPERABILITY



“It is the ability of different information systems, devices and applications (systems)

to access, exchange, integrate and use data in a coordinated manner

within and across organizational boundaries

to provide timely and seamless portability of information“

Opportunity or chain?

IS IT WORTHY?

IS IT REALLY TOO EXPENSIVE?

WHO labour intensive SMB 15mio€ amount invoiced

NEEDS

- Control & monitoring of economic performance in real time
- Accounting
- Increase value generation → loyalty
- Job rotation (people not well trained or enough)
- Extract and fix know how

IS IT REALLY TOO EXPENSIVE?

OBSTACLES

- Marginality
- Vision / Culture
- Fight the innovation (we have always done it...)

BOOSTERS

- Marginality defeat
- Government incentives
- Reputation and market positioning



AS IS

- ↙ CMMS : 15 - 35 k€
- ↙ ERP : 15 - 35 k€
- ↙ TICKETING → 8-10 k€
- ↙ INTEGRATION COST = ?
- ↙ DOUBLE COUNTING = ?

average cost ≈ 60 k€

TO BE

- ↙ GOVERNMENT INCENTIVES
- ↙ INNOVATION MANAGEMENT
- ↙ INTEGRATION CULTURE
- ↙ PROCESS REDESIGN
- ↙ NO DOUBLE COUNTING

max cost ≈ 35-40k€
with a lower effort



DOTT.ING.

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