



Connected Services

Life Is On





The Age of IoT and Digitalization

The rate of Internet-connected devices, connecting people-to-people, people-to-devices, people-to-machines and eventually devices-to-devices, is accelerating rapidly.

IoT initiatives are especially impacting the facility management world in helping buildings manage low-cost, low-energy hardware to house the multitude of data under supervision. IoT and digitization solutions are helping businesses reduce costs, understand their building better, and plan to avoid issues before occupants are impacted.



Research Methodology

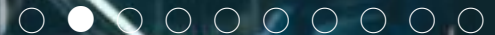
The insights from this report are derived from the findings of a study carried out in January 2017, highlighting today's approaches and attitudes to data management strategy and the IoT. A 10-minute online survey was carried out by Morar Consulting amongst 301 data center managers in the US. Managers from the educational, corporate, healthcare, data management, and financial sector were included.



300+ Facility
Managers



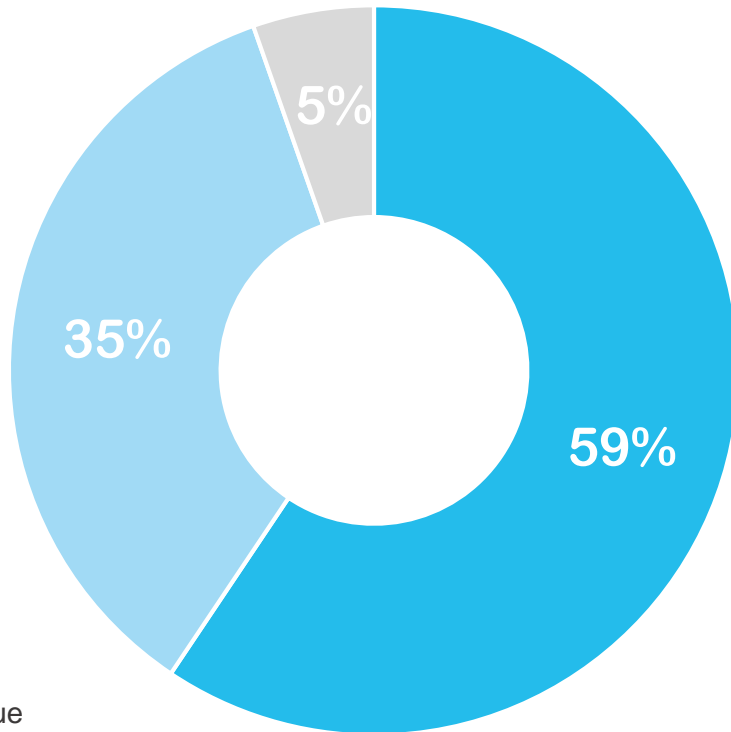
10-minute
online survey



Value of Connected Services



Please rate how the following areas will help you add value by connecting your systems to the internet. "Will ensure smart, productive, profitable operations"



- Will add a lot of value
- Will add some value
- Will somewhat add value

The majority of Facility Managers agree that connecting their systems to the internet will help ensure smart, productive, profitable operations and deliver better value and maximize energy.

This is especially seen among managers of larger buildings



65%

>500,000 SF



56%

<500,000 SF

Agreed that connected services will add a lot of value by "ensuring smart, productive, profitable operations"

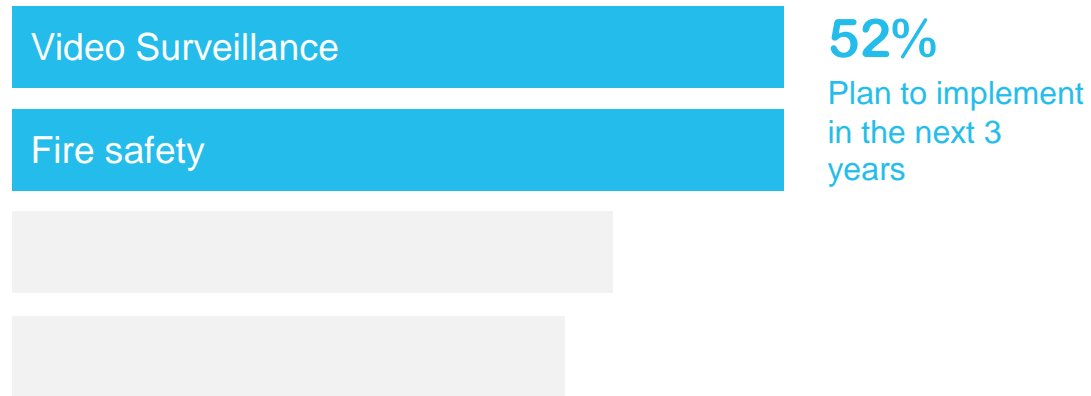
Connected services is clearly on a growth trajectory as nearly half of Facility Managers (44%) expect their investment in connected services to increase compared to last year.



IoT Future Investments

The rapid growth of IoT in connecting a multitude of people with devices and things is felt within the industry. Most managers (70%) predict digitization and IoT to impact their building and maintenance policies within the next year.

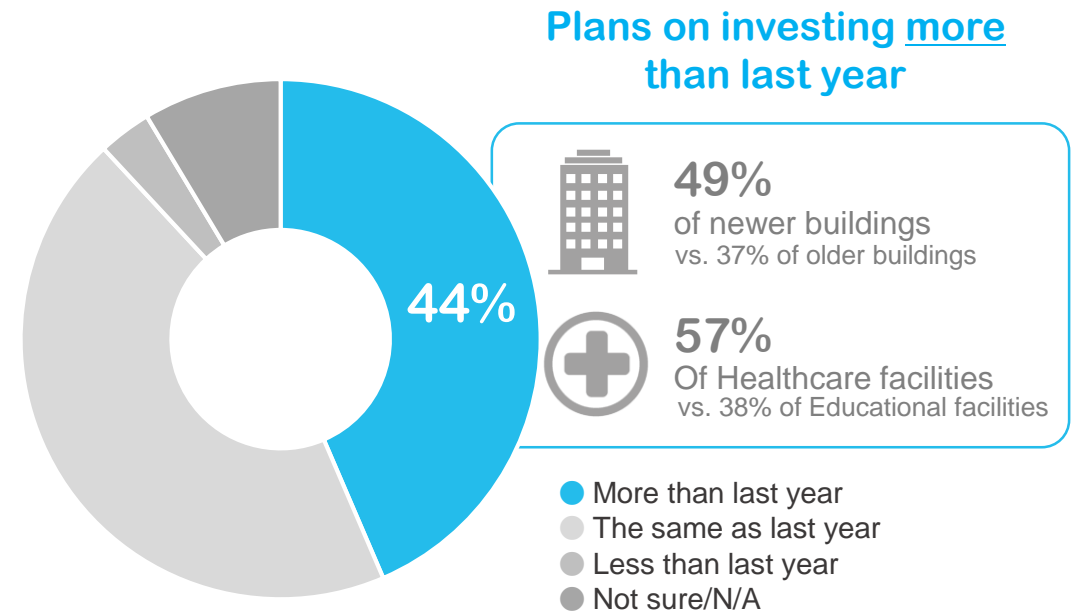
Security measures such as video surveillance and fire safety had the highest priority in terms of future implementation.



Almost half of Facility Managers expect technology investments will address IoT more than last year.



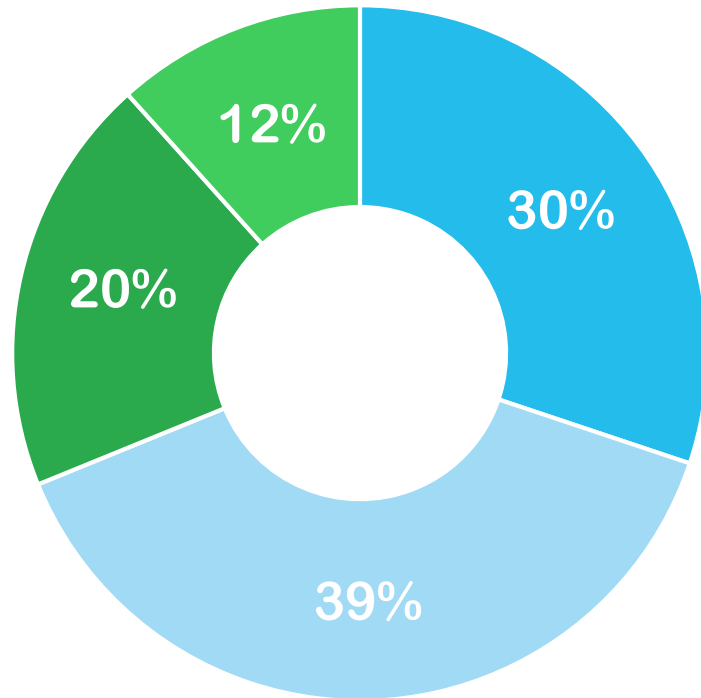
How do you anticipate your investment in connected services (remote analytics, etc.) to address digitization/IoT to change?



Expected Timing of ROI on IoT Implementation



When do you expect a return on investment on your IoT implementation?



- By end of 2017
- Within the next two years (2017-2018)
- Within the next three years (2017-2019)
- Don't know

Facility Managers reported they would expect a quick return on their investment of IoT implementation.

Managers of larger buildings with higher operating budgets are more likely to expect a turn around within the next two years.



81%
>500,000 SF



61%
<500,000 SF



82%
>1M Budget



62%
<1M Budget

70% of Managers expect the IoT will impact their building and maintenance policies within the next year. This corresponds to their ability to measure success through the use of digital technologies.



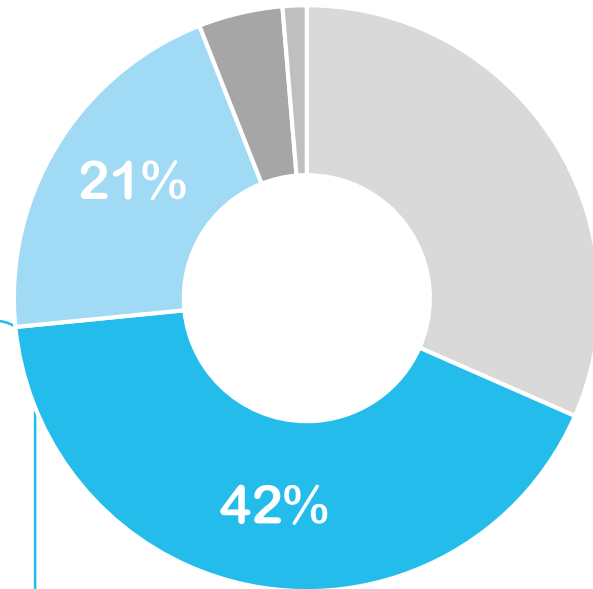
“IoT is really changing the world and in our business it will really be a lot more meaningful with more technology to keep track of things for us and provide the value we need”

**Facility Director or Manager of
Commercial Building**

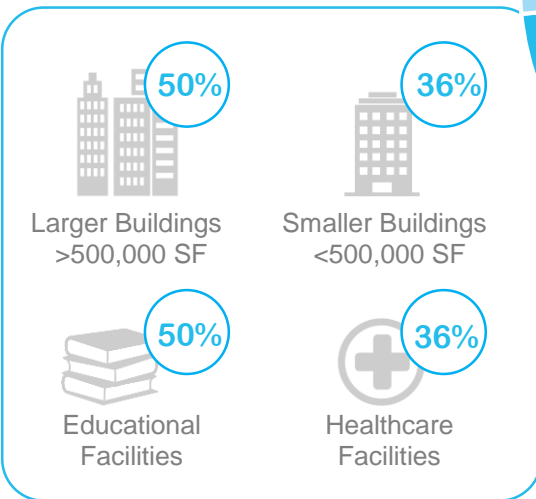
Analytics Managed Service



Do you think your company would benefit from an analytics managed service that provides automatic performance measurement to aid in ongoing building management and maintenance planning?



“Very interested” in analytics service



- Already have solution in place
- Very interested
- Maybe
- No
- Unsure

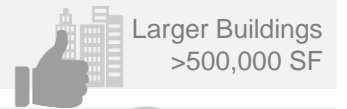


Specific to your team’s building system services or your outsourced service provider(s), please prioritize the importance of the KPI measurements that ideally you would like to use to measure building system & service performance.

Top Rated KPIs

Process Oriented Metrics

Technician effectiveness

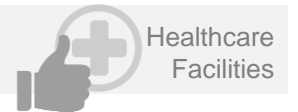


Performance maintenance



Financial Oriented Metrics

Tracking annual maintenance expenditures



Satisfaction Oriented Metrics

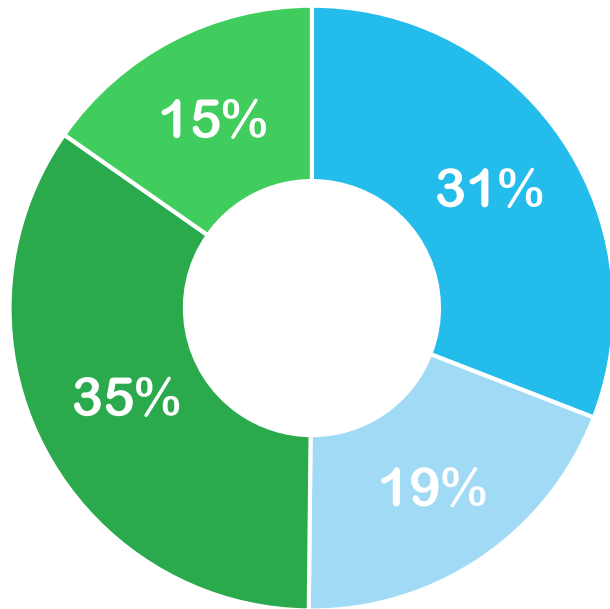
Ability to track employee complaints



Building Management Approach



Please select the statement that best describes your current approach to maintaining building systems.



- Very reactive, fix equipment when it breaks
- Largely reactive break/fix, some regular preventive maintenance
- Proactive, conduct regular preventive maintenance on equipment
- Full utilization of predictive maintenance tools to assess and target equipment maintenance efforts along with regular preventive maintenance

Facility Managers are still split between taking a proactive versus reactive approach to building maintenance.

This is especially exemplified amongst Facility Managers responsible for larger buildings as they are nearly twice as likely to categorize themselves to have a reactive management style



Takes a very reactive or largely reactive approach

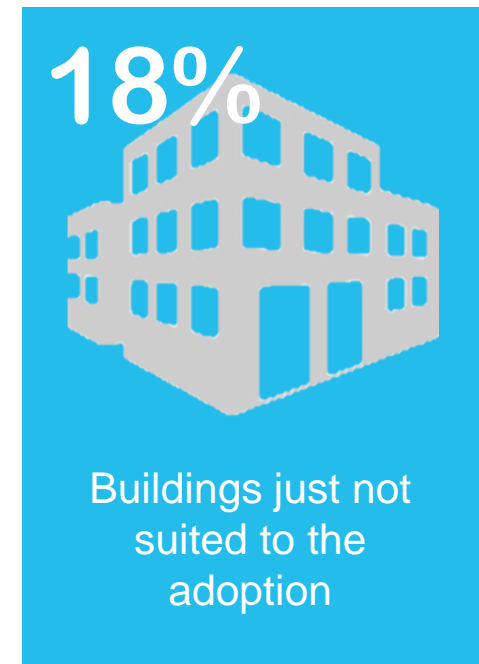


Barriers to Adopting Technology



What do you see as the biggest barrier to the adoption of digital solutions and analytics in buildings?

Although Facilities Managers are eager to utilize new technologies, barriers to achieving building maintenance goals exist.



Schneider Electric Recommendation

Facility Managers need to be proactive in maintaining and enhancing the performance of their buildings. Companies and organizations will begin to see more ROI on the performance of their buildings in the coming years through the adoption of analytics and the IoT





Read Comprehensive
survey results here

More



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