

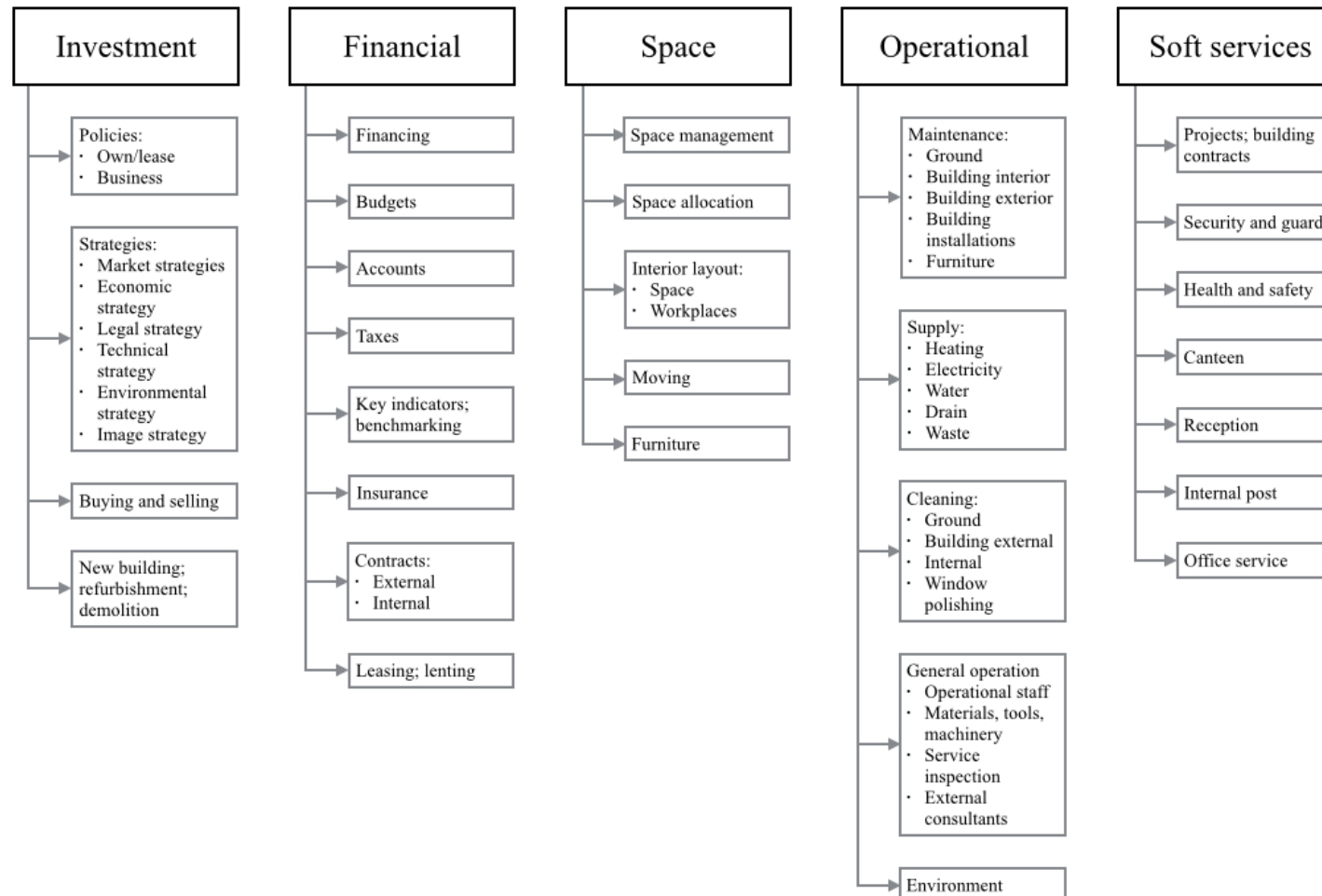
DTU



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# Future perspectives for FM

# FM as People, Places, Processes, and Technology

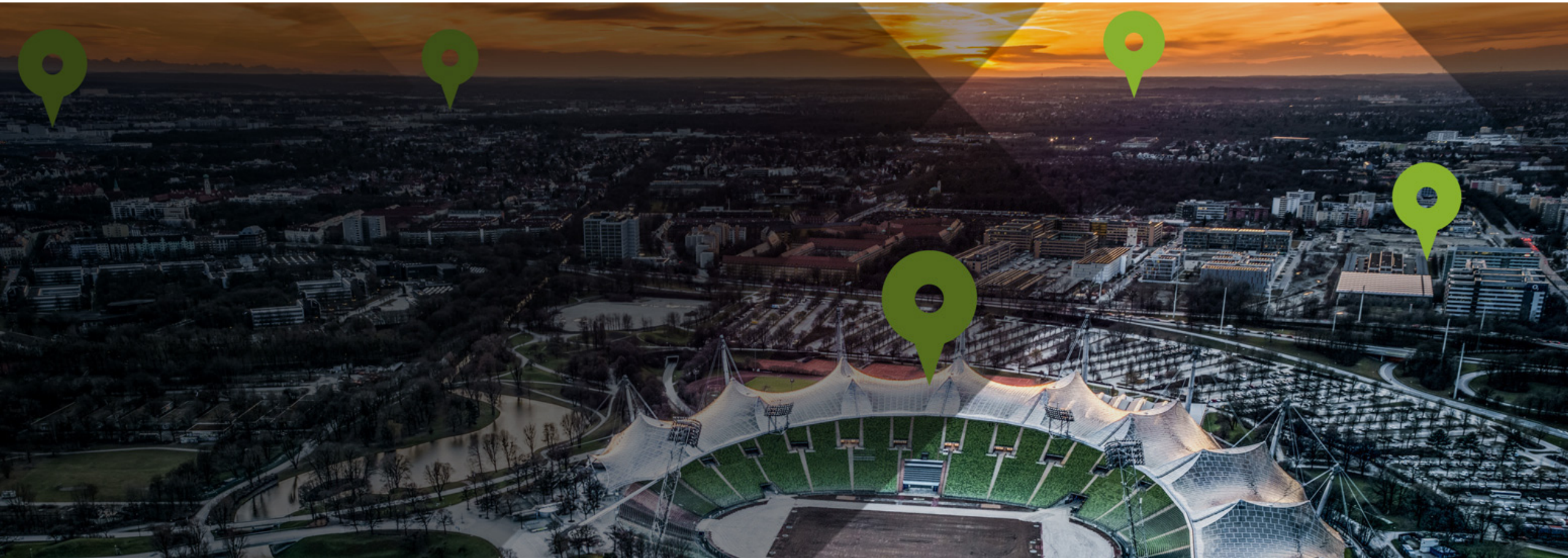






# Three key FM trends:

## (1) Digitalisation



# Three key FM trends:

## (2) Internet-of-Things and Big Data



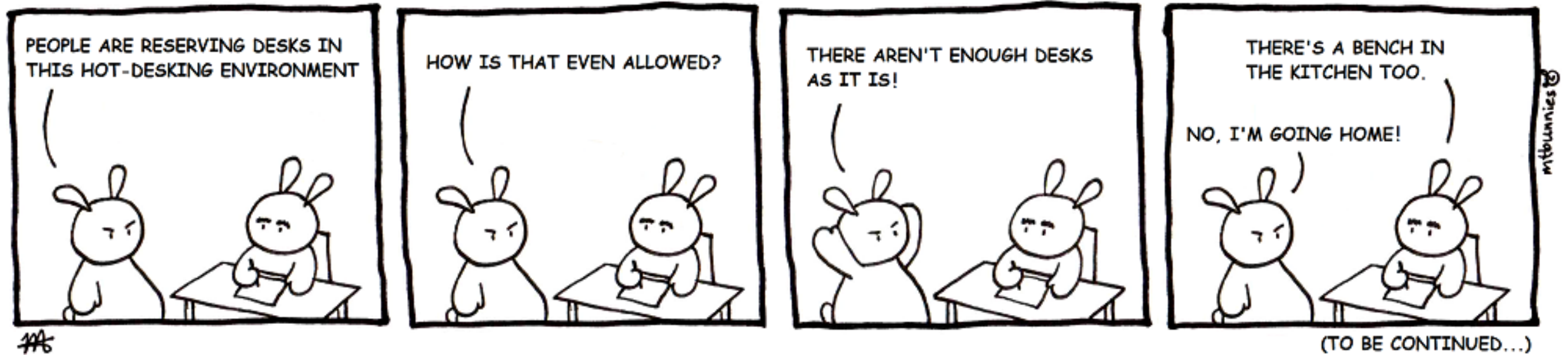
# Three key FM trends:

## (3) Automation





# How to succeed when implementing FM innovation?



# (1) The success of FM innovation comes from strategic thinking and process management



## (2) The success of FM innovation comes from stakeholder management



### (3) The success of FM innovation comes from change management



# Future perspectives: FM innovation as driven by SMAC

## SMAC technologies

### SOCIAL

Social media platforms give businesses new avenues through which they can communicate with existing and potential customers.

### MOBILE

Connected devices are the basis for new business models and new services offered to customers.

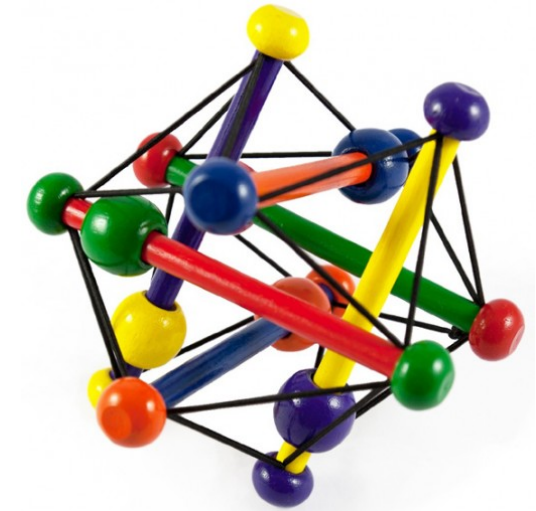
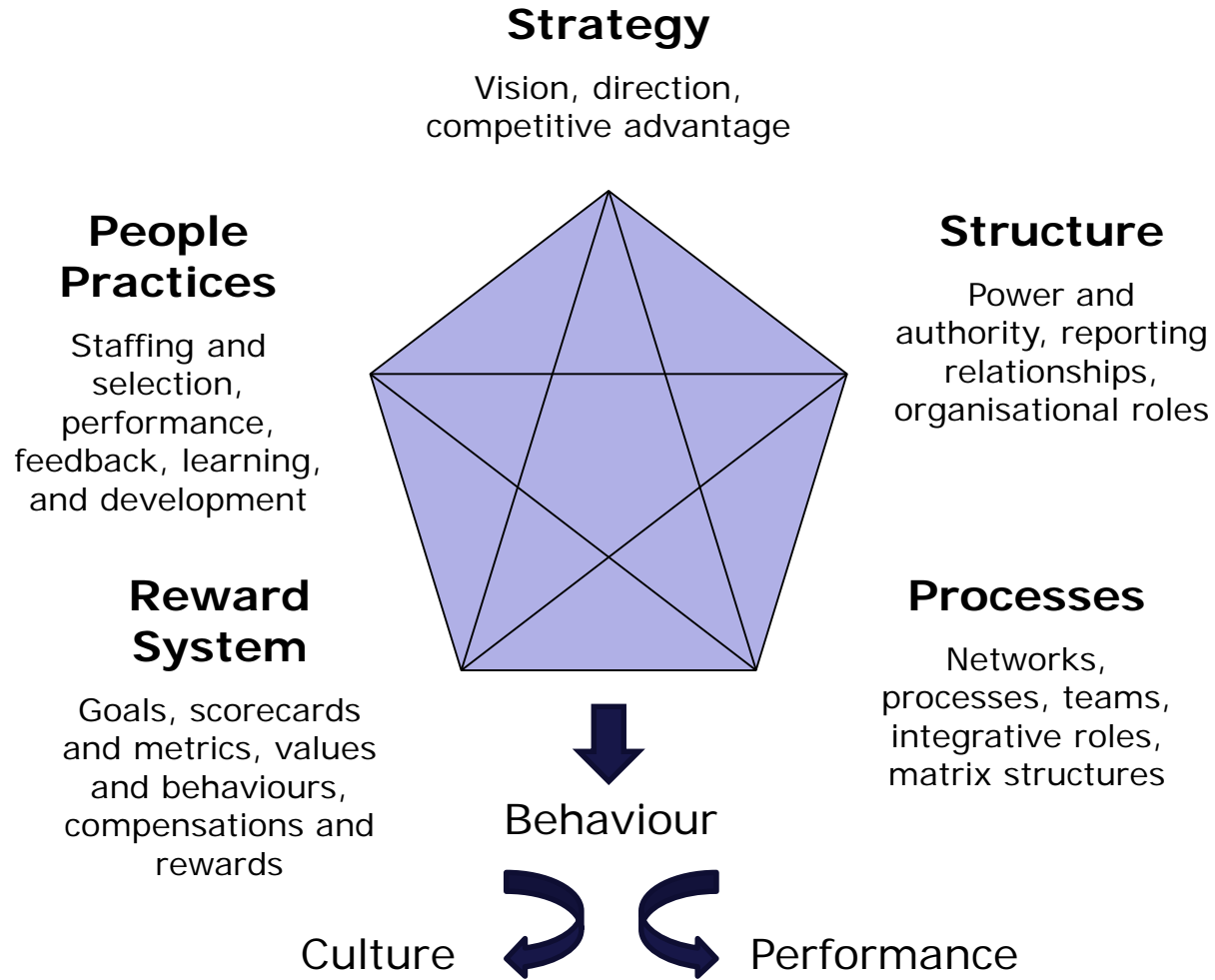
### ANALYTICS

Data is a byproduct of business. By analyzing it, companies can make smarter decisions and predict future behavior.

### CLOUD

Cloud computing offers businesses a quick and flexible way to respond to changes in their markets and access important data.

# Future perspectives: Strategic and systemic FM innovation thinking





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# Let's connect!