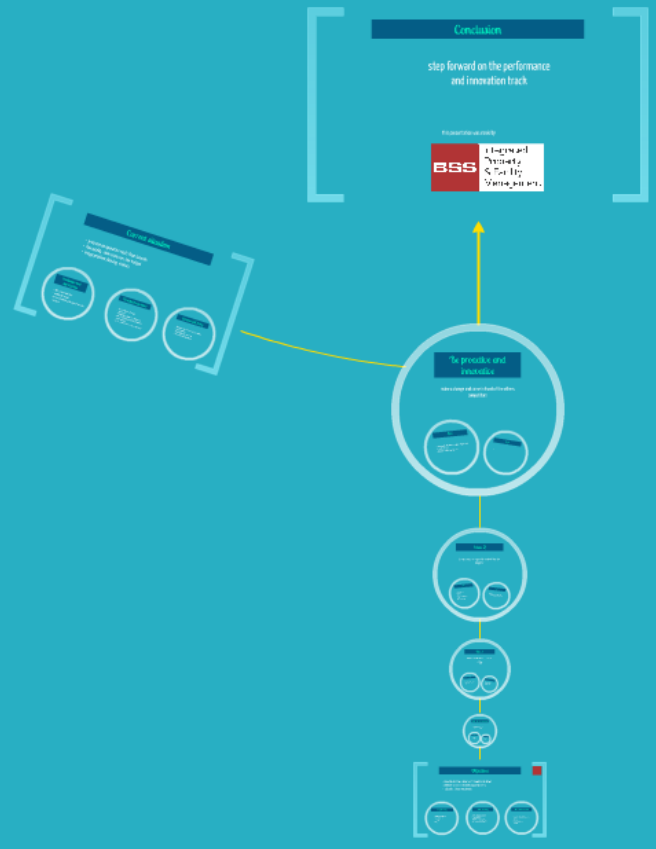


Step forward in smart operations

Based on Jim Harvey's speech structures



Step forward in smart operations

Based on Jim Harvey's speech structures

Objectives

BSS

- make the mall more attractive to tenants and visitors
- stabilize on medium term the operation costs,
- reduce the future investments

Expectations

- reduced service charge
- quality & comfort
- attractive
- safety

New strategy

- energy performance contract
- SLA, KPI- monitoring
- CAFM + reporting system
- partnership on medium terms

Recommendation

- analysis with a specialized FM consulting company
- define strategy
- tender, implementation
- monitoring

Expectations

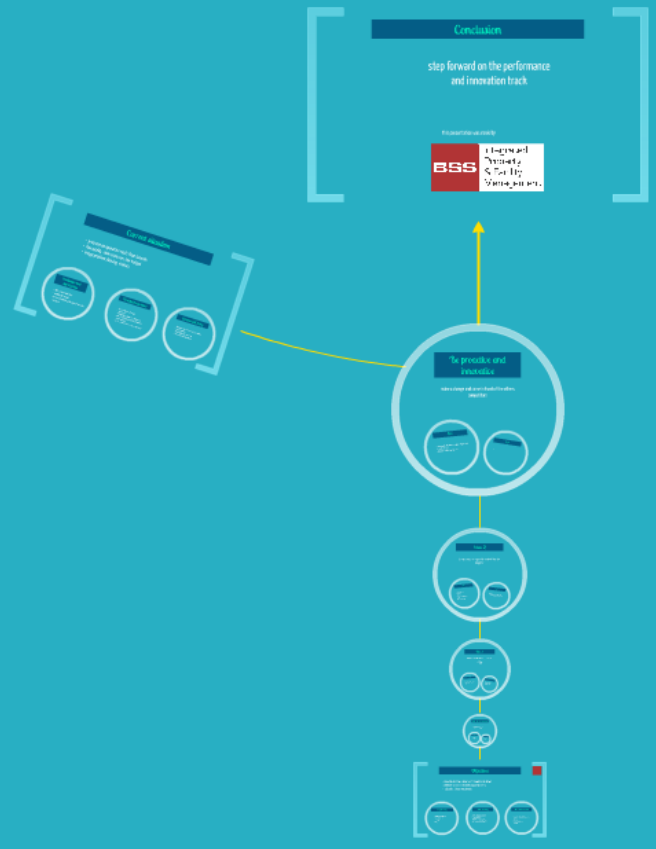
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Current situation

- pressure on operation costs from tenants
- low quality , low resources, low budget
- image problem, losing visitors

Challenges and opportunities

- doing more with less
- quality decreased
- technical events with impact on sales can occur

Identify the problem

- lack of conventional budgets
- low resources
- difficulty into optimization identification
- difficult reporting without the possibility to analyze historical
- every 1-2 years selection process relaunched

Success will bring

- lower operational costs at a higher quality
- tenant retention
- increase in image , attractive
- reduce the risk of breakdown

Challenges and opportunities

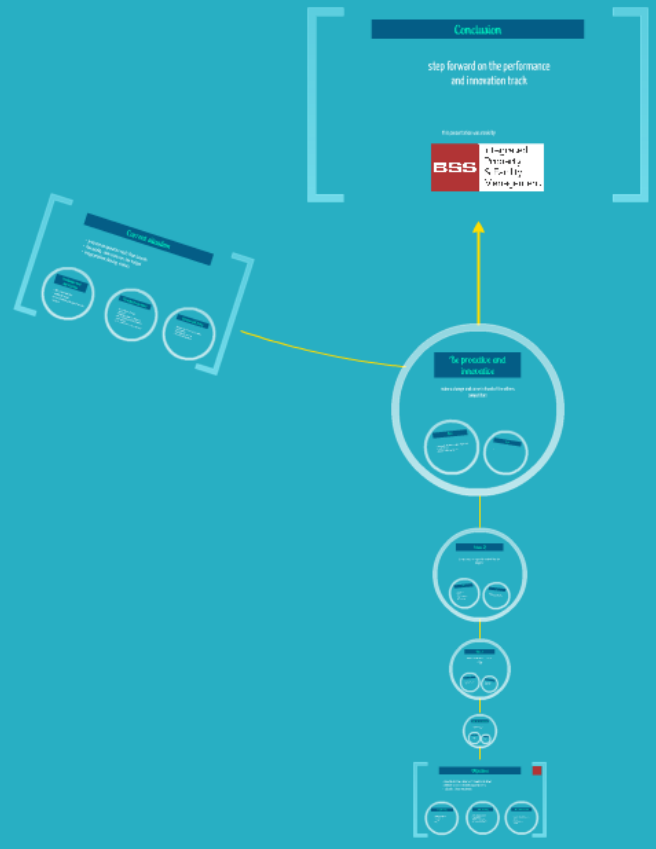
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What if we do nothing?

- no effort , no extraordinary results
- less attractive, decrease in quality

Pro

- no change
- no headache
- no surprise

Con

- on medium term the cost will increase
- the quality will decrease
- the number of visitors will decrease
- major events can occur

Pro

- no change
- no headache
- no surprise

Con

- on medium term the cost will increase
- the quality will decrease
- the number of visitors will decrease
- major events can occur

Idea 1

do it internally with your available resources
or
internalize

Pro

- optimization of your resources
- analyze what cost vs resources you will have available

Con

- risk
- lack of knowledge on all competences
- limited personell resources
- big structure of personell
- investment needed

Pro

- optimization of your resources
- analyze what cost vs resources you will have available

Con

- risk
- lack of knowledge on all competences
- limited personell resources
- big structure of personell
- investment needed

Idea 2

Outsource to a strong and innovative FM service integrator

Pro

- powerful logistics
- knowledge
- resources
- driven by performance results
- insurance
- investment in your mall

Con

- initial longer process for identification
- results will be visible after a few months

Pro

- powerfull logistics
- knowledge
- resources
- driven by performance results
- insurance
- investment in your mall

Con

- initial longer process for identification
- results will be visible after a few months

Be proactive and innovative

make a change and come in front of the others competitors

Pro

- ensure a competitive advantage in terms of cost
- in term of quality
- in term of value of the property

Con

???

Pro

- ensure a competitive advantage in terms of cost
- in term of quality
- in term of value of the property

Con

???

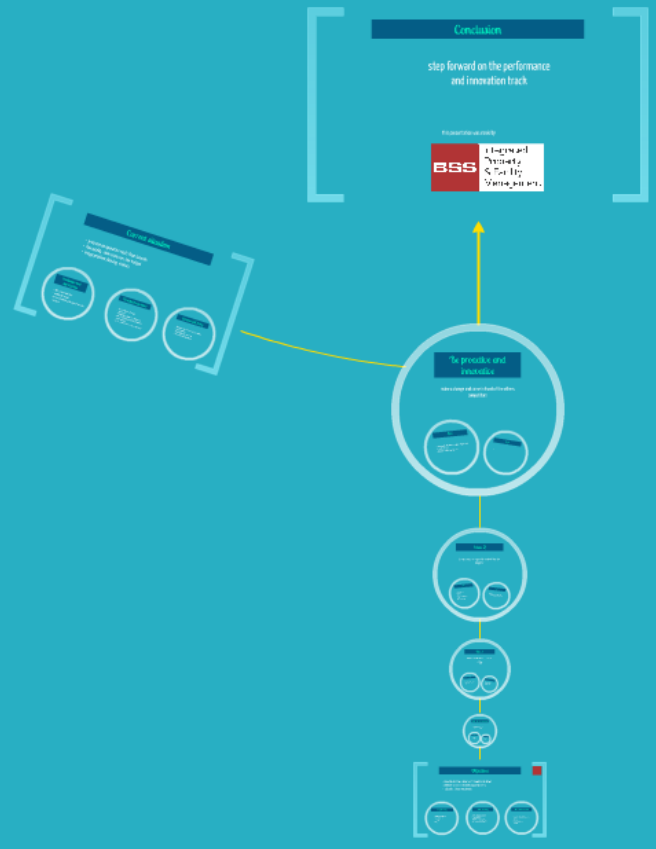
Conclusion

step forward on the performance
and innovation track

this presentation was made by

BSS

Integrated
Property
& Facility
Management



Step forward in smart operations

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