



# FM – Trends and visions

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Magnus Kuchler  
Partner, Ernst & Young Advisory Services



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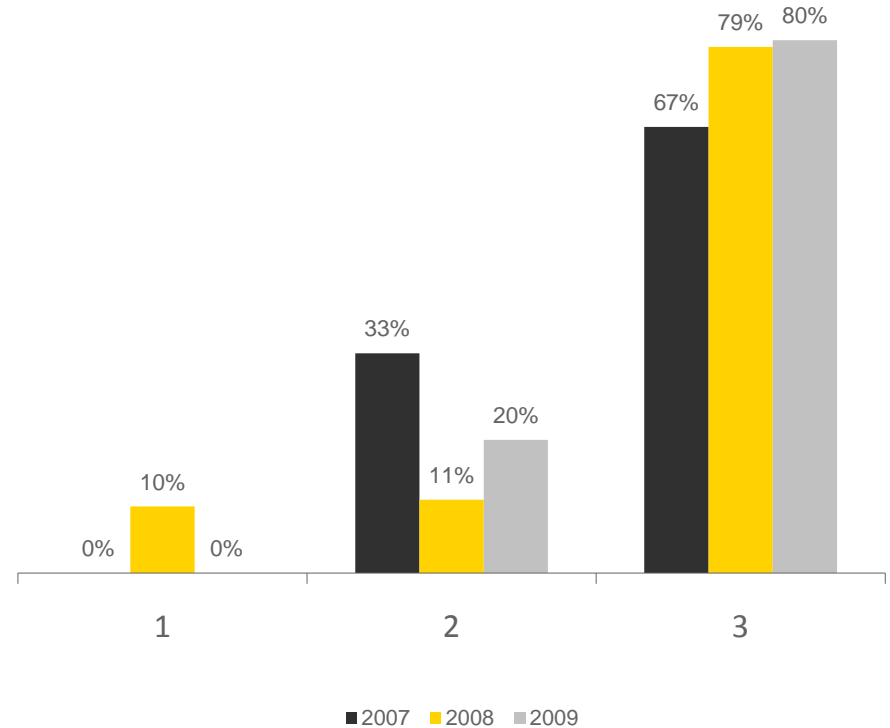
# FM Nirvana – Our Dream!

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- ▶ Proactive FM organisation with continuous new solutions to customers
- ▶ New technology used in best way
- ▶ Knowledge of delivery quality throughout the organisation
- ▶ Knowledge of right costs compared to service levels chosen
- ▶ True partnership with suppliers, win-win situation
- ▶ Possibility to measure FM value to core business – improved each year
- ▶ No carbon footprint from FM services – true Green FM
- ▶ Full responsibility for the workplace – Soft FM, Hard FM, Real estate, IT hardware etc
- ▶ FM services are delivered in an individualized AND standardized way
- ▶ Happy customers

# Top management attention to FM-related areas increases

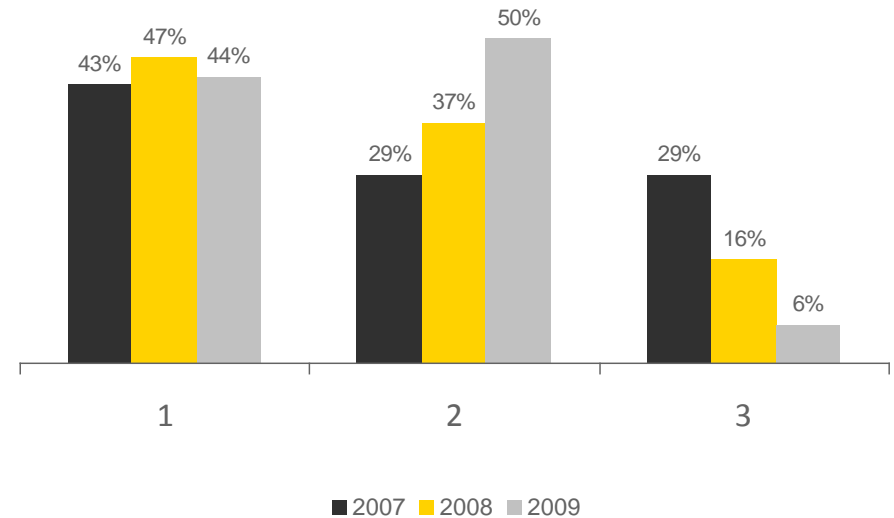
1. Less attention
2. No change
3. More attention



Question 7: Has management attention to FM-related areas changed during the year (2009)?

# Many FM-organizations face decreased or unchanged budgets next year

1. Decreased budget next year
2. No change next year
3. Increased budget next year



Question 1: Has your organization's FM-budget changed since last year, measured by sqm and FTEs

# What is key for Head of FM in the Nordics?

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**Cost reduction &  
Cost optimization**

**Flexibility**

**Value to core  
business**

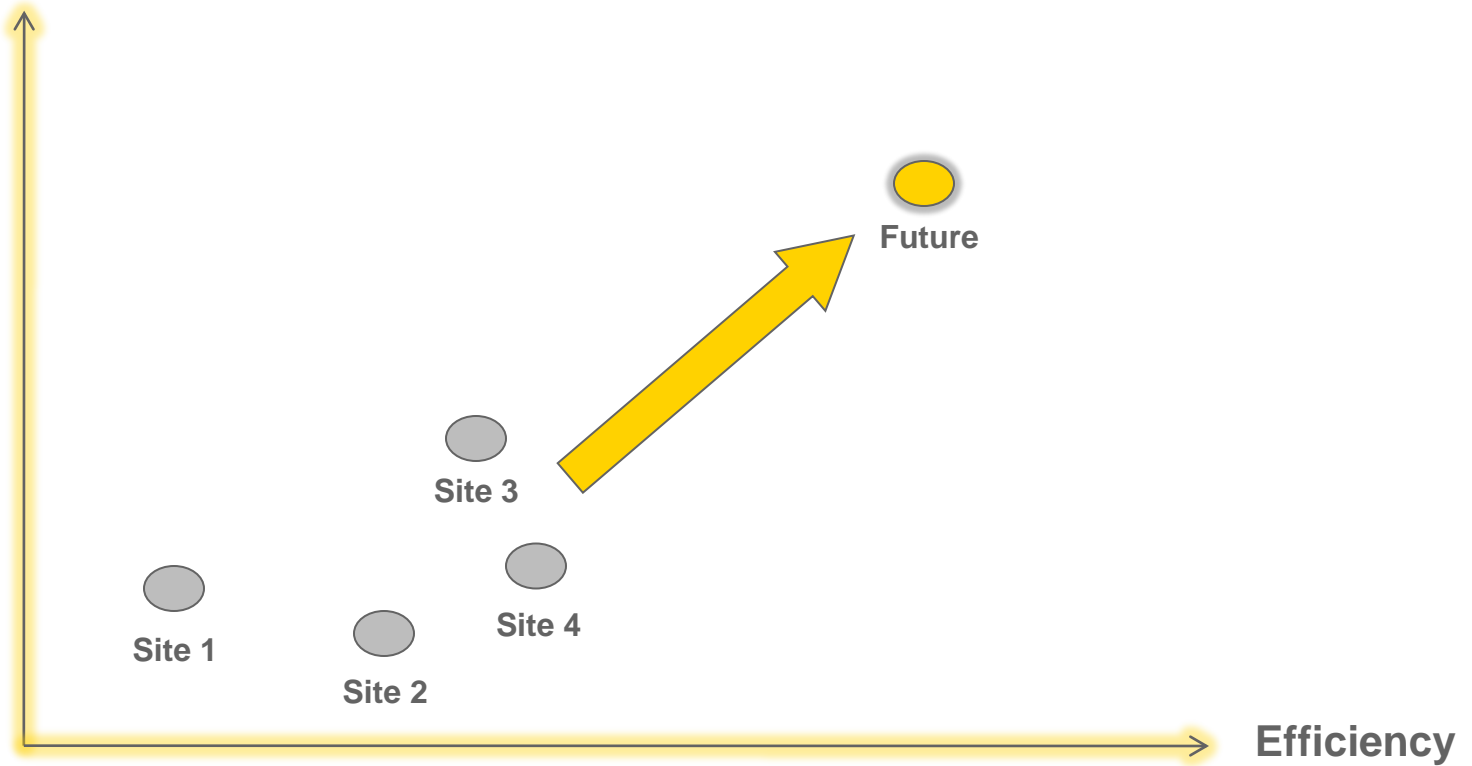
**Harmonization**

**Environment &  
Sustainability**

**Innovation and new  
solutions**

# The Challenge!

Value to  
core business



# Real Estate and FM constitutes the majority of CO<sub>2</sub> emissions

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- ▶ In USA, Real Estate and FM constitutes 38% of the total CO<sub>2</sub> emissions
- ▶ Passenger transportation measures 6% of the total CO<sub>2</sub> emissions



# The termites are ahead!

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# But man is catching up!

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- ▶ The ocean is used for 90% of heating and cooling of the 100 largest properties in Toronto
- ▶ XEROX introduces "erasable printing"
- ▶ Vertical farms



# Design of a FM Concept is necessary to succeed

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## FM Concept

- ▶ Make or buy strategy
- ▶ Service descriptions
- ▶ Demand organization
- ▶ Roles and responsibilities
- ▶ Ordering processes
- ▶ Outsourcing process with partner selection
- ▶ Decision forums
- ▶ Partnership model
- ▶ Supplier price model
- ▶ Cost allocation model
- ▶ Risk allocation model
- ▶ Performance management framework and key performance indicators
- ▶ Agreement structure
- ▶ Tools and templates

All parts of the Concept is interconnected and must be designed with a holistic view

# Other things to consider when designing your FM Concept

Parameters				
<b>1. Location and geography</b>	Large city <input checked="" type="checkbox"/>	Small city <input type="checkbox"/>	Outside city <input type="checkbox"/>	
<b>2. Size of site</b>	<50 users <input type="checkbox"/>	50 – 200 users <input type="checkbox"/>	200 – 1 000 users <input checked="" type="checkbox"/>	>1 000 users <input type="checkbox"/>
<b>3. Type of core business</b>	Production <input checked="" type="checkbox"/>	R&D <input type="checkbox"/>	M&S <input type="checkbox"/>	
<b>4. Maturity of FM market</b>	Highly mature* <input type="checkbox"/>	Mature <input checked="" type="checkbox"/>	Non mature <input type="checkbox"/>	

# Different type of buildings or business needs different concepts

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## FM Strategy

A

FM-concept for large offices



B

FM-concept for small offices



C

FM-concept for manufacturing



# Take command over ALL the new types of workplace solutions

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- ▶ Mobile workplaces
- ▶ Workplace at home
- ▶ Free seating in the office
  - ▶ For some roles
  - ▶ New ways to collaborate
- ▶ Find new KPIs



- ▶ Deliver a COMPLETE workplace solution



## Q&A



### **Magnus Kuchler**

**Partner – responsible for FM Advisory in the Nordics**

+46 70 318 90 94

[magnus.kuchler@se.ey.com](mailto:magnus.kuchler@se.ey.com)

### **Claus F Christensen**

**Senior Manager – responsible for FM Advisory in Denmark**

+45 35 87 28 30

[claus.f.christensen@dk.ey.com](mailto:claus.f.christensen@dk.ey.com)

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