

# 2017 Trends Impacting the Retail Facilities Maintenance Industry

## The FM Role is No Longer Tactical - Top FM Skills of the Future

- Financial literacy for complete profit and loss discussions that will drive capital spend decisions based on trends and analyses
- Using technology to drive efficiencies
- Energy management knowledge
- Ability to communicate from the C-suite to the front line
- A vision to see beyond today's problems to tomorrow's solutions



## Relationships Sell - FM Service Suppliers Must Excel in 4 Areas



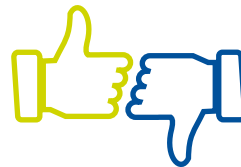
### Business Acumen

Show value by providing customized proposals that help achieve financial goals



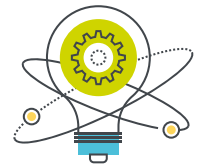
### Technology

Understand how technology can help customers - not just how technology works



### Co-opetition

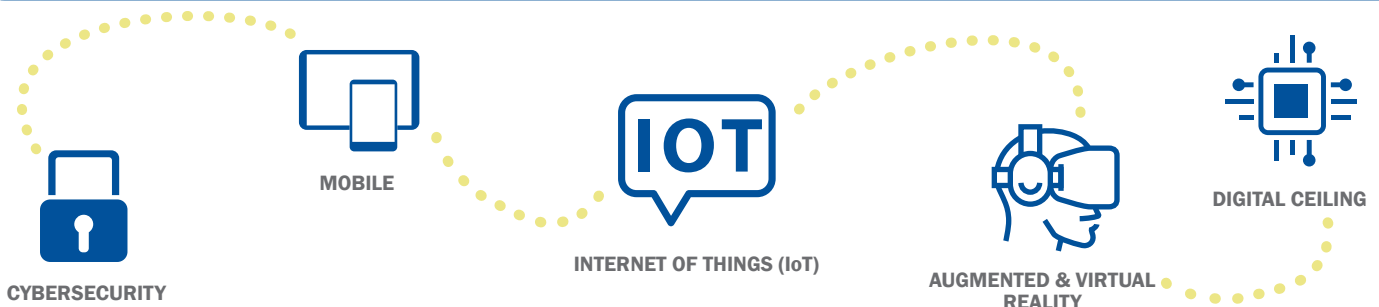
Offer advice on products not sold by your company to build trust and the relationship



### Swipe & Deploy

Observe new practices in other areas of retail to offer innovative solutions to customers

## 5 Technology Trends that Will Impact Retail FM



## Evolving Shopping Environment Expanding Roles of FMs

- 1 Leased Vacant Properties
- 2 Stand Alone Stores Transition to Mall Space
- 3 Re-Invented Shopping Center Environments

FM must serve as property manager of leased stores and take on a larger role in maintaining transformed retail environments and keep them attractive to new shoppers

## Increasing Regulatory Trends Affecting Facilities Maintenance

