



# ACHIEVING SUCCESSFUL FACILITY MANAGEMENT OUTCOMES:

## What Leading Organizations Are Doing

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# Effective facility management plays a pivotal role in the success of organizations across industries.

As the business landscape continues to evolve, leading organizations are redefining their approach to facility management to meet new challenges.

They prioritize achieving more efficient work output through better planning, better problem/resolution feedback, and more accurate information.

By doing so, these organizations empower their facility management teams to make strategic decisions about the built environment and

supporting assets moving from a reactive to a proactive stance.

In this article, we will explore the initiatives leading organizations undertake to drive better outcomes in facility management and the integration of critical roles and technology in these efforts.

# Baseline Challenges

Traditionally, facility management (FM) teams have found themselves at the tail end of the technology spectrum.

Limited budgets and resource constraints often restrict their ability to implement proactive maintenance programs, resulting in a predominantly reactive approach.

Technicians have faced the challenge of insufficient tools and information, hindering their ability to communicate problems efficiently, troubleshoot effectively, and share common resolutions.

Consequently, the management team has struggled to understand equipment failure trends and lifespan patterns comprehensively.

# Initiatives Driving Better Outcomes

Leading organizations are acknowledging these challenges and taking significant steps to drive better outcomes in facility management.

They are embracing innovative strategies and technologies to enhance efficiency and effectiveness. Here are some of the key initiatives being adopted:

## ■ **Optimizing Operational Technologies:**

By following an optimizing strategy, organizations can enhance the performance of both CMMS and IWMS operational technologies, leading to improved maintenance and facility management processes and better overall organizational efficiency.

Generally, this will result in improved data quality, enhanced workflows, predictive maintenance capabilities, more effective asset management and the ability to better track performance metrics and KPI's.

### ■ **Equipping Technicians with Better Tools and Information:**

To improve work output efficiency, organizations are providing technicians with advanced tools and technology. Mobile applications, digital checklists, and real-time communication platforms enable technicians to access crucial information on the go, streamline their work processes, and reduce downtime. Furthermore, wearable technology and augmented reality (AR) devices can provide technicians with real-time guidance and remote expert support, allowing them to perform tasks more accurately and efficiently.

### ■ **Implementing Standard Procedural Information:**

Standardizing procedures is essential to ensure consistent work practices across the organization. Leading organizations are developing comprehensive manuals and protocols, providing technicians with clear task performance guidelines. This standardization minimizes errors, improves productivity and consistency, and enhances problem/resolution feedback. Additionally, digital platforms and centralized databases enable technicians to access updated procedural information easily.

### ■ **Streamlining Data Collection Processes:**

Efficient data collection is crucial for gaining valuable insights into facility and asset performance. Leading organizations are leveraging technology to simplify the data collection process. They utilize digital platforms and automation tools to aggregate asset and building data in a centralized system. This streamlines data analysis, facilitates informed decision-making, and enables proactive maintenance planning. Furthermore, integrating sensor technology allows for real-time data collection on equipment performance, energy usage, and environmental conditions.

### ■ **Embracing IoT Technology:**

The Internet of Things (IoT) is revolutionizing facility management by increasing the number of information inputs for buildings and assets. Organizations are deploying IoT sensors and devices to collect real-time data on energy consumption, equipment performance, and environmental conditions. This data empowers facility managers to detect anomalies, predict maintenance needs, and optimize resource allocation. For example, predictive maintenance algorithms can analyze sensor data to identify potential equipment failures before they occur, enabling proactive repairs or replacements.

### ■ **Incorporating Smart Buildings and Digital Twin Technology:**

Leading organizations are embracing the concept of smart buildings and utilizing digital twin technology to optimize facility management outcomes. Smart buildings integrate various systems, including HVAC, lighting, security, and occupancy, to create a connected ecosystem.

Through advanced automation and data analytics, smart buildings enable facility managers to monitor and control building operations in real-time, optimizing energy efficiency and occupant comfort.

Digital twin technology, on the other hand, creates a virtual replica of the physical facility, allowing facility managers to simulate scenarios, test changes, and optimize maintenance strategies before implementing them in the real world. This technology enhances decision-making capabilities and enables predictive and preventive maintenance strategies.



### ■ **Adding an Analyst:**

Leading organizations understand the value of deriving actionable insights from data. By adding data analysts to their facility management teams, these organizations can effectively interpret the vast amount of collected data. Analysts help identify patterns, uncover hidden opportunities, and provide strategic recommendations for improving facility performance and optimizing asset utilization.

### ■ **Adding a Planner/Estimator:**

Developing a planner/estimator role within the facility management team combines strategic scheduling, accurate estimation, and efficient resource management. This initiative optimizes work processes, reduces downtime, and enhances the team's overall performance. By leveraging the expertise of planners/estimators, leading organizations can further improve their facility management outcomes and drive continuous improvements in their operations.

## CONCLUSION

In conclusion, achieving successful facility management outcomes requires organizations to adopt proactive measures and leverage technology-driven solutions.

Organizations can unlock the full potential of their facility management efforts by gaining better control of facility information, establishing standard practices, transitioning from reactive to proactive maintenance, integrating essential proactive resources, and integrating smart buildings and digital twin technology.

Leading organizations recognize that investing in advanced tools, IoT technology, and digitalization enhances operational efficiency and provides invaluable insights for strategic decision-making.

By adopting these strategies, organizations can position themselves as industry leaders in facility management, ensuring sustained success in an ever-evolving business landscape.

