FACILITIES VISIBILITY: IS FM READY

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What might the evolution of technology do to the FM 'Landscape'?

A subset with more emphasis on evolution than technology

"the complete takeover and operation of a clients data processing by a service firm".

- Anon (1972) Facilities Management is here to stay, *Administrative Management* 33(7) p16
- Scott, C.R., (1971) Why Facilities Management, *Bankers Monthly*, 88(10) p38
- "The credit-card opens a new set of problems requiring intelligent communication between credit card processing centres on a nationwide basis. With this requirement comes a need for large terminal networks to allow merchants to obtain immediate credit information and also to record and process all information pertinent to a sale"

Nikolai Dmitrijewitsch Kondratieff (1892 - 1938)

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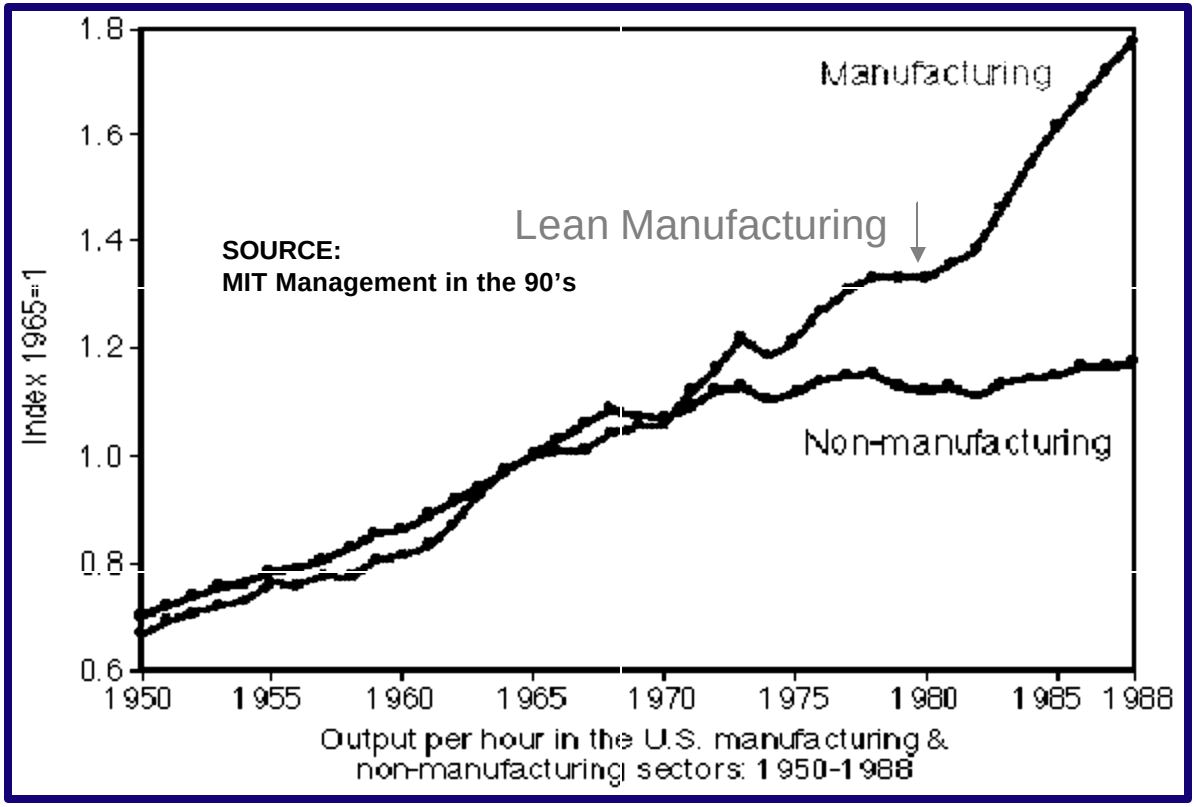
The first round ?

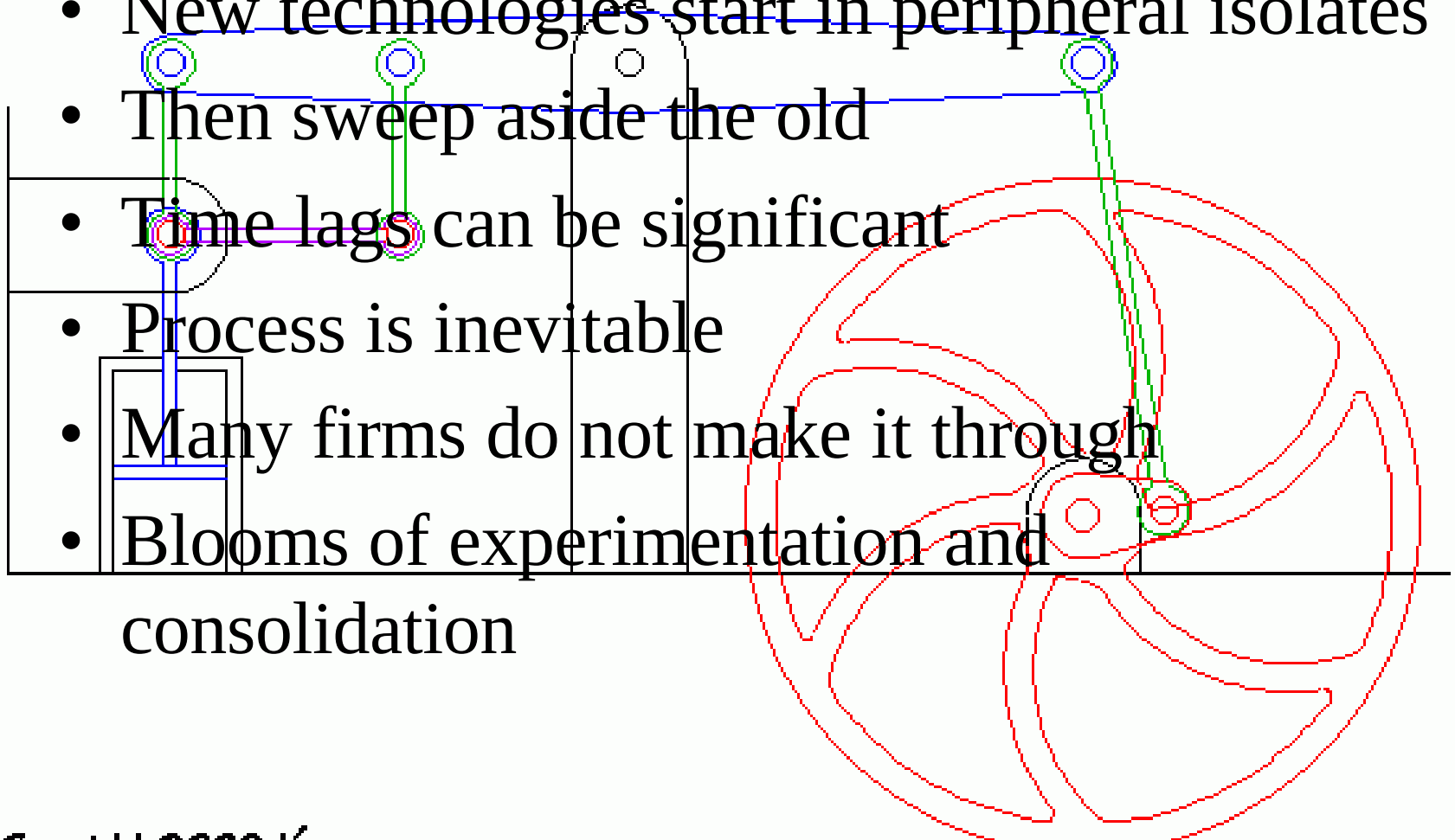


"The someone invented the internet!"

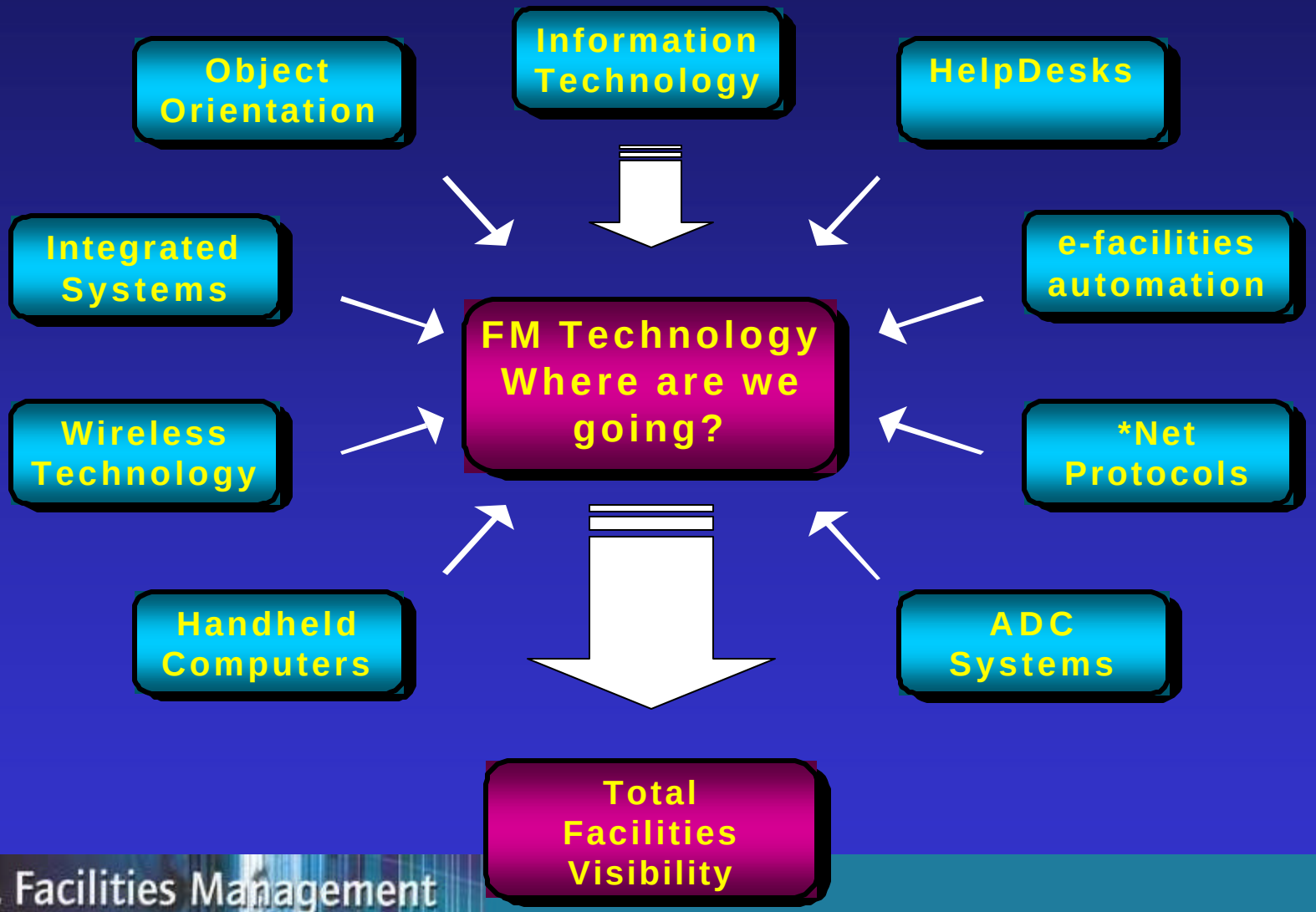
Ca 1990 the digital economy began to explode

Long wave transitions: (Punctuated Equilibria)

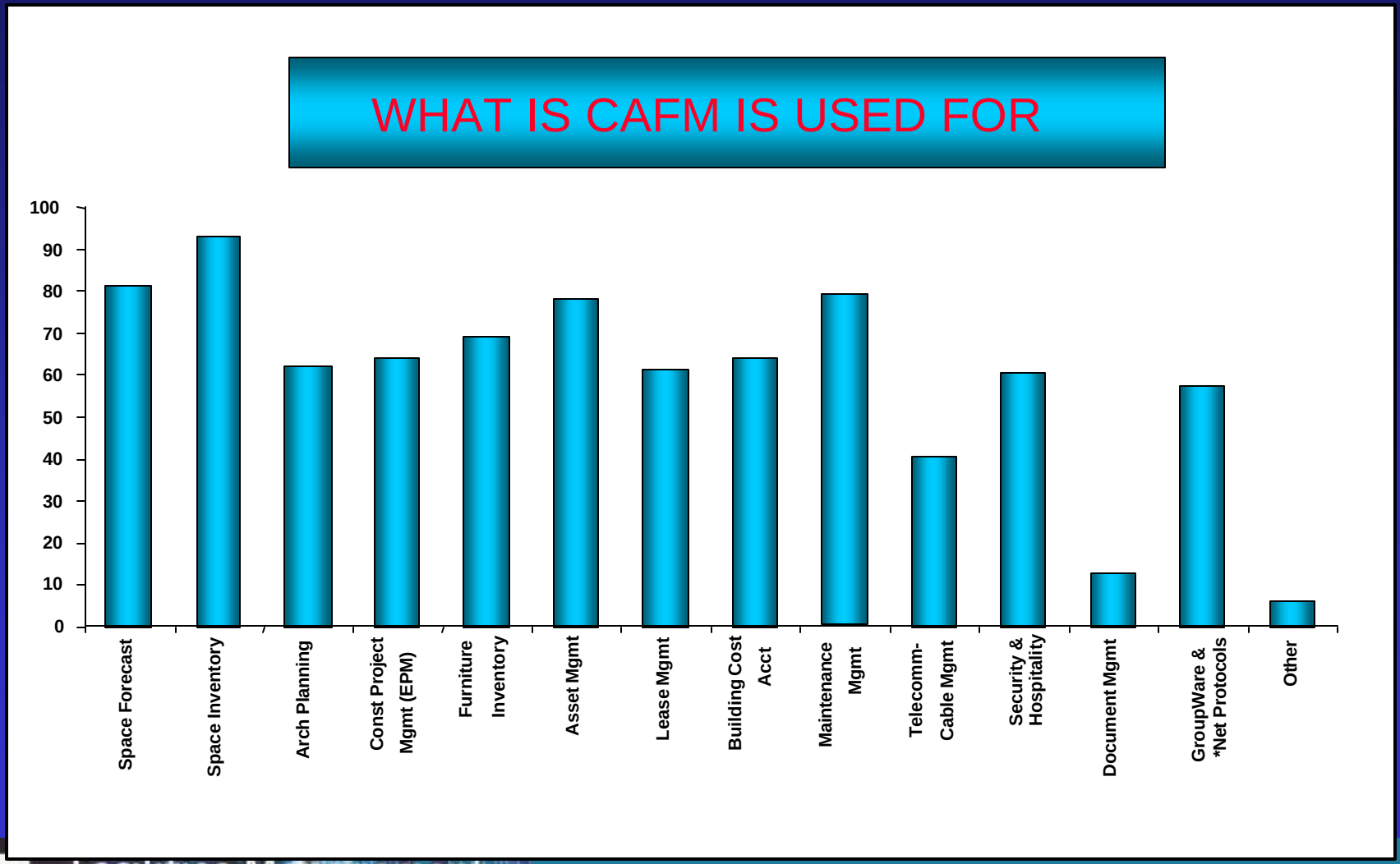
- New technologies start in peripheral isolates
- Then sweep aside the old
- Time lags can be significant
- Process is inevitable
- Many firms do not make it through
- Blooms of experimentation and consolidation



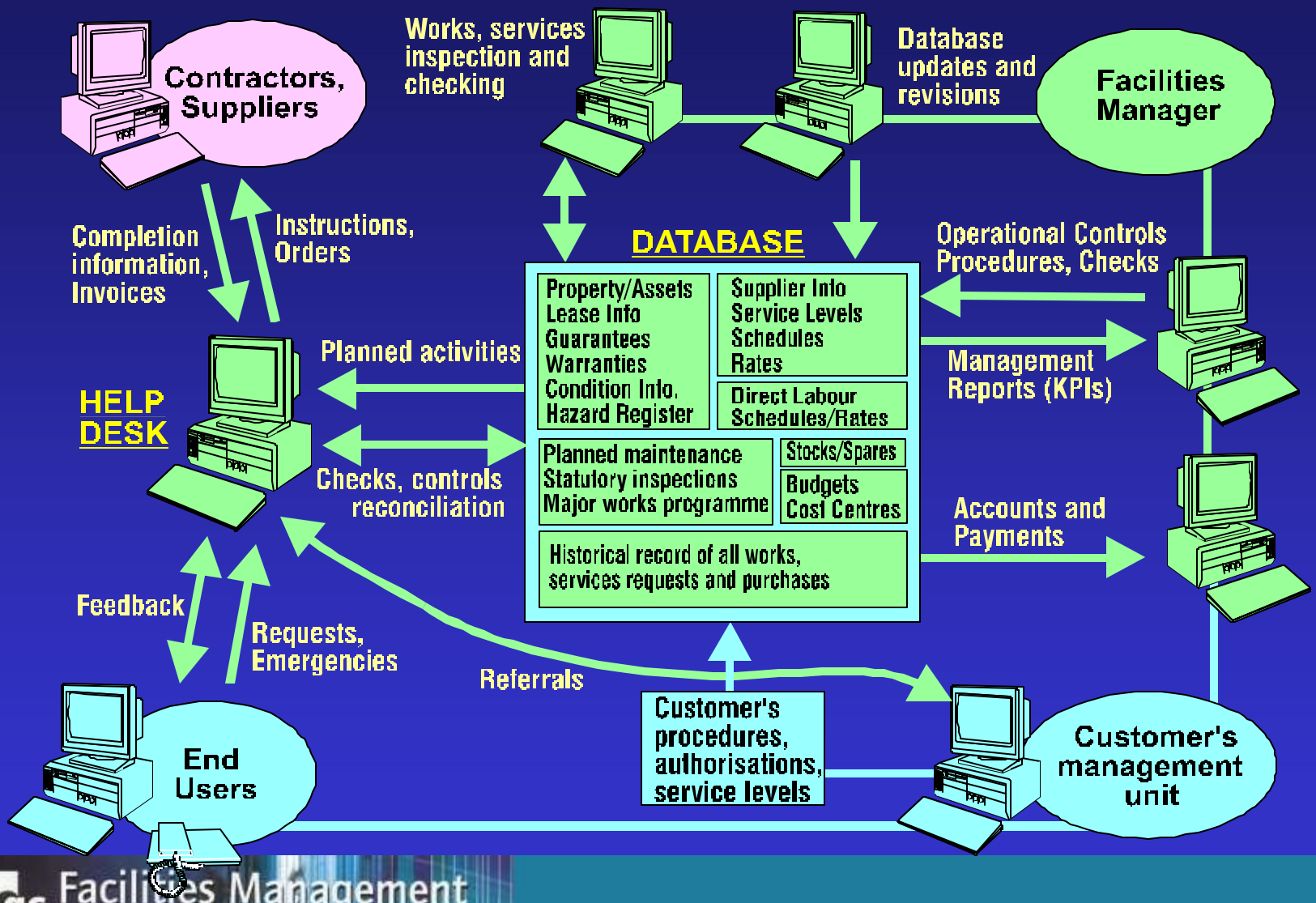
The digital wave



Is FM Keeping Up?



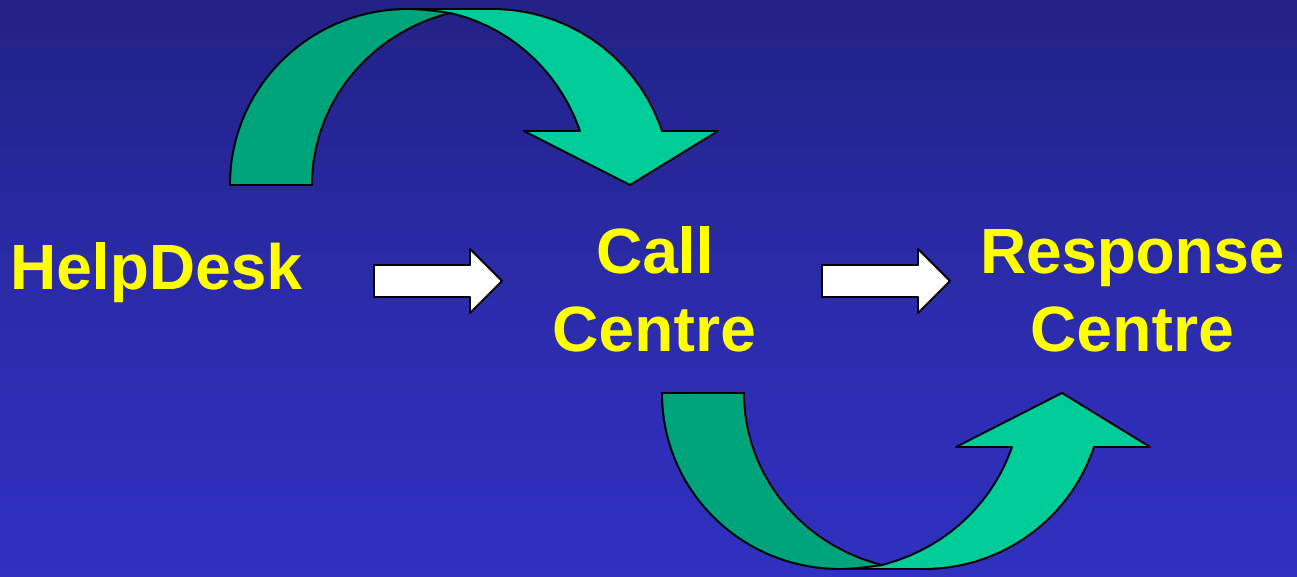
FM Automation



HelpDesks

Automated Systems

Cost benefit driven

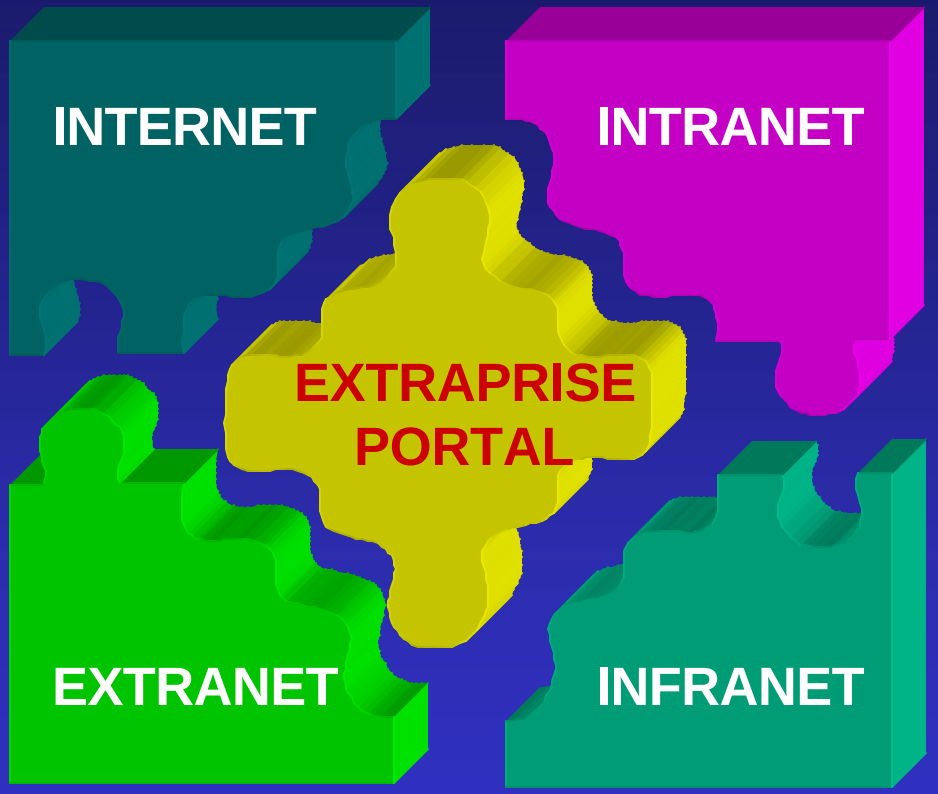


Diagnosis & Knowledge functions

Links to supply chain

e-facilities & *net protocols

- HelpDesk role is changing
- Web enabled functionality
- Log requests, view calls & interrogate from ‘portal space’
- Workflow technology actions and records e-work completed
- Remote monitoring technology
- 24 / 7 support
- Multiple customers
- Multi-discipline
- B2B, B2S, B2C supply chain links
- VORTALS
- e-competition, fewer deal makers



e-facilities means... Speed Customer focus Smart technology Real time

Auto Data Capture (ADC)

- **BarCode**
  - Over 250 types since development in 1930's
  - UCC/EAN most common
  - Innovations include 2D, 3D, Hologram
  - Multi code and angle readers
  - Rapid data collection technology

EAS

EAN

UPC

2D

Auto Data Capture (ADC)

- **RFID**
  - Electronic tags & labels
  - Active or passive
  - Tracking and data storage applications
  - Non contact, no line of sight required
  - Fast, reliable data transfer. Multi-read.
  - Interactive application for work in progress or maintenance tracking

Facilities Visibility

The convergence of FM Technology will create Total Asset Visibility within the facilities domain.

- **Local Positioning Systems (LPS) technology enables organisations to locate, track and secure valuable assets and personnel in real time.**
- **Coupled with Global Positioning Systems (GPS), RFID, BarCode, Wireless and Integrated Systems, LPS can provide a business with Total Asset Visibility.**
- **Active or Passive tags can be attached or embedded into products during production to ensure trace-ability and security for the lifespan of the asset.**

Facilities Visibility

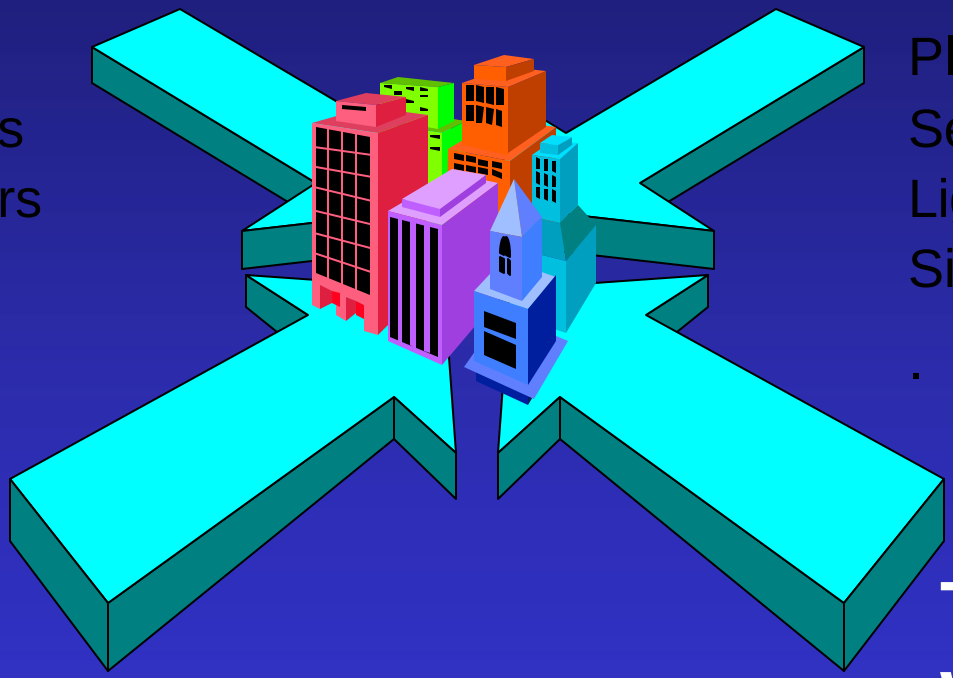
TAV Example:

User Requirements

Visitors & Staff

Building Operators

Facilities Managers



Building Design.

Plant Maintenance

Security, Alarms, Lighting, Access, Signage, Colours

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Technology.

Smart Cards & RFID/DC

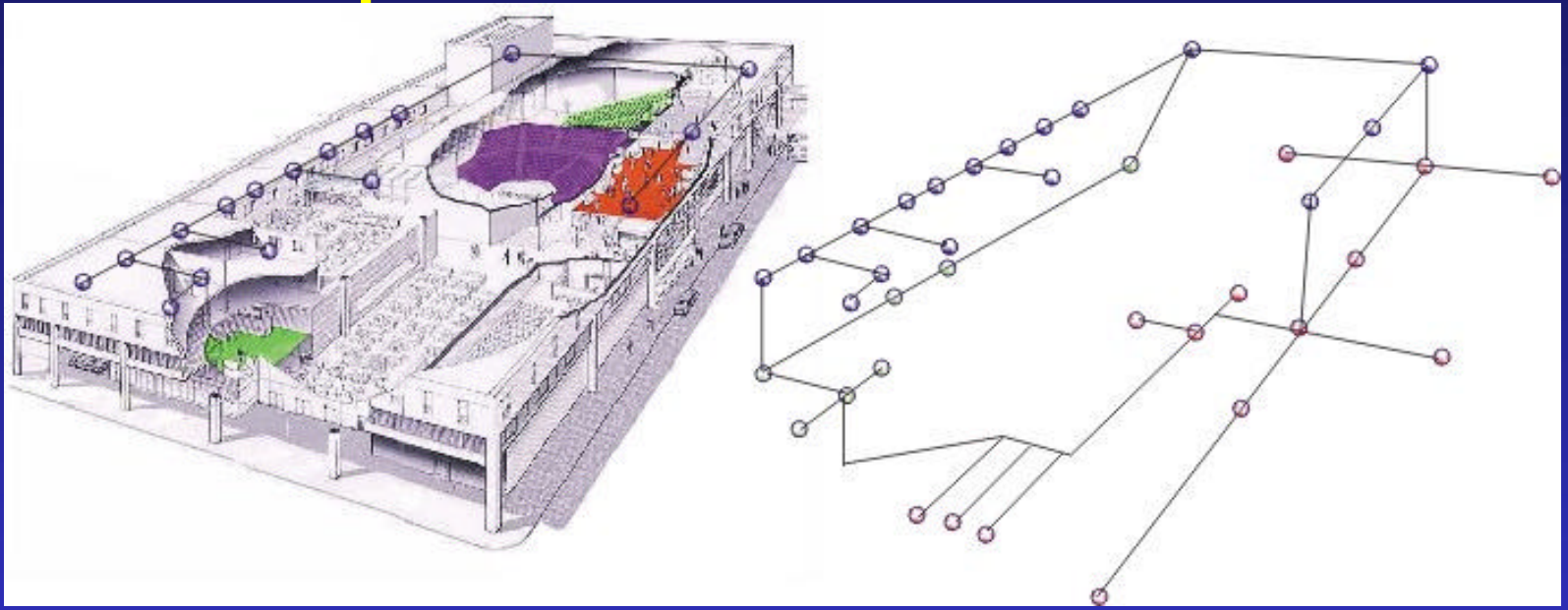
Building Control Networks

The Building Workflow

What, Where, Smart, Real time

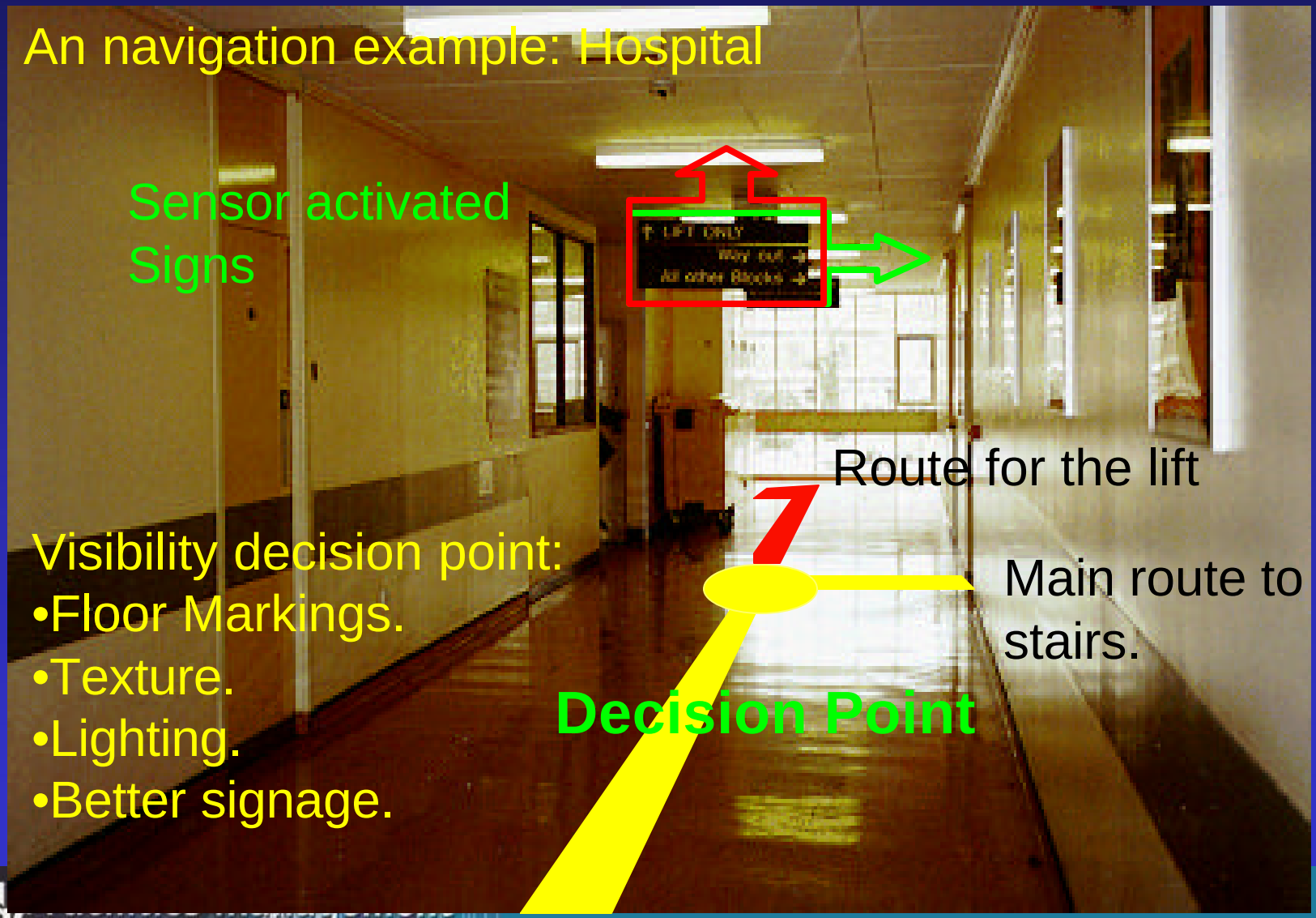
Facilities Visibility

TAV Example:



Technology integrated into the building:-
Nodes are placed at ‘Decision Points’ for optimum coverage.(RFDC)
These nodes are connected together by a network. (eg LonWorks)
People are issued with ‘Smart ID cards’ and equipment is fitted with RFID tags
This results in an information and control lattice within the building.
Network wide algorithms are used to calculate ‘real time’ locations and or optimal routes through the building.

Facilities Visibility



Facilities Visibility

TAV Example: Hospital

Readers & Signs placed at decision points as appropriate

Security loops and automatic locking doors prevent ‘trespassers’ from leaving the route they should be on.

SPECIAL COLLECTION: A new era in management

Companies have long used detailed organizational charts, fixed annual budgets, and top-down strategic-planning processes to make their organizations more efficient. For years, many prospered with this model. But now factors such as globalization and technology have fundamentally altered where and how people work. They, along with the rise of services, have led to the increased importance of the knowledge worker.

Taken together, these changes mean that
the old organizational model doesn't work anymore.

McKinsey Newsletter 25/10/05

Emphasis added

ARE YOU READY?

If Price

Questions Please