

Digitization of FM Computerized Systems to mitigate the risk of COVID-19 on operations

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Create the best campus management environment
for people to learn, work and live

- Higher Education Accelerator, a best practice solution for smooth implementation processes
- Focus on key challenges:
 - Complex environment
 - Safety and security
 - Regulatory compliance
 - Environmental Sustainability

Agenda

{ Providing a historical perspective of FM 1

{ The new reality post Covid19 2

{ Use cases for a pandemic response 3

Providing a historical perspective of FM

1



The evolution of Facility Management



Modern FM became possible with a shift in mindset. Built environment is itself a tool that FMs can leverage to achieve organizational goals

- Solution Oriented
- Outsourced
- Systems Furniture
- Developed Market



A truly global FM community has emerged with global standards, educational tools, benchmarks and best practices

- Strategic Discipline
- Experience & Hospitality
- Co-working Facilities
- Mature Regional Markets

COVID19



Before

1980's

2000's

Today

Future



Traditionally, the built environment was treated as simply a container holding the tools of productivity

- Manufacturing Mentality
- Non-outsourced
- Cubicle Offices
- Immature market



FM developed differently and at a variety of rates, creating a fractured industry in need of unification

- Tactical Discipline
- Cost-optimization Focus
- Space Management
- Sophisticated Market



The coming "Century of FM" as FM changes how we work, study and live on a campus, drives smart buildings and define "New Ways of Working and Education" through IoT and digitization

- Cultural Enabler
- People Focus (HR)
- Space as a Service (SaaS)
- Mature Global Market

**The new reality
post-Covid19**

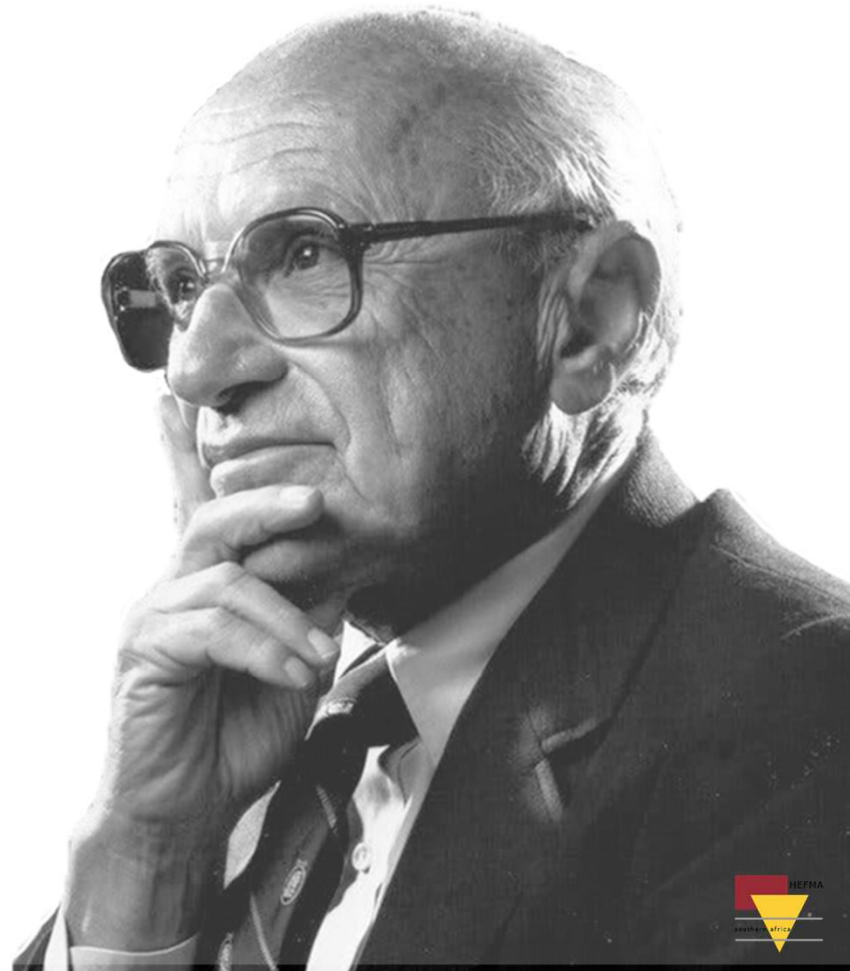
2



“Only a crisis – actual or
perceived – produces **real change.**”



Milton Friedman
Economist and Nobel Prize Winner



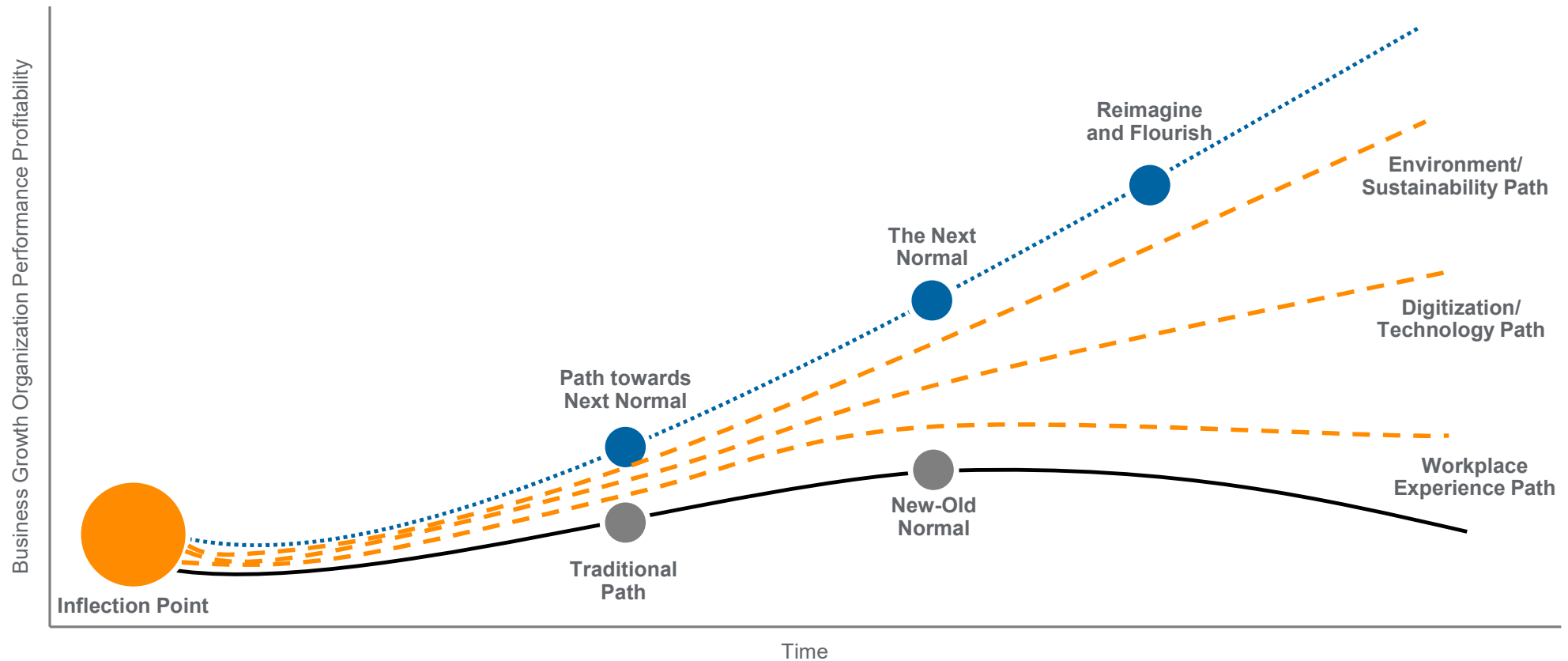
A historical opportunity for FM

FM's front and center of the **response, recovery** and **re-entry**....

- Social distancing and de-densifying space
- Increased hygiene and sanitation (visual)
- More focus on health and wellbeing of staff and students
- New digital technologies (incl. touchless)



Multiple pathways towards the next normal



Source; JLL October 2020

Facility Managers as custodians of Workplace Experience

Workplace Experience Path



**Classrooms
Lecture halls**



**Co-Working
Projects**



**Public Spaces
Libraries**



**Working from Home
Remote education**



The pandemic is forcing us to work together

Workplace
Experience Path

Building Collaborative
Ecosystems in the workplace
using FM as the facilitator

Bridging the gaps between
supporting **functions** through **FM**

Work

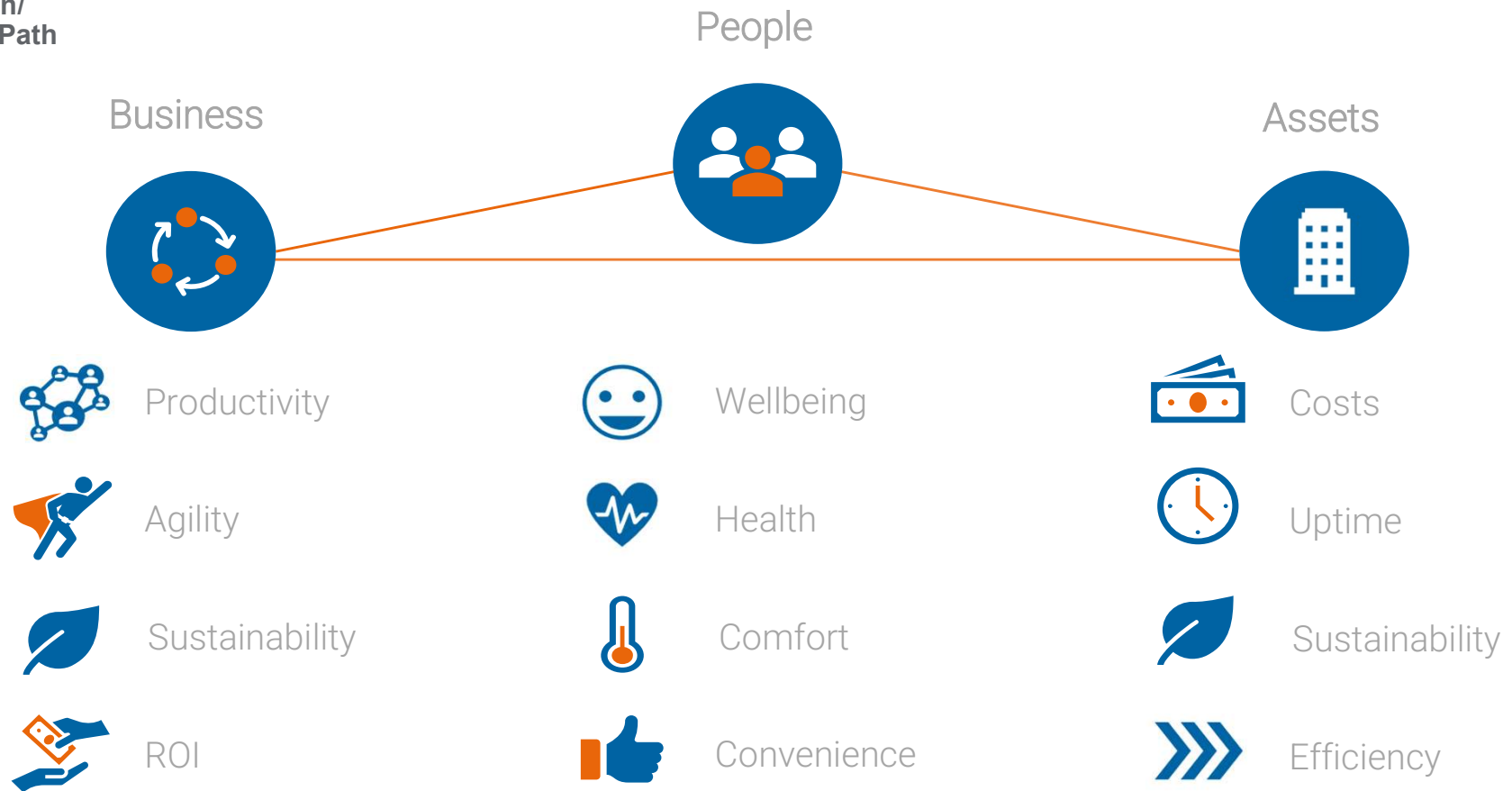
HR

Workforce



Leveraging experience through digitization

Digitization/
Technology Path



Use cases for a pandemic response

3



Questions the Planon community is asking

- How can social distancing measures be achieved within the constraints of the campus buildings?
- What other health & safety measures must be taken before occupants can re-enter?
- How do we effectively monitor, evaluate, and use the data we collect around new measures?
- How do we prepare multiple scenarios according to how many people will be allowed back in the buildings at a time?
- Are we able to accomplish a clear phased re-entry approach?
- How do we predict the impact these new measures will have on the use of classrooms, workplaces and the services offered?
-

Use cases for a pandemic response

Planon offers over 50 use cases, related to a set of real estate and facilities management (RE&FM) processes that play a pivotal role in providing a safe and healthy campus environment in the 'new now'

- Visitor Management
- Access Management
- Meeting Management
- Space and Workspace Management
- Cleaning Management
- Indoor Air Quality Monitoring
- Service Request Management
- Stock Management
- Home Office Support

Some COVID-19 Developments in action



Flexible workspace booking system linked to fixed workspaces.



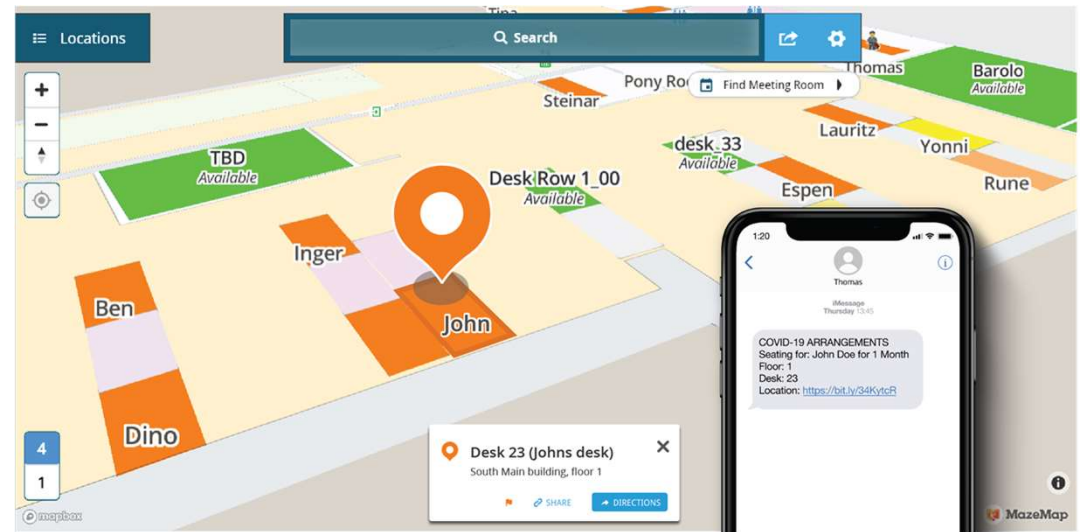
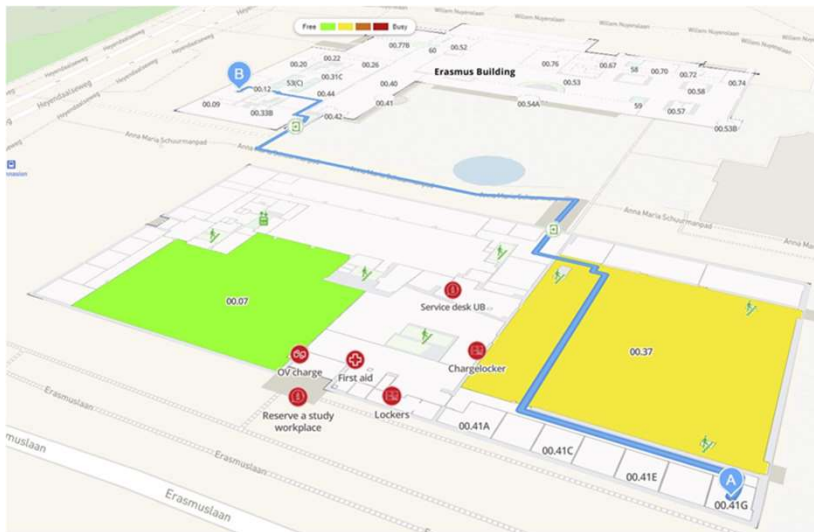
New dashboard in Planon detailing which spaces have been deep cleaned. Developed a staff request form for a COVID-19 cleaning kit.



Additional field added to a work order to identify if a requester is self-isolating. Helps the maintenance team to take the appropriate action.



Check room availability before you get there



Access Management

☒ General information
 ☐ Time and location
 ☐ Overview

Requestor details

Description	Desk reservation
Requestor	Vincent Henricks
Department	11SCHENS, SC Planon Higher Education 11

Health assessment

☐ I hereby declare that I do not have:

- mild cold-like symptoms - such as sore throat, sneezing, mild cough, runny nose or shortness of breath.
- been in contact with someone who tested positive for the coronavirus in the past 10 days.
- been travelling from high risk countries and regions (orange, red) in the past 10 days.

Please be mindful when choosing your holiday destination and follow COVID-19 guidelines applicable to your holiday destination and upon return your home country.

☐ I agree with this declaration:
 ☒ Yes

Cancel

Continue

Done, go to overview





Critical integrations bring major Costs Savings for Brown University



"The BAS Planon integration has transformed our processes. What was completely manual is now automated and streamlined, allowing our team to shift their focus to important, critical tasks."

Colin D. Johnson,
ITIL | Senior Applications Support Specialist



People counting systems to understand space usage



People counting systems to understand space usage



Avoid crowds with occupancy heat maps



Linking environmental impact to the human factor

Environment/
Sustainability Path

The Facility Manager can;

- Conduct a climate risk assessment
- Develop a climate risk action plan
 - Reduce building's CO² footprint
 - Reduce occupants CO² footprint
- Implement and document actions

*A never-ending cycle of new improvements and tracking metrics **but** linked to human performance and experience*



Source: Dr. Joseph Allen, HBS 2020

Better Reporting at California State University, Long Beach

With Planon's Executive Dashboard, CSU Long Beach can deliver key metrics in real time to the University President to provide better insight into have the facilities organizations are contributing to the university's vision and strategic goals.

Some Key Metrics Include:

- Customer satisfaction
- Allocation of work requested by colleagues
- Capital Project costs



Thank you!

Questions?

PLANON