

## Adaptive FM now critical to the delivery of business goals and re-engagement of staff – say Colliers

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Workplaces need to be maintained and managed in a more agile and responsive way if they are to serve the needs of a hybrid work environment and support the return to the office, according to new research from [Colliers](#), a leading diversified professional services and investment management company.

Colliers Global Occupier Services' new report *Adaptive Facilities Management – a new vision in agility* reveals traditional facilities management (FM) models, where services are delivered at fixed frequencies and costs, are no longer fit for purpose, due to occupancy levels at many workplaces remaining in flux. By embracing adaptive FM strategies, organisations can not only optimize space and resources but also improve the employee experience through more responsive and tailored services.

“To bring workers back to the office, you have to examine the reasons they give for not wanting to go in the first place,” explained Nicholas Marsh, Colliers' EMEA Head of Enterprise FM Advisory. “Lack of desk space, substandard equipment, difficulty accessing amenities – facilities management plays a critical role in understanding and addressing all these pain points.”

“Employees have been conditioned by their experiences as consumers,” Marsh continued. “It needs to be as easy and seamless as possible for staff to book a meeting room, plug in their laptops, and display the video or presentation on the wall. We have to create a frictionless experience in terms of FM to make people want to come back to work.”

Connected technologies proving essential

Innovations in sensors and monitoring, along with the widespread proliferation of connected devices are enabling more granular, real-time analysis of how and when workspaces are being used. Forward-looking enterprises featured in the report are leveraging this data to reduce occupancy and maintenance costs, while also enhancing employee experience by ensuring infrastructure and services are available when needed and accommodating diverse work styles.

Technology and data analytics are also helping companies track and improve workplace performance. This measurement is expanding beyond traditional metrics such as costs or occupancy per-square-foot to include employee satisfaction and sustainability.

“Don’t start with technologies, start with the opportunity, or the problem that you’re trying to create or solve for and work backwards into the technology to find the answer,” Marsh explained.

“While efficiency gains are one benefit of adaptive FM, it’s talent, engagement and employee experience that will drive positive transformation for the long term – and technology is a crucial element of this process.”

#### Shift to flexible portfolio of specialised vendors

The report highlights a shift from traditional service-level agreements to more flexible, performance-based contracts that better align the interests of building occupiers, FM providers and customers. More organisations are also assembling portfolios of ‘best of breed’ vendors with dedicated expertise in specific markets or key emerging practices like sustainability and data analytics.

“We see more enterprises seeking a partner with a strong network of relationships across various aspects of FM, who can assemble and manage teams of providers and leverage their specialised skills or areas of geographic focus to serve the client’s goals,” said Andrew Hallissey, CEO of Colliers Global & EMEA Occupier Services.

#### Key report findings and recommendations:

1. Facilities management (FM) services must evolve to become flexible and adaptive, to meet the needs of more fluid workplaces and workforces
2. As businesses strive to become more nimble and resilient in their operations, real estate and FM relationships are changing
3. Connected technologies are creating the foundation for adaptive FM
4. The ability to find, integrate and act on data is key to effective FM – and a source of competitive advantage
5. FM and real estate key performance indicators (KPIs) are changing to reflect a new focus on creating productive, engaged and collaborative working environments
6. FM and real estate are increasingly recognised as key enablers of enterprise sustainability goals
7. From developing talent to defining culture, FM is playing a more strategic role in the organisation