

# FM Sector Poised for Unprecedented Technology Investment Boom as 97% of Leaders Plan Spending Increase

2 months ago



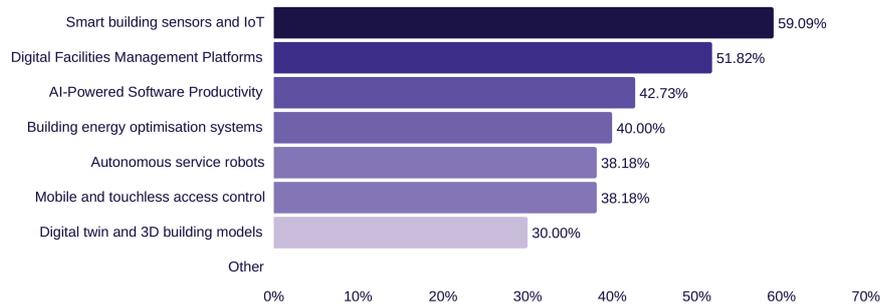
**Bidvest Noonan**, a leading provider of FM services across the UK and Ireland, highlights new research showing record confidence in technology investment across the FM sector. According to the survey, 97% of FM leaders plan to increase technology spending over the next 12-24 months, with none expecting reductions.

The research, which surveyed FM decision-makers managing estates across diverse sectors, indicates a sector-wide commitment to digital transformation. Half of all respondents forecast 'significant' increases in investment, with the figure rising to two-thirds among managers of estates exceeding 500,000 square feet, many of whom have already invested heavily in technology. This demonstrates that strong returns on previous technology deployments are fuelling even deeper commitment to innovation.

## Strategic priorities driving investment

The survey identifies three key technology priorities, among others, shaping FM investment plans for the year ahead:

- Smart building sensors and IoT (59% of respondents)
- Digital FM platforms (52%)
- AI-powered software (43%)



Importantly, the research shows that technology investment is being driven by strategic business objectives rather than purely cost-cutting initiatives. Operational efficiency (63%) and service quality improvements (62%) rank highest among the factors motivating investment, reflecting the sector’s evolution from a traditional cost centre to a strategic business function.

#### Business case for technology transformation

The findings demonstrate a fundamental shift in how facilities management views technology. Rather than viewing digital tools as optional extras, FM leaders are positioning technology investment as essential to delivering measurable business outcomes, complementing the work of employees who provide irreplaceable sector expertise and strategic value.

With 96% of respondents having established frameworks to track and measure technology outcomes, FM leaders are taking a data-driven approach to justifying and evaluating their digital transformation initiatives. This disciplined approach ensures investments are aligned with tangible performance improvements and service delivery enhancements.

“What stands out in this research is that the conversation has moved on. FM leaders aren’t asking whether to invest in technology, they’re asking how to make it work. The fact that service quality ranks almost as highly as efficiency as a driver tells you something important: this isn’t just about cutting costs anymore, it’s about raising standards. That shift changes everything about how technology should be selected and deployed.” said Cormac Sheils, Chief Operating Officer, Bidvest Noonan.

#### Where technology meets people

The unprecedented level of confidence in technology investment signals a pivotal moment for the UK and Ireland FM sector. As organisations continue to recognise the strategic value of facilities management, technology is emerging as the key enabler of enhanced operational performance and service delivery.

[To download the full report, click here.](#)