



AI in Building Maintenance

Our Digital Transformation Journey

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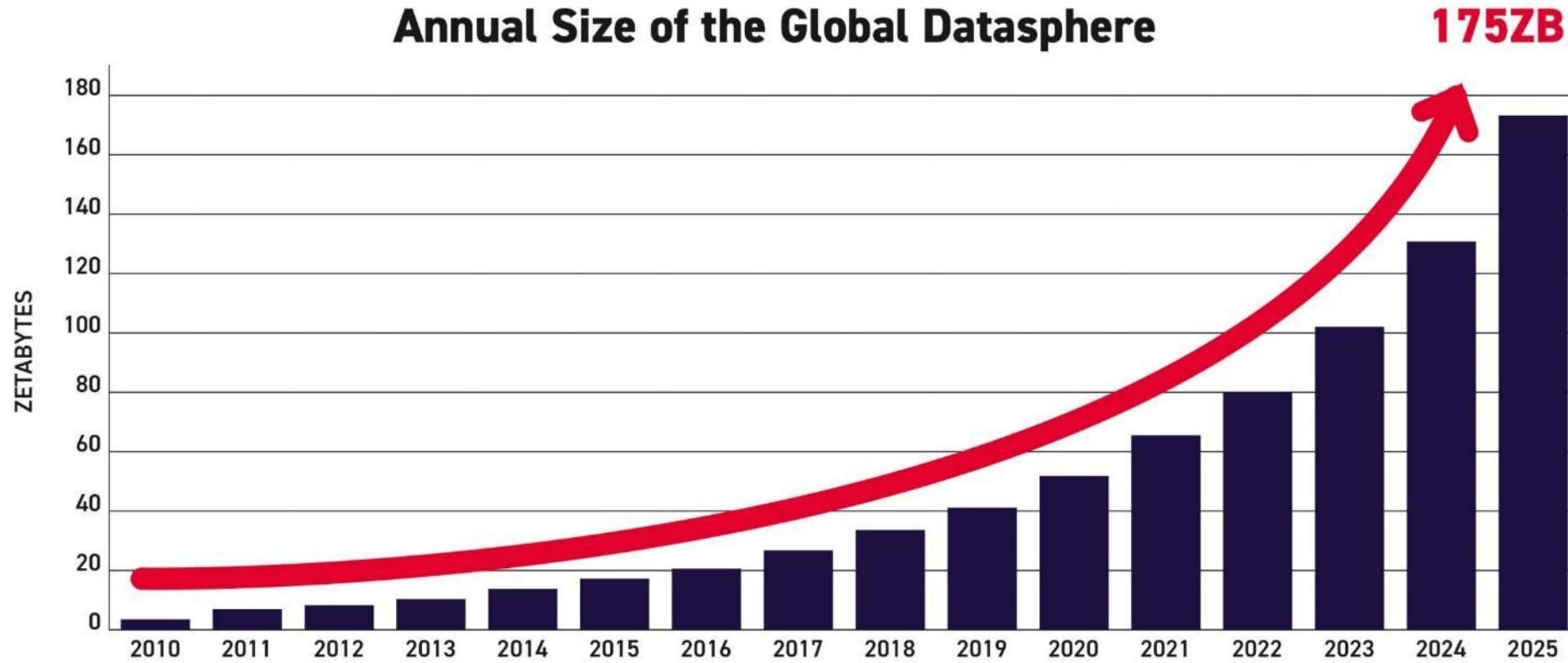
// What is **AI**

£130bn

D
M
A

W

// The Growth of Data



[Source: Data Age 2025, sponsored by Seagate with data from IDC Global DataSphere, Nov 2018]



1x Zettabyte = 1,000,000,000,000 GB's!

1x GB = 600 JPEG photos

Data is the new gold

// Getting *Ready* for AI



ChatGPT



Claude



perplexity



*Potential IPR
risks and data
quality dependency*

From our *experience*, the *real value* comes from...

- ➡ *Defining your problems before your solutions*
- ➡ *Really understanding your business*
- ➡ *Getting the basics right*
- ➡ *Clear leadership and constant engagement*
- ➡ *Standardising workflows & automating processes*
- ➡ *Capturing live, end-to-end data*

// Share our *Journey*

To become better and change our
industry for good

D
M
A

// First: we defined our problems...



Margin:
Low



C-Sat:
Low



Differentiation:
Low

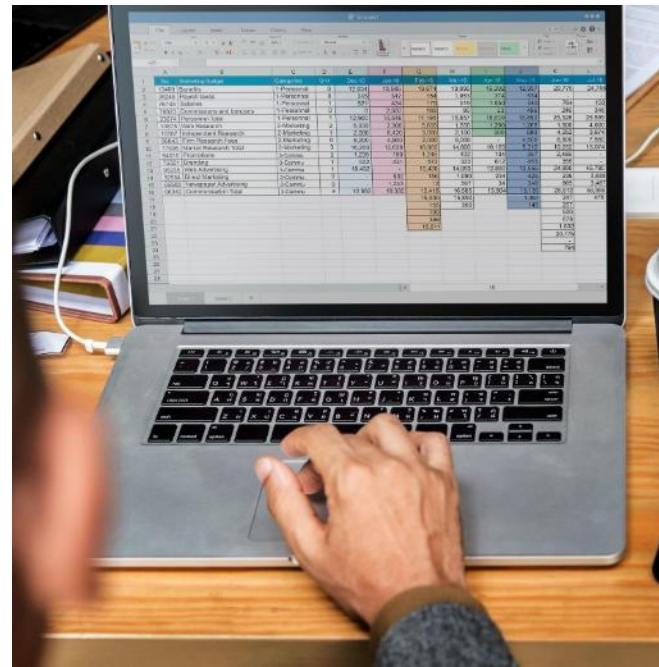


Attractiveness:
Low

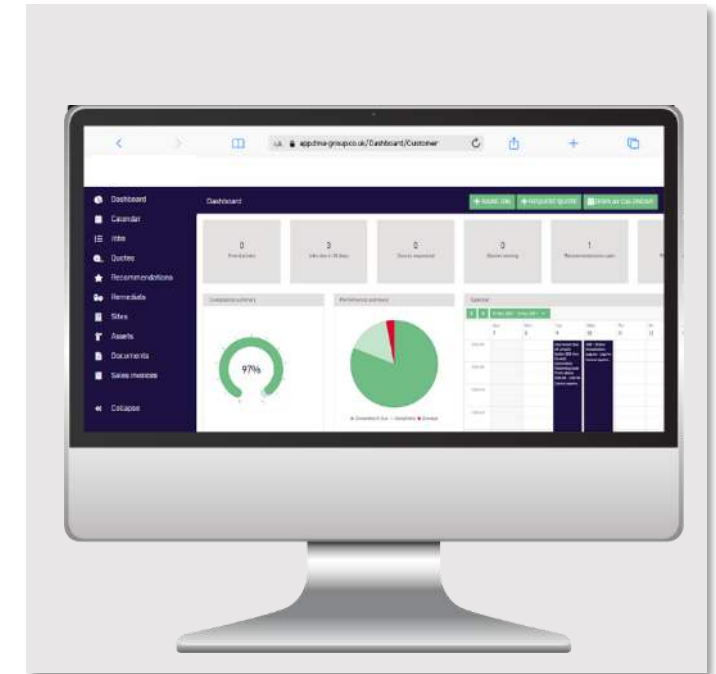
// Managing Maintenance - the options...



Paper

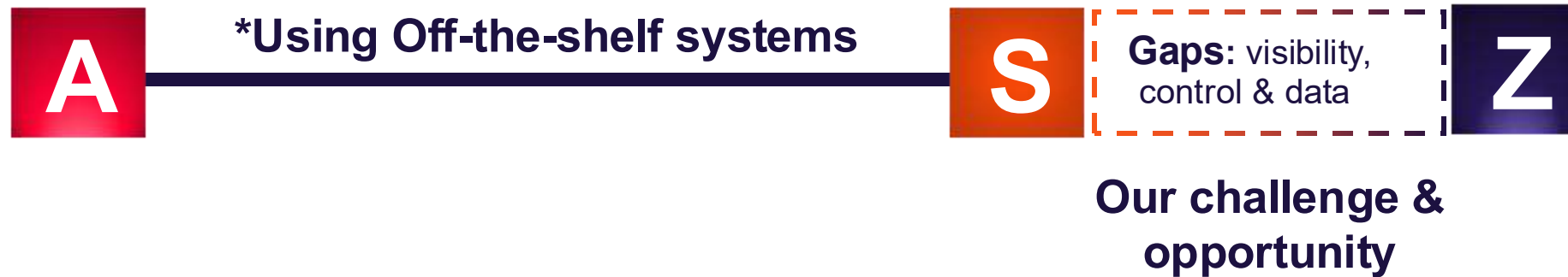


Spreadsheets



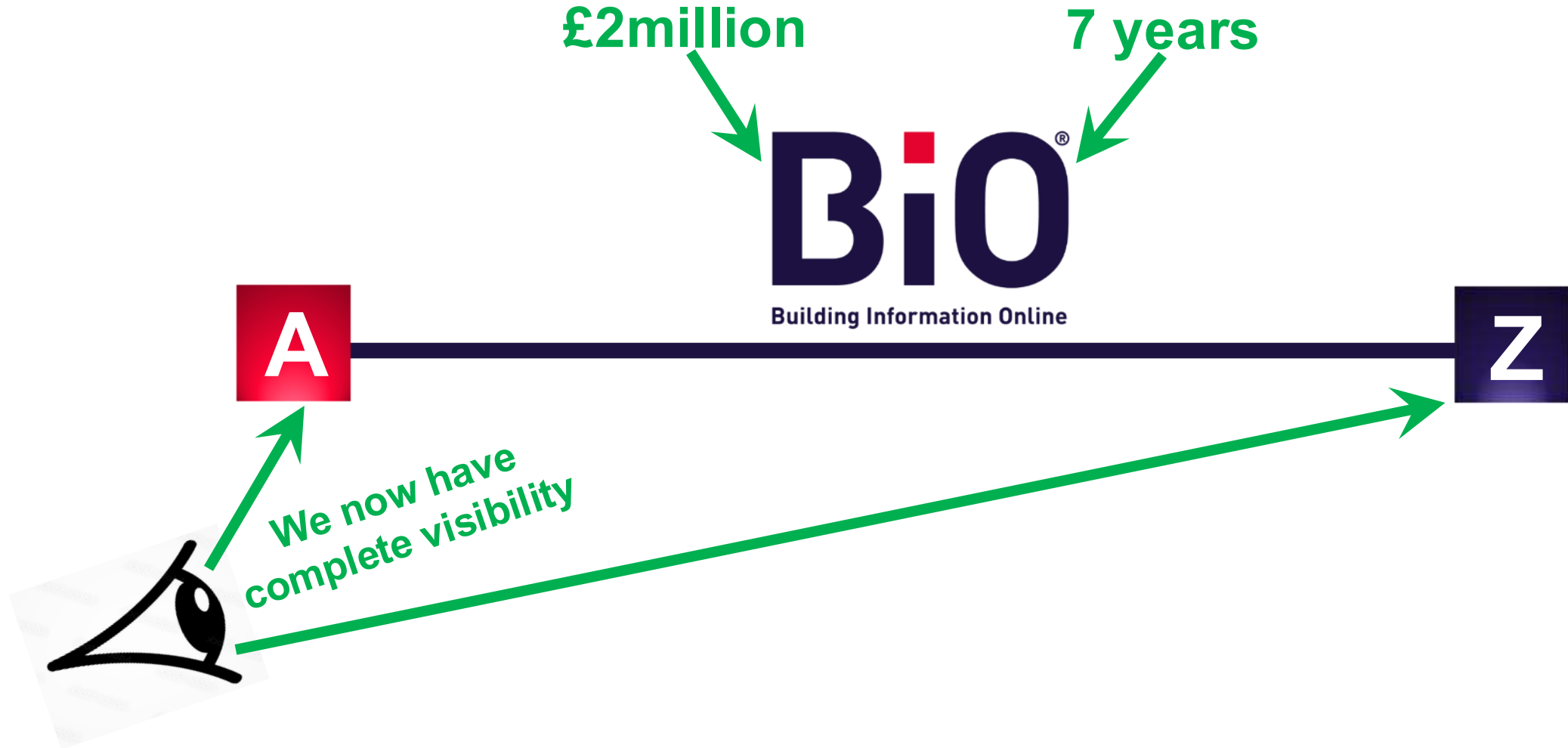
**Computer Aided
FM (CAFM)**

// Our experience using proprietary tech...



****We used proprietary tech for 30 years***

// So, we built our own digital maintenance management platform...



// So...how'd we do it?

Workflow Analysis



// Our improvement outcomes



x2

Doubled our efficiency

14k Hrs

Saved annually

50

Customer NPS

Zero

RIDDOR since BiO®

57

Employee NPS

+92%

Growth

98%

Customer retention

+430%

Underlying profit growth



// So, what did we learn...

// ...off-the-shelf systems?



- They go part of the way
- Expensive to buy, mobilise & operate
- Require specialist operators
- Interface challenges with other systems
- Limited end-to-end data

// ...about digital transformation?



- Define your problems first
- Think big, act small and fail fast
- No quick fix
- Involves every business function
- Requires IT specialists and resilience
- The dividends are huge
- AI: needs high volumes of accurate data

// ...about our BiO® platform?



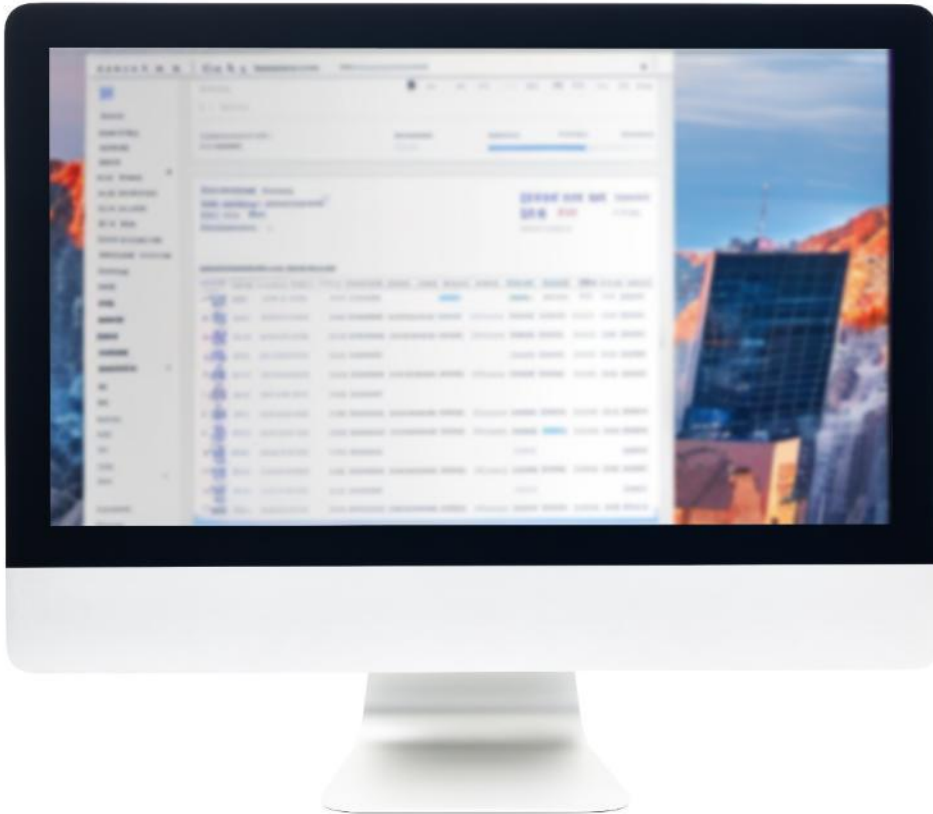
- Built by operators, for operators
- Enabled our digital transformation
- More powerful than we envisaged
- Is future proof & infinitely scalable
- Drives one version of the truth
- Guaranteed continuous improvement

// ...about tech adoption?



- Our sector: way behind the tech curve
 - 77% folks know tech can help
 - Only 24% know how, where to start
- Implementation poor & lots of additional costs
 - Customisation
 - Data migration
 - Training costs
- Always takes longer and costs more than budgeted
- AI – is the 4th Industrial Revolution

// ...off-the-shelf systems?



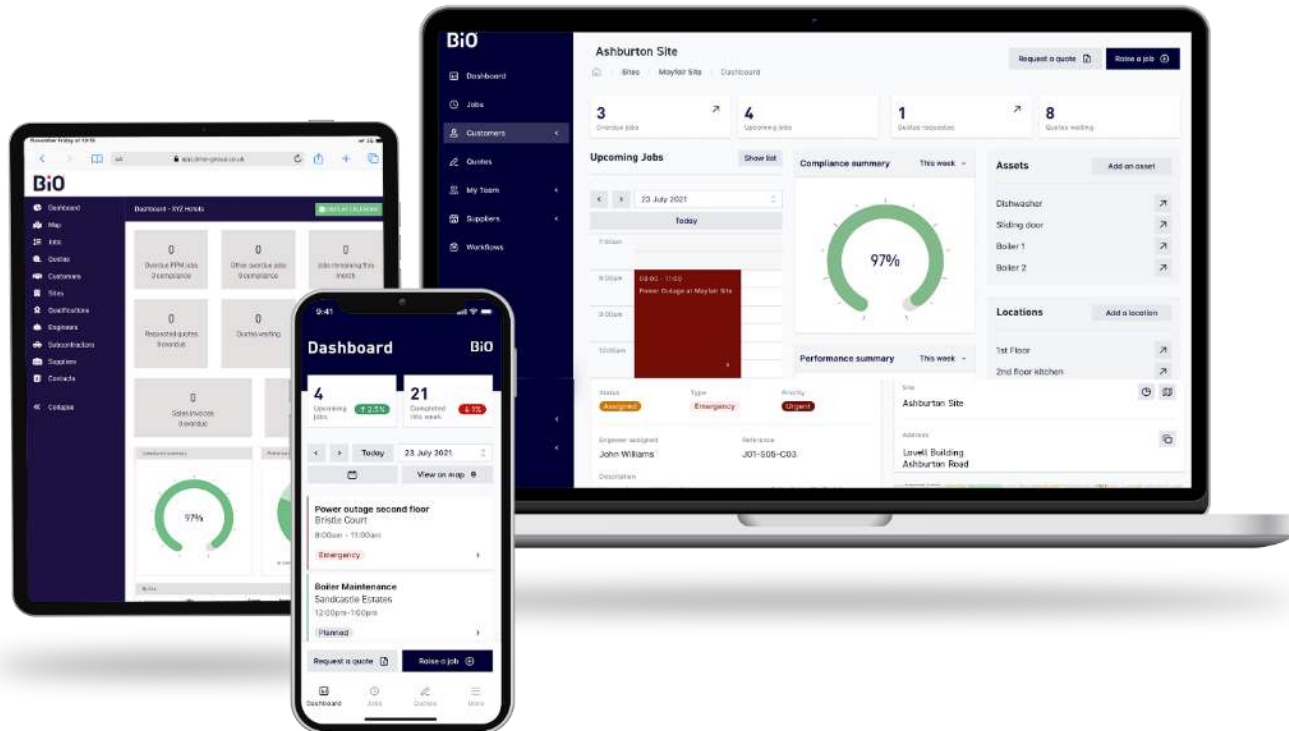
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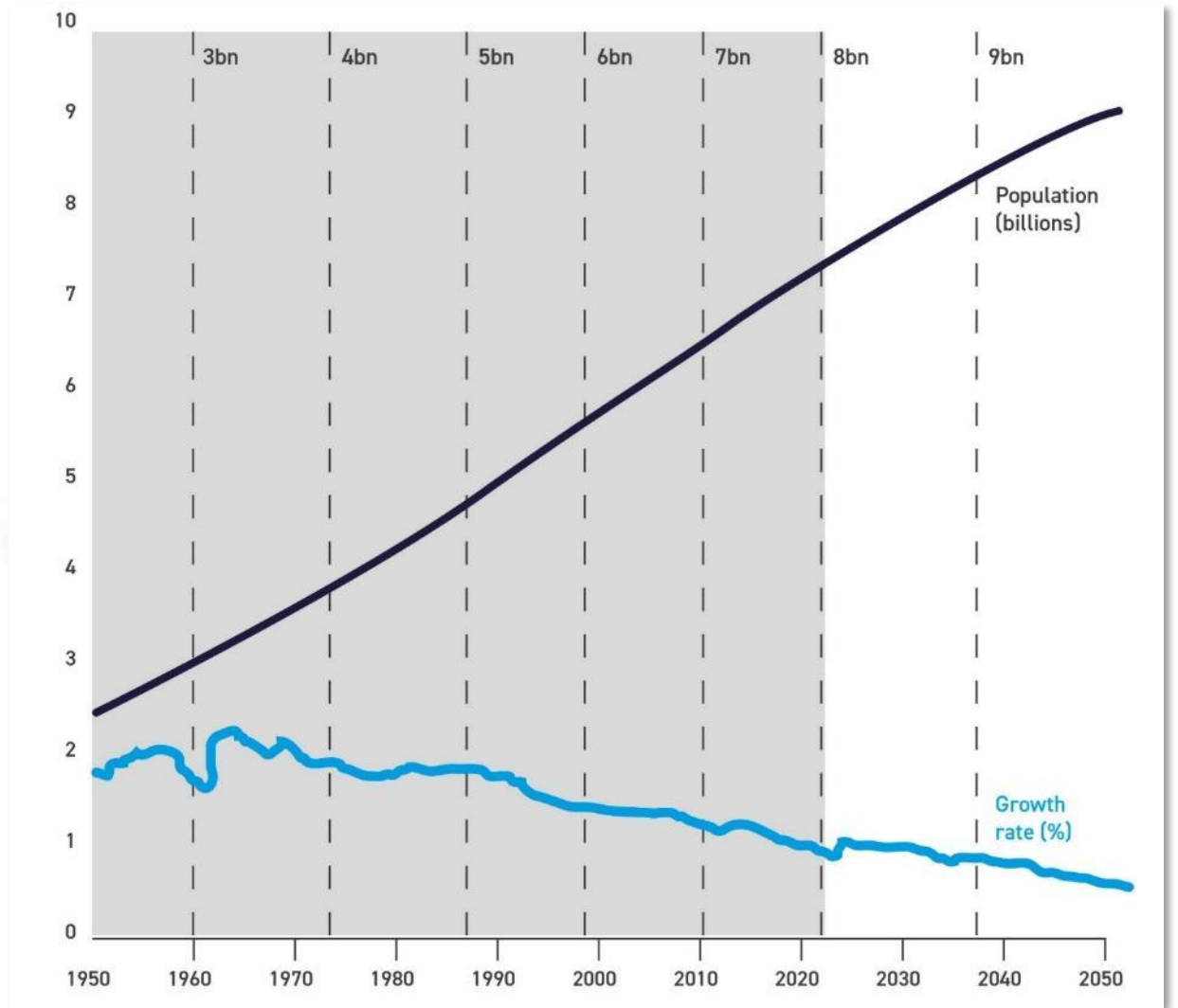
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// The *Productivity* Necessity

- ❑ AI = job losses?
- ❑ Skills in short supply
- ❑ Global pop. >8bn v. declining birth rate
- OECD & McKinsey reports
- First world economies must double & treble productivity in next 25-30 years!
- AI is the (or an?) answer



// DMA's AI in FM

Whitepaper





Q&A