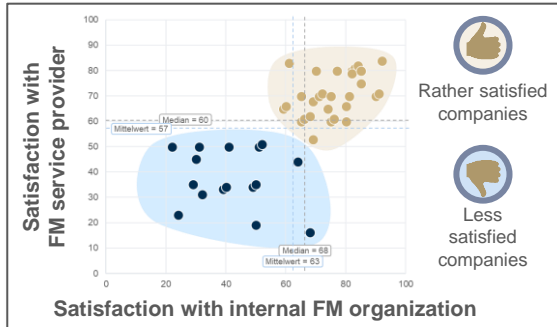


## TME study "IFM 2020" – Added value by intelligent IFM concepts

The importance of Integrated Facility Management (IFM) is growing rapidly - internal FM organizations and service providers must professionalize themselves in order to leverage existing potential



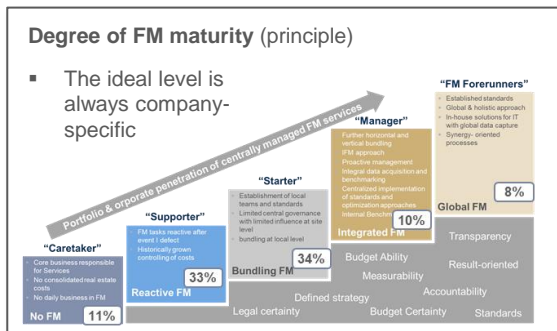
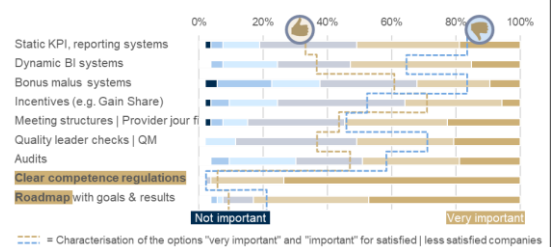
## Service providers can only be as good as the internal FM organization

- Overall satisfaction with FM is not acceptable
- Strong correlation between internal FM organization and satisfaction with the provider
- Service providers can only perform if internal FM organization is well positioned
- Despite dissatisfaction no changes are initiated

## Central FM controlling is essential

- Controlling as the core element and "enabler"
- Centrality is the key for leveraging potential
- Basics are essential (e.g. clear competence regulations, roadmap, goals)
- More focus on objectifying service performance (transparency, KPI, BI systems) instead of exerting pressure (e.g. incentives, close control via jour fixes)

## Relevance of FM controlling instruments

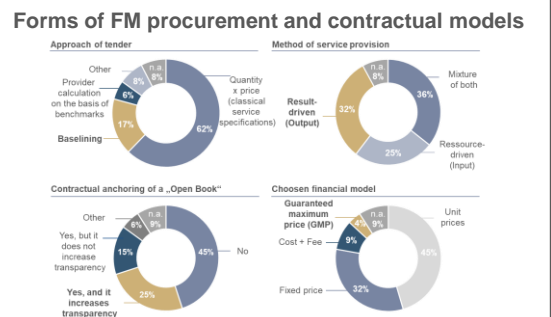


## Bundling increases more and more

- Package formation or cross-location bundling of FM services is established, but holistic IFM models are hardly ever used
- Increasing bundling (locations & services), for which standards, transparency and control concepts must be developed
- Integrated FM procurement is the most effective model for raising cost and quality potentials

## Effectively harmonization of elements of IFM contract model

- Only 20% of companies have anchored cost saving goals – Missed opportunity
- Bundling, IFM and "committed savings" are key drivers of effective savings programs
- Innovative approaches such as baseline allocations have been little used so far
- Instruments must be effectively interlinked to get highest impact



**Conclusion: IFM as a long-term solution approach for holistic optimization of services and costs**

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