FM:SYSTEMS USER 2019 CONFERENCE
BUILDING INSIGHTS

Solving Big Problems at the Right Time

Delivering Actionable Insights about Your Facilities

Paul Wright, Director of Product Management, FM:Systems

Software is designed to solve **Problems.**
But often, software features go **unused**

$29.5 Billion invested in features rarely or never used

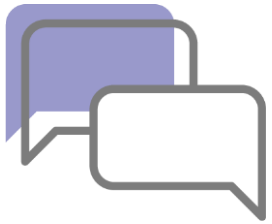
Software Features do not equal **Use Cases**

Pendo 2019 Feature Adoption Report, Suja Thomas, Ph.D.

Solving Big Problems at the Right Time

Where's the Data?

Big Data, Big Problems



What are the use cases?

What do we need to do with the data?

How do we deliver insights?

Who needs to understand the data, and how?

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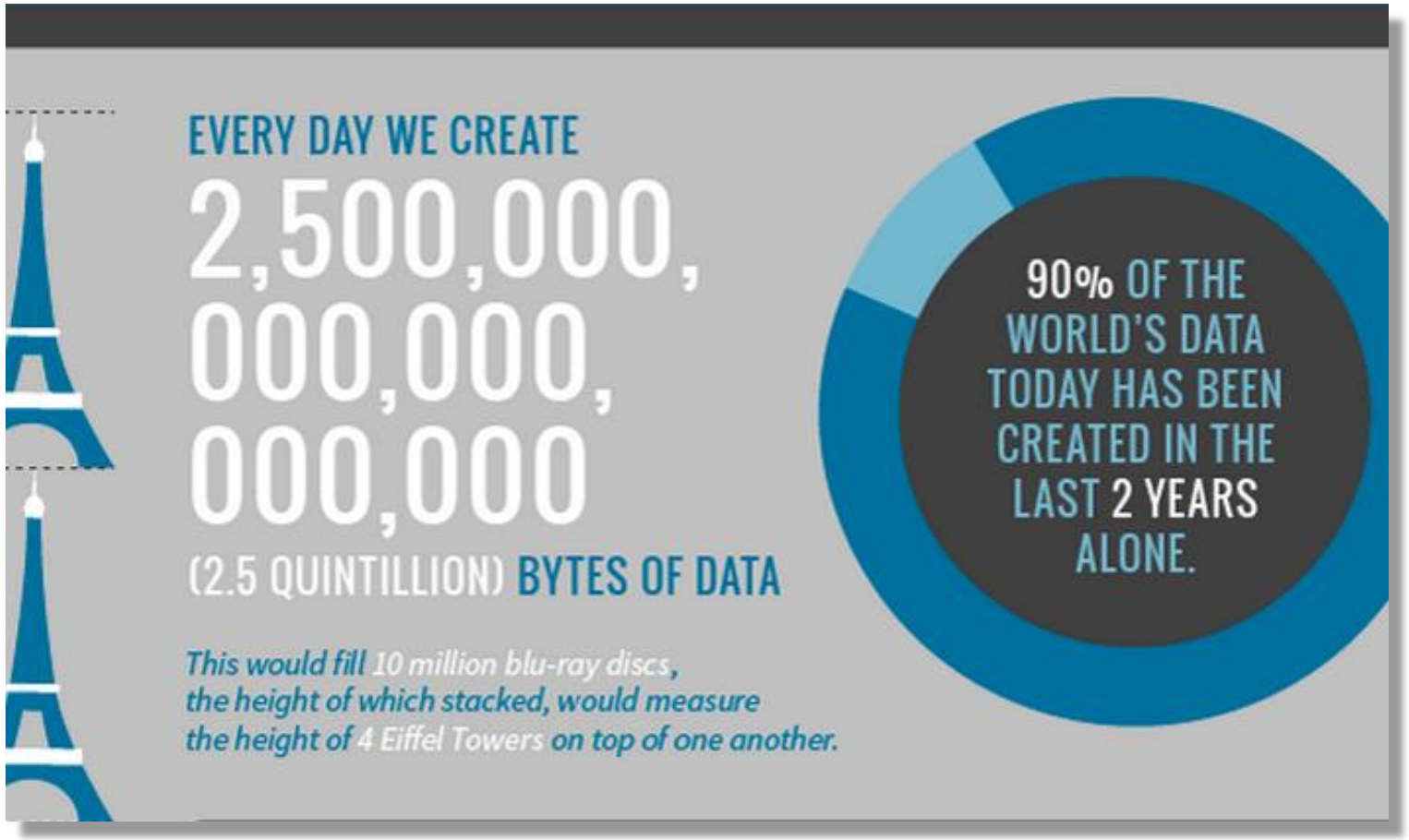
Where’s the Data?

Big Data, Big Problems



Source: DN Capital, https://bit.ly/2wpM3SF

By the end of 2019, Cisco estimates that IoT alone will create more than **500 zettabytes per year.**

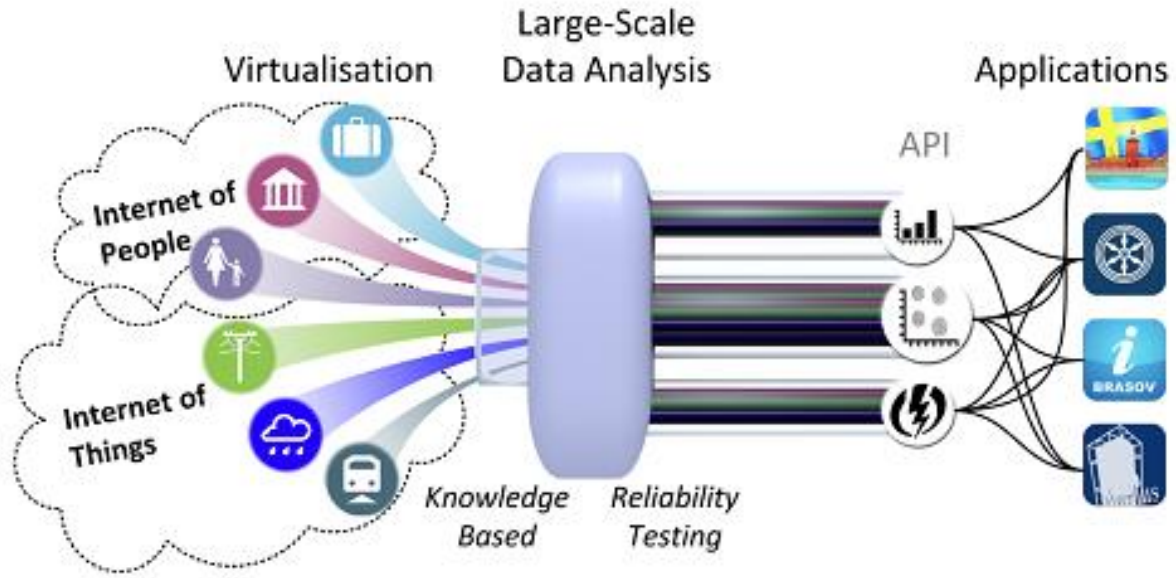
This is a big problem, and also a big opportunity.

Increasing data is challenging…

…but it also means increasing opportunity

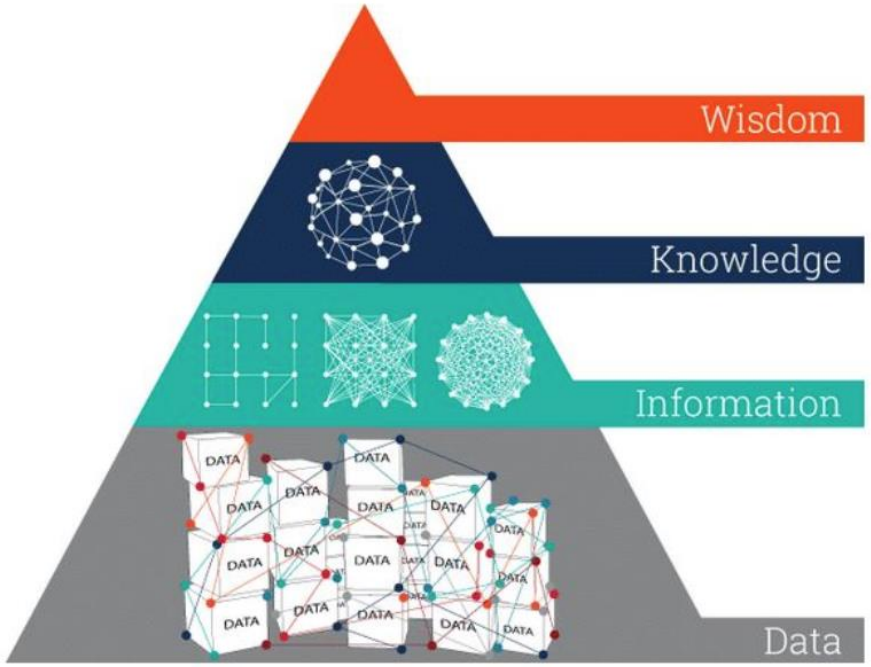
Answers are hidden inside Data

- Occupancy
- Utilization
- Predictions
- Realtime asset tracking
- Building planning



Source: http://www.ict-citypulse.eu/page/

How do we turn Data into Actionable Insights about our Facilities?



Source: http://insights.netgalley.com/developing-a-data-strategy-with-the-dikw-model/

DIKW in Action

Data:

- 2
- 300
- 400
- 10%

Information:

- 2 Buildings in portfolio
- 300 Seats
- 400 Employees
- 10% headcount growth

Knowledge:

- What needs to happen with the information

Wisdom:

- Take knowledge and provide actionable recommendations

IWMS Initial Data Requirements

Portfolio Data

- Location Data
- Building Information
- Lease Information
- Space Types

CAD Data

- Floorplans / models
- Layers / Categories
- Polylines / areas
- Room Identifiers

HR Data

- Person Information
- Job Information
- Departmental membership
- Occupancy

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What are the Use Cases?

Solving Big Problems with Use Cases

Use Cases describe an **Event** or **Problem** to be solved.

- Problem (event)
- Who (persona)
- What (action)
- Purpose (goal)

Solving Big Problems with Use Cases

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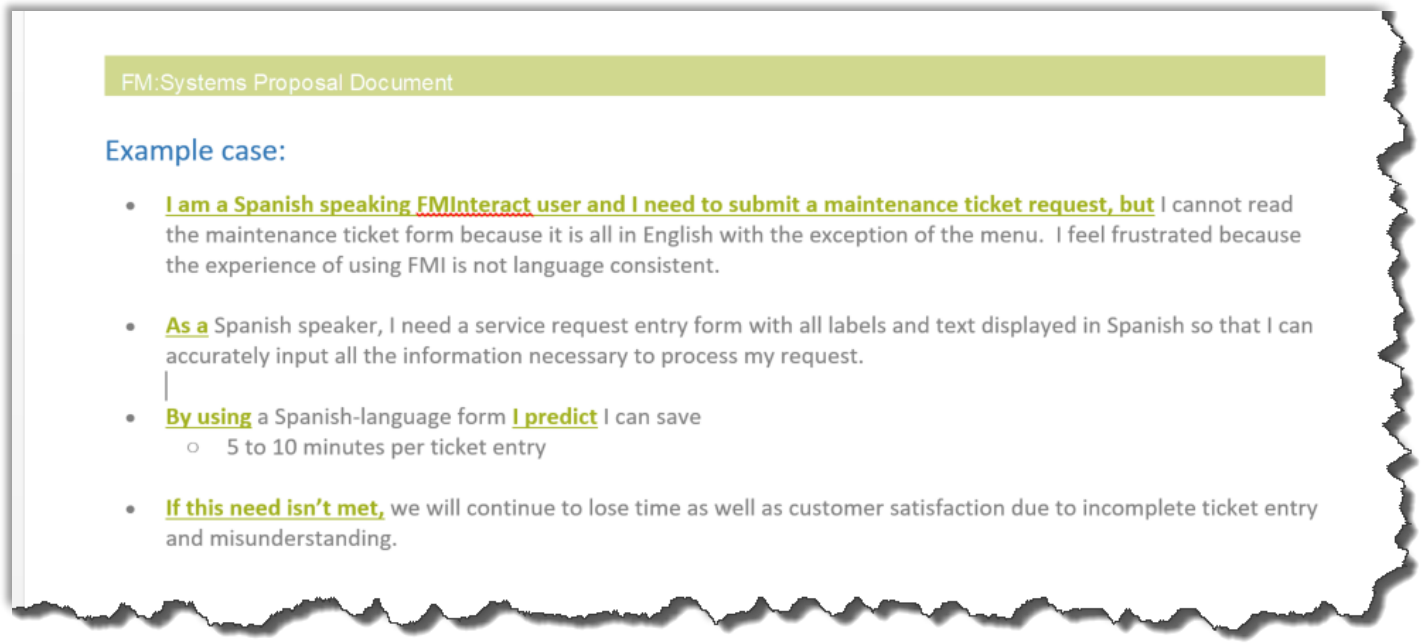


FM:Systems Proposal Document

Example case:

- I am a Spanish speaking FMInteract user and I need to submit a maintenance ticket request, but I cannot read the maintenance ticket form because it is all in English with the exception of the menu. I feel frustrated because the experience of using FMI is not language consistent.
- As a Spanish speaker, I need a service request entry form with all labels and text displayed in Spanish so that I can accurately input all the information necessary to process my request.
- By using a Spanish-language form I predict I can save
  - 5 to 10 minutes per ticket entry
- If this need isn't met, we will continue to lose time as well as customer satisfaction due to incomplete ticket entry and misunderstanding.

Solving Big Problems with Use Cases

Use Cases describe an **Event** or **Problem** to be solved.

Six major Use Cases for Workplace Management Data to solve Corporate leaders' big problems

Capital Planning

Capital Planning is about planning resource allocation for business assets and portfolios

As businesses grow, Corporate leaders need to make decisions on

- Location change and growth
- Building renovations (retrofits and upgrades)
- Parking concerns and transportation

They need to understand

- Space utilization, organization, amenities
- The best space to remove or add
- ROIs for improvements

Corporate Development

Corporate Development is about business growth and restructuring, partnerships, M&A

As businesses change, Corporate leaders need to make decisions on

- business and groups
- property and assets
- Merging locations

They need to understand

- Leased vs. owned space
- Cost per SF
- MAC processes

Funding

Tracking Funding is about proving that money is being used in the intended manner

As money is spent, business leaders need to have transparency in

- Dollars spent
- Facility and asset budget

They need to understand

- How space is linked to funding
- Projects and costs
- Space use and time
- Chargebacks

Disaster and Risk Mitigation

Disaster and Risk Mitigation is about protecting the business and its people

As business leaders assess risk, they ask themselves how do we protect

- ourselves and our people
- facilities and assets
- product / production

They need to understand

- space, people, equipment
- Type of risk
- Location of assets
- Recovery options and costs

Compliance

Compliance is about ensuring that the business is doing the right things at the right time

Business leaders need to know

- Time tracking
- Safety and usage of Space
- Condition of Facilities and equipment
- Regulatory assessment of occupiable space

They need to understand

- Occupancy, maintenance, space use
- Personnel locations, comfort
- Cost to maintain facilities

Day-to-Day Operations

Day-to-Day Operations are about the tactical execution of the business plan on a daily basis

Business leaders need to know

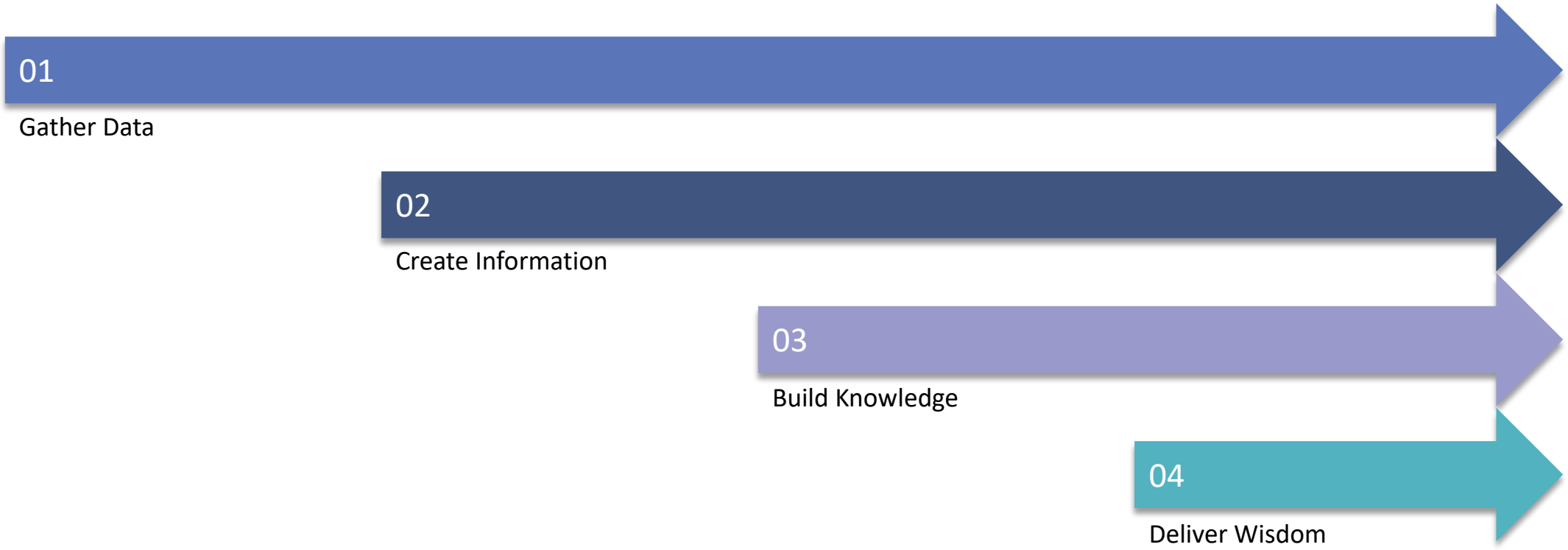
- Are we operating efficiently with time, materials, people?
- Is the budget being spent wisely?

They need to understand

- Daily Space usage
- Is space sufficient?
- Utilization – daily and weekly
- Employee productivity and well-being

Delivering Insights: Putting it all together

Uncovering Actionable Insights



Deliver Wisdom: Focus on Best Practices

How to present data?

- Landing Page
- Dashboard
- Scheduled report
- Graphical Report
- Scenario Comparison

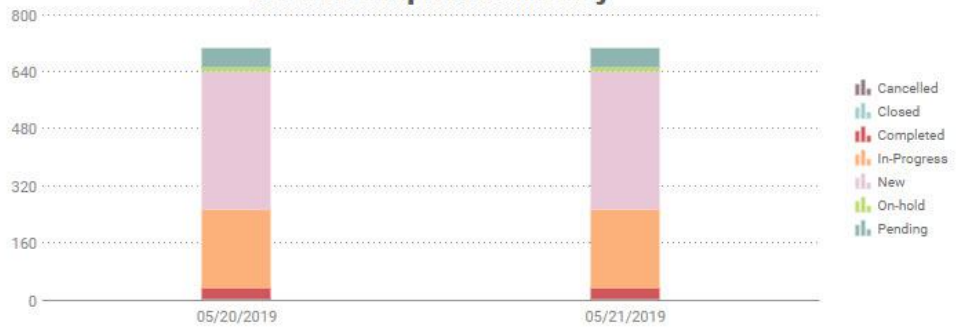
Source: https://www.ase.org.uk/bestpractice

Facilities Maintenance Supervisor Best Practices (DW)

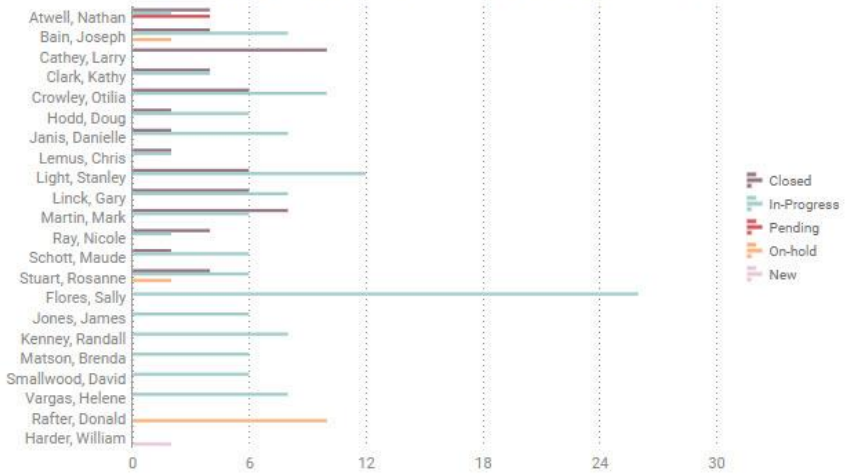
Facilities Maintenance Best Practices

Date Range
05/20/2019 — 05/21/2019

Service Request Summary



Service Request Status by Technician

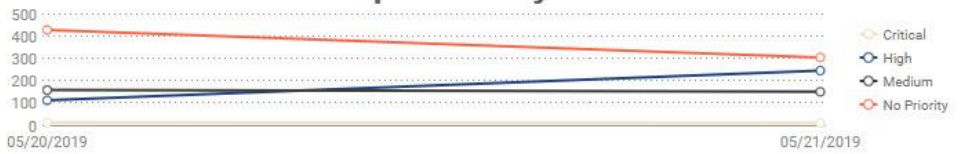


Building Selector

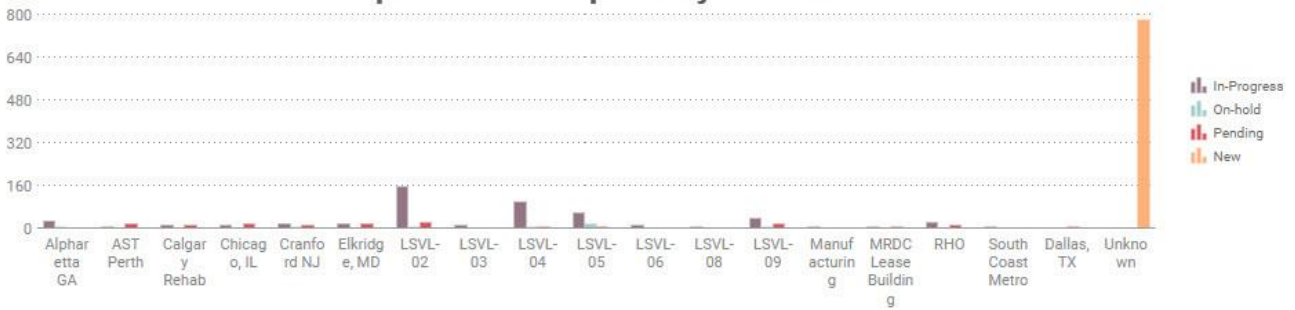
- Alpharetta GA
- AST Perth
- Calgary Rehab
- Chicago, IL
- Cranford NJ
- Dallas, TX
- Elkridge, MD
- LSVL-02
- LSVL-03
- LSVL-04
- LSVL-05
- LSVL-06
- LSVL-08
- LSVL-09
- Manufacturing
- MRDC Lease Building
- RHO
- South Co
- Unknown

Open Service Requests

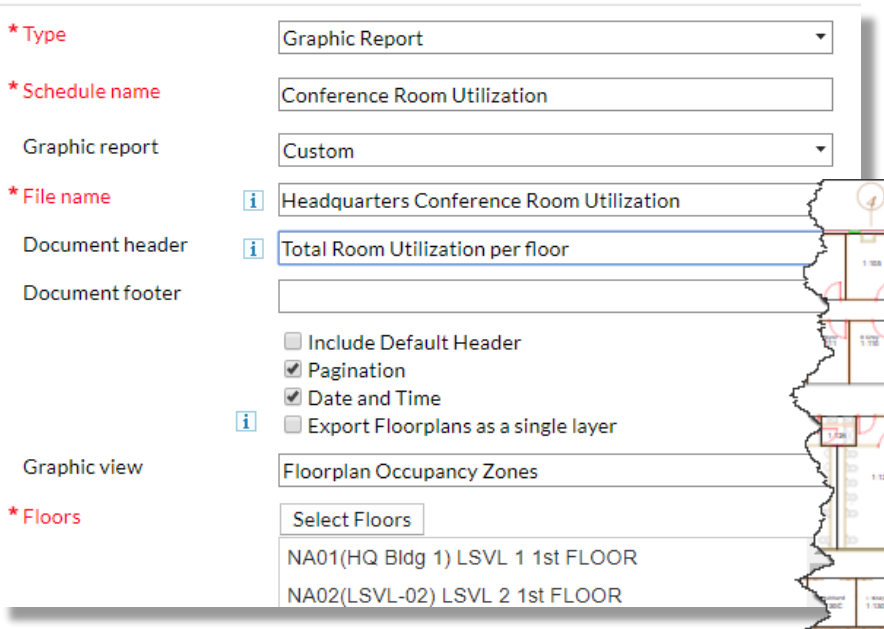
Service Request Priority Trends

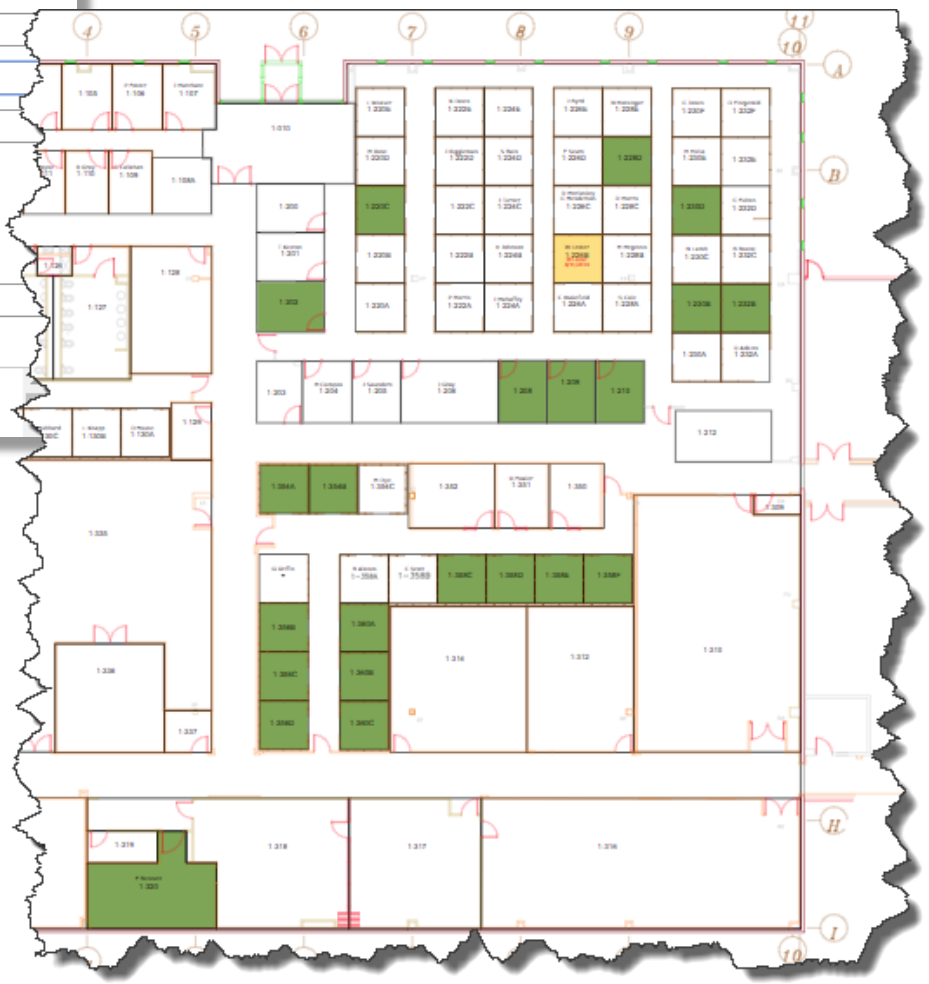


Open Service Requests by Location



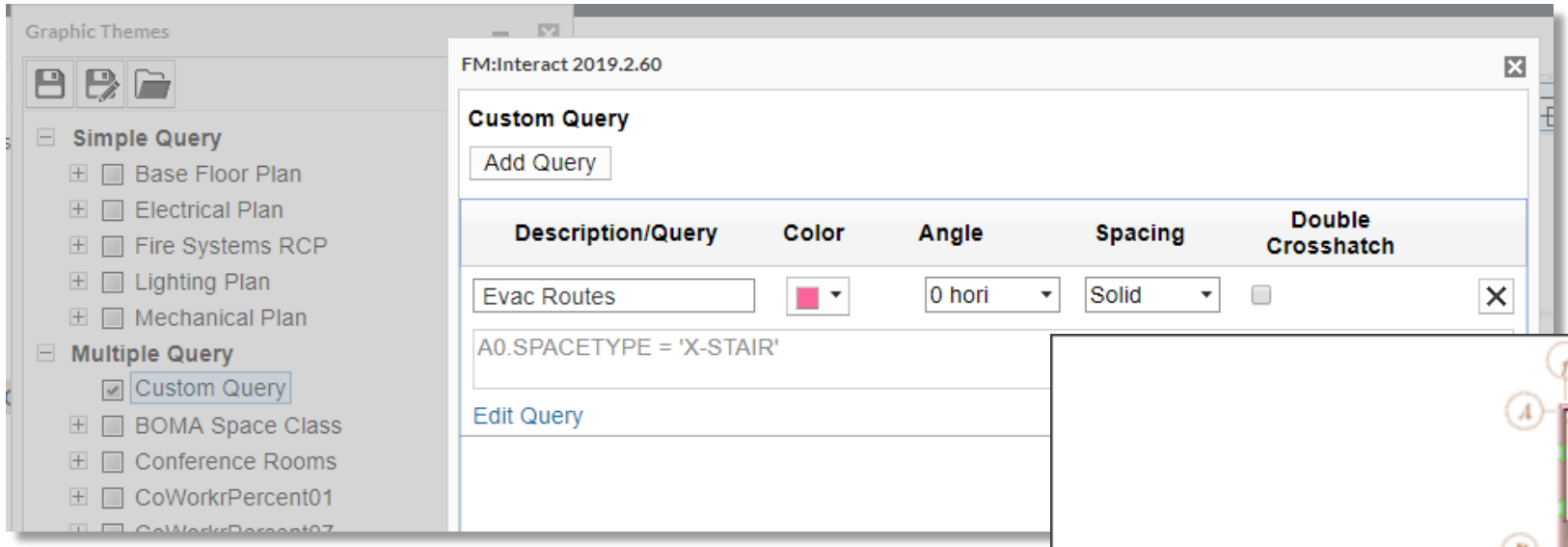
Floorplan Utilization





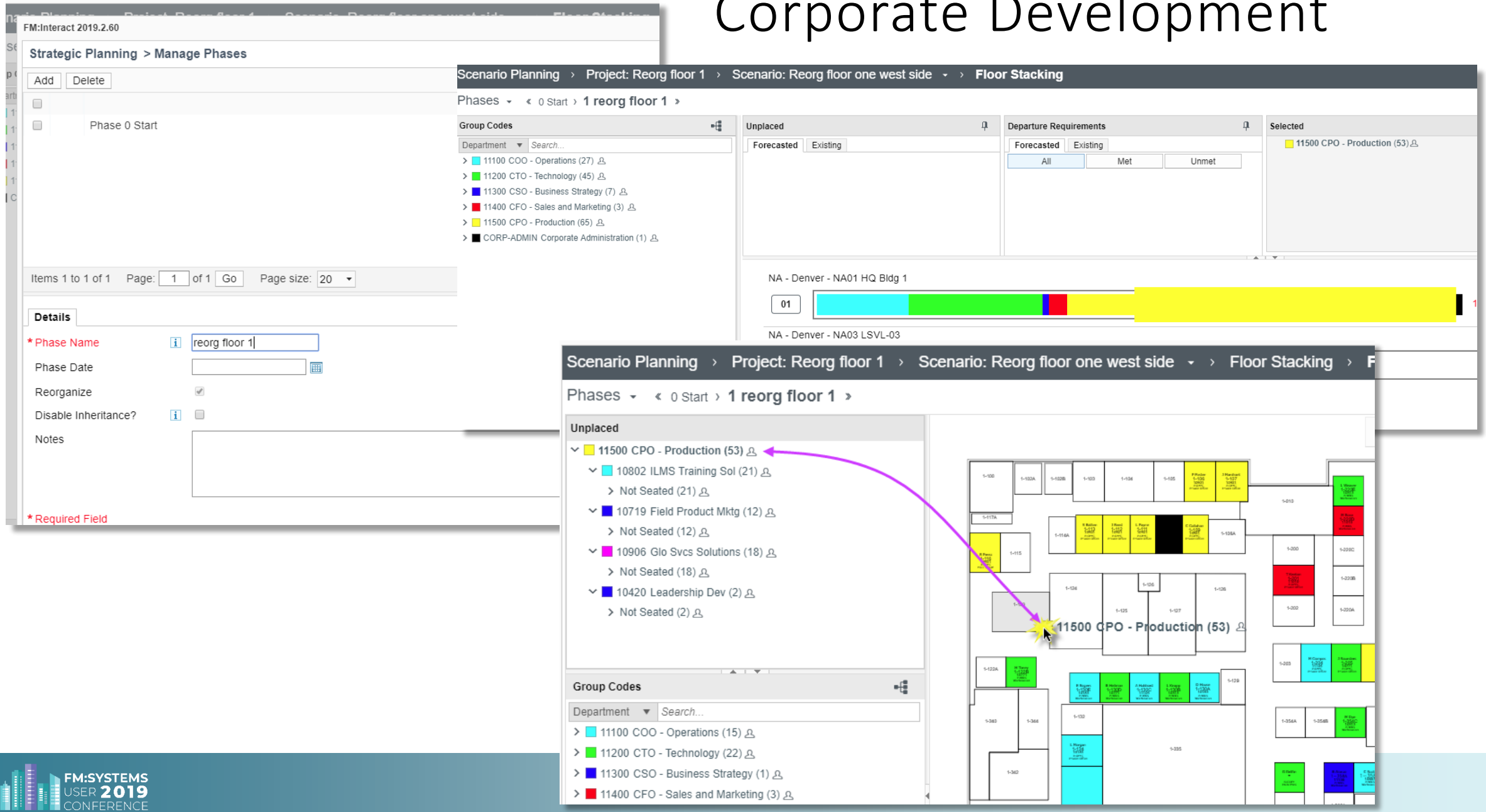
At-a-glance view of selected areas, delivered on a timed basis

Risk Mitigation and Day-to-Day: Graphic Themes



- Custom queries
- Layer selection
- Legend modification

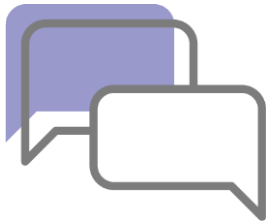
Corporate Development



Solving Big Problems at the Right Time

Where's the Data?

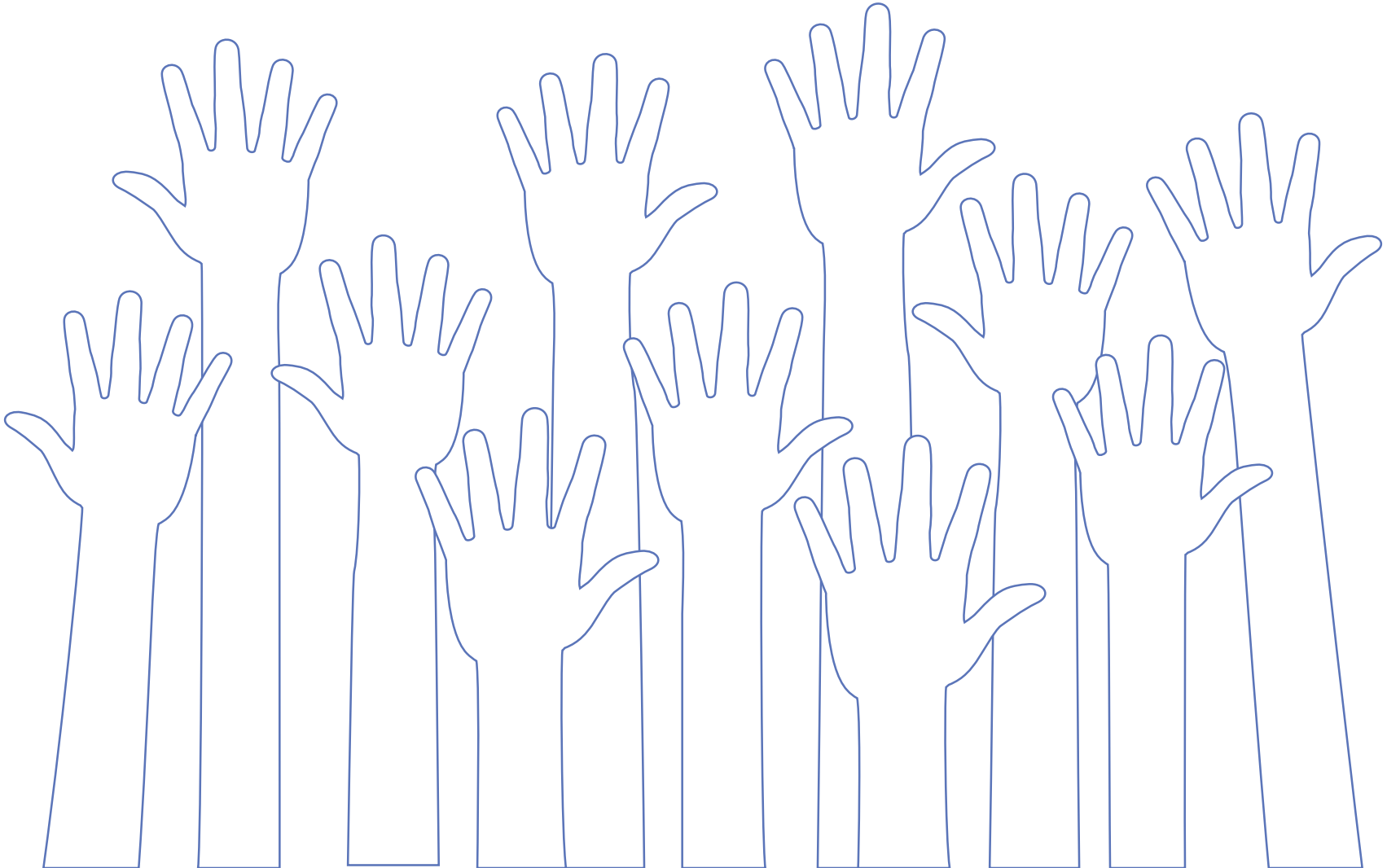
Determine Data sources and gather disparate Information



What are the use cases?

Increase Knowledge: Define the primary use cases for your organization

How do we deliver insights?

Deliver Wisdom: use tools to **show, not tell** the optimal path forward

Questions