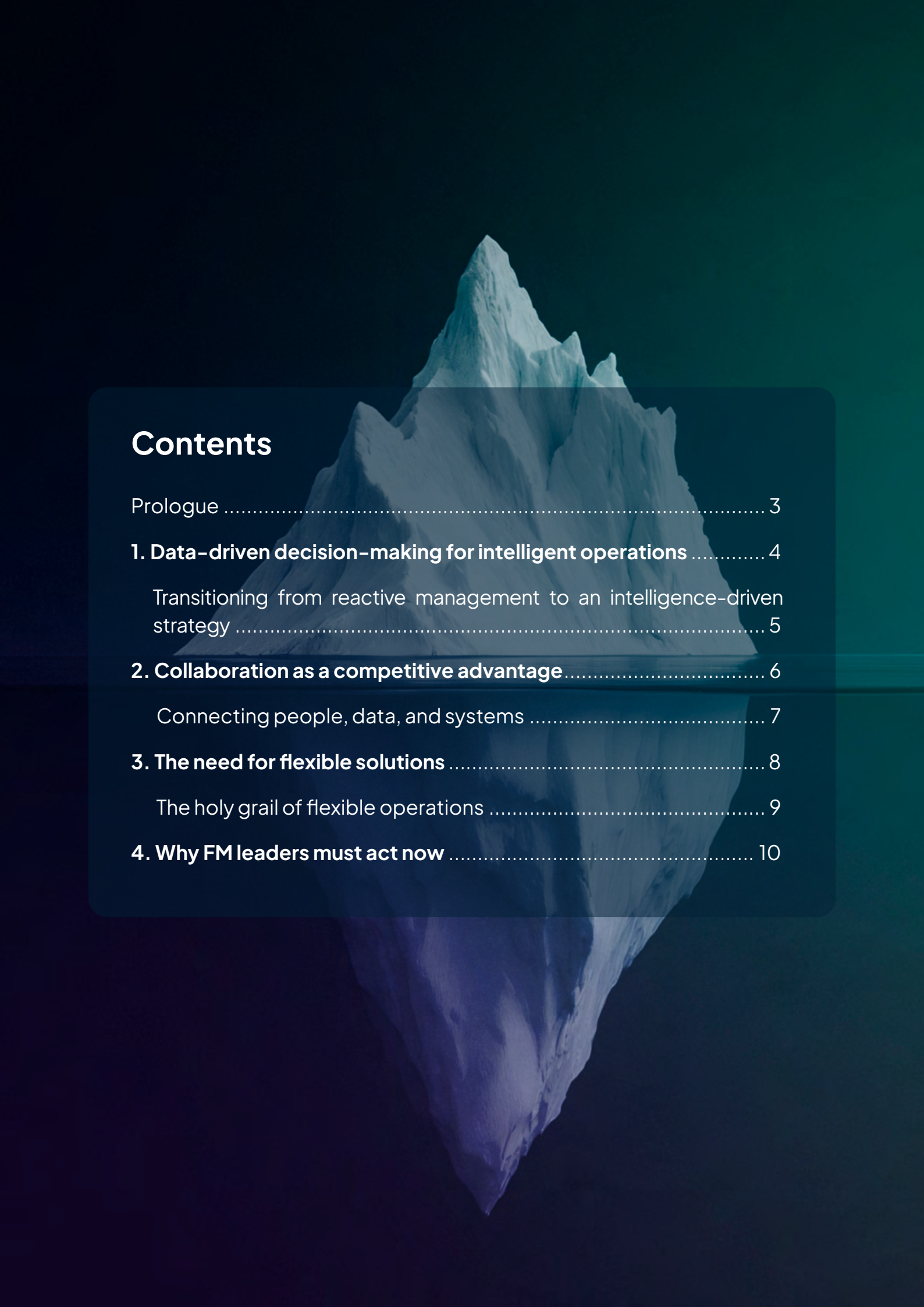

INFRASPEAK
Future-ready Facilities Management
Intelligence, collaboration & flexibility as the new standard



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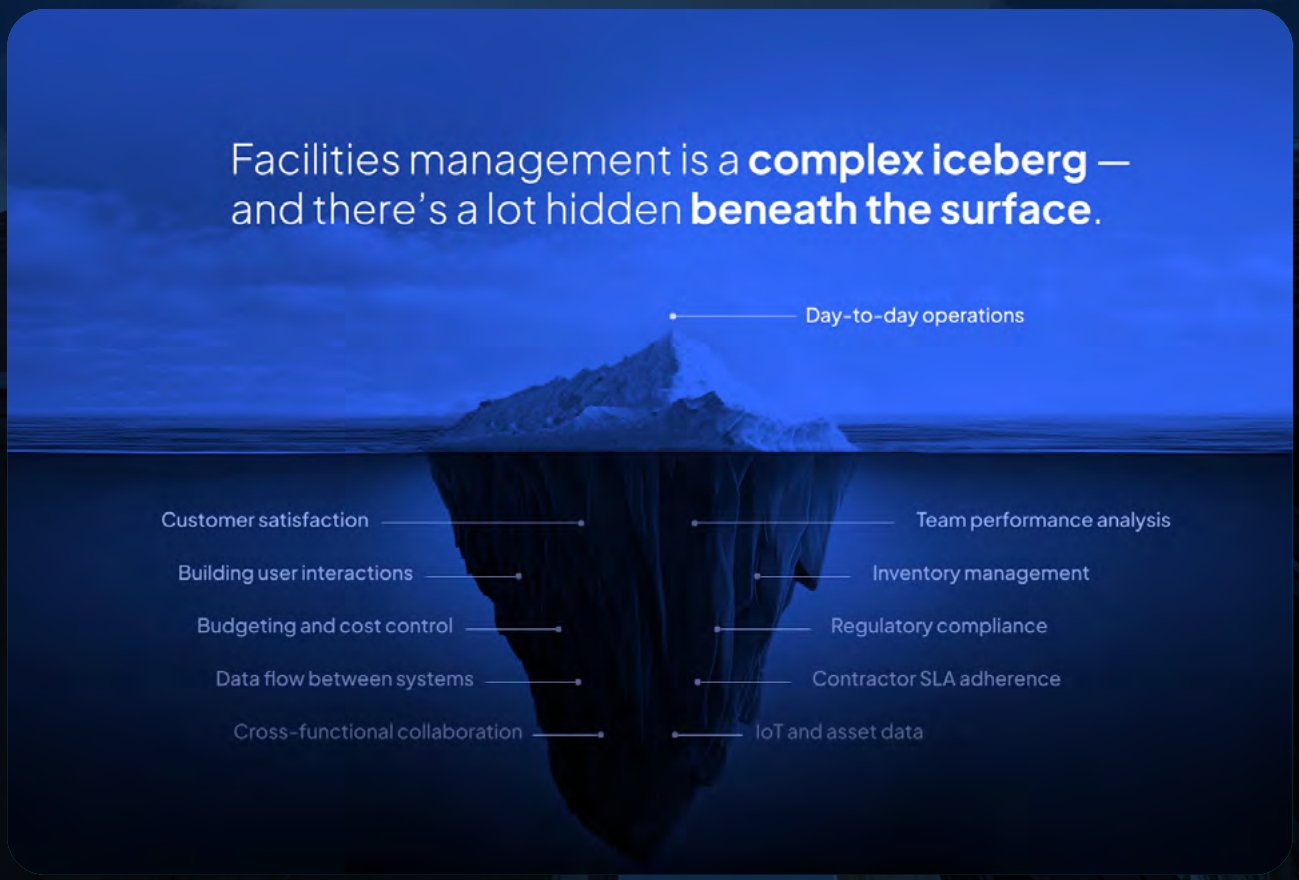
Prologue

From firefighting to strategy

Facilities management (FM) is undergoing a profound transformation. Rising operational complexities, stricter regulations, and evolving stakeholder expectations are pushing FM leaders to adopt new strategies, yet historically, FM has always been reactive — focused on addressing daily challenges rather than driving long-term efficiency.

The truth is, on the surface, FM appears to be about maintenance schedules, work orders, and asset management. However, deeper challenges such as budget constraints, compliance, sustainability, and risk mitigation significantly impact operations.
Without clear visibility, FM teams operate in silos, leading to inefficiencies.
This is what we call the FM Iceberg, and light must be shed on what lies beneath.
to uncover the secret identity of facility managers as invisible superheroes.

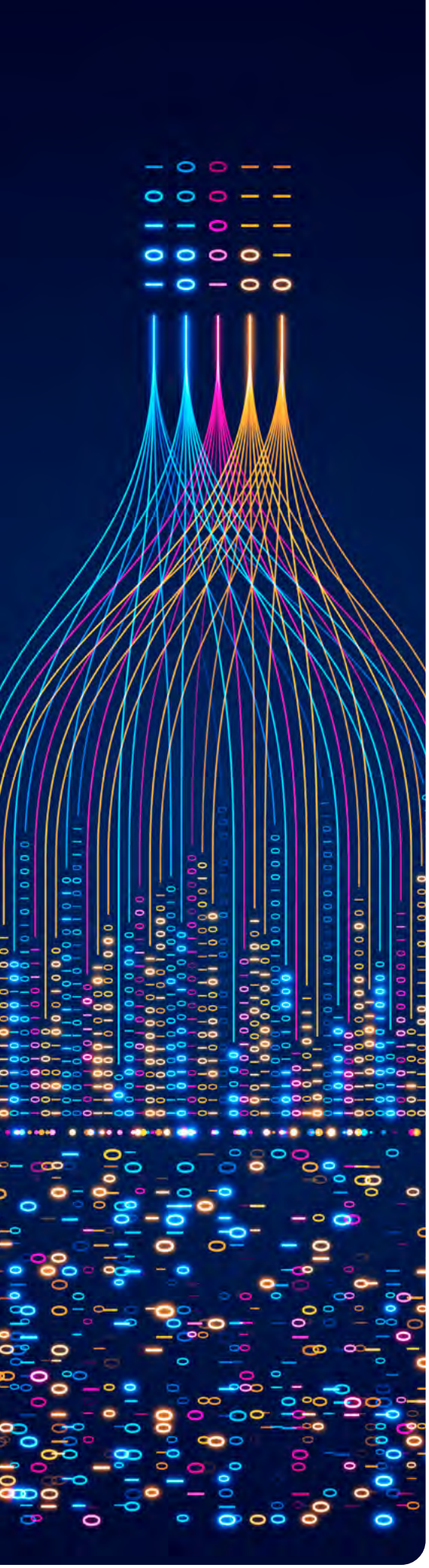


A 2023 JLL report found that 80% of FM leaders feel increasing pressure to improve operational efficiency while reducing costs. However, only 42% affirmed they have the right tools to do so

We believe the future of FM lies in **intelligence, collaboration, and flexibility** — this paper aims to provide insights on how FM leaders can strategically leverage these elements to stay ahead in an evolving industry.

What we know by now

- Intelligent FM will be the norm, leaning on AI-powered decision-making.
- Sustainability regulations will tighten, with governments worldwide enforcing carbon neutrality mandates and pushing FM teams to adopt smarter energy solutions.
- Workforce dynamics will shift, with the rise of remote work and automation redefining the role of FM professionals.



1. Data-driven decision-making for intelligent operations

What is the market saying?

Predictive maintenance and cost reduction

A study published in Sustainability utilised simulation models to demonstrate significant benefits of integrating AI into FM. The findings revealed a **25% reduction in maintenance costs and a 20% decrease in energy consumption**. Additionally, there was an improvement in asset utilisation and operational efficiency, with the AI system achieving a predictive accuracy for equipment failures and energy forecasting exceeding 90%.

Operational efficiency through AI

CBRE UK highlighted the transformative role of AI in automating Planned Preventative Maintenance (PPM) scheduling and work order allocation. The global leader in commercial real estate services and investment states that **"this next level of automation leads to more efficient asset life cycles",** and allows employees to focus on more complex, creative, and business-critical tasks.

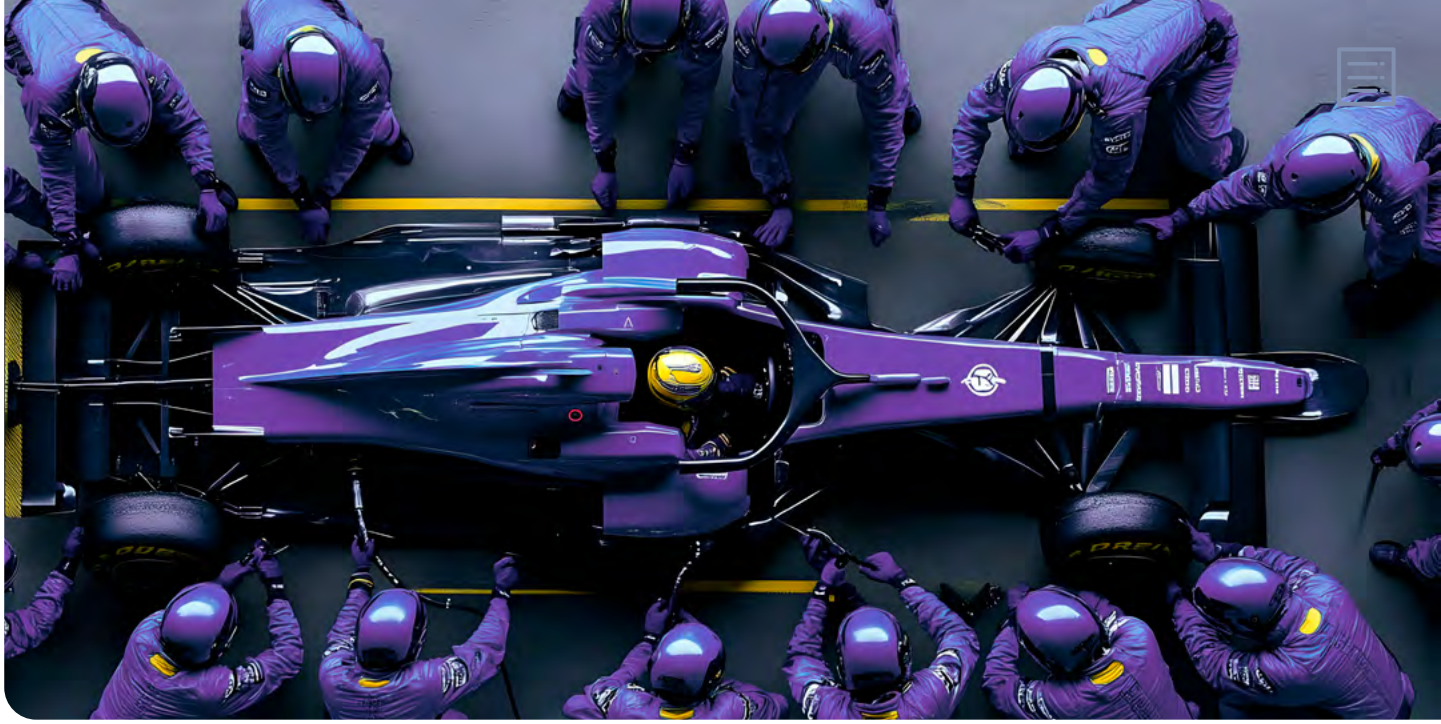
Further reading:💡

How is tech shaping collaboration in FM? A view from Infraspeak's CTO

Read now

Energy savings via AI-controlled systems

Research involving DeepMind and Google's collaboration with Trane Technologies demonstrated the application of reinforcement learning to control commercial cooling systems. The live experiments resulted in **energy savings of approximately 9% and 13%** at two different sites, showcasing the potential of AI to optimise energy consumption in FM.



2. Collaboration as a competitive advantage

Effective collaboration in FM goes beyond internal teamwork — it extends to vendors, contractors, tenants, and regulatory bodies.

Traditionally, FM teams operate in disconnected environments, struggling with fragmented data and inefficient communication, and **this article by IFMA** shows exactly that. Without cross-functional collaboration, FM organisations face:

- Delayed response times due to a lack of real-time visibility.
- Compliance risks from inconsistent reporting and documentation.
- Increased costs due to inefficiencies in vendor management and procurement.

To overcome these issues, facilities managers need to provide shared visibility and clear workflows to internal teams, service providers, and stakeholders.

Did you know that?💡

48% of delays in work order execution stem from miscommunication. (Gartner, 2024) Besides, FM teams spend up to 40% of their time on administrative tasks, including manual reporting, scheduling, and compliance tracking.

One of the emerging trends in collaborative FM is the use of **digital twins** — virtual representations of physical assets and infrastructure. Companies leveraging Digital Twins improve operational efficiency by **30%** and reduce maintenance costs by **20%**, according to several sources (How digital twins optimise the performance of your assets in a sustainable way | IBM; The Role of Digital Twins in Predictive Maintenance for Manufacturers: Part 2; Optimizing Predictive Maintenance in Industrial Plants with Digital Twins)

These models allow multiple stakeholders to simulate maintenance scenarios and optimise scheduling, track asset performance in real time to prevent failures, and improve sustainability practices by analysing energy consumption patterns.

Connecting people, data, and systems

Actionable steps for FM leaders

1. **Adopt a centralised FM software**

   Connect FM teams, vendors, and service providers, ensuring communication and efficient task delegation.

2. **Automate workflows & approvals**

   Use intelligent automation for approvals, maintenance requests, and team allocation.

3. **Track compliance & audit-ready documentation**

   Ensure all compliance-related tasks are tracked and logged automatically, reducing the risk of regulatory fines and legal issues.

4. **Leverage performance analytics**

   Track vendor and team performance using data-driven insights to optimise efficiency.

5. **Implement SLA management tools**

   Maintain visibility over contractual obligations to ensure service quality and accountability.

3. The need for flexible solutions

FM teams are expected to juggle asset management, compliance, sustainability, workforce coordination, and cost control, all while ensuring uninterrupted operations.

However, many FM operations remain constrained by rigid processes and disconnected systems. A lack of flexibility limits the ability to adapt to new demands — and flexibility in FM is not just about adopting technology: it's about creating an agile operational framework that allows organisations to respond swiftly to new challenges, through (and with):

- Operational resilience; the ability to shift strategies in response to unexpected events, regulatory changes, or new business priorities.
- Interoperability; integrating multiple systems, and allowing information to flow across different departments.
- Workforce agility; providing FM teams with mobile solutions and cloud-based tools to adapt to different work environments, whether on-site or remote.

Key elements of a flexible FM strategy

1. Customisable systems

FM operations require technology that adapts rather than dictates how teams work. One-size-fits-all solutions often hinder efficiency by forcing FM teams into workflows that don't fit their specific needs. A modular FM platform allows for the customisation of workflows and processes, integrating with IoT, BMS, and third-party tools.

2. Cross-functional collaboration and data transparency

Flexibility is not just about systems — it's about breaking down silos between FM teams, contractors, suppliers, and building users. A flexible FM strategy ensures that all stakeholders have real-time access to operational data.

Did you know that?💡

With 100+ integrations, including BMS, ERP, and IoT platforms, Infraspeak ensures interoperability across different systems.

3. Proactive compliance and risk management

Compliance requirements are constantly evolving, and FM teams must be able to adapt without overhauling their entire operation. A flexible FM framework leans on automated compliance tracking, real-time auditing capabilities, and data-driven decision-making, using intelligent insights to predict potential compliance risks before they escalate.

The holy grail of flexible operations

Actionable steps for FM leaders

1. **Scalability**

Choose a system that grows with your business needs, and enable better workforce distribution.

2. **Customisability**

Make use of modules tailored to different facilities, with workflows and processes based on operational priorities.

3. **IoT & mobility**

Embrace real-time monitoring for asset performance optimisation, and remote accessibility for more agile teams.

4. Why FM leaders must act now

5 ideas for strategic facilities management

1. One should face the FM iceberg

Beneath the surface of maintenance schedules, work orders, and daily tasks lies the dark side of FM — team performance, budgeting, compliance, customer satisfaction, stakeholder expectations, and more. Without visibility into this dark side, efficiency and control become impossible.

2. FM must move beyond firefighting

The industry has been stuck in reactive mode for too long — focusing on putting out fires instead of preventing them. Intelligence gives FM teams the visibility and tools they need to make the shift.

3. Data is the foundation of strategic FM

FM teams make critical decisions daily, but without real-time data, they're often based on guesswork. Intelligence helps teams centralise, process and transform data into actionable insights that inform their decisions.

4. Automation and AI save time and reduce overload

FM teams often waste too much time on admin work, manual reporting and repetitive tasks. AI-powered task automation cuts the overload, reducing admin work and freeing teams to focus on strategy and high-value tasks.

5. Intelligence enables collaboration in FM

FM success depends on access to knowledge, data and resources across the entire network — internally and externally. Intelligent platforms break down silos, improve communication and ensure everyone is aligned.

Now it's your turn.

By this point, it becomes clear that facilities management has been evolving beyond operational oversight into a data-centric, strategic discipline.

With increasing market volatility, financial pressures, and technological advancements, FM leaders must navigate these complexities with a structured approach that aligns their daily operations with long-term business objectives.

Below, there's **a self-assessment list for you to evaluate** whether your facilities management operation is strategic, data-driven, and future-ready. Score each question from 1 (not at all) to 5 (fully implemented) and **reflect on areas for improvement.**

The message is simple: adapt, or risk falling behind.

1. Do you have a centralised system that consolidates asset performance, maintenance history, and operational data?
2. Are real-time data and predictive analytics used to anticipate maintenance needs and optimise resources?
3. Can you easily access and analyse key FM metrics (e.g., cost per asset, downtime, energy efficiency, compliance status)?
4. Have you fully automated routine workflows, such as work order assignments and preventive maintenance scheduling?
5. Do your teams spend less than 30% of their time on administrative tasks (e.g., manual reporting, scheduling, compliance tracking)?
6. Is your FM software integrated with other business-critical systems (e.g., ERP, BMS, procurement, finance)?

7. Do you leverage IoT and smart sensors to monitor real-time asset performance and environmental conditions?

8. Can your team easily access and share facility data across departments for better collaboration?

9. Do you actively monitor and track energy consumption, carbon footprint, and waste management metrics?

10. Are you leveraging data insights to optimise resource usage and implement sustainability initiatives?

11. Is ESG compliance and environmental impact reduction embedded into your FM strategy?

12. Does your FM strategy align with broader organisational goals (e.g., cost reduction, sustainability, employee experience)?

13. Do you have a long-term plan for adopting emerging technologies such as AI, digital twins, or IoT for smarter operations?

14. Are you continuously benchmarking performance and adjusting strategies based on industry trends and best practices?

Scoring & next steps

35–50: You have a highly strategic FM operation — continue optimising and innovating.

20–34: You have some strategic elements in place but should focus on improving automation, integration, or data-driven insights.

Below 20: Your FM operation is likely reactive and missing key strategic components. Consider investing in technology, process improvements, and alignment with organisational goals.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