

FM – Trends og visioner

DFM mini-konference
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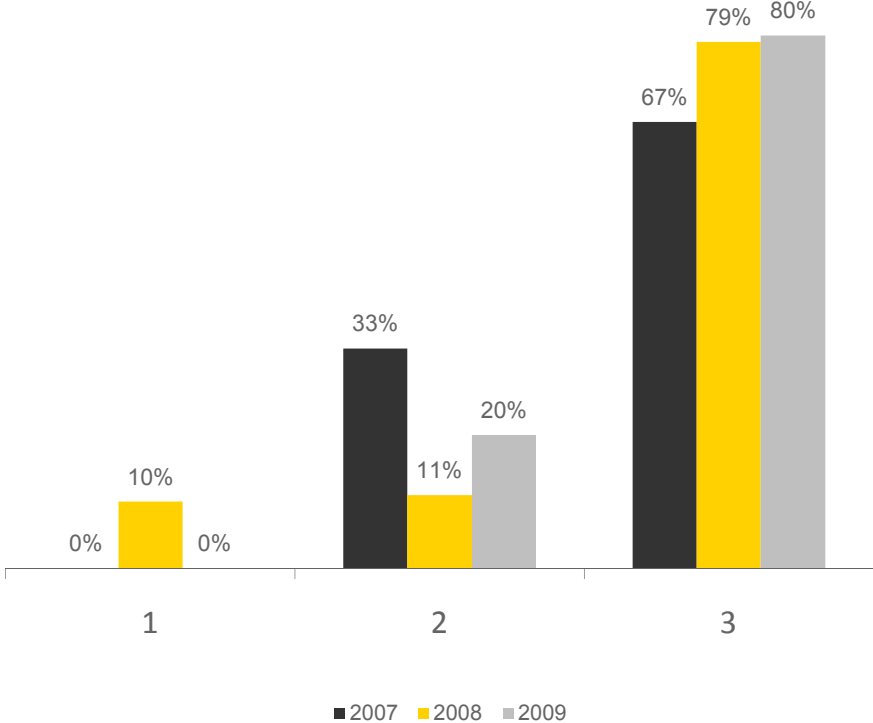
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FM Nirvana – Our Dream!

- ▶ 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 or positive 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

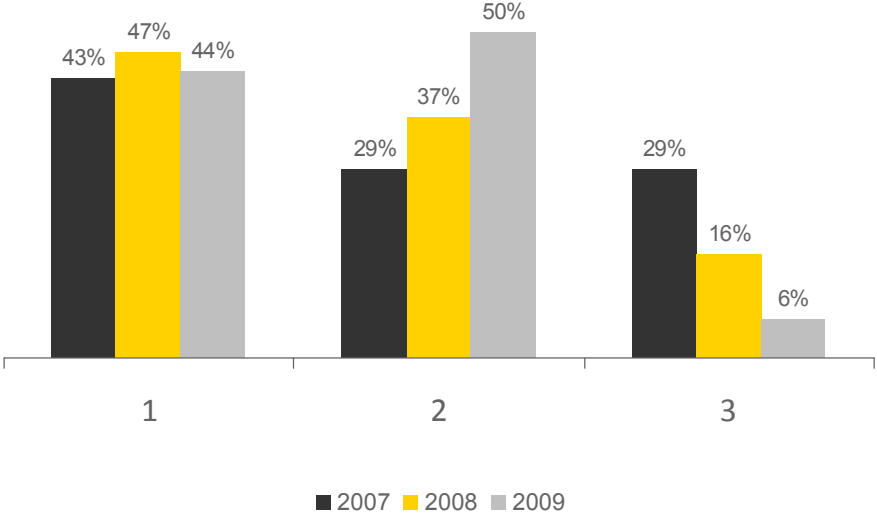


Question 7: Has management attention to FM-related areas changed during the year (2009)?

3 Source: Ernst & Young Head of FM Roundtable 28-29 October 2009
– part of the EY FM Benchmarking program

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

4 Source: Ernst & Young Head of FM Roundtable 28-29 October 2009
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What is key for Head of FM in the Nordics?

**Cost reduction &
Cost optimization**

Flexibility

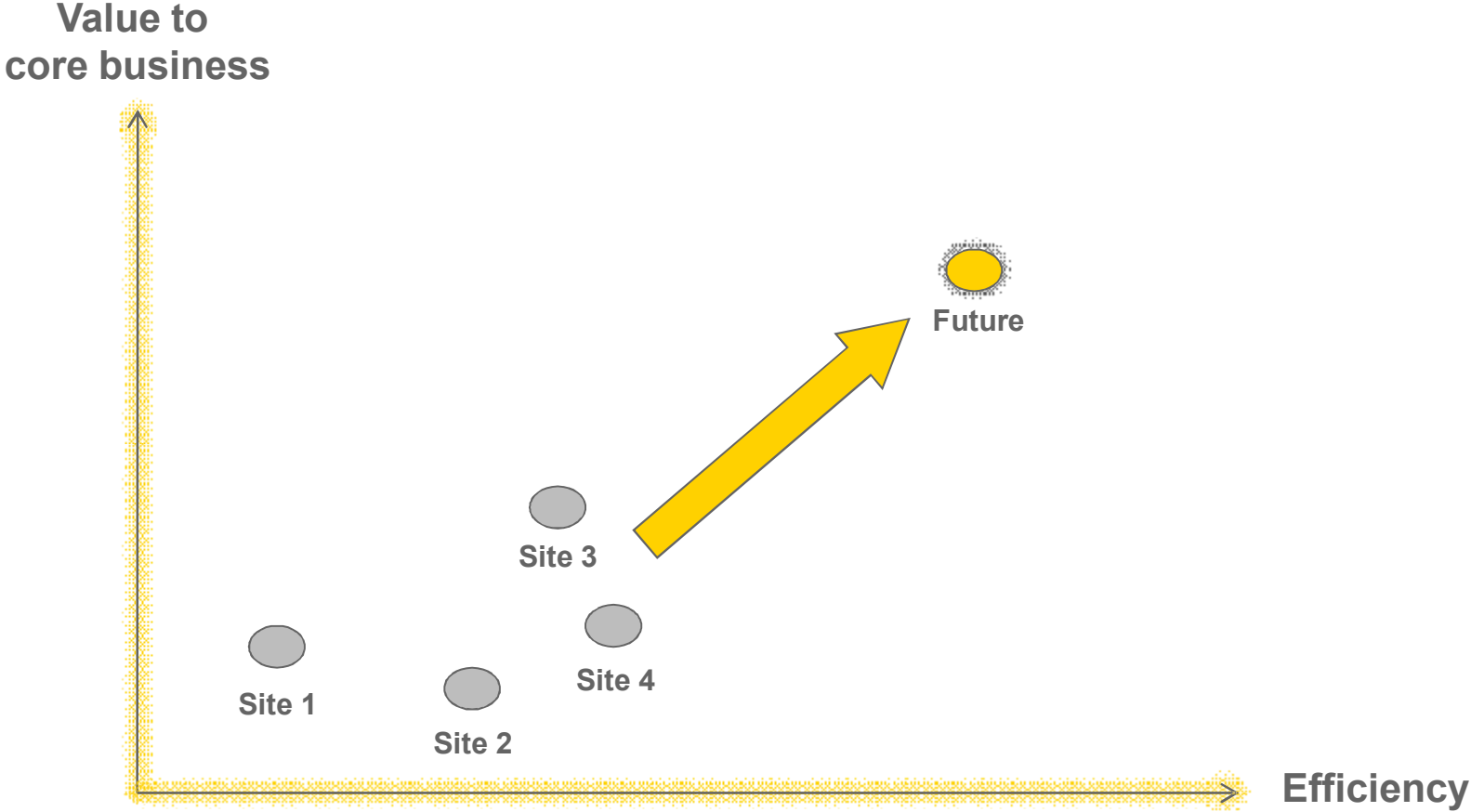
**Value to core
business**

Harmonization

**Environment &
Sustainability**

**Innovation and new
solutions**

The Challenge!



Real Estate and FM constitutes the majority of CO₂ emissions

- ▶ Real Estate and FM constitutes approximately 40 % of the total CO₂ emissions
- ▶ Passenger transportation measures 6% of the total CO₂ emissions



The termites are ahead!



But man is catching up!

- ▶ 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

FM Concept

- ▶ Make or buy strategy
- ▶ Outsourcing process with partner selection
- ▶ Service descriptions
- ▶ Demand organization
- ▶ Roles and responsibilities
- ▶ Ordering processes
- ▶ 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				
1. Location and geography	Large city <input checked="" type="checkbox"/>	Small city <input type="checkbox"/>	Outside city <input type="checkbox"/>	
2. Size of site	<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"/>
3. Type of core business	Production <input checked="" type="checkbox"/>	R&D <input type="checkbox"/>	M&S <input type="checkbox"/>	
4. Maturity of FM market	Highly mature* <input type="checkbox"/>	Mature <input checked="" type="checkbox"/>	Non mature <input type="checkbox"/>	

Different type of buildings or business needs different concepts



Take command over ALL the new types of workplace solutions

- ▶ 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

DFM Netværk inviterer sammen med Ernst & Young til gå-hjem-møde den 26. oktober 2010

- om optimering af FM gennem benchmarking og outsourcing/udlicitering

- ▶ Kl. 15-18
- ▶ EY Tower – det tidligere DR Byen i Søborg
- ▶ FM benchmarking, case: Post Danmark
- ▶ FM outsourcing, case: surprise!
- ▶ Buffet og networking
- ▶ Invitationer udsendes om 1 uge, se også www.dfm.net



Q&A



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