

Building a High-Tech Future

2025
2023



Scale delivery of ISS developed leading-edge technology

Accelerate digital value creation for both our customers and placemakers. ISS owned technology will be leveraged to unleash potential of new business models.

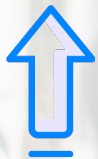
2022
2021



Build ISS Tech Powerhouse

Established new tech hubs in Warsaw & Porto for the growing ISS Tech Team of 800+ technologists globally: ISS starts developing innovative apps in-house.

2021



Set strategic direction to build high-tech future for ISS

Appointed first-ever Chief Information and Digital Officer to implement the strategic roadmap for ISS' digital business transformation: Board of Directors approved ISS' Global Tech Strategy. Placemaker app (MyISS) initiated.

BUILDING A HIGH-TECH FUTURE

ISS Tech Strategy

Strategic ambition

Technology Leader in the IFM industry

Generating competitive advantage
for our customers and placemakers

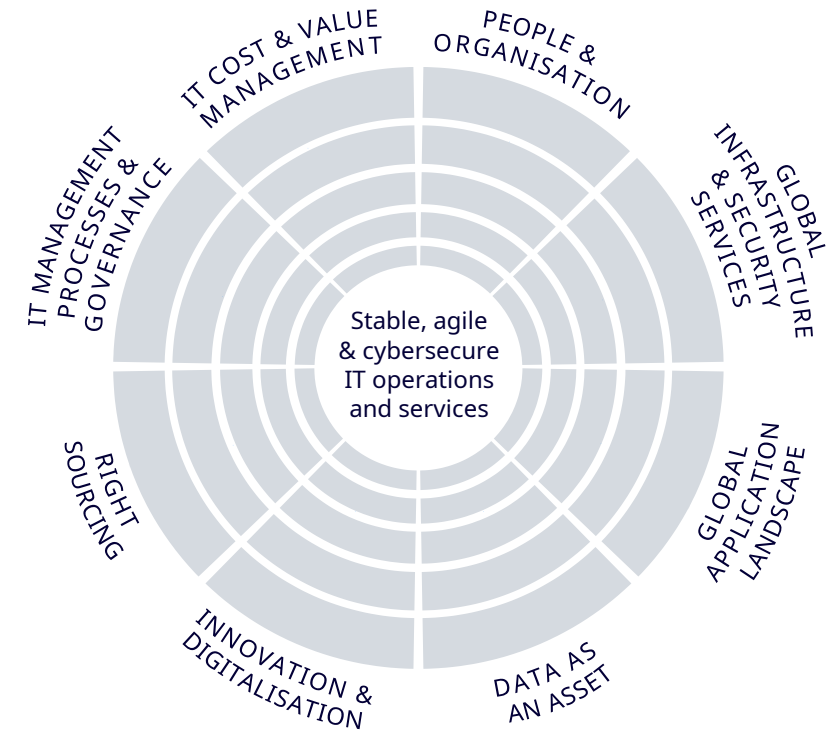
Strategic pillars

The right **digital applications** for our
customers and placemakers

Built on **scalable and cybersecure** "Cloud
First" infrastructure

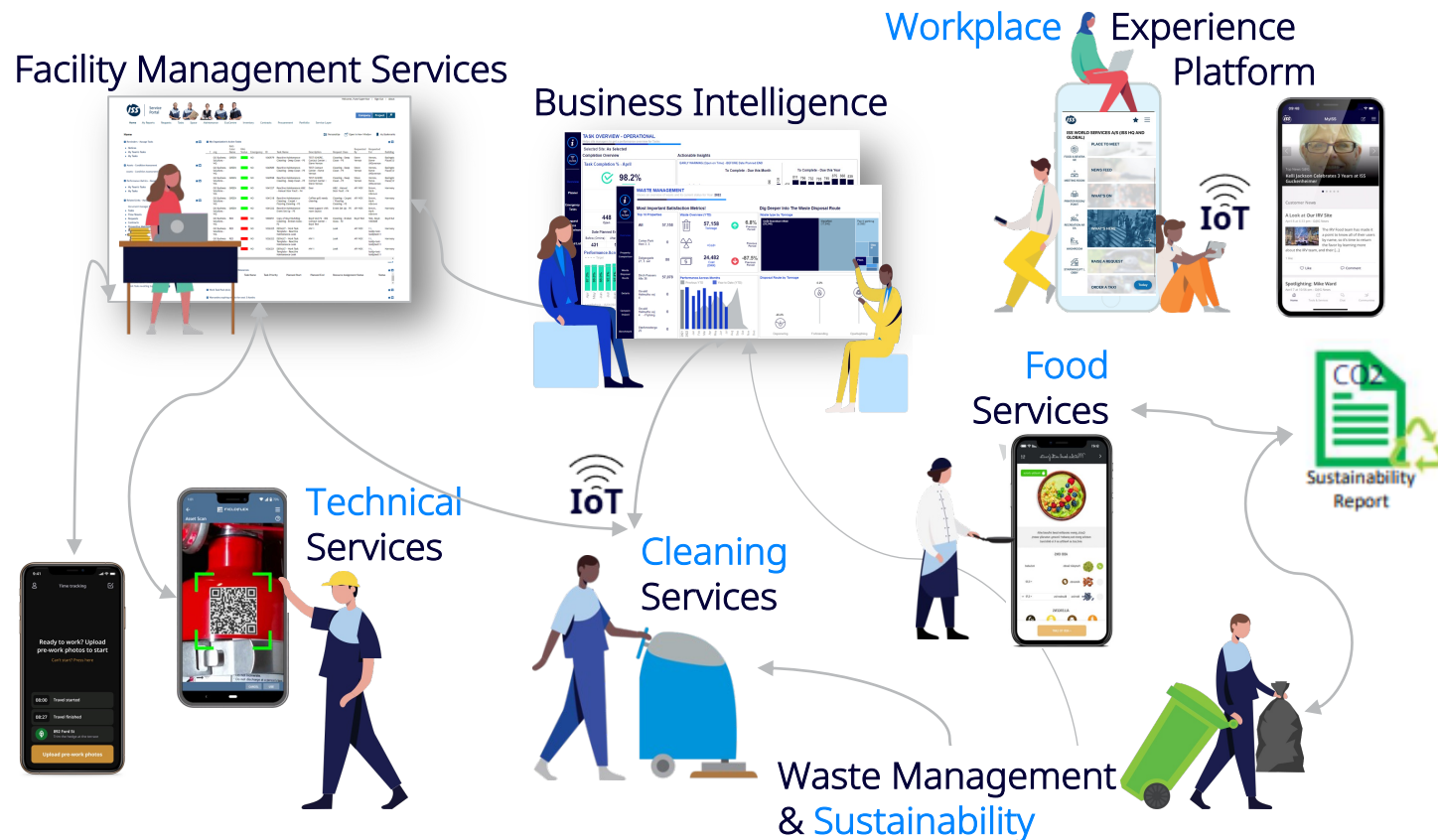
Managed by **ISS' global technology teams**

Framework - The Strategy Wheel



BUILDING A HIGH-TECH FUTURE

ISS' digital ecosystem creates value with scalable platforms, data and innovation



Platform effect



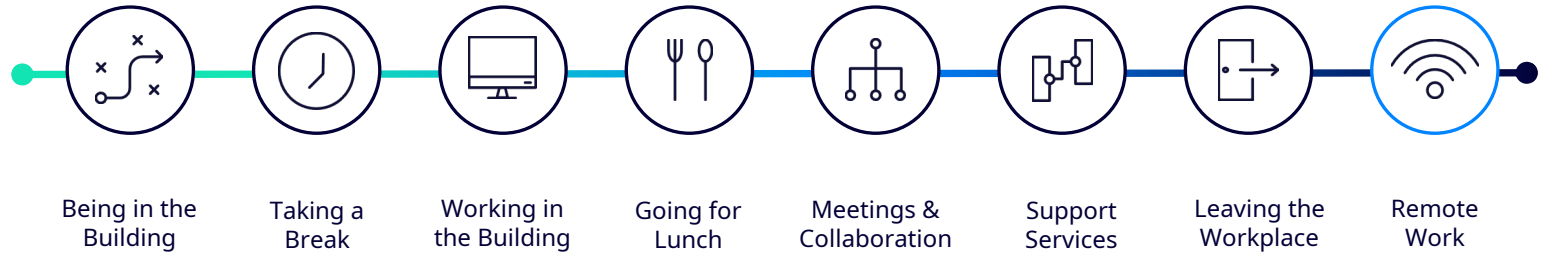
Connect customers' employees to its company, location & brand



Provide a digital marketplace



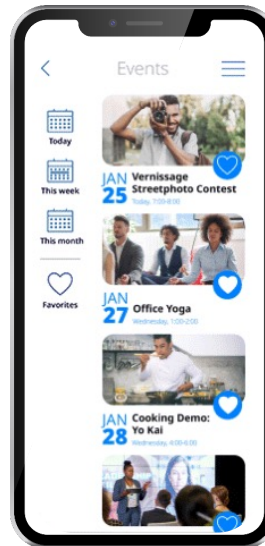
Facilitate innovation complementary products



ISS Workplace

Promoting well-being, engagement & productivity

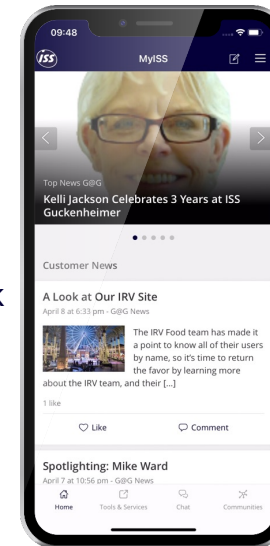
Target 2023:
100,000 users



MyISS

Strengthening connection & collaboration for hybrid work

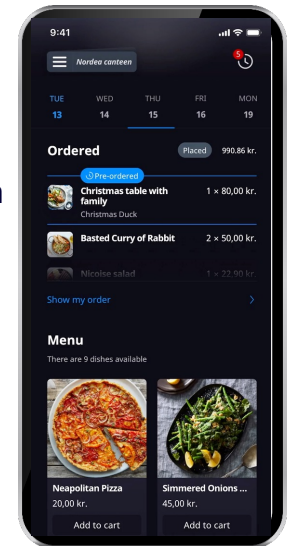
Target 2023:
100,000 users



ISS Takeaway

Balancing full-time jobs with maintaining a household

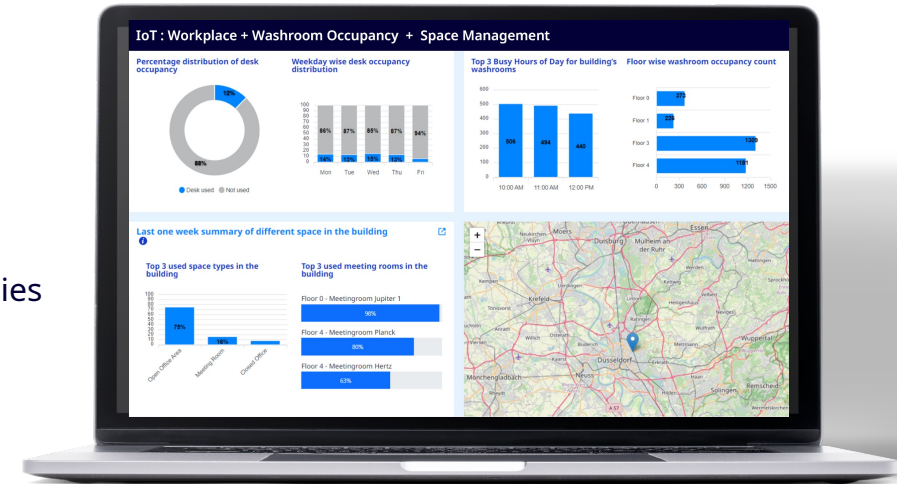
Target 2023:
3 countries



Places that work, think and give

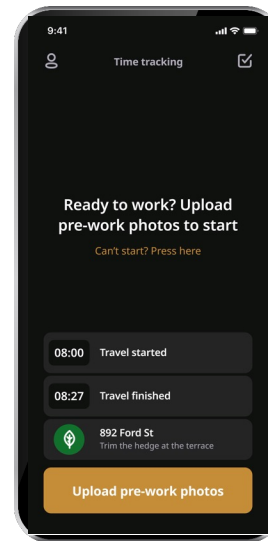
IoT Platform & Products

Data integration that empowers effective decision-making to drive customer strategies



ISS Outdoor

Supporting placemakers to evidence task completion and compliance



ISS Waste Manager

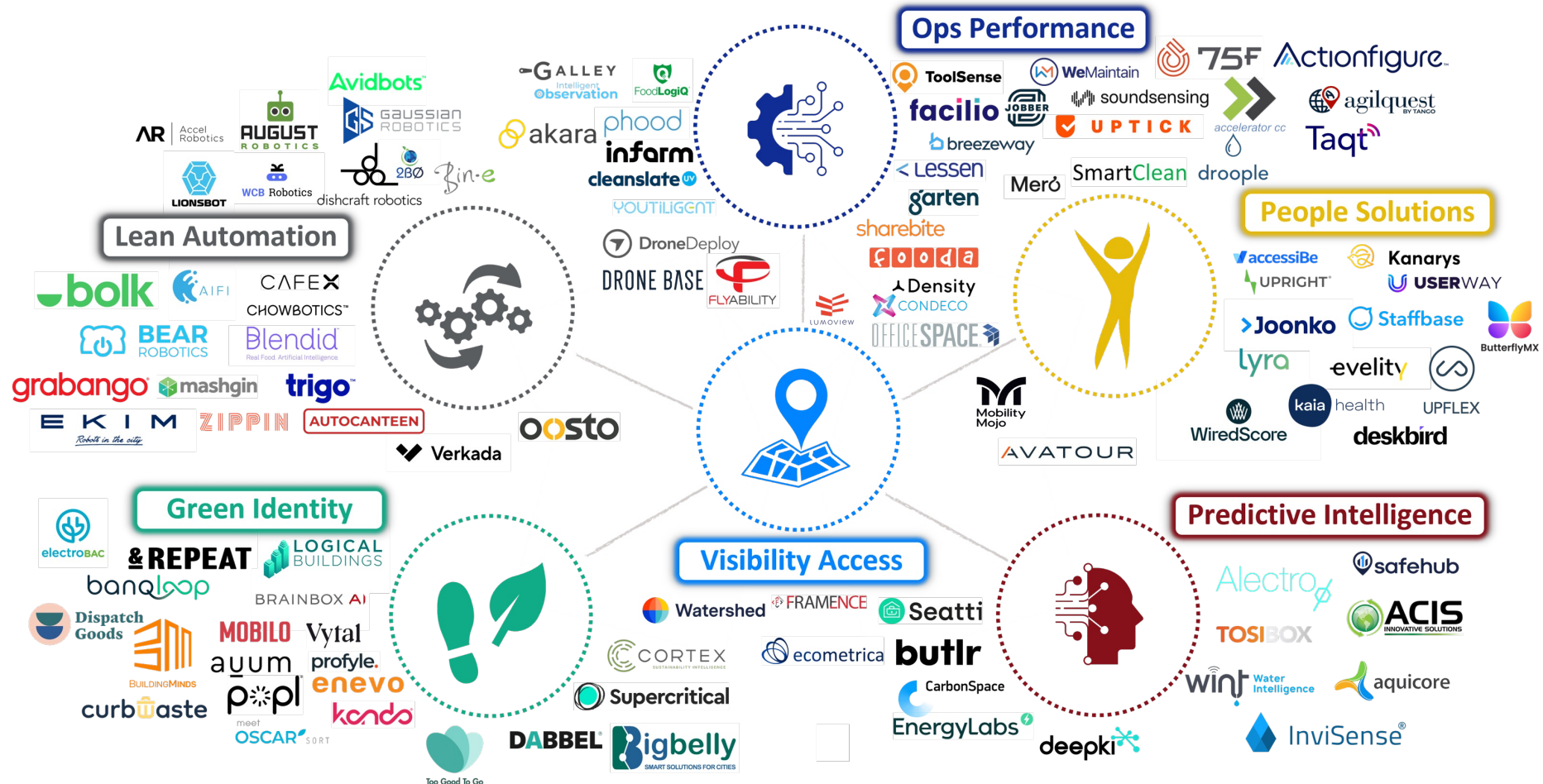
The dashboard displays the following data:

ID	Status	Service Date	Customer	Site	Waste Type	Service Type	Supplier
S-0400011.2	Completed	27/01/2023	ERNST & YOUNG Denmark A/S	EY - Drich Passers Alle	Food Waste	Exchange	Daka Denmark A/S
S-0400011.1	Completed	27/01/2023	ERNST & YOUNG Denmark A/S	EY - Drich Passers Alle	Pying Oil Fat	Exchange	Daka Denmark A/S
S-0400012.2	Cancelled	27/01/2023	ERNST & YOUNG Denmark A/S	EY - Drich Passers Alle	Pying Oil Fat	Exchange	Daka Denmark A/S
S-0400011.3	Completed	28/01/2023	ERNST & YOUNG Denmark A/S	EY - Drich Passers Alle	Food Waste	Exchange	Daka Denmark A/S
Q-0400016	Completed	28/01/2023	ERNST & YOUNG Denmark A/S	EY - Drich Passers Alle	Food Waste	Exchange	Daka Denmark A/S
S-0400012.3	Completed	28/01/2023	ERNST & YOUNG Denmark A/S	EY - Drich Passers Alle	Pying Oil Fat	Exchange	Daka Denmark A/S
Q-040001A	Completed	28/01/2023	ERNST & YOUNG Denmark A/S	EY - Drich Passers Alle	Food Waste	Exchange	Daka Denmark A/S
Q-040001Q	Completed	29/01/2023	ERNST & YOUNG Denmark A/S	EY - Drich Passers Alle	Food Waste	Exchange	Daka Denmark A/S
S-0400014.1	Cancelled	29/01/2023	ERNST & YOUNG Denmark A/S	EY - Drich Passers Alle	Food Waste	Exchange	Daka Denmark A/S
S-0400012.4	Completed	29/01/2023	ERNST & YOUNG Denmark A/S	EY - Drich Passers Alle	Pying Oil Fat	Exchange	Daka Denmark A/S
Q-0400015	Completed	29/01/2023	ERNST & YOUNG Denmark A/S	EY - Drich Passers Alle	Food Waste	Exchange	Daka Denmark A/S
S-0400011.4	Completed	29/01/2023	ERNST & YOUNG Denmark A/S	EY - Drich Passers Alle	Food Waste	Exchange	Daka Denmark A/S
S-0400010.1	Cancelled	30/01/2023	ERNST & YOUNG Denmark A/S	EY - Drich Passers Alle	Pying Oil Fat	Exchange	Daka Denmark A/S

Places that work, think and give

BUILDING A HIGH-TECH FUTURE

ISS' Innovation Framework contains almost 500 technology start-ups



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From start-up to scale-up: Sustainability Tech

Track carbon emissions to comply with our NetZero commitments

Identify main drivers of carbon emission such as building energy consumption or food waste

Allow driving a strong **sustainability** agenda in our core services



ISS transforms as Integrated Facility Management moves into big tech & data game



Stable, agile, cybersecure, and cloud-based IT operations and services is a must.



Set strategic direction and build a tech powerhouse.



Deploy easy-to-use apps at scale to generate value and capture data.



Build an ecosystem of fully integrated digital solutions that can leverage data analytics, AI & automation to create algorithms that turn data into actionable insights: IFM is not a single app game.



Creating a 360-degree view on building carbon emissions will become mandatory. Start now!

BUILDING A HIGH-TECH FUTURE

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