

FUTURE OF FACILITY MANAGEMENT

Digitalization of building maintenance

INDUSTRIAL REVOLUTION 4.0

It's all about me and you

Workplaces of tomorrow

In the future workplace everything is about I, the employee, the building user, individual, person, human, me.

Work will be a combination of task carried out by humans, automations and digital employees.

Buildings will understand how it is used and will adopt to the needs and wishes of it's users.

Wellbeing and happiness will be a major value, balance between work and home as well as stress-free life will be competitive advantage.

Information that is relevant or needs decision making will be easily brought in front of the decision maker in real-time.



ISS Palvelut

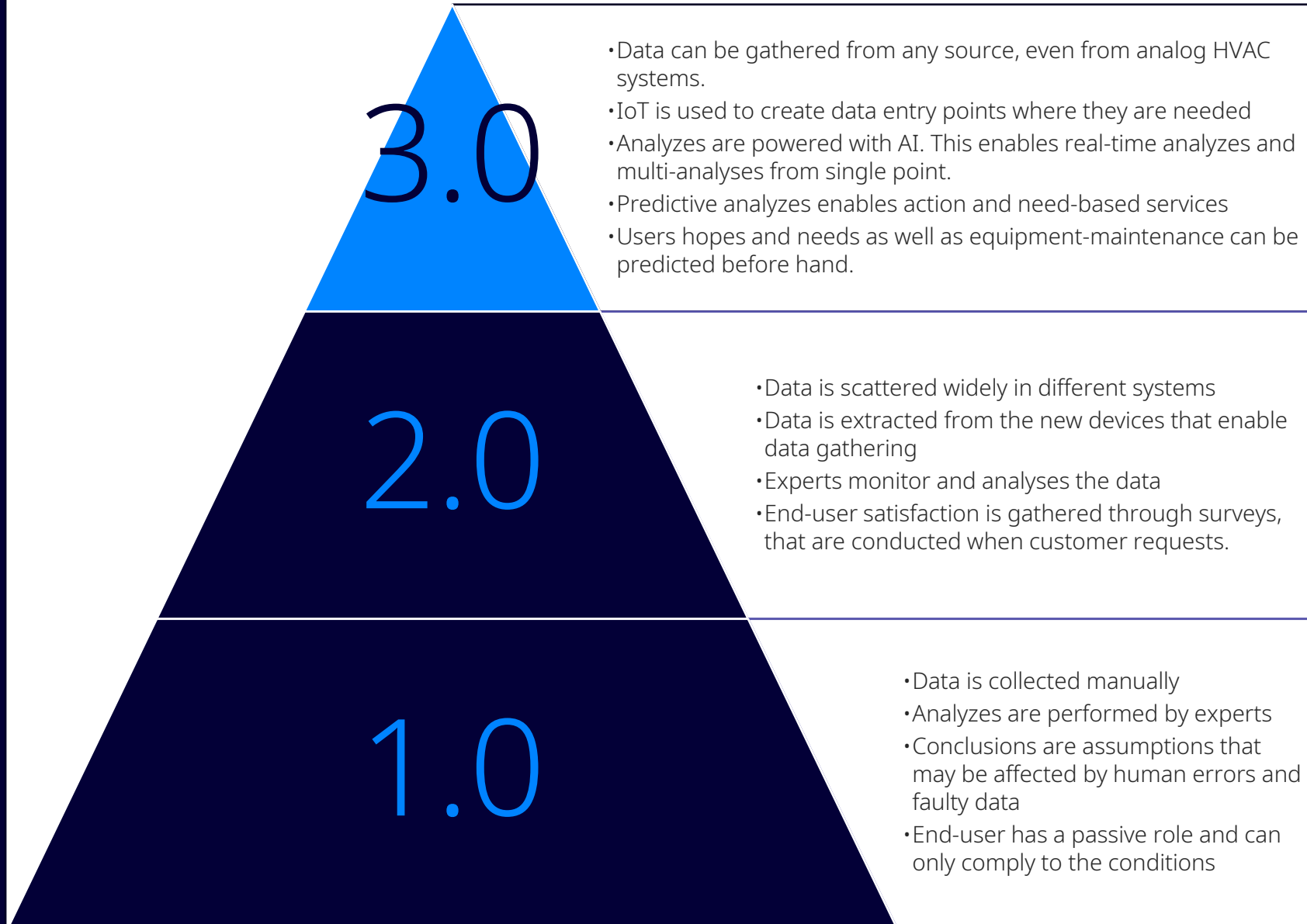
- ISS provides Facility Management Services
- Nearly 8000 employees in Finland and over 80 nationalities
- Part of ISS A/S, a global service company with over 470 000 employees in 49 countries
- ISS statement:
 - Connecting people and places to make the world work better
 - Working with customers day by day, side by side, we understand every aspect of the user experience. Every ISS person in every customer facility is one of us – trained, equipped, motivated and empowered to handle problems and opportunities as they arise.





GROWING UNDERSTANDING

Intelligence
in buildings
has grown in
phases



What need are we resolving?

Our customers require concrete advantages from all information that can be gained from buildings and facilities. Information must be shifted to understanding on how to adjust services and functions that helps our customer to achieve their goals and needs.

Many of our customers goal is to provide environmental conditions that boosts the productivity in their facilities. Customers also demands savings in energy consumptions, optimization of the building HVAC-systems and better utilization on their spaces.

User feedback
and
satisfaction

Space
utilization

Environmental
conditions

Energy
consumption

HVAC
automation

Indoor
Air quality



Buildings have unused potential

Office buildings today are not used efficiently or in a sustainable manner. There is a huge opportunity to **increase the building efficiency in terms of energy usage, space utilization and employee wellbeing** by the support of sensors, building automation and modern digital tools for building users.



ISS enables better daily work and sustainability

ISS helps to **reduce the building costs** with an average of 10% by optimizing and steering the energy usage and space utilization.

In addition it enables **smoother day-to-day working experience** for the employees by saving time from mundane tasks, such as room reservations, and queuing in restaurants. In short - building intelligence adds to the most valuable company asset - its culture.

Why ISS?

ISS has long history in providing customer service and creating fluently working spaces. ISS is also creating a lot different digital solutions in the field of Digital FM and can be considered as one of the industry leaders in combining buildings, users and the need for technology.

ISS provides and manages most of the experience-based interaction points, or touchpoints like we call them in ISS, in a building and is an essential part in creating better working facilities

Digitalization is taking over the whole FM business by storm: digital twins, IoT-sensors, AR-powered views, drones, cleaning robots are in the rise.

ISS has a dedicated global team solely contrating in digitalization and can help it's client's to mitigate the risk of adding complexity in facility service suppliers.





Daily tool for building managers and employees

The primary users for ISS building intelligence are **building managers and employees**. The service is present in the daily lives of the users by offering recommendations, insights and automation based on building information and sensor data.

Intelligent Building is here TODAY

Our customers wants to have buildings that does not surprise with additional investments but instead helps to cut back on costs.

Employees and end-users wants to work and operate in buildings where operations are conducted in a smart and predictive way, using accurate and real-time information.

We all want to work in buildings that support and boosts our wellbeing.

ISS Intelligent Building guides the building and conditions to be more energy-efficient and eco-friendly based on LEED and supports user wellbeing with the guidelines of WELL.





SNEAK PREVIEW

My normal day

- My assistant greets me with a joyful "Good Morning" and tells me that today I will be working from the office. My meetings and important information related to them are shown to me while I'm having my morning coffee. Assistant also points out to me the optimal time and transportation for getting to the office.
- As I'm approaching the office, assistant let's me know where to park, where is the best suitable desk for me, orders the elevator and pays my coffee. It also informs me where my teams is sitting and let's them know I've arrived.
- As I arrive to my desk, the assistant automatically shows me my KPI's and other business related important information. During the day, assistant will inform me, if anything arises that needs my attention or approval.
- Assistant will keep me informed about my next meetings, makings sure I have reserved meeting rooms and catering for them. I'm also informed when my visitors arrive.
- Assistant points out when it is the best suited time for me to go for lunch and where should I go today, considering my preferences, allergies and diet.
- During the day assistant helps me get through everything with a breeze. It sends out memos, reserves next meetings, reminds me of dead-lines approaching.



ENABLING DIGITAL TOMORROW

Thank you

Contact:

Jari.tiirikainen@fi.issworld.com

Phone: +358 50 598 7894