



7th Edition

The Future of FM ***Connected, Data-Driven and Outcome Focused***

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Regional Sales Director
Planon Middle East & Africa

AGENDA

- Short Introduction to Planon
- The FM Market – Shared Challenges, Stakeholder Priorities & AI Readiness
- Planon's Smart Building Ecosystem Solution
 - Integrated Workplace Management System
 - Facilities Services Business Solution
- Planon AI



Software solutions for FM & RE

We support our customers
from offices around the world

Austria, Salzburg

Australia, Sydney

Belgium, Mechelen

Canada, Montreal

France, Paris, Toulouse

Germany, Duisburg, Frankfurt,
Hamburg, Bremen, Munich, Berlin

Hong Kong

India, Hyderabad

Netherlands, Nijmegen

New Zealand, Auckland

Sweden, Gothenburg

Singapore

United Kingdom, Brighton

Switzerland, Zürich

United States, Boston, Seattle

United Arab Emirates, Dubai



40+ years
experience



3,250+
customers



1,120+
employees



3+ million
users

And through an extensive
partner network (Egypt)

A Schneider company since 2024
Electric

Planon
Building Connections

3,250+ Planon Customers

Managing a Real Estate and Services Portfolio with Planon

Snapshot – Regional Customers



Snapshot – Global Customers





The FM Market

*Shared Challenges, Stakeholder Priorities & AI
Readiness*

The Shared Challenges Shaping Modern FM





FM Industry

**Workforce Skills, Talent
& Professionalization**

**Standardization
& Governance in FM**

**User Experience
& Human-Centric Facilities**

**Transparency, Measurement
& FM Value Communication**

**Integration Across
the Built Environment**

Data-Driven Decision Making

**Digital Transformation
of FM Operations**

Lifecycle Asset Performance

**Resilience
& Business Continuity**

Sustainability & ESG

**Energy Efficiency
& Decarbonization**

**Health, Safety
& Regulatory Compliance**

Corporate FM

**FM Data Ownership
& Integration
with Enterprise Systems**

**Early FM Involvement
in Designs & Projects**

**Space Utilization
& Hybrid Work Optimization**

**Scaling Across Regions
& Asset Types**

**Capital Planning
& Long-Term Asset Investment Decisions**

Moving FM to a Strategic Function

**Internal vs Outsourced
FM Governance**

**Scalability Across
Growing Portfolios**

**Risk Management
& Compliance Oversight**

**Portfolio Transparency,
Multi Site & Asset Types**

**Predictive &
Condition Based Maintenance**

Service Providers

Multi-Client, Multi-Contract Operations

Mobile Workforce Productivity

**Operational Efficiency
at Contract Scale**

**Commercial Visibility
on Costs & Margins**

**SLA Management
& Performance Transparency**

**Compliance, Audits
& Certification Support**

**Asset Data Handover
& Quality Issues**

**Data-Driven Contract Renewals
& Upsell**

Integration with Customer FM Platforms

**First-Time Fix Rate
& Preventative Maintenance**

**Workforce Upskilling
& Retention**



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People, Skills & Experience

Facilities Management is becoming increasingly people-centric. Skills, professionalism, experience and the ability to clearly articulate FM's value are now as critical operational execution.

Operations, Assets & Performance

Ensuring safe, resilient and high-performing assets throughout their lifecycle remains a core FM responsibility, with increasing expectations around risk management and operational continuity.

Technology, Data & Integration

Digital transformation is reshaping FM. Integrated platforms, trusted data and AI-driven insights enable better decisions, improved efficiency and cross-system transparency.

Sustainability, Governance & Long-Term Value

FM plays a growing strategic role in sustainability, governance and long-term value creation, moving beyond compliance toward measurable business and environmental outcomes.

“These challenges are shared across the FM ecosystem, but their impact and priorities differ by role, responsibility and operating model.”

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Strategy, Governance & Risk

Corporate FM is increasingly accountable for governance, risk and executive alignment. The focus shifts from “running buildings” to controlling outcomes, assuring compliance and managing internal/outsourced accountability.

Portfolio Visibility & Long-Term Investment

Corporate FM must make portfolio decisions with a long horizon. Visibility across sites and asset classes enables prioritized CapEx, standardization at scale and consistent performance across growth and change.

Workplace & Demand-Side Performance

For corporate environments, FM performance is measured by how well workplaces support the business. Optimizing utilization and involving FM early in projects reduces lifecycle cost, improves user outcomes and prevents design-to-operations disconnects.

Data, Scalability & Intelligent Operations

Reliable data ownership and enterprise integration are the foundation for scale. With connected data and processes, operations can shift from reactive to predictive, risk-based interventions and avoid linear cost growth.

“Corporate Facilities Management is becoming a strategic, data-driven discipline, balancing governance, portfolio insight, workplace performance and scalable operations.”

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Service Providers

Operational Execution & Workforce Productivity

For service providers, performance is driven by frontline execution. Improving workforce productivity, skills and first-time fix rates is essential to control cost, maintain quality and protect margins.

Multi-Client Operations & Scalability

Service providers must deliver consistent service across many customers and contracts. Scalable processes and standardized operations are required to grow without increasing operational complexity.

Commercial Performance & Customer Value

Profitability depends on transparency. Service providers need real-time insight into costs, margins and performance to retain contracts, prove value and identify growth opportunities.

Governance, Integration & Data Quality

Trust and compliance are differentiators. Clear SLAs, reliable data handover and seamless integration with customer systems are critical to meeting obligations and sustaining long-term relationships.



Service Providers

“For service providers, success depends on scalable execution, disciplined commercial control and transparent service delivery across multiple customers and contracts. Profitability is directly linked to accurate, timely data being available”

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AI in the FM Industry – From Challenge to Opportunity

The Challenges of Adopting AI in Facilities Management

Fragmented & Poor-Quality Data

- AI depends on trusted data, yet FM data is often incomplete, inconsistent or spread across disconnected systems.

Lack of Skills, Trust & Change Readiness

- FM teams may lack AI literacy, while leadership remains cautious about transparency, accountability and decision ownership.

Operational Complexity Across Assets & Stakeholders

- Facilities span multiple asset types, regions, service providers and contracts — making AI adoption harder to scale.

Governance, Security & Compliance Concerns

- Questions around data ownership, explainability, safety and regulatory compliance slow down AI adoption.

For many organizations, AI feels promising, but difficult to operationalize.

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The Outcomes with the Right Approach & Technology

Better, Faster & More Confident Decision-Making

- AI supports FM leaders with insights, not black boxes, improving planning, prioritization and risk management.

Predictive, Proactive & Resilient Operations

- From asset failures to energy inefficiencies, AI enables earlier intervention rather than reactive response.

Scalable Performance Across Portfolio & Contracts

- AI helps standardize processes while remaining flexible across sites, clients and service models.

Measurable Sustainability, Compliance & Business Value

- AI supports ESG targets, regulatory compliance and transparent value communication — turning FM into a strategic function.

When applied correctly, AI becomes a force multiplier for people, processes & platforms

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“Despite being highly process-driven and well suited to AI, most FM organizations have yet to translate growing AI adoption into consistent, measurable business value, primarily due to fragmented data landscapes, limited integration with core FM systems, gaps in skills and change readiness, and unresolved governance and trust concerns around AI use.”



Planon

Connecting Buildings, People & Processes

Providing the **Ecosystem** for Smart Sustainable Building Management



Standard Connectors
Joint Roadmap

Johnson Controls
SIEMENS
Honeywell

Connectors



POWERING
**SAP
BTP**

Production
Human Resource
Planning
Inventory Management
Reporting
CRM
Sales and Marketing
Finance and Accounting

Smart Buildings
BMS platform

Planon Real Estate
Planon Integrated Workplace Management Solution
Planon Field Services

Building Owners Building Occupiers Service Providers



Smart Operations

Smart Business
ERP platform



Planon Platform

One truly integrated platform



One Global Enterprise Solution

One global solution for all staff. Multiple languages, multiple time zones, multiple measurements. Compliant with local standards.



Multi devices and interfaces

One web-based solution with specific interfaces for desktops, tablets, mobile phones, kiosks and room booking panels.



One Version

All customers use the **same version**. New versions with **Planon Live** are **delivered every month**. Correct working of interface components guaranteed.



Scalable & easy deployment

Cloud or on-premise delivery. Most cloud customers choose **automatic install of updates**. Planon Accelerator is for fast implementations.



Open partner platform

Open platform for partners to develop add-on functionality or interfacing. Smart building integration tooling e.g., with Schneider Electric, Signify, Siemens and any IoT.



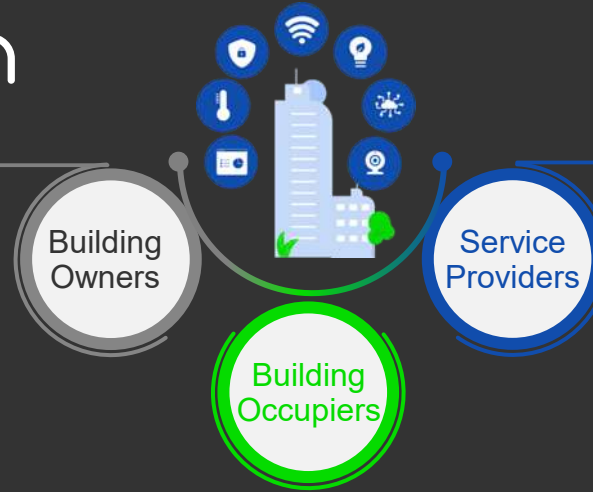
Open analytics platform

Included data lake connected to other data sources and standard BI tooling for analytics.

Our Smart Sustainable Building Management solutions

Planon
Facilities

Planon
Field Services



A comprehensive facilities management solution to operate, maintain, and optimize buildings, assets, and workplace services, improving efficiency, user experience, and sustainability.

An end-to-end platform for service providers to manage contracts, plan and execute work, mobilize field teams, and optimize service delivery from request to billing.

Planon Facilities Objectives

The Planon Facilities solution serves owners and occupiers focusing on internal real estate performance, workplace optimization and asset management.

It aligns align portfolio with business objectives, create workplaces that produce results, ensure superior building and asset performance, and track sustainability goals.

Distinct Operating Models

Planon Facilities manages property as a cost center.

Planon Field Services focuses on commercial outcomes and contract profitability.

Planon Field Services Objectives

The Planon Field Services targets service/IFM providers managing multi-customer contracts for profitable service execution.

It is designed for service providers, multiple customer / contract-centric, customer-aware, and focused on revenue and margin increase as a central component of commercial operations.



Dedicated Solutions
Corporate FM & Service Providers

Planon's Integrated Workplace Management Solution (IWMS)



Planon
**Real Estate
Management**



Planon
**Space & Workplace
Services Management**



Planon
**Asset & Maintenance
Management**



Planon
**Energy & Sustainability
Management**



Seamless



Integration

Planon Real Estate Management



Planon Portfolio Management
Planon Lease Management
Planon Invoice and Cashflow Management
Planon Transaction Management
Planon Capital Project Management
Planon Strategic Space Planning

Planon Lease Accounting

Planon Cost Settlement

Planon Turnover Rent Settlement

Planon Space & Workplace Services Management



Planon Space Management
Planon CAD Integration
Planon Move Management
Planon Room and Amenities booking
Planon Hoteling
Planon Access Management
Planon Facility Service Management
Planon Contract and SLA Management
Planon Workplace Insights
Planon Visitor Management
Planon Project Management
Planon Connect for AutoCAD

Planon Room Booking Panels & Kiosk

Planon Connect for BIM

Planon Field Services Functionality

Planon Connect for Sensor Data

Planon Asset & Maintenance Management



Planon Reactive Work Orders
Planon Preventive Maintenance
Planon Asset Lifecycle Management
Planon Vendor and Warranty Management
Planon Budget Management
Planon Health and Safety Management
Planon Project Management
Planon Objective Based Maintenance
Planon Predictive Maintenance
Planon Inventory Management
Planon Procurement Management
Planon Enterprise Activity Planning

Planon Asset Attribute Management

Planon Connect for BIM

Planon Fleet Management

Planon Connect for Building Advisor

Planon Field Services Functionality

Planon Energy & Sustainability Management



Planon Energy Data Capture
Planon Emissions Calculation
Planon Performance Monitoring
Planon Dashboards and analytics
Planon Reporting
Planon Audit trail
Planon Utility Bill Management
Planon Objectives Management
Planon Improvement Plans
Planon Project Management

Planon Connect for ESG Measuring Point

Planon Self-Service Functionality

Planon Connect for Analytics

Planon FSBS Platform

Planon Field Services Platform: Different roles working on the same platform



Planon
Customer Management



Planon
Operations Command Center



Planon
Subcontractor Management



Planon
Field Services



Planon
Revenue Optimisation



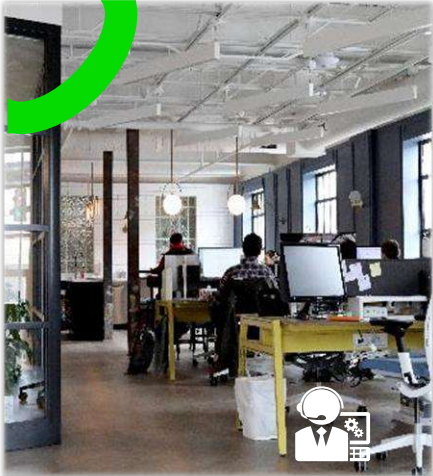
Planon Facilities Services Business Solution

Facility Services Domains



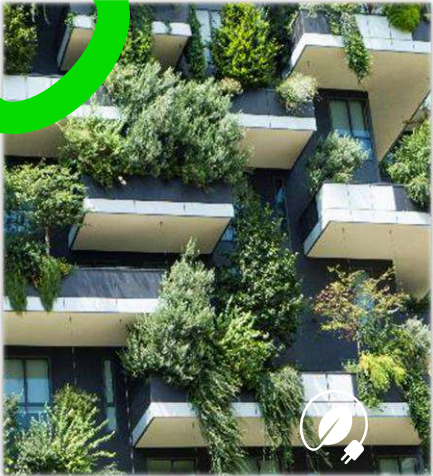
Planon
**Hard-FM (Technical)
Services**

Digital operations solution for all your technical services needs.



Planon
**Soft-FM (Support)
Services**

Plan and deliver customer experience driven services.



Planon
**Energy & Sustainability
Services**

Implement projects, monitor, and improve facility energy performance.



Planon
**Space & Real Estate
Services**

Plan and manage space and real estate management activities.

Planon Facility Operations & Maintenance (Hard-FM)



- Planon Contract & SLA Management
- Planon Customer Portal Management
- Planon Customer Onboarding
- Planon Customer Support Desk
- Planon Resource Planning & Dispatching
- Planon Emergency Dispatching
- Planon Material Planning and Purchasing
- Planon Mobile Field Services
- Planon Reactive Maintenance Management
- Planon Planned Maintenance Management
- Planon Condition based Maintenance
- Planon Predictive Maintenance
- Planon Asset Lifecycle Management
- Planon Health, Safety and Hazard Management
- Planon Subcontractor Management
- Planon Fleet Management
- Planon Key and Access Management
- Planon Equipment Management
- Planon Revenue Management

Planon Support Services (Soft-FM)



- Planon Contract & SLA Management
- Planon Customer Portal Management
- Planon Customer Onboarding
- Planon Customer Support Desk
- Planon Resource Planning & Dispatching
- Planon Emergency Dispatching
- Planon Service Scheduling
- Planon Reservations
- Planon Desk Hoteling
- Planon Mobile Field Services
- Planon Visitor Management
- Planon Key and Access Management
- Planon Subcontractor Management
- Planon Fleet Management
- Planon Revenue Management

Planon Energy and Sustainability Services



- Planon Energy Monitoring
- Planon Energy Data Aggregation
- Planon Sustainability Objectives Management
- Planon Sustainability Improvements Projects
- Planon Sustainability Budgeting
- Planon Sustainability Reporting and Disclosures
- Planon Sustainability Auditing

Planon Space and Real Estate Management Services



- Planon Portfolio Management
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External Solution Connectors & Partner Products Marketplace

Connect for Analytics

Planon Platform

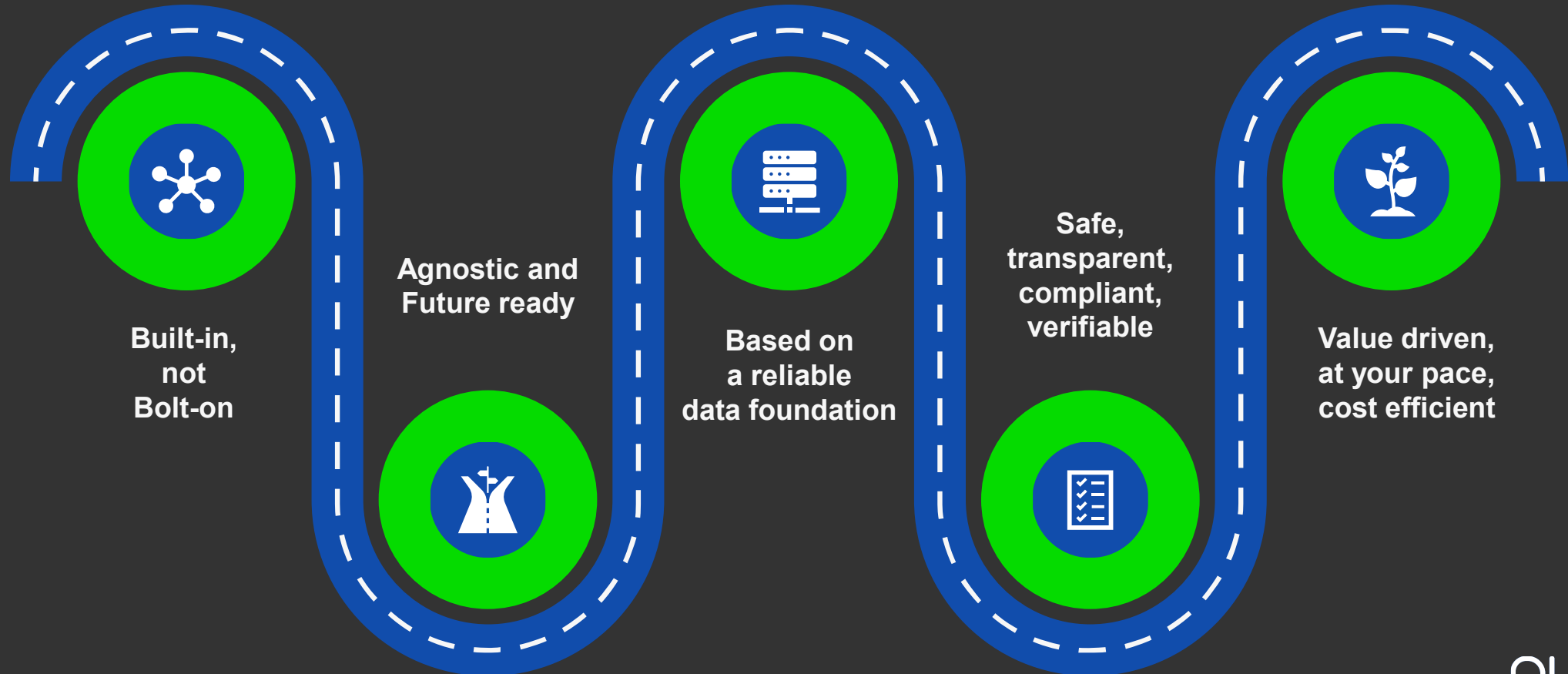
Planon's Facility Services Business Solution



Planon AI

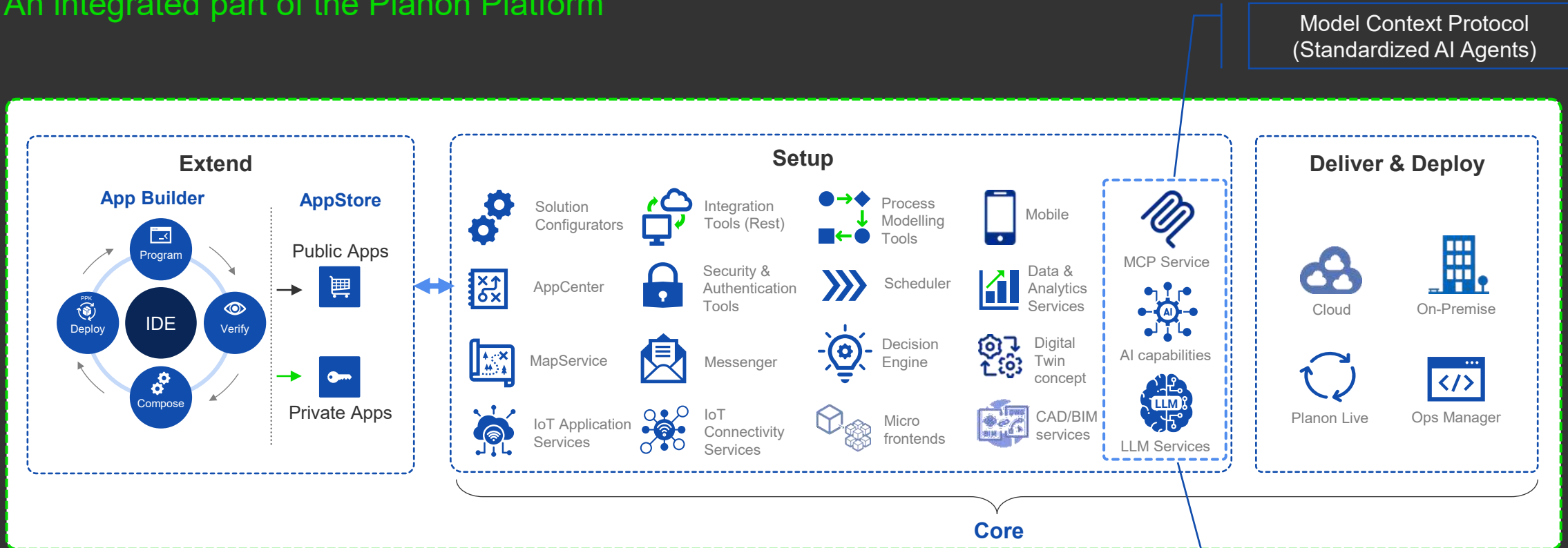
Planon AI is a framework, not just a feature

Your foundation for enhancing your RE and FM data, processes, and users with AI



Planon AI – Built-in, not Bolt-on

An integrated part of the Planon Platform



Model Context Protocol (Standardized AI Agents)

Generic, "ChatGPT-like" services (Large Language Model)

The Planon AI advantage



Connect: External integration

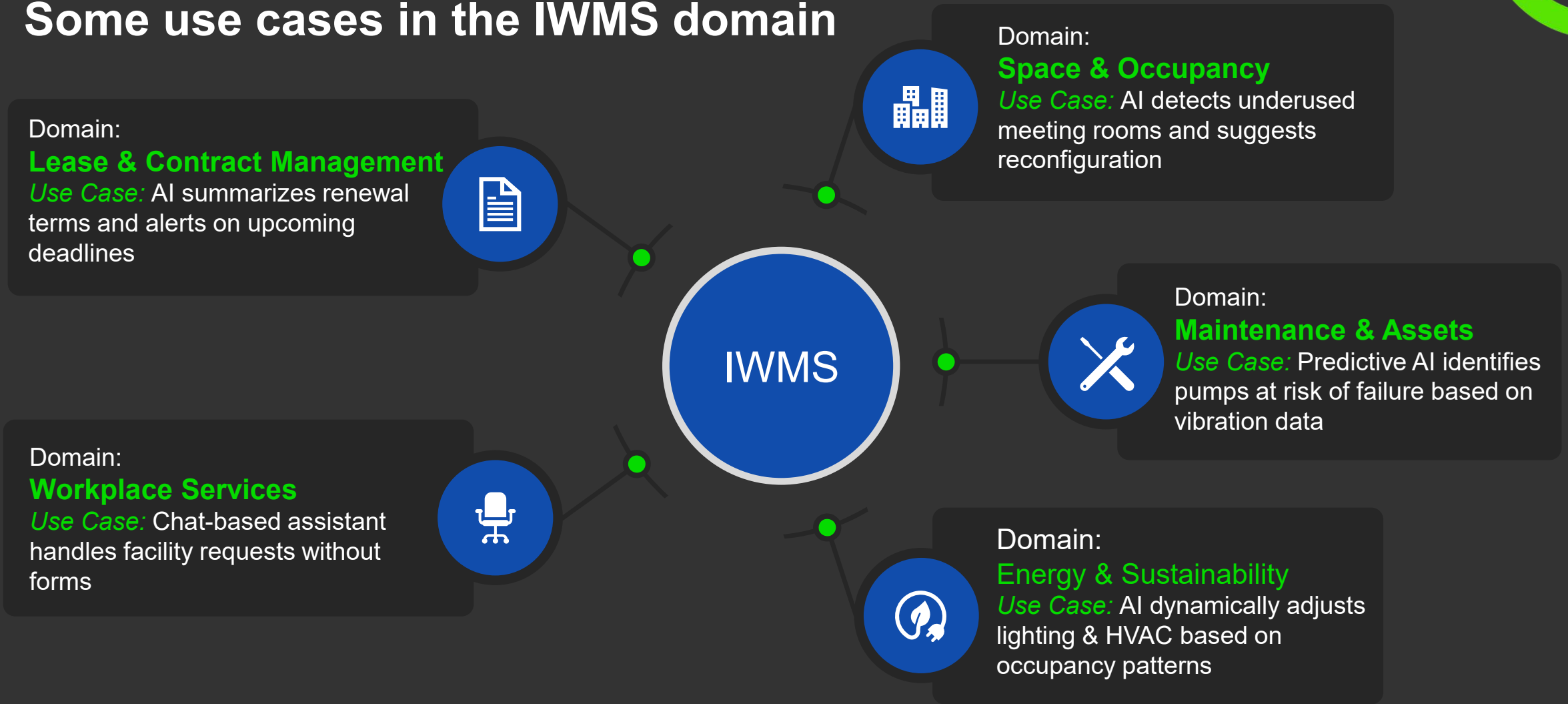
- Connect the Planon instance to any External Assistant using MCP (Model Context Protocol).
- Users can trigger the use of AI tools through natural language. “The lift is broken”, “Can you book a meeting room for 4 people next Tuesday?”.
- You are in control of the AI assistant used.
- Provides a consistent AI experience within your organization across applications.
- Each external AI use case can be configured (configurable settings, user access).
- External AI use cases can be built by Planon, partners and customers.



Embed: Use cases

- AI use cases built within Planon use connected LLM models.
- Models run in the same region as the Planon instance (GDPR compliant).
- Each AI use case can be configured (configurable settings, user access).
- Data never leaves the region / Data is never stored in the model / Data is never used to train the model.
- AI use cases can be built by Planon, partners and customers.
- Can be embedded into business rules, actions, scheduled tasks, step methods etc.

Some use cases in the IWMS domain



Contact us at:



Website



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Thank you!