A black and white photograph of two men in a professional setting. The man in the foreground is wearing glasses and a plaid shirt, looking at a tablet held by the man behind him. The man behind him is holding a white coffee cup and pointing at the tablet. A large red speech bubble graphic is overlaid on the image, containing the title text.

# **FM in Vodafone: Lessons learned & future trends**

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# Vodafone at a glance



## Resources

2.500 employees

12,000 jobs in  
the wider  
economy

## Investments

3 billion euro  
since licensing

1.5 billion euro  
since 2008

500 million euro  
by 2020

## Our footprint

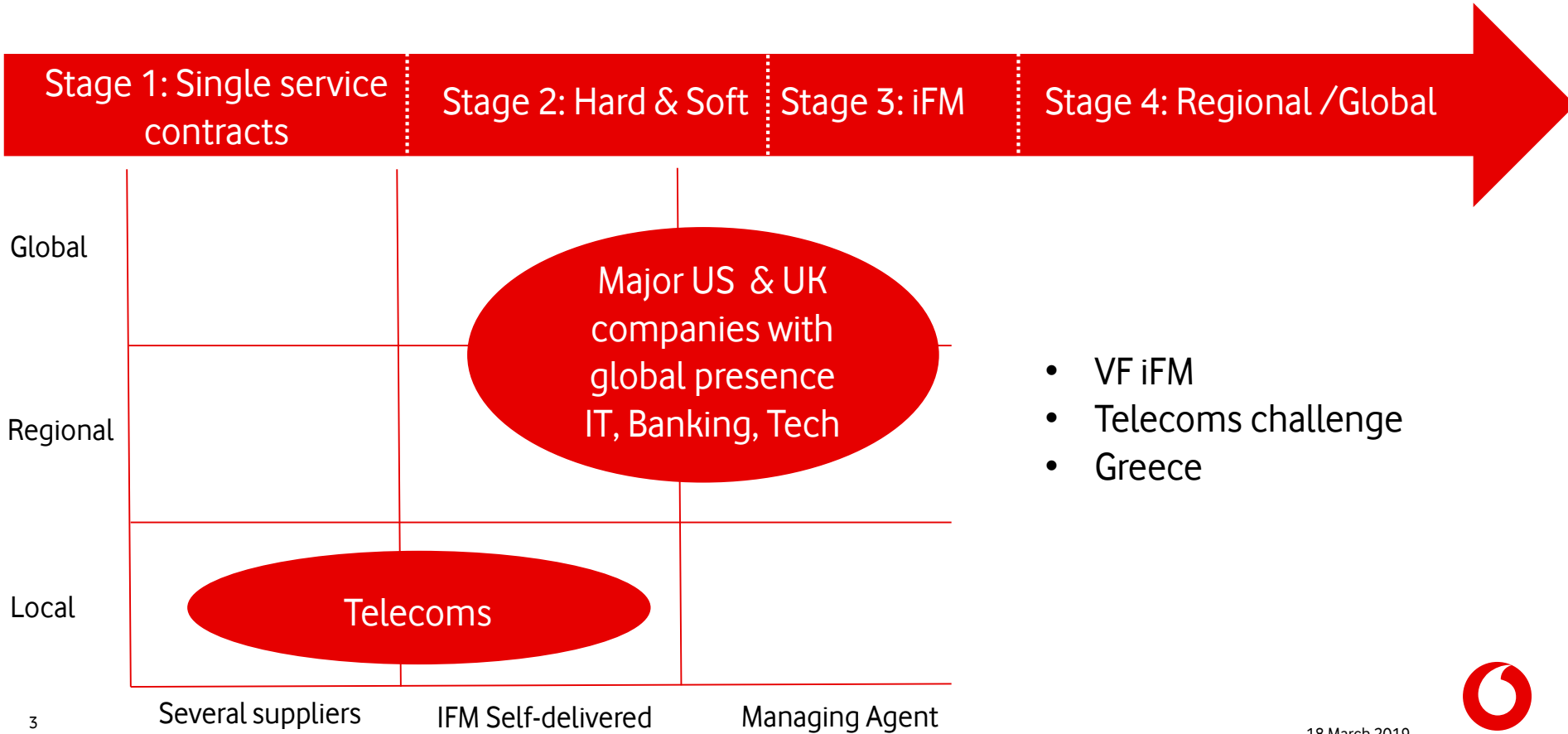
17 Buildings (15 mixed use MTX/DC/Call center/Offices)  
~33000 m2

~300 Shops

Over 4500 Mobile BSs & Fixed access points



# FM Contract trends



# What services are included in our iFM?

## On-site/Off site management

- Contract management
- On site FM team
- CAFM
- Helpdesk

## Hard FM

- Preventive maintenance
- Critical premises maintenance
- Energy & Environmental management
- Asset register, replacement, refurbishment

## Security services

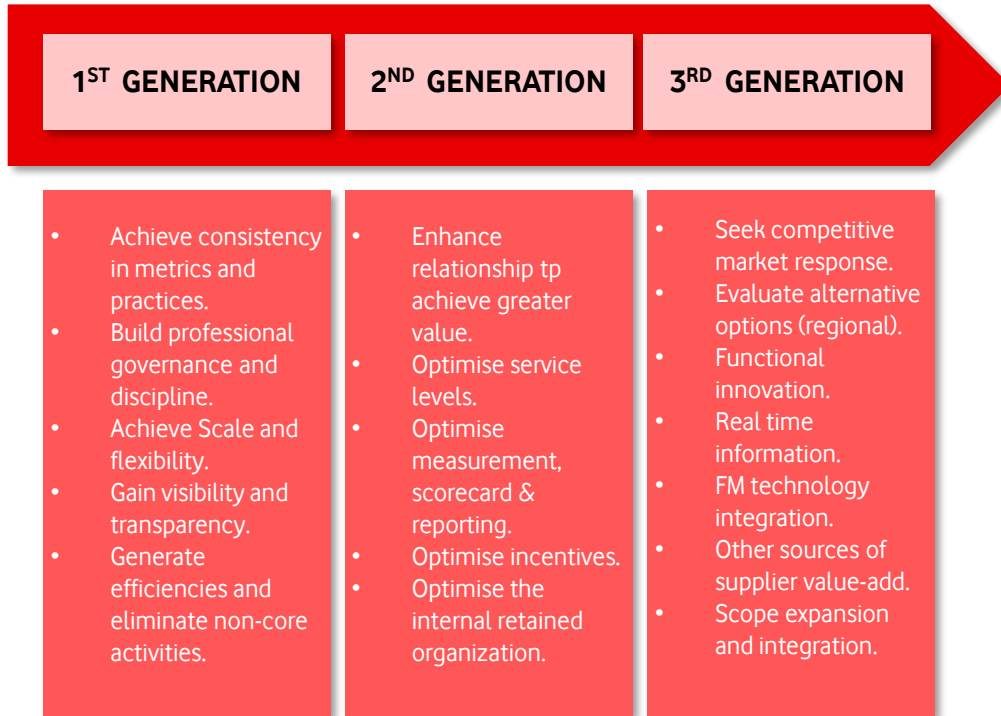
- Guarding
- CCTV
- Access control
- Incident response
- CIT

## Soft FM

- Cleaning
- Grounds Maintenance
- Reception ,visitor & meeting room management
- Waste management & Pest control
- Fitness center
- Mail & Messenger Services
- Consumables management



# Lessons learned – iFM evolution



- Key milestones for each new tender
- Continuous improvement during contract lifetime
- Working closely with vendor



# Lessons Learned & Opportunities

- Significant organizational change – key stakeholder support / engagement
- Transparency and Consistency - Open book, good working relationships
- Simple & Effective KPI
- Ticketing
- Recourses
- Long term partnership required to achieve results (over 3 years)
- Business Productivity
  - Not just an FM provider / an Integrator to control and optimize the broad scope of hard/soft/ security
  - Propose solutions / Capex for Opex savings
- Increase scope for integrated services advisory, transaction, project (i.e. Supply chain, capital projects, engineering studies, energy efficiency, etc)
- Continuous improvement at a lower cost

*insights*



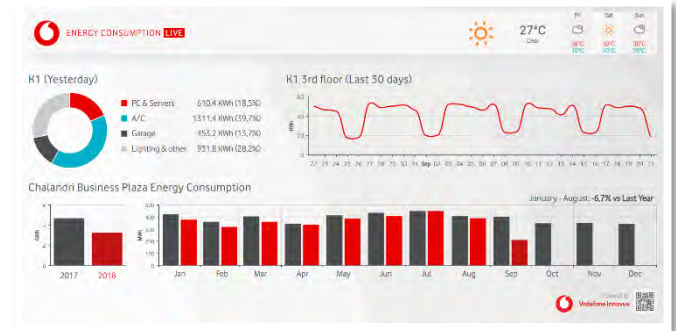
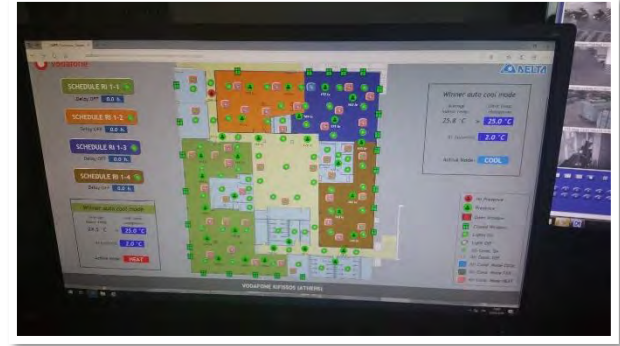
# Future trends affecting FM: New Workplace

- Flexible working
- Agile working / Collaboration
- Wellbeing (e.g. Gym, Coiffure, Canteen etc )



# Future trends affecting FM: New digital/agile organization

- Digital & Innovation
  - workplace management,
  - data analytics,
  - Apps
  - AI & Robots (e.g cleaning)
- Data driven decision making (e.g. CAFM, Cleaning, parking management etc)
- Sustainability & Energy management
  - Performance contracting (Risk sharing)
- XaaS – Anything as a service (e.g printing, energy management )
- Cloud services ( e.g. CCTV)





The future is  
exciting...  
Ready?



Thank you!

