



How PropTech will drive a step change in Facilities Management

Andrew Knight

Global Data & Tech Lead



What technologies can PropTech bring to FM?

- Internet of Things (IoT) devices for real-time monitoring and automation
- Artificial Intelligence (AI) and Machine Learning (ML) for data analysis and predictive maintenance.
- Cloud computing and data analytics for efficient data management.
- Virtual and Augmented Reality (VR/AR) for visualization and immersive experiences.
- Mobile apps and platforms for streamlined communication and workflow management



The Key Benefits and Impacts of PropTech in FM

- Improved operational efficiency and cost savings
- Optimising space utilisation
- Enhanced occupier experience and satisfaction
- Proactive maintenance and reduced downtime
- Data management
- Data-driven decision-making and optimization
- Sustainability and energy efficiency improvements
- Risk management and security enhancements
- Increased asset rental and capital value



What are the challenges?

- Data privacy
- Cybersecurity
- Interoperability between different technologies and systems
- Upskilling and training FM professionals to adapt to the evolving technological landscape
- Cost and resource?
- Only a few buildings are 'Smart'



Final Thoughts...

- *'The longest journey starts with a single step'*
- Reduce energy to save money and reduce carbon emissions
- Not every problem needs lots of new technology!
- Typical business operating costs are 90% staff, 9% building rent and 1% energy bills...
- Focus on people, wellbeing, and productivity
- Facilities or People Management?
- Consider Social Value and the relationship of the asset to the wider community

