Leaders should accelerate adoption of next-gen digital real estate solutions as force multipliers to help them address critical reentry considerations, achieve world-class hygiene standards, and enable enhanced quality of services in their real estate portfolios. These should be reinforced by realigning their CRE technology platforms to transform facilities maintenance (FM) services and operational processes to help position them to recover, and then thrive in the new normal.

What next generation IT solutions can help drive real estate transformations?

Enhance connectivity and worker mobility
- Connect IoT devices and smart sensors to mobile devices to enhance FM workflows and support touchless services
- Support inspections of assets in remote, hazardous, or inaccessible environments; facilitate search for, interact with, and update FM workorders with instructions
- Enable field crews and remote workers to receive peer guidance, use smart apps to help inspect and take corrective action, support voice enablement, reduce touch and offline operations, and execute mitigating actions

Track and monitor assets for 360’ visibility
- Support workplace journeys via enhanced monitoring across commute, access, and egress to support workplace reentry
- Manage enhanced tracking of workplace and physical assets using multilayered and hybrid physical access control and management systems
- Monitor planned and unplanned events using smart sensors; map potential vulnerabilities, incidents, and business-specific anomalies

Deploy predictive and prescriptive analytics
- Derive data-driven insights on occupancy, asset performance, and FM services; recommend actions based on interdependencies and internal benchmarking
- Forecast future scenarios based on prevailing outbreak and infections, and weather-related, risk assessments; evaluate appropriate response
- Improve planning for FM services like deep cleansing and incidents management; consider contact tracing capabilities
Build the Digital Twin for asset management

- Collect real-time data sourced from 5G, IoT-enabled devices to create a continuously evolving virtual profile of physical assets and processes
- Enable comprehensive association between the asset, the process flow, and the technology to enhance performance, monitor risks, and enable tracking and visual tracing
- Improve 3D-visualization of operations—elevators, HVAC systems, maintenance, and deep cleansing—to build greater clarity around maintenance operations

Augment the intelligence of CRE technologies

- Analyze aggregated data from approved internal and external sources—images, text messages, weather, social media—to enhance process intelligence and track interdependencies
- Monitor and process images and visual information for fault detection and segmentation
- Support decision making processes around need for space, right location, collaboration, and commuting; schedule maintenance processes and remote surveillance of facilities

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