

ISS UK & IRELAND

Digitally driven, human-centric: **Navigating the future of FM**

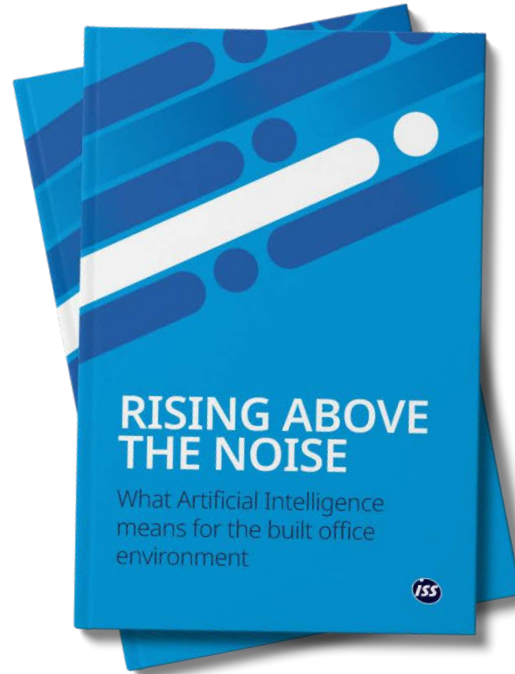
Leanne Lynch

Chief Information Officer, ISS UK & Ireland



Leanne Lynch

Chief Information Officer
ISS UK & IRELAND



Real AI insights.
Only from ISS.

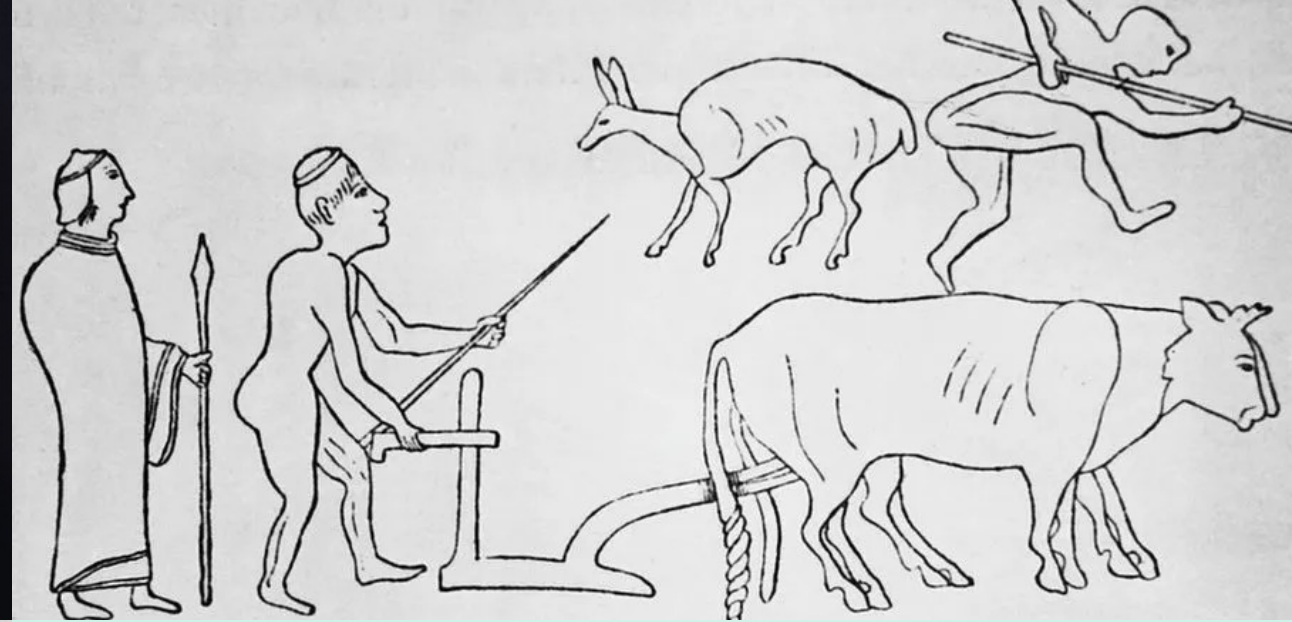
**Download our new
AI whitepaper today**

Scan the QR code or visit
issuki.com/wf24ai



NAVIGATING THE FUTURE OF FM

Getting over the 'jitters' of a digitally-driven world of work



PEOPLE MAKE PLACES





Many jobs, **many platforms**



Many jobs, **one platform**



NAVIGATING THE FUTURE OF FM

Harnessing the power of FM

PLACES

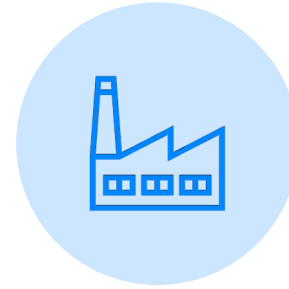
UK built environments



4,300
OFFICES



33,000
SCHOOLS



270,000
FACTORIES



1,150
HOSPITALS



14,000
GOV'T BUILDINGS

PEOPLE
**UK workforce
figures**



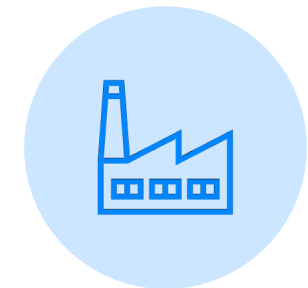
9.1m

OFFICE WORKERS



568k

EDUCATORS



2.52m

FACTORY WORKERS



1.27m

NHS WORKERS



3.7m

CENTRAL GOV'T



How do we empower our people
to run the nation's buildings?

How do we enable our clients to be
more efficient and productive?

NAVIGATING THE FUTURE OF FM

Connecting people and places to make the world work better

EMPOWERING OUR PEOPLE

Connecting ISS colleagues with MyISS

As our integrated global communication, information & employee services platform, **MyISS shapes our employee lifecycle and enhances the employee experience**

MyISS Central

Personalised content & news feed; real-time translation; repro OneID; Group support & global templates; surveys, polls, and

Global Extensions

Access to learning & development platform; employee survey board; employee insights and sentiment analysis

Local Self-Service

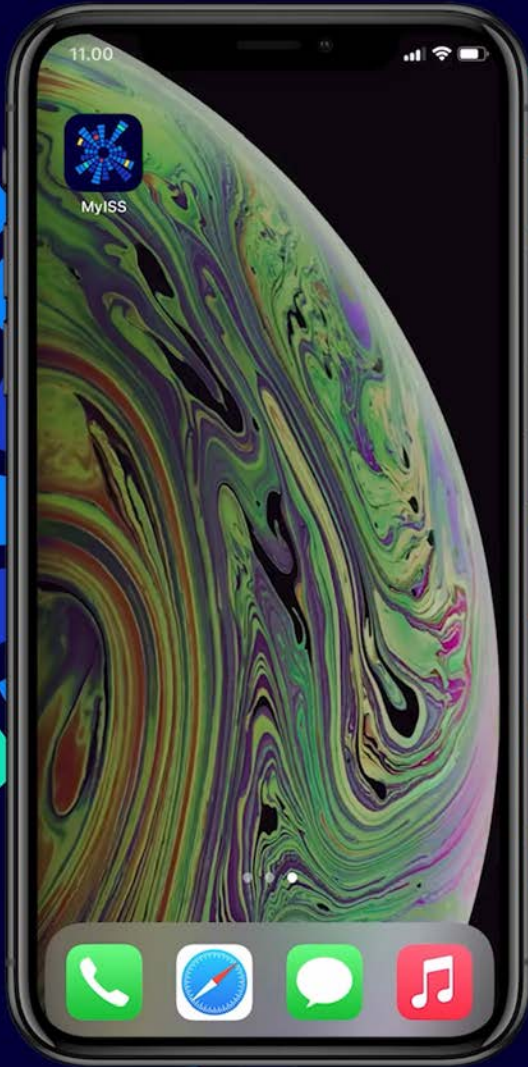
Shift scheduling, payslips and payroll, requesting/managing l

Operational Tools

FieldFLEX; Smart Work App; OPF; and more

Don't forget the power of an AI chatbot that can assist up to 360k placemakers every day and in many ways!

The shared knowledge!





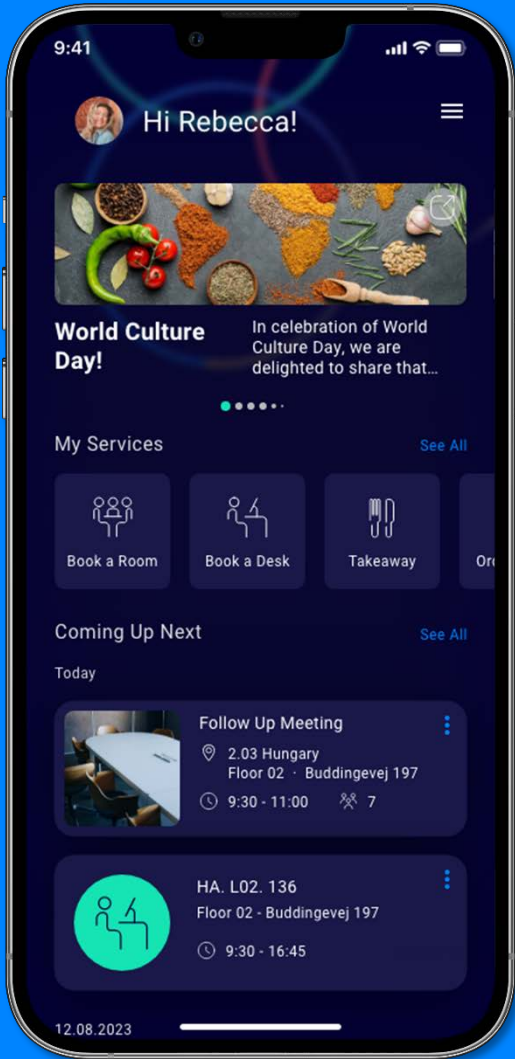
PEOPLE MAKE PLACES



EMPOWERING OUR BUILDING USERS

Connecting customers with **Convenie**

Creating **first-class, frictionless workplace experiences** for our building users



Inform and engage
your employees



Increase productivity
and wellbeing



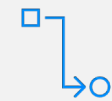
Create a workplace
community



Easy
integration



Integrate to the existing
application pool



Full activation
and implementation



PEOPLE MAKE PLACES



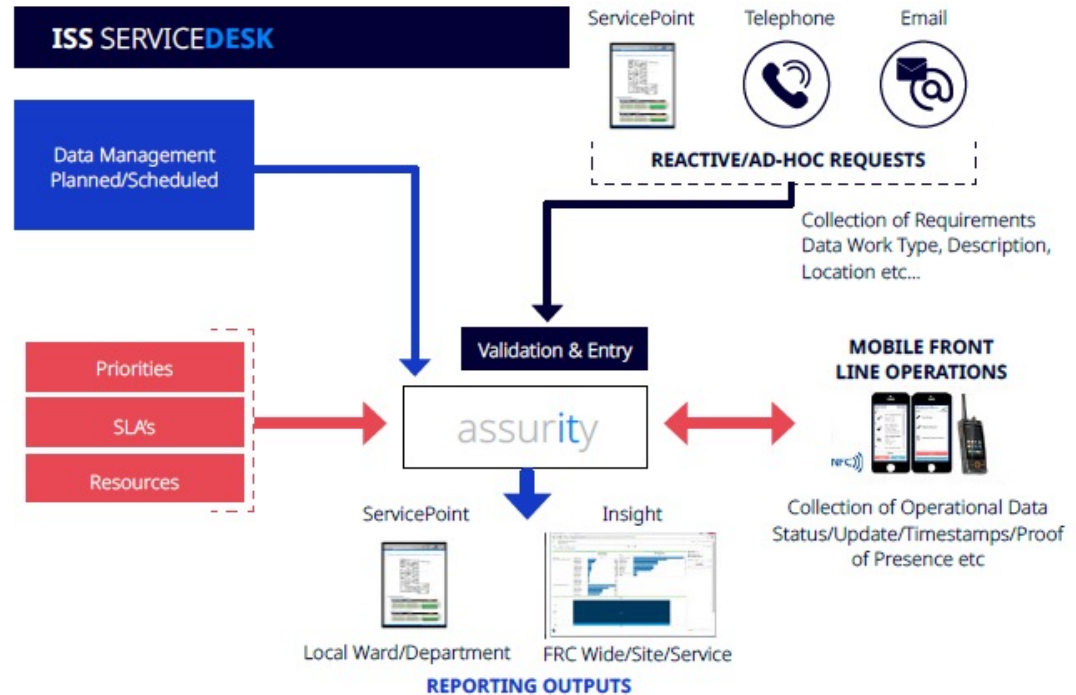


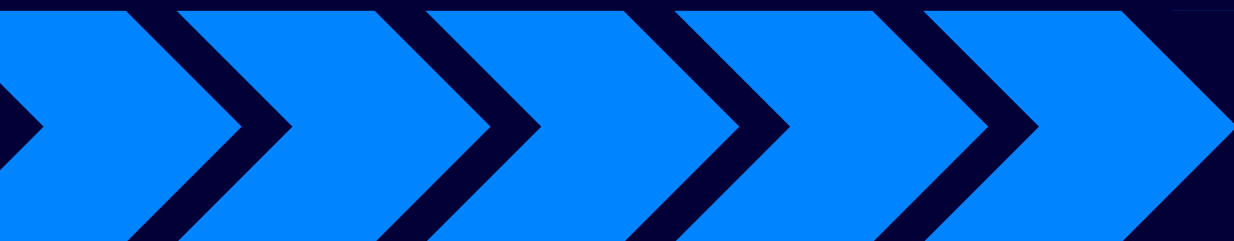
EMPOWERING CARERS

Better patient care with ServicePoint

Our **award-winning** solution for a more efficient, effective NHS

Part of an integrated process





How do we use technology to
**shape the places and
experiences that people want?**

Digitisation is now a **constant**

200bn +3,233%

IoT devices in buildings
in 2020

United Nations, 2020

Growth rate of IoT devices
2020 compared to 2015

Intel, 2015



Building data presents **huge opportunities**

Technology is providing the facility management industry with more and better data to maintain and operate facilities more efficiently and cost-effectively.

40%

IoT devices in
office & production buildings
McKinsey Global Institute, 2021

8%

IoT devices in
retail buildings
McKinsey Global Institute, 2021

4%

IoT devices in office &
transportation buildings
McKinsey Global Institute, 2021

30%

IoT devices in
healthcare buildings
McKinsey Global Institute, 2021

8%

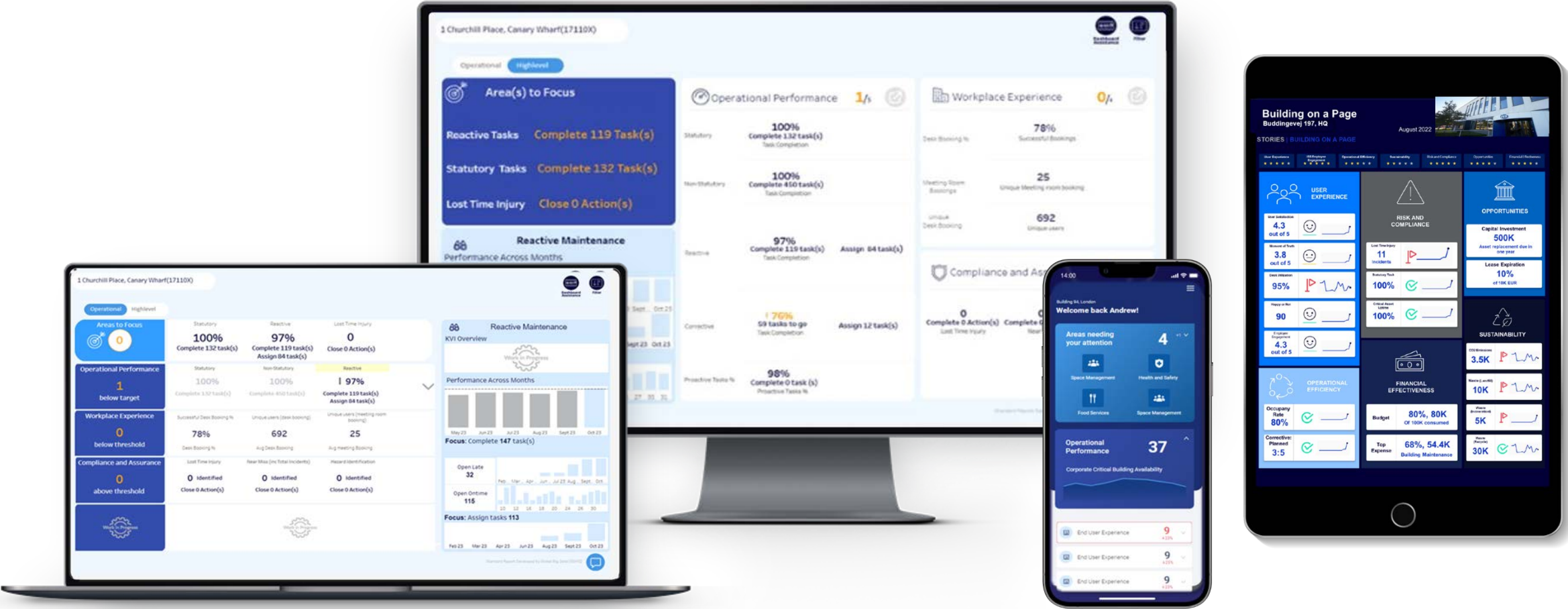
IoT devices in
security buildings
McKinsey Global Institute, 2021



Bridging the gap between data and outcomes

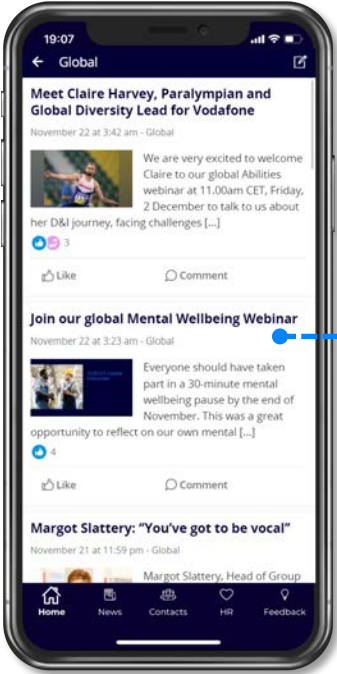


ISS Building on a Page



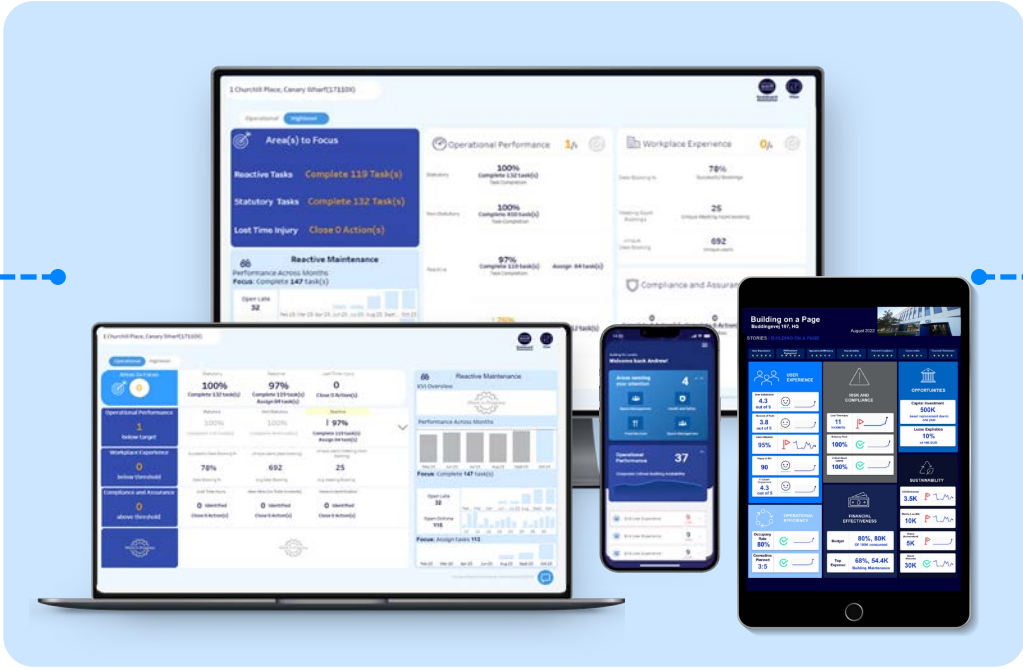
A 360° approach to the way we work

Informing our colleagues



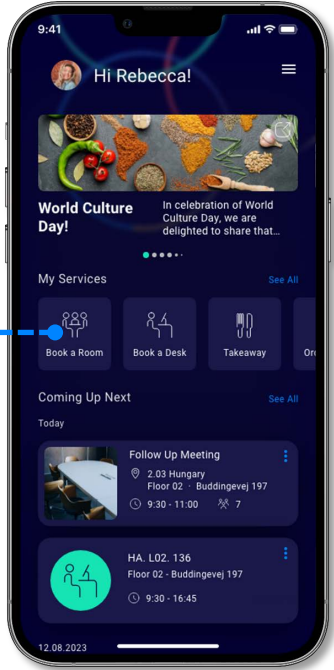
MyISS

Harnessing our data



ISS Building On A Page

Empowering our customers

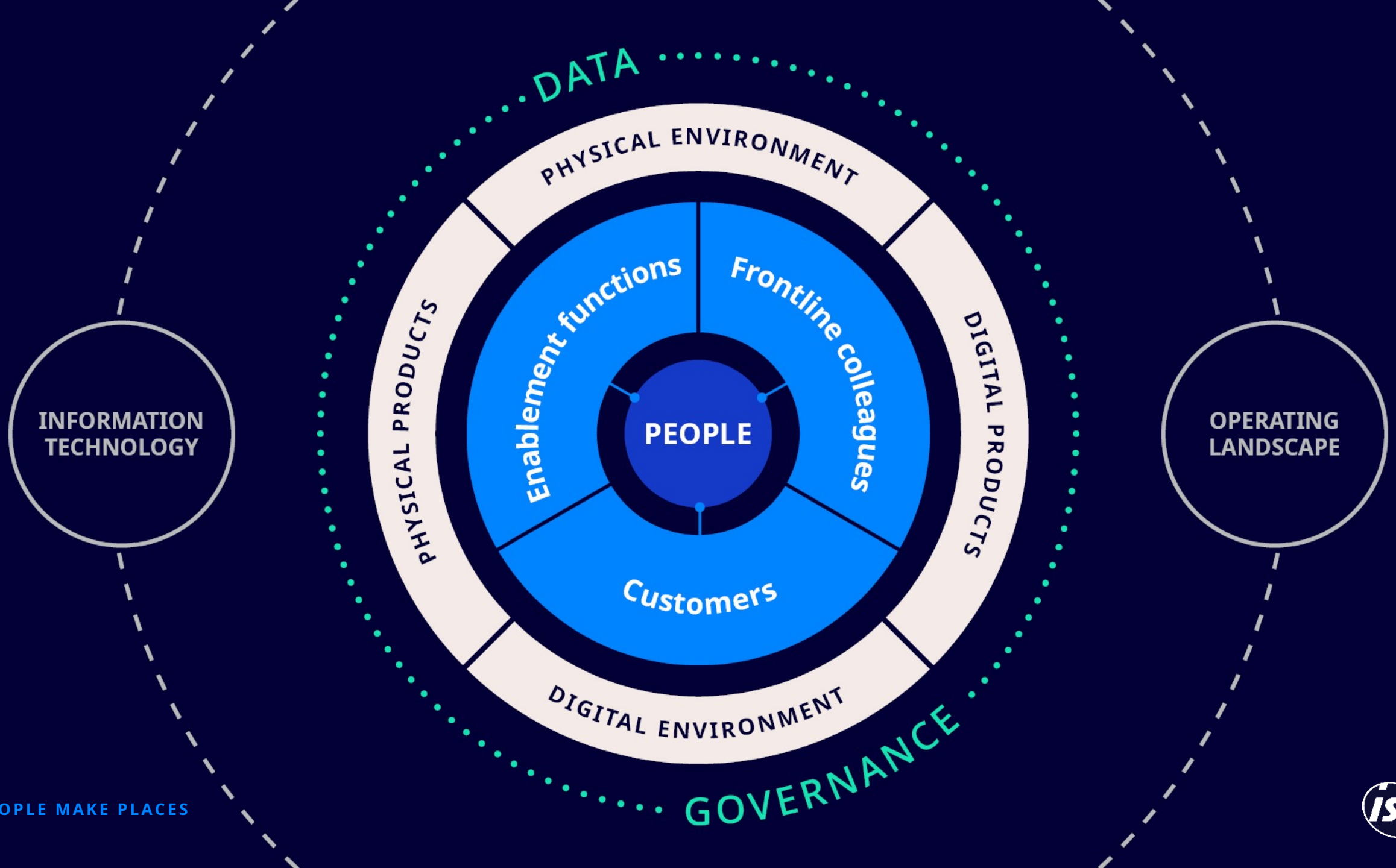


Convenie



NAVIGATING THE FUTURE OF FM

Achieving a human-centric, digitally driven future





The future of FM *is* driven
by technology — but *always*
with people at its heart.