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18 – 21 FEBRUARY 2023
RIYADH FRONT EXHIBITION AND
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How technology is driving innovation in Facilities Management across the globe

James Massey
FM EXPO / 18 February 2023

Saudi Arabia partner :



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Hello!



James Massey

Managing Director, MRI Software
Facilities Management



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Today's Agenda

1. How technology can help to improve interaction and ultimately customer satisfaction
2. Making data led decisions by using modern BI and AI technology
3. Connected tech, IoT, BMS - shaping the future of FM
4. Cloud first - Disaster recovery, business continuity and beyond
5. The value of a true partnership approach



How can technology help?



Advantages to your organisation and clients

- Internet of Things / IoT
- Building Information Modelling
- Enterprise, open CMMS system
- Artificial Intelligence
- Mobile first strategy
- CRM
- Chatbots
- Social media
- Online portals
- Feedback platform



Why Business Intelligence?



Technology Priorities



ANALYTICS

#1

Ten out of
Twelve years
2006-2017

Source: Gartner

Rank	Technology	Trend
1	BI/Analytics	↔
2	Cloud	↔
3	Digitalization / Digital Marketing	↑
4	Infrastructure & Data Center	↑
5	Mobile	↓
6	Cyber and information security	↑
7	Industry-Specific Applications	↑
8	ERP	↓
9	Networking, Voice, and Data Comms	↑

Next Slide

Top Strategic Technology Trends for 2022

A grid of 12 technology trends, each with an icon and a label:

- Data Fabric
- Composable Applications
- Distributed Enterprise
- Cybersecurity Mesh
- Decision Intelligence
- Total Experience
- Privacy-Enhancing Computation
- Hyperautomation
- Autonomic Systems
- Cloud-Native Platforms
- AI Engineering
- Generative AI

Gartner

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Making data led decisions



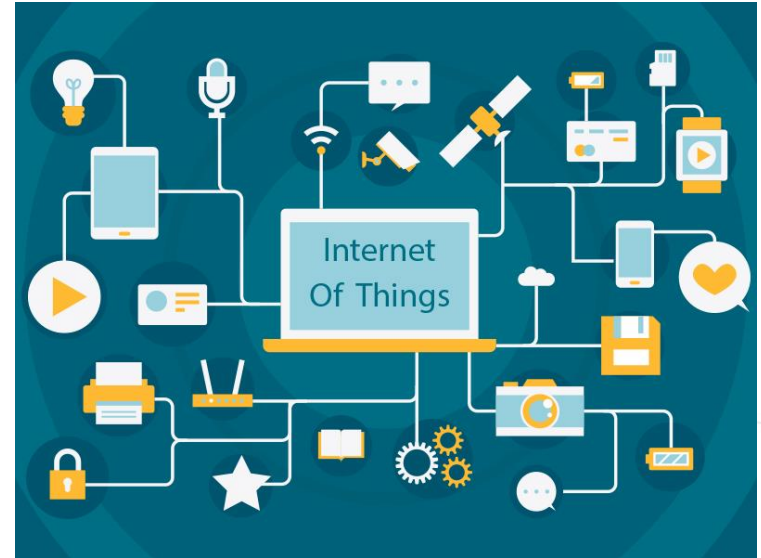
- ✓ Transform raw data into actionable insights
- ✓ Predict using AI analytics – plan for the future
- ✓ Real-time streaming – respond quickly to change
- ✓ Automated decision making – reduce human risk
- ✓ Reduce the cost – take out repetitive processes

Turn data into information and information into decisions



Connected technology

The Internet of Things (IoT) describes the practice of interconnecting the physical world with cloud services through the use of electronic devices, software, and sensors.

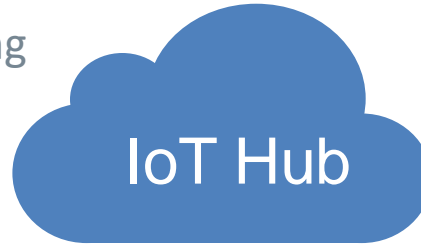


Business Benefits of IoT and BMS



Operational efficiency

- Decrease the number of maintenance visits
- Automate compliance reporting
- Reduce asset downtime



Better user experience

- Creating a more productive & safer working environment
- Monitoring for fuel poverty and risks to vulnerable residents

Business innovation

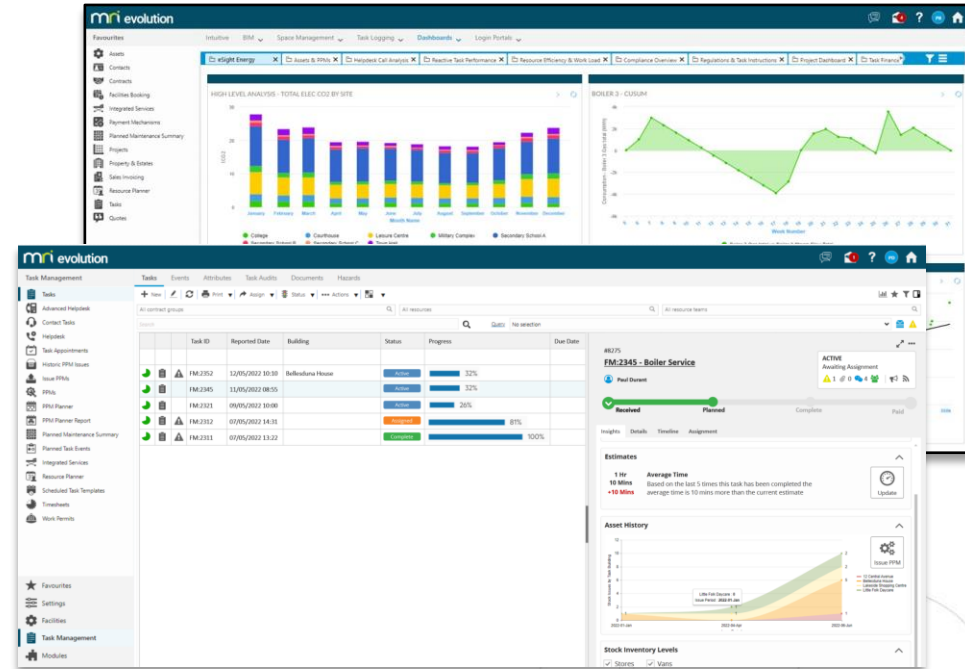
- Creating a more efficient workforce
- Reduce the environmental impact
- Demonstrate Innovation



Data Orchestrating Facilities Management Activity



- Digital-led maintenance
- Runtime, condition, instance
- Forecasting without the calendar
- Understanding Energy
- Smart Insights



Digital Driven Facilities Management

The Future of FM



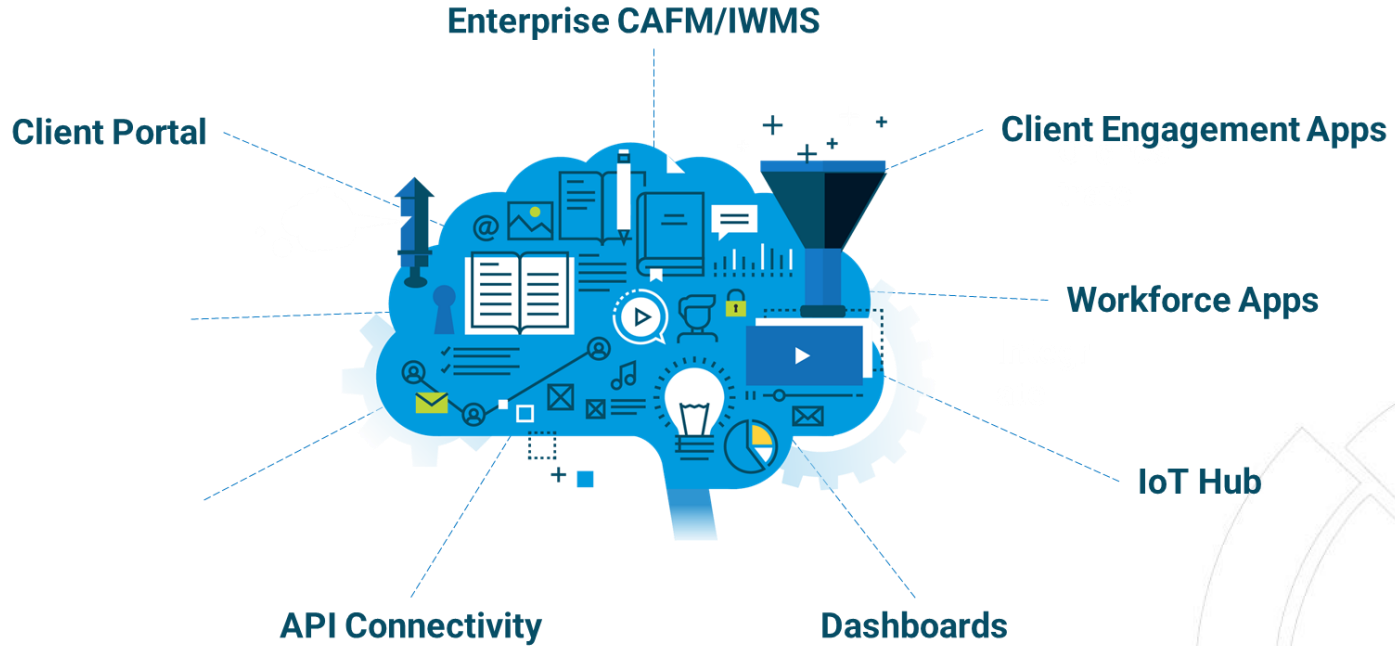
Cloud-First Facilities Management

Lead your team into tomorrow with cloud technology

- Cost saving
- Scalability
- Accessibility
- Security
- Innovation
- Focus on core activity



Summary



True Technology Partners

- Improved communications
- Local presence
- Rapid adjustment to fast moving regulations
- Long term, shared goals
- Better accountability
- Enhanced creativity
- Longevity – we are in this together





THANK YOU
we are at
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