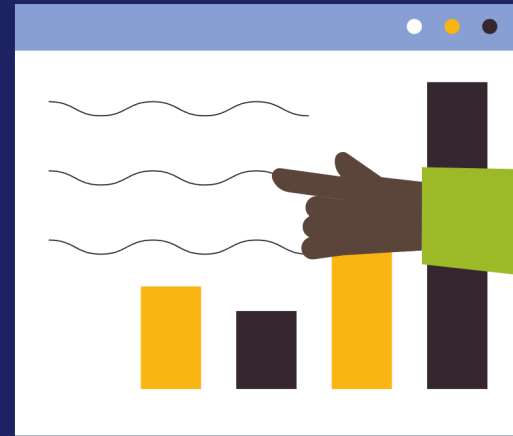
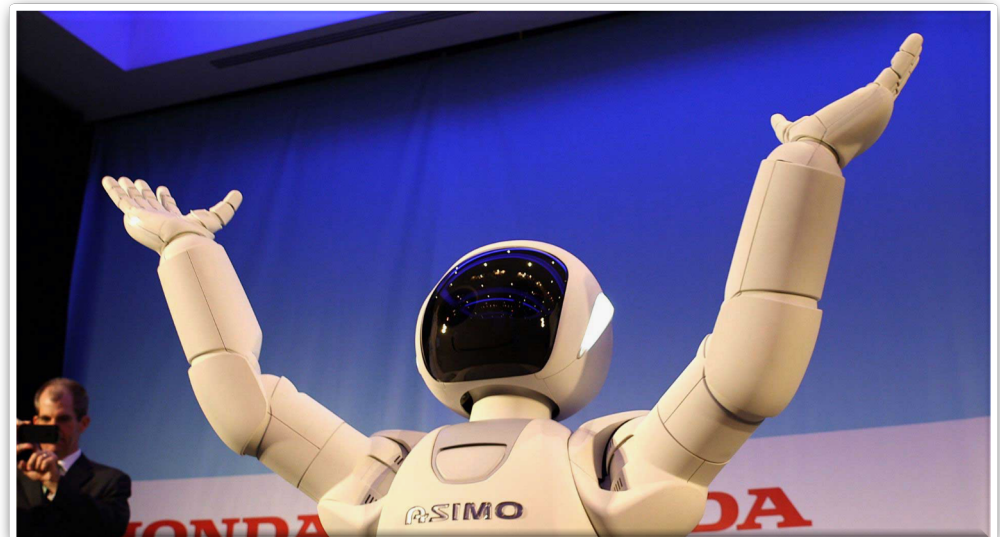
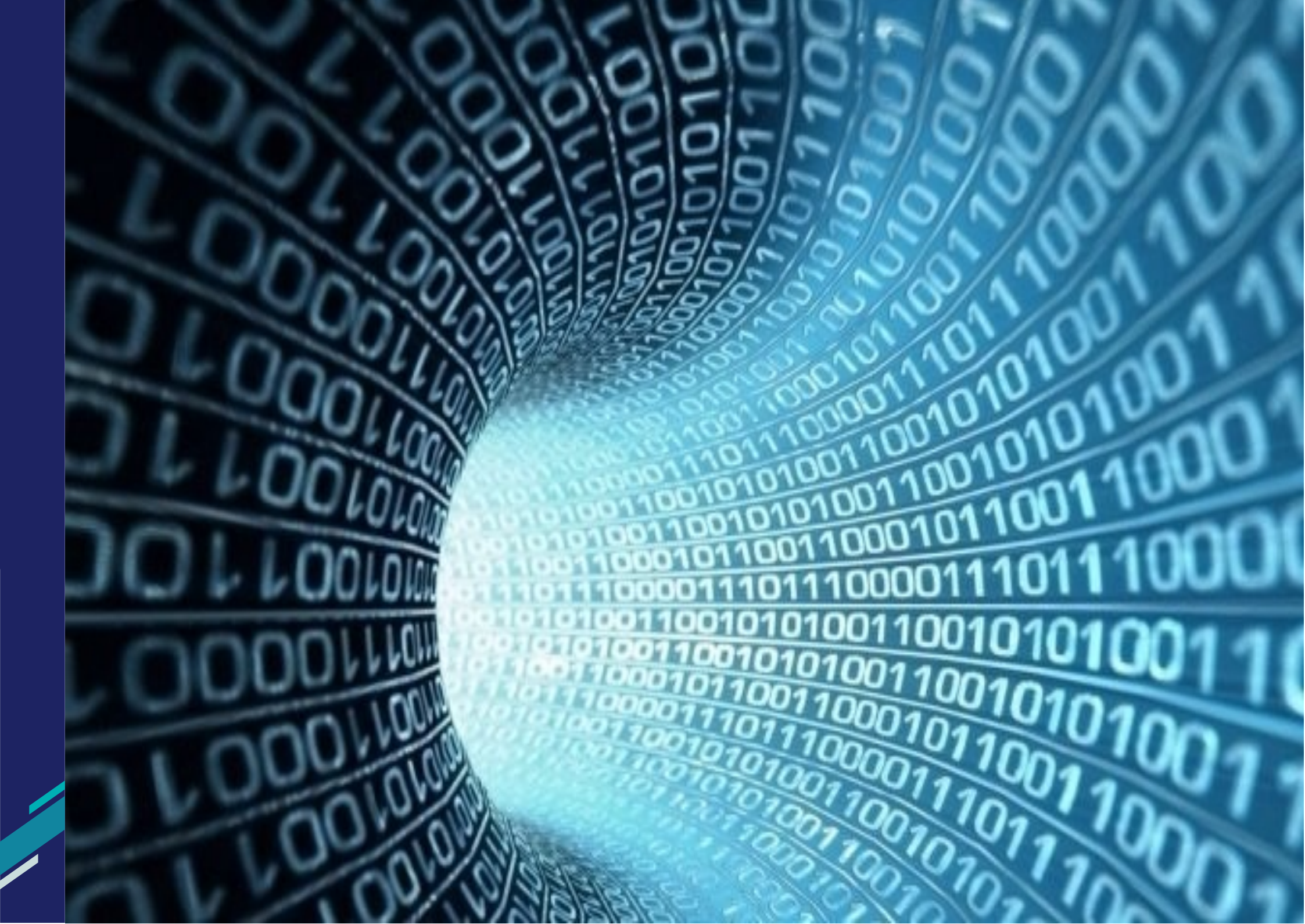


The Evolution of Information in the Workplace



Intro







The Reality

What was the **most important challenge facing FM in 2016?**

Technology 27%

A horizontal progress bar for the Technology category, showing 27% completion with a purple bar.

In which area was most of the **technology** focused in your organisation?

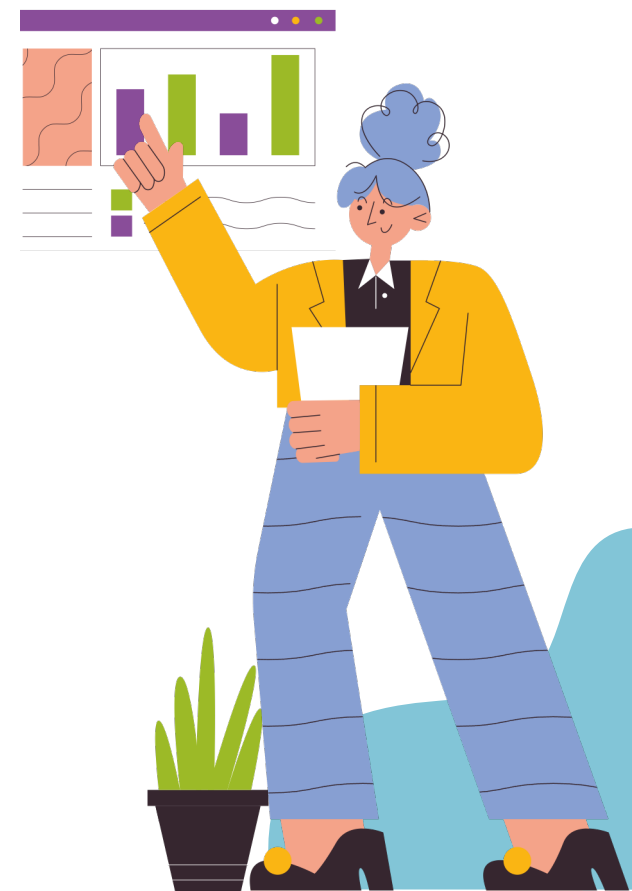
Measuring & Reporting 43%

A horizontal progress bar for the Measuring & Reporting category, showing 43% completion with a purple bar.

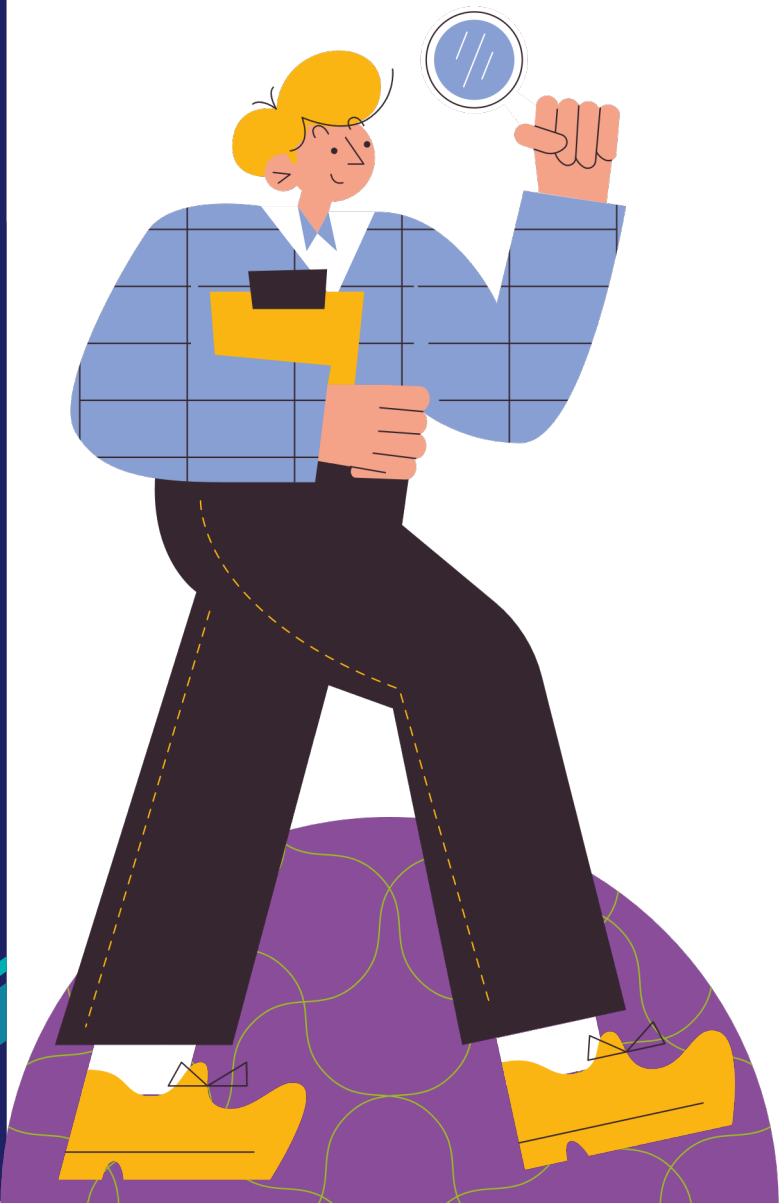
CRM & Communication 31%

A horizontal progress bar for the CRM & Communication category, showing 31% completion with a purple bar.

Service Delivery 23%

A horizontal progress bar for the Service Delivery category, showing 23% completion with a purple bar.

The Challenge



**LACK OF
CONTROL**



**USER
EXPECTATIONS**



NEEDS & WANTS



DATA SILOS



Personas



A Single Source of Truth

CAFM

T&A

FinTech

Auditing

Smart
Building
Sensors

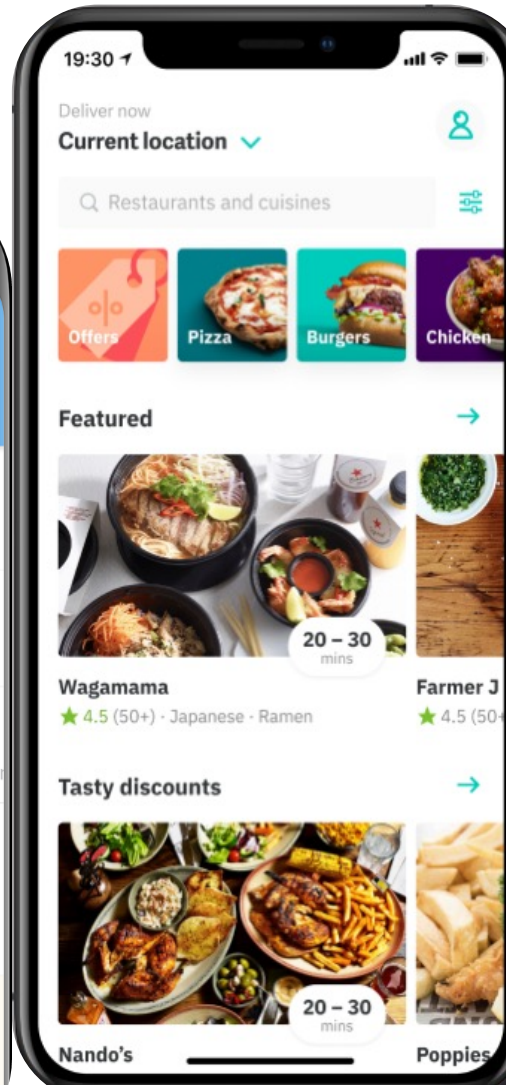
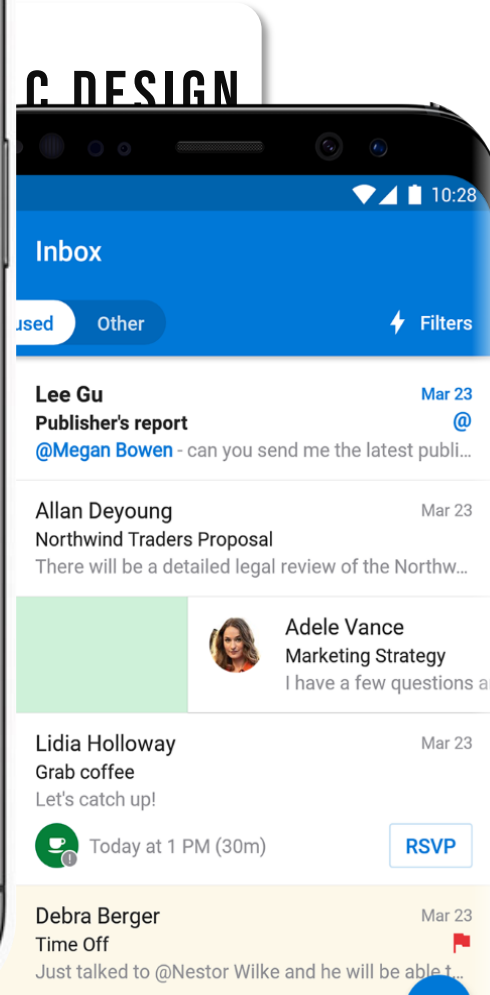
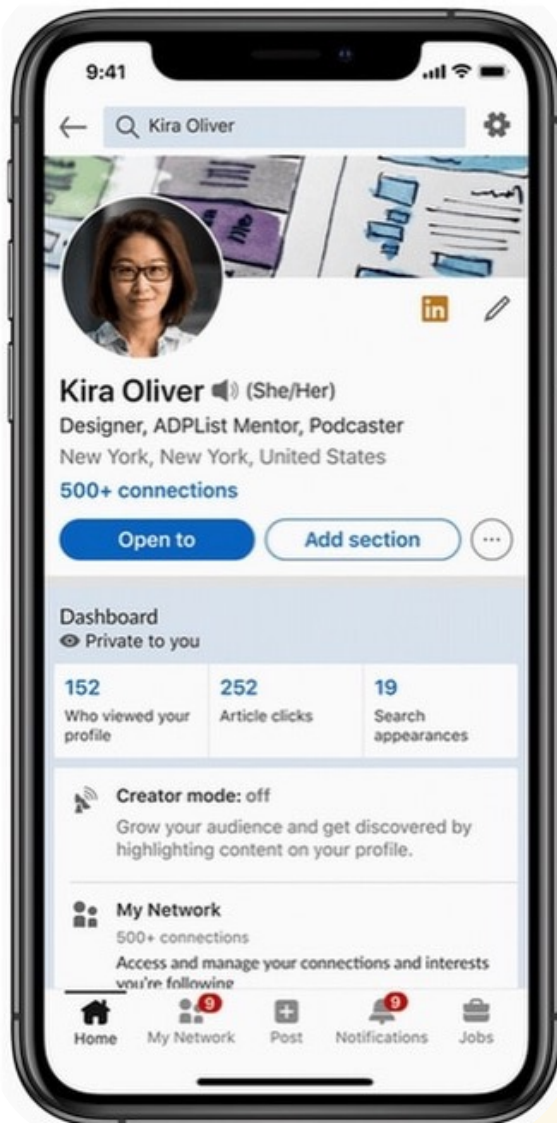
SBFM Core Application

Front Line
Workforce

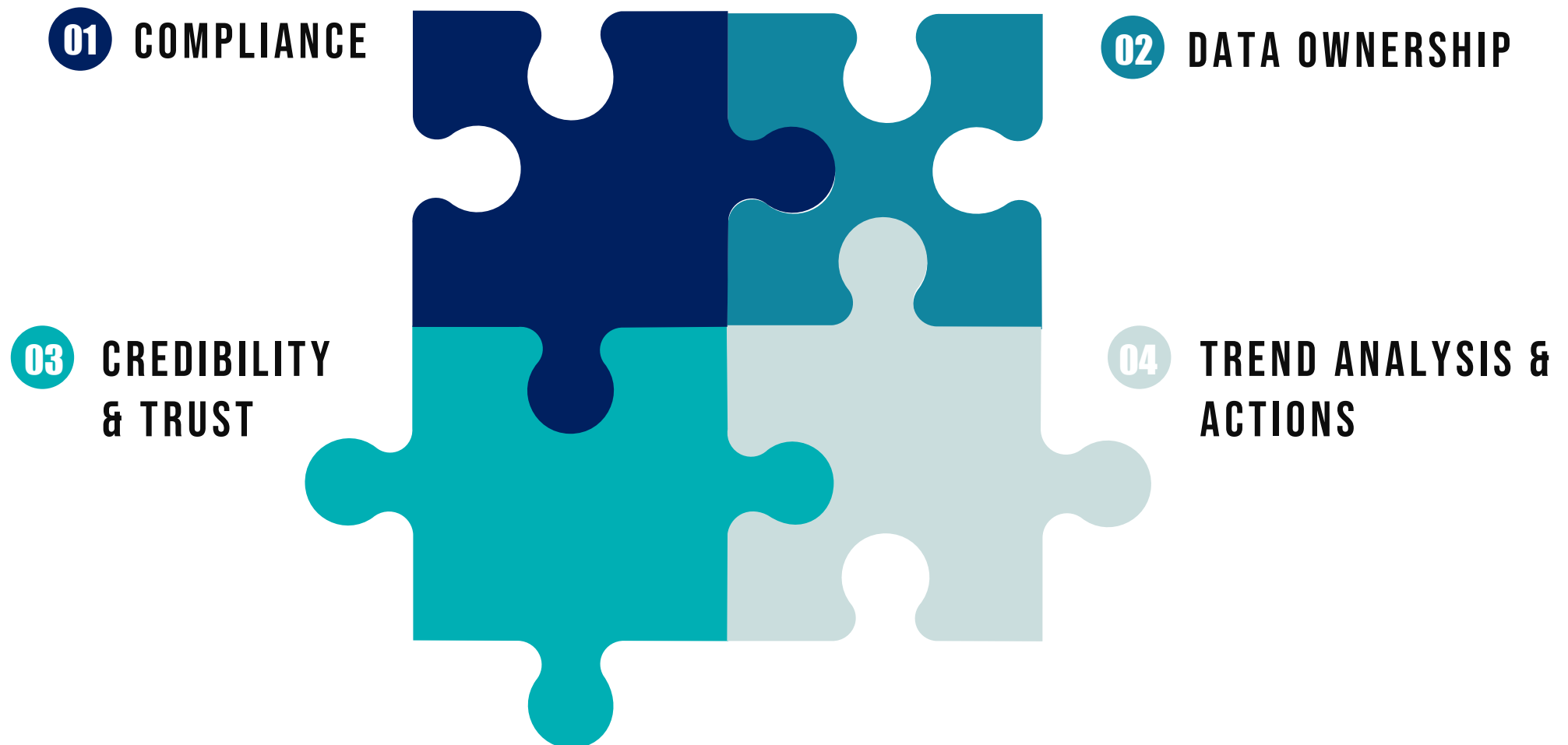
Support
Functions

Clients

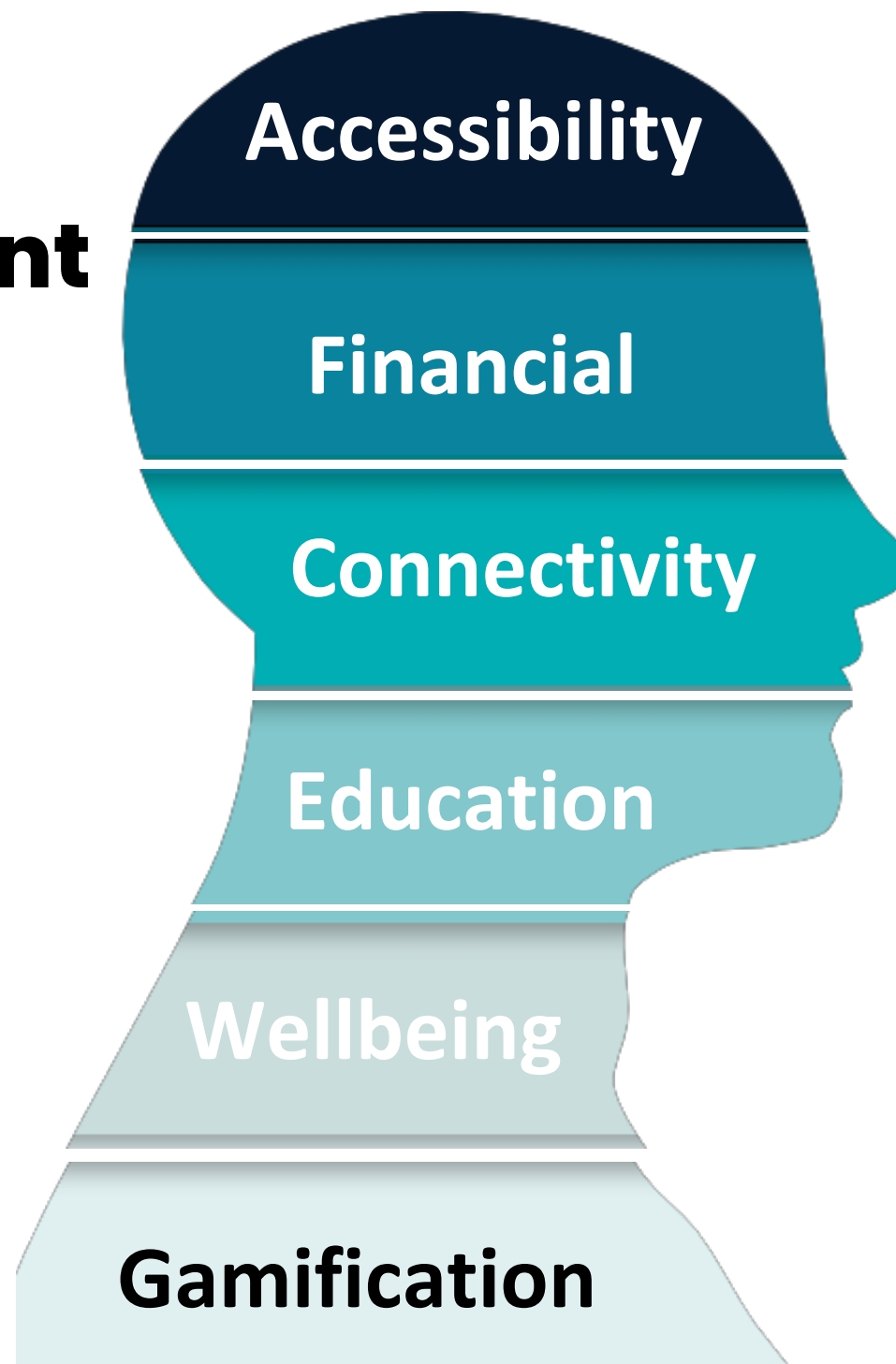
Breaking Down Barriers



Data Accuracy & Transparency

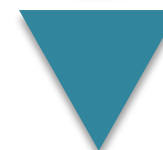


Colleague Empowerment



Personas

HAYDN



PATRICIA



KATE



The Future Vision



