



Co-funded by the
Erasmus+ Programme
of the European Union

National Report
BELGIUM



Digitalization of Service Processes in Facility Management

With the collaboration of



The project

The project aims to cover three main objectives: the first one is to study the real situation of the FM market in terms of digitalization and analyse its impact on the future qualifications or skills that professionals in the sector should have.

The second one is to obtain a list of recommendations for the use of emerging technologies that have an impact on FM and apply them to the educational sector and to the market practice itself.

Finally, we want to develop more modern teaching and learning techniques that can be incorporated into undergraduate or higher education programs in Facility Management or similar careers.

The works have 5 different phases or milestones:

1. Study of trends in digitalization in FM
2. Creating a new digitalization agenda
3. Development of training workshops for teachers
4. Hackathons for students
5. Final report

The project calendar has been extended due to the market situation, estimating its completion at the end of 2022. Until that date, partial deliverables or sectorial studies will be produced.

“ FMgoesDIGI is the largest study made at international level on the maturity of the FM market on digitalization issues ”



FMgoesDIGI project is co-funded by the Erasmus+ Programme of the European Union





DHBW the Baden-Württemberg Cooperative University is a German institution of higher education. It offers dual-education bachelor's degree programs in cooperation with industry and non-profit institutions in the areas of social services, business administration and engineering.



Metropolia University of Applied Sciences is the largest University of Applied Sciences in Finland situated in Helsinki. The university has four fields of study: culture, business, health care and social services, and technology. Teaching is also provided in English.



FMHOUSE is a privately owned company working in the field of Facility Management. Acting as an independent body, provides specialised consultancy, training and research services for all kind of clients, end users and service providers at the international level.



UPM Polytechnic University of Madrid is a public university, located in Madrid, Spain. It was founded in 1971 as the result of merging different Technical Schools of Engineering and Architecture, with over 35,000 students attending classes every year.

Partners

The working group of the **FMgoesDIGI** project is made up of teams from four organizations representing 3 different countries:

- DHBW (Germany)
- FMHOUSE (Spain)
- Metropolia (Finland)
- UPM (Spain)

The development is done jointly, although each one is responsible for specific tasks and the organization of periodic workshops. The administration and coordination is the responsibility of the DHBW.




In addition to these four organizations, there are collaborators who contribute at different times, carrying out different tasks depending on the needs.



About belfa

As an independent national professional association, **belfa** (belgian facility association) represents more than 6,000 Belgian professionals, active in the different branches of Facility Management. With more than 1000 active members, from the most diverse sectors and with the most varied profiles, **belfa** positions itself as a network platform of experts for experts. Any FM professional who wants to expand his or her expertise will find the appropriate support and resources at **belfa**.

Under E3 **belfa** expresses its 3 fundamental values "Exchange - Expertise - Evolve" **belfa** does its utmost to represent and support the FM professional in the field, through various initiatives, with the aim of generating:

-  Knowledge transfer through a learning network platform (Exchange)
-  Expertise through working groups, training courses and coaching (Expertise)
-  Strategic growth through the development of competences (Evolve)

The objectives of belfa are as clear as they are relevant:

- To be the knowledge center for current and future members, with well thought-out support and guidance for starters.
- To lift the recognition of the function of FM professional to a higher level, both within the own company and in the facility management world and institutions.
- To be the reference in Belgium in the field of Facility Management, for the media, other professional associations and the business world.
- To be the platform where the different stakeholders from the facilities world meet, exchange knowledge (Exchange), build expertise and evolve on a personal and community level (Evolve).



Mision and Vision

In the coming years **belfa** aims to reach the majority of Facility Management professionals working in the different sectors active in Belgium, from institutions to SMEs, including retail, hospitals and schools. We wants to offer them the tools to evolve into a professional community by facilitating knowledge sharing, accessibility and a continuous development process. With a community of 6000 people, **belfa** plays a central role in Belgian Facility Management through its national representation and its proven knowledge of the different professional sectors and their development prospects.

In a world characterised by volatility, uncertainty, complexity and ambiguity, **belfa** presents itself as the knowledge bridge between the basic principles of the sector and the new developments resulting from the evolution of the different generations who opt for a position in Facility Management, today and tomorrow.

belfa aspires to be recognised as the reference in Facility Management, by and through its community.

As a professional association with an excellent reputation, **belfa** can rely on a reliable and solid network of professionals who share the same values and are fully aware of the key role of Facility Management within their company or organisation.

Activities offered by **belfa** such as expert groups, projects, training courses and networking events facilitate knowledge exchange and the sharing of best practices (Exchange), promote the level of expertise of the FM professional (Expertise) and achieve growth, at a personal, organisational and community level (Evolve) - the three core values of **belfa**. In this way, **belfa** acts as an inspirer and contributes to professional renewal and professional self-development.









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The Questionnaire

As the first exercise of the **FMgoesDIGI** project, it was necessary to know the market's perception of the different technologies, especially the most incipient or disruptive ones. In the analysis, all the possible ones were listed and then an evaluation was made to choose the most appropriate ones. It was necessary that they were fully applicable, that they be accessible and that there were at least two real examples implemented. After this exercise, the 25 that are part of the questionnaire remained.

Following questions were asked:

- Country from where you answer
- Type of profile (client company, service provider or academy)
- Sub-group of each profile
- Evaluation of each technology, according to the following scale:

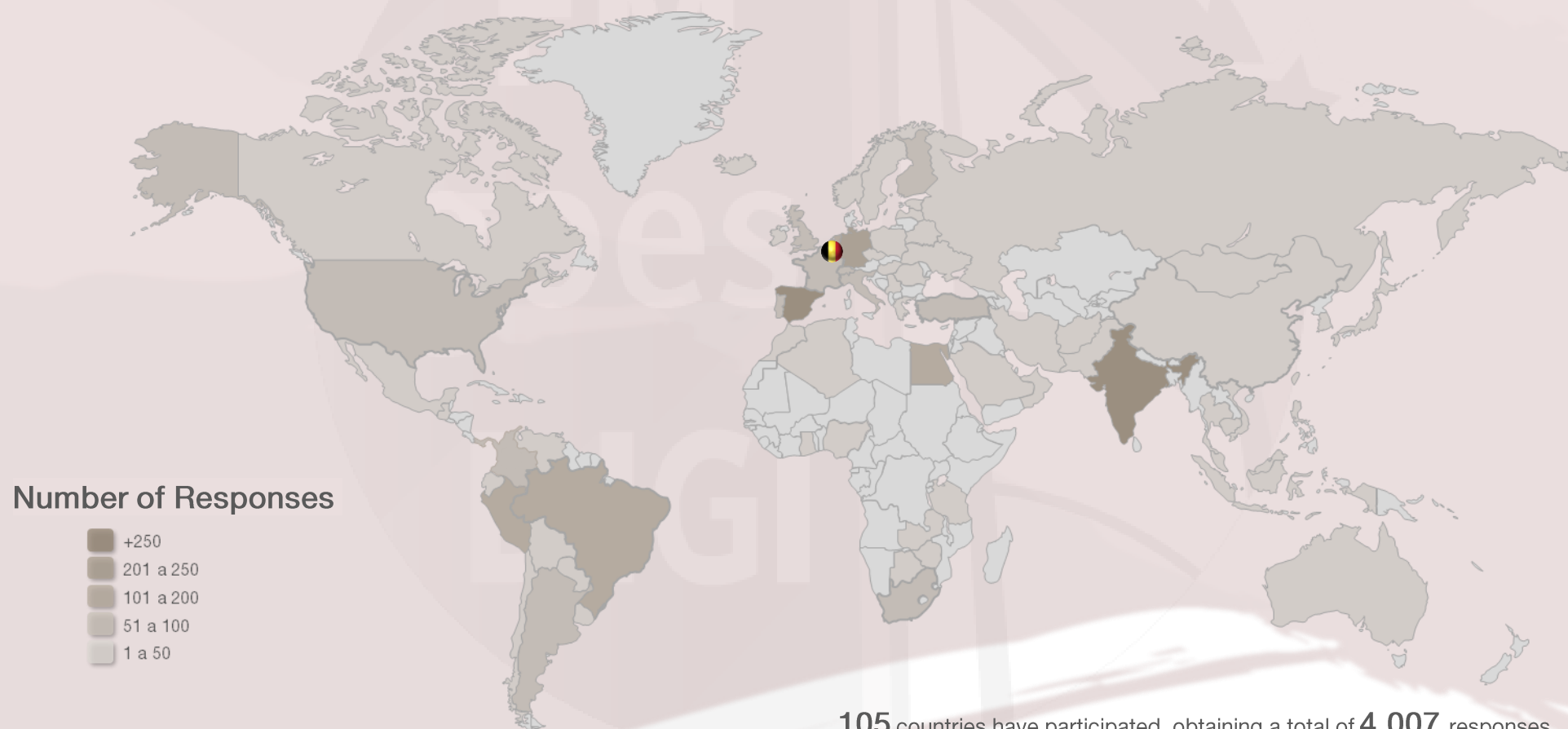
-  I am using it
-  Sporadic use
-  Exploring to use it
-  Heard but not applicable
-  Would like to know
-  Never heard

List of selected technologies

1. 3D Scanning
2. 3D Printing
3. 5G network
4. AMI - Advance Metering Infrastructure
5. AR - Artificial Reality (augmented, virtual and mixed reality)
6. BIM - Building Information Modelling
7. Biometrics Systems
8. Blockchain based tools
9. BAS - Building Automatization Systems
10. BMS - Building Management Systems
11. Business Intelligence tools
12. CAFM - Computer Assisted tools
13. Digital Twins models
14. Drones & Microdrones
15. GD - Generative Design
16. GIS - Geographic Information Systems
17. Holograms
18. Human Augmentation
19. INS - Indoor Navigation Systems
20. LIDAR - Laser Imaging Detection and Ranging
21. Applications for Mobile Devices
22. Remote Maintenance Services - Tele maintenance
23. RFID - Radio Frequency Identification
24. Robots
25. VA - Virtual Assistants

Responses by country

The questionnaire was distributed openly, online, through social networks and contacts of the partners.

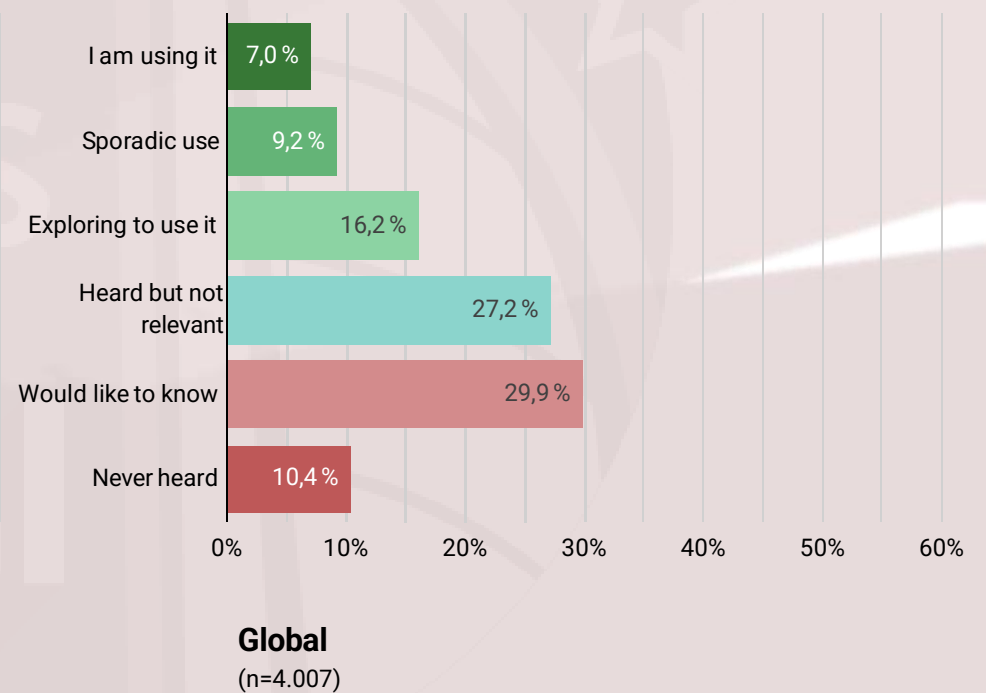
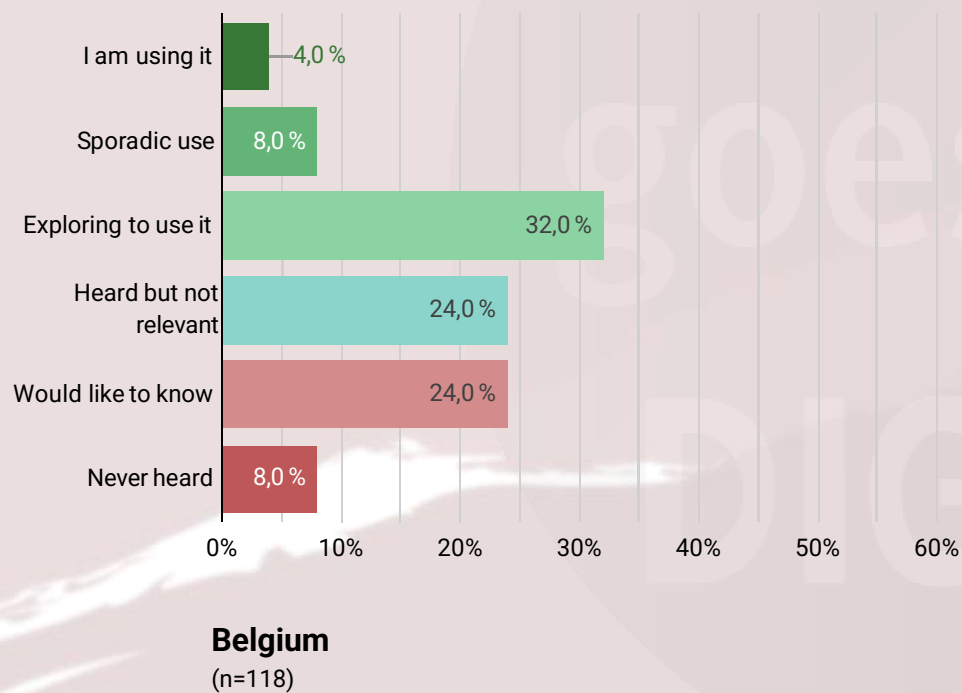


105 countries have participated, obtaining a total of **4.007** responses.

118 responses have been collected from Belgium

1 3D Scanning

It is the process of analyzing a real object to recreate its shape and appearance digitally in a three-dimensional model. In FM it is used to improve building security processes and maintain accurate records for maintenance and renovations.

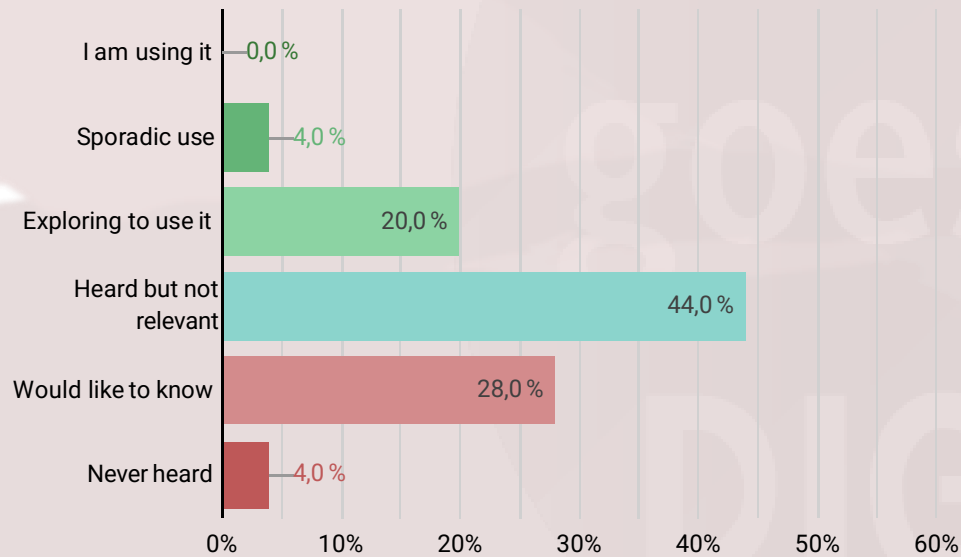




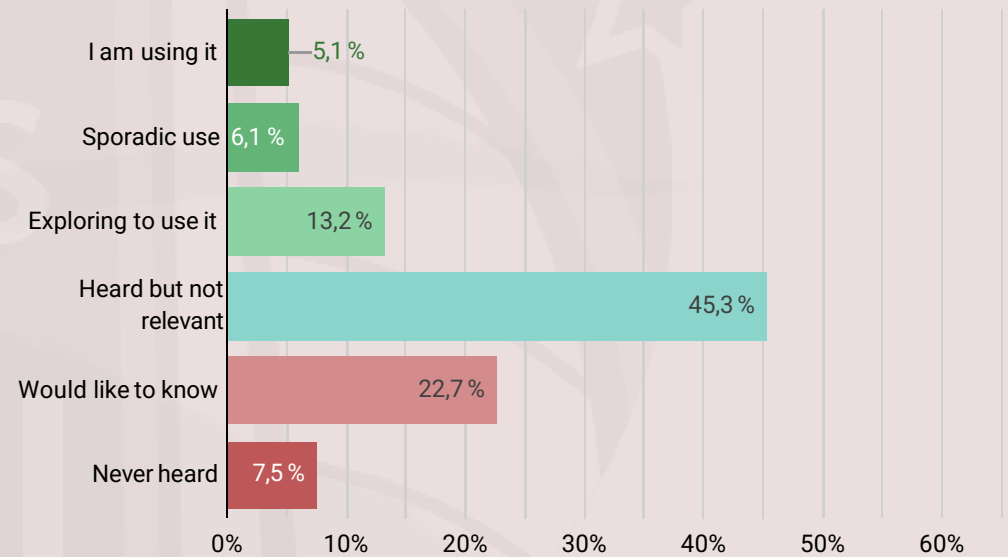
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3D Printing

Creation of three-dimensional solid objects from a digital file. It is mainly used in the manufacture of spare parts or customized parts, increasing efficiency and improving the maintenance and useful life of equipment.



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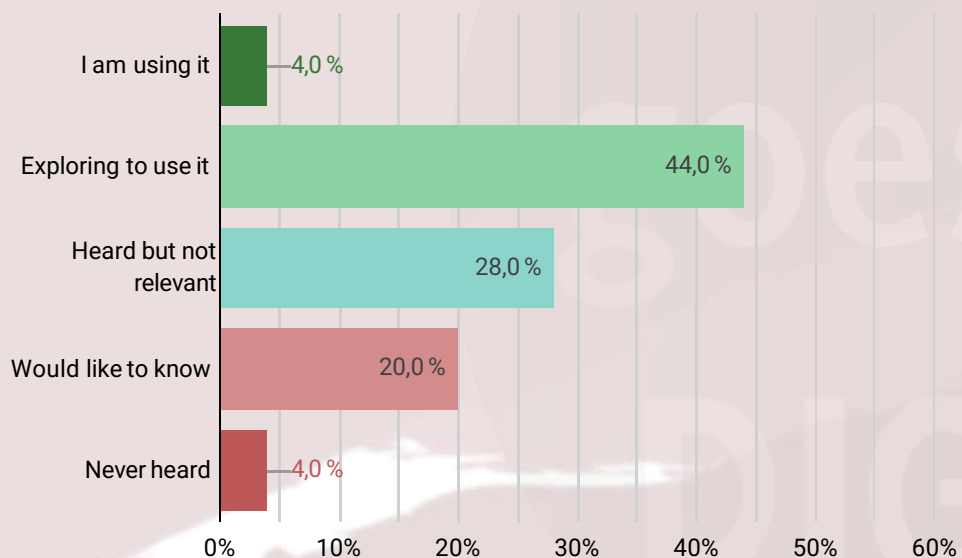


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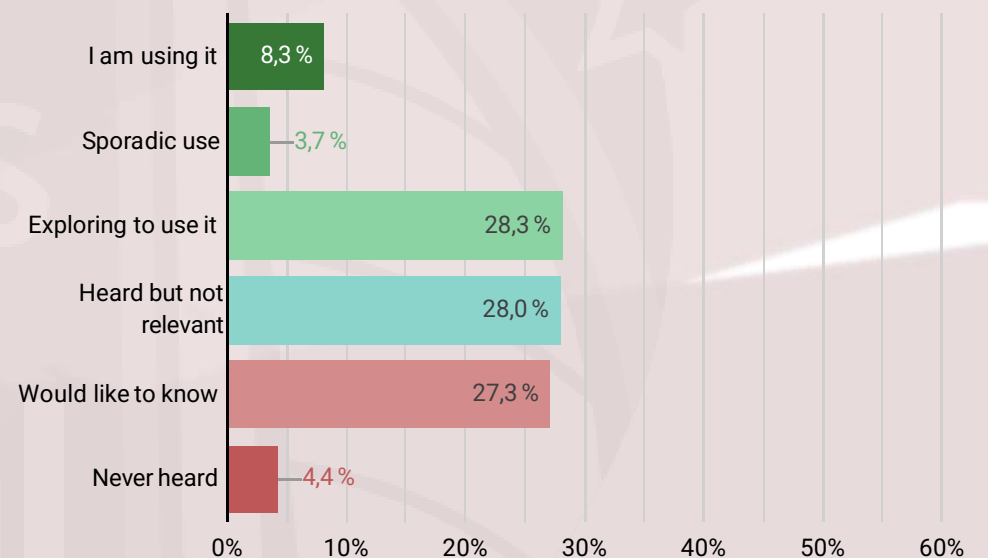
3

5G network

It is the fifth generation of mobile networks. It is a new global wireless standard, with which maximum data speeds of several Gbps can be achieved. With the improvement in connectivity, remote maintenance processes and more effective connections between systems are enabled.



Belgium
(n=118)



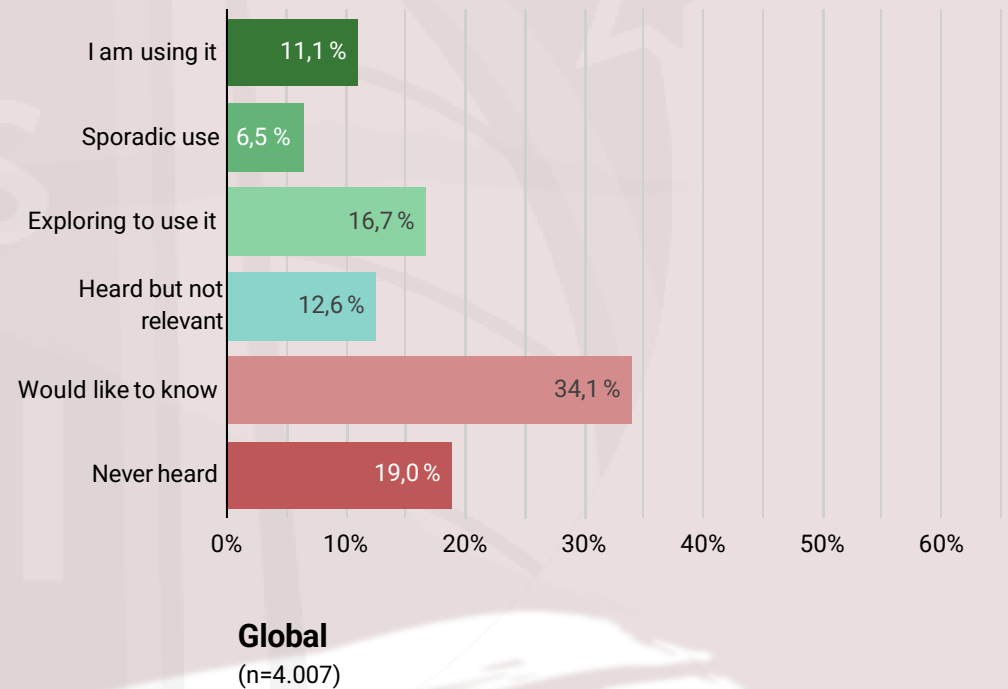
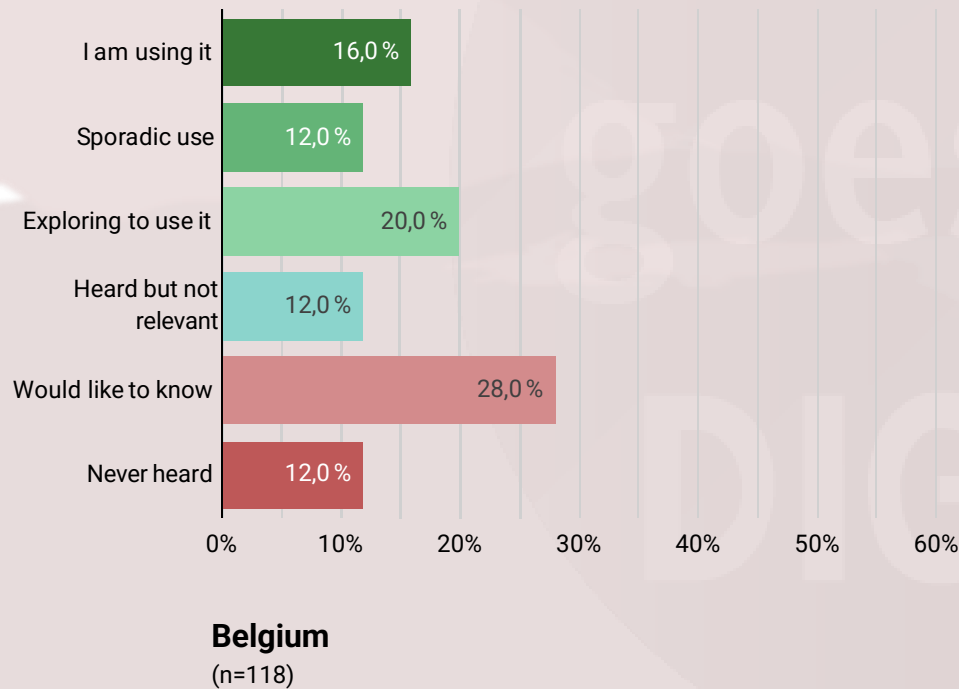
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AMI - Advance Metering Infrastructure

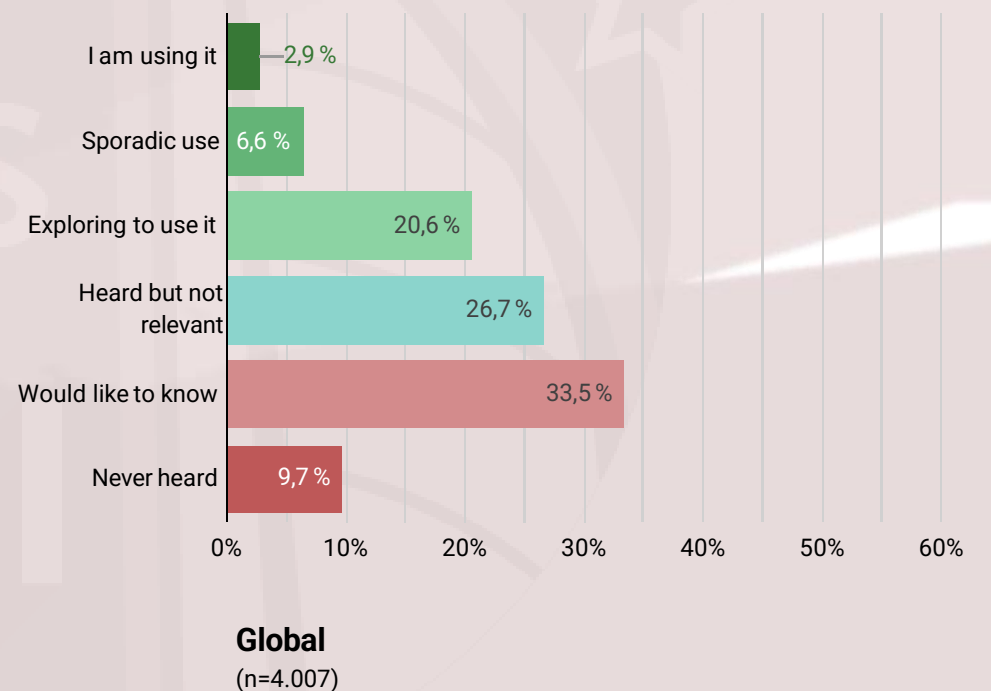
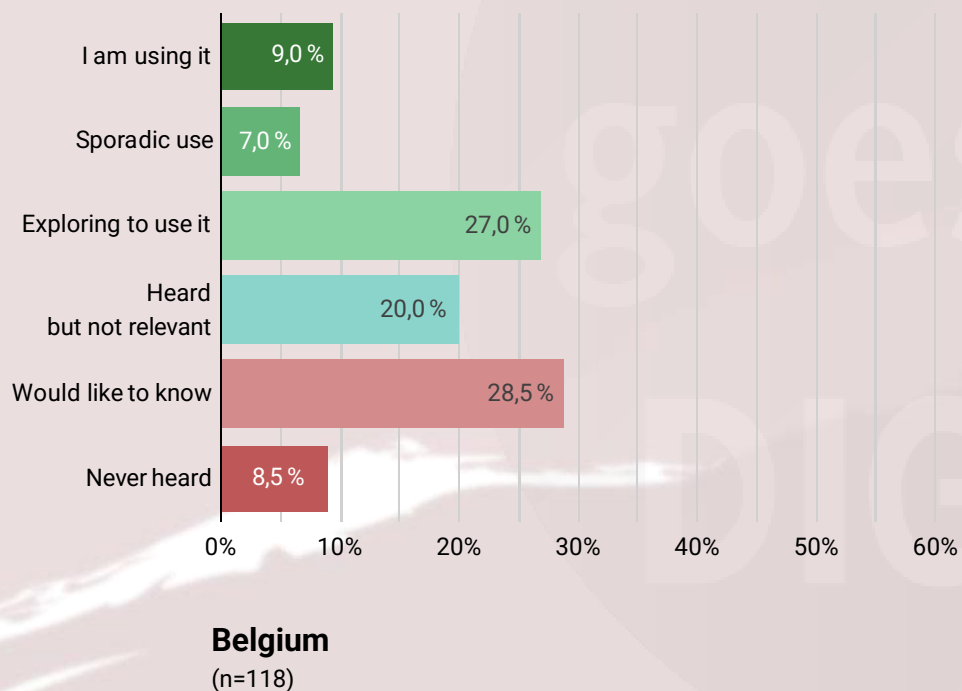
It is an integrated system of smart meters, communication networks and data management elements, which allows bidirectional communication between services and users. The integration allows the generation of automated and highly accurate information, which translates into operational savings.



5

AR - Artificial Reality (augmented, virtual and mixed reality)

It consists of creating interactive immersive environments, based on video recognition technologies, that put the user in total contact and without limitations with the digital world. With these technologies, errors can be detected in the construction process or remote guided maintenance tasks can be carried out, among many other things.

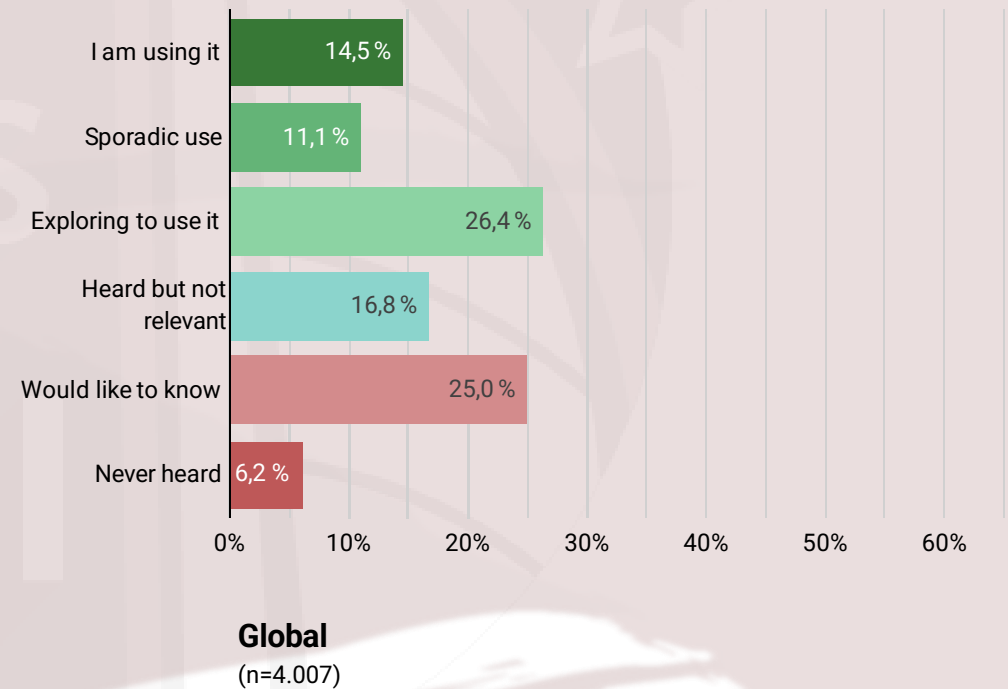
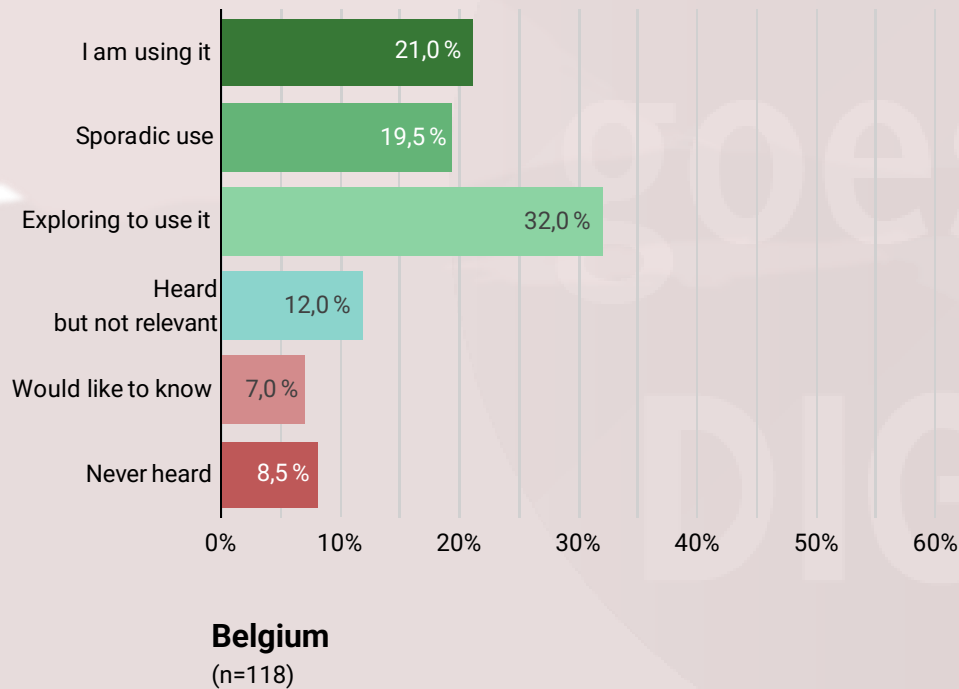




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BIM - Building Information Modelling

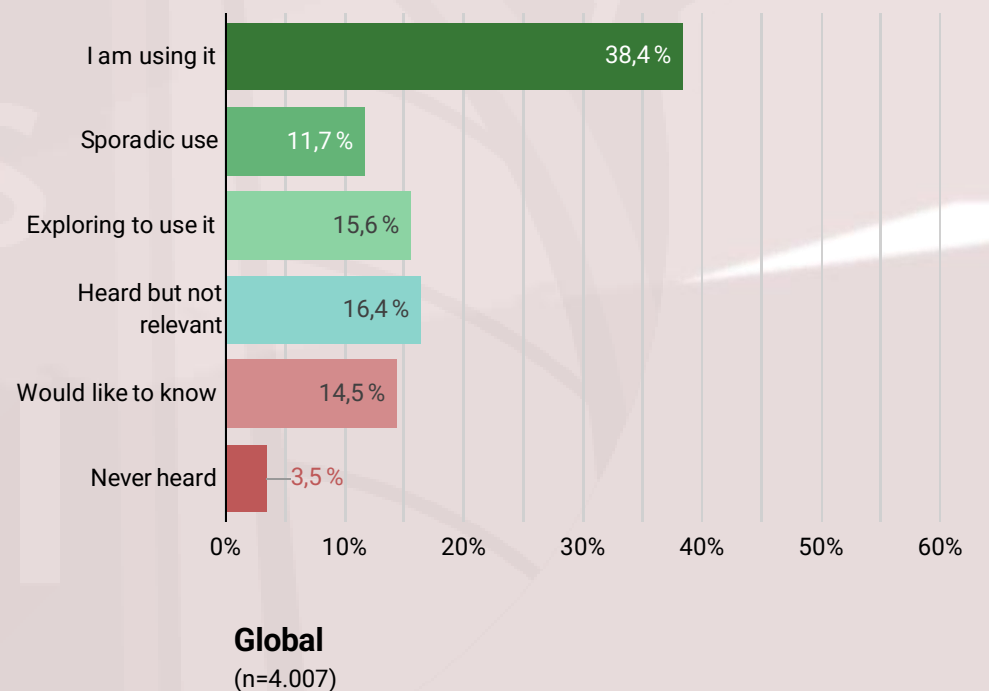
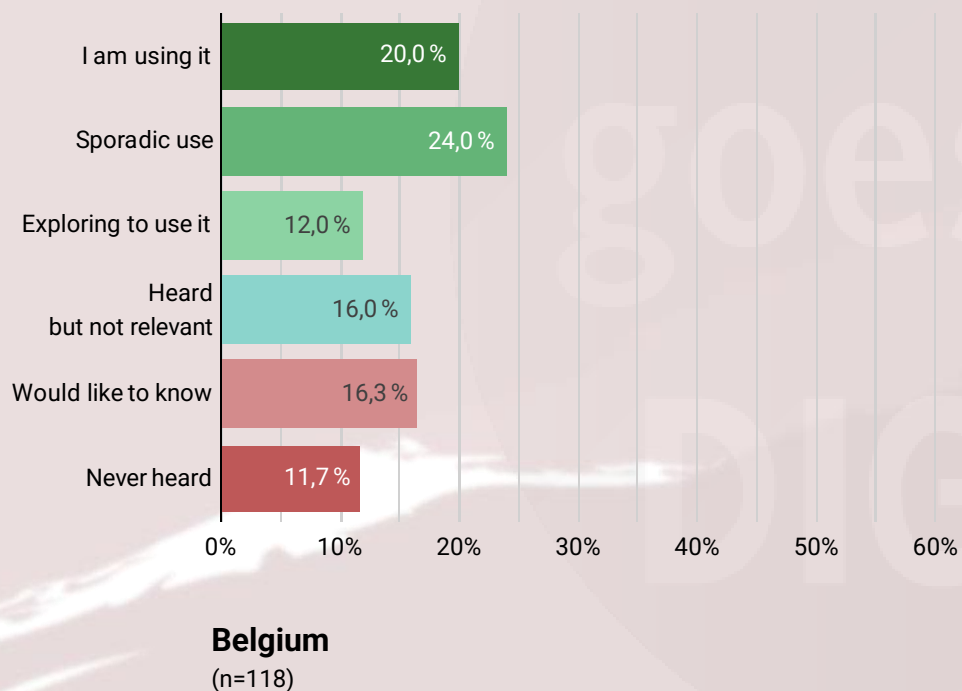
Comprehensive process of creating and managing information related to a physical asset, where its digital representation is produced throughout its life cycle. With this you can improve decision making in real time, and streamline processes such as construction, documentation and maintenance.



7

Biometrics Systems

It is the use of specific data about unique biological traits of an individual, to generate information by which that individual can be effectively identified. With this technology it is possible to facilitate access control, the granting of permissions or the identification of features to analyze sensations or behaviors.

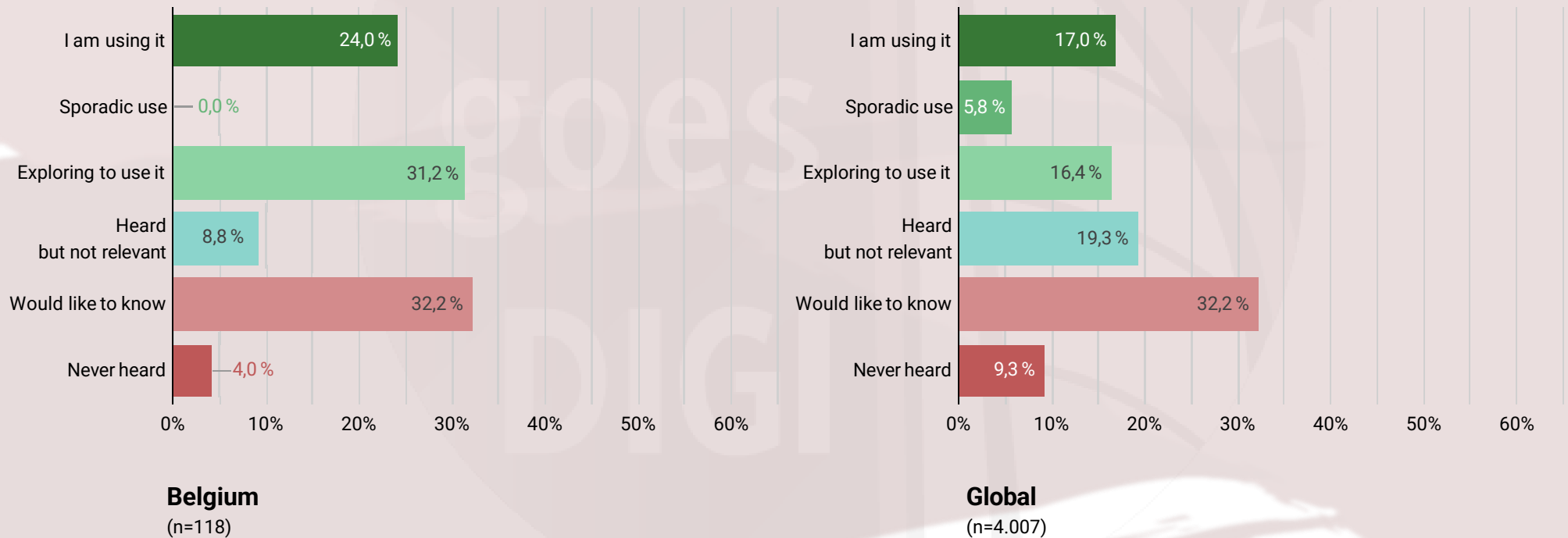




8

Blockchain based tools

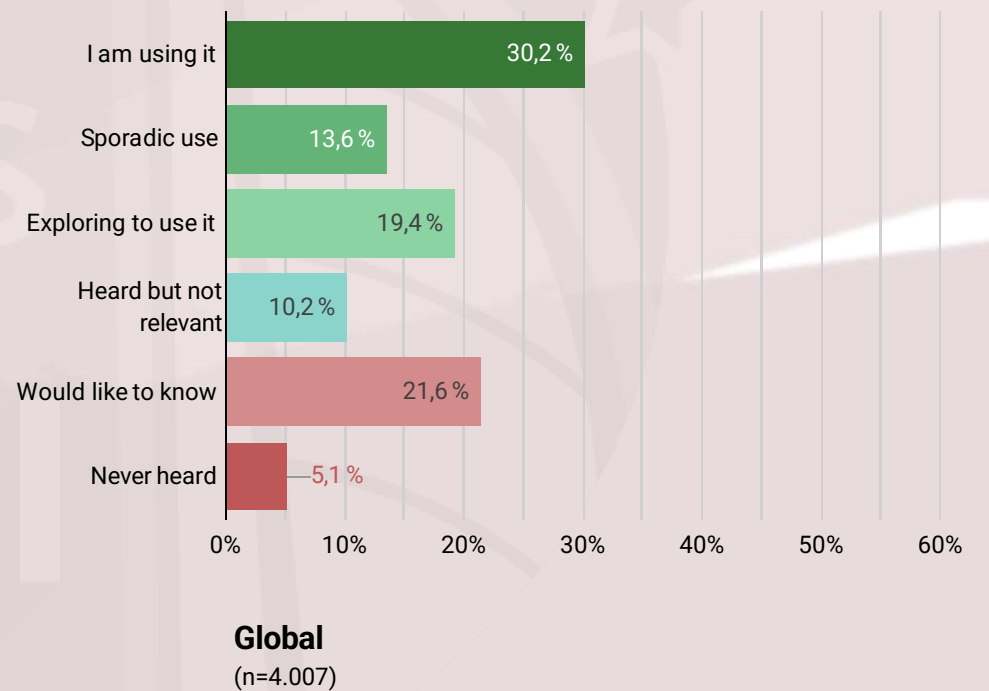
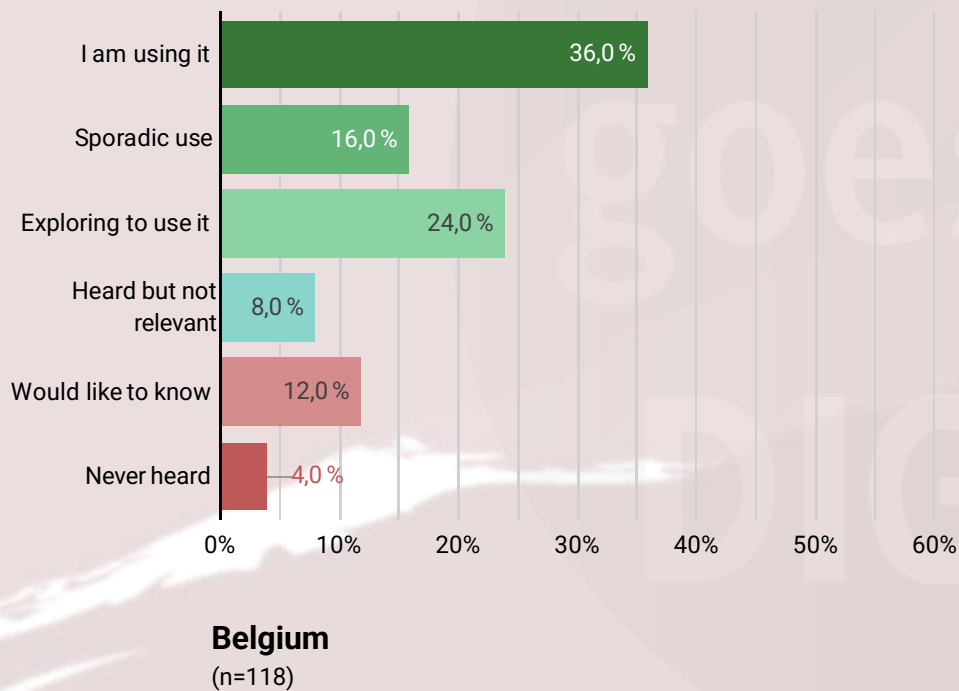
Decentralized database that maintains an ever-growing list of ordered records, called cryptographically protected blocks. With this, you can have a simplified way of storing and securing data and documents, creating unique traceability and coding.



9

BAS - Building Automatization Systems

Systems that provide automatic control and monitoring, but also allow equipment to be activated or deactivated remotely. Being centralized, actions can be viewed from a central point, which helps decision-making and speeds up response.

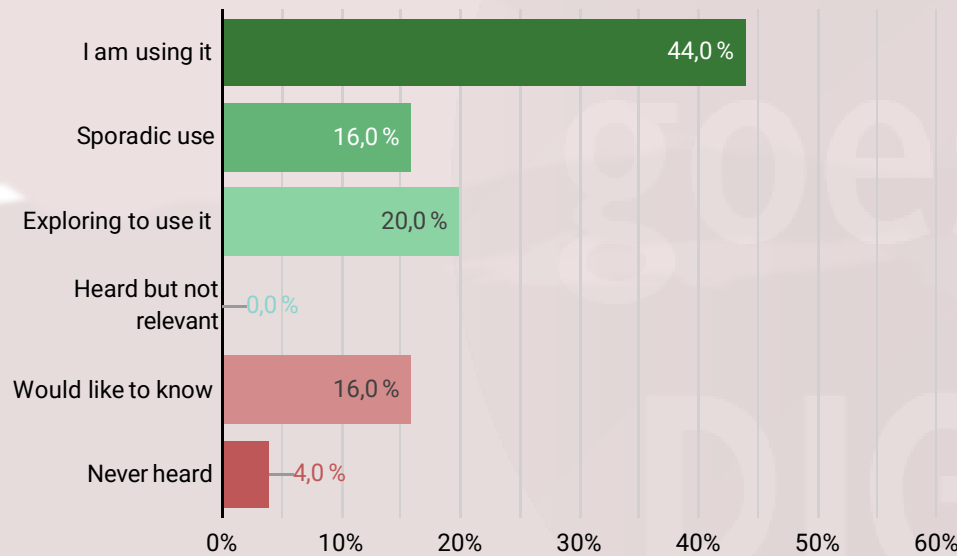




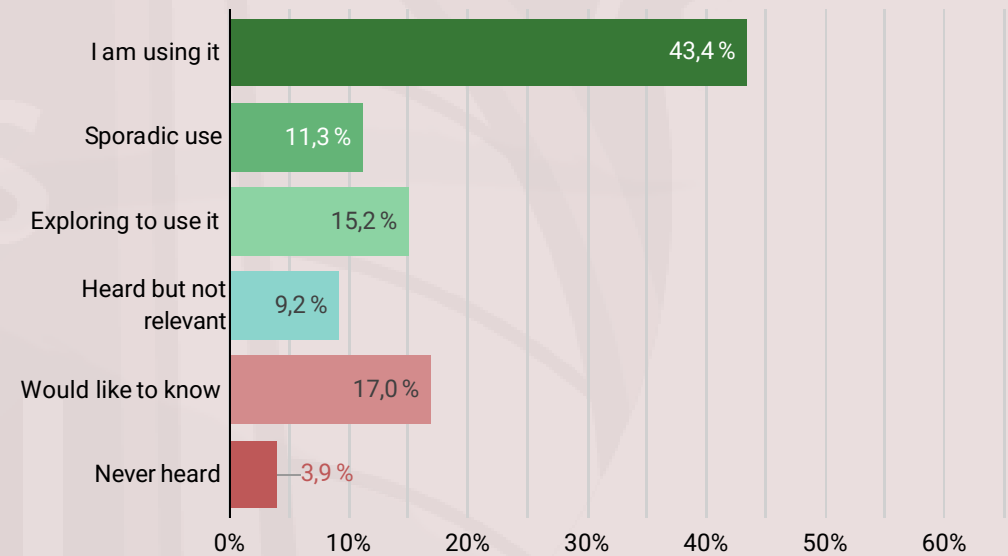
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BMS - Building Management Systems

Software specialized in controlling and monitoring the equipment of a building in a centralized way, providing effective supervision and reports. With this technology it is possible, for example, to reduce the costs associated with energy and water consumption in a building.



Belgium
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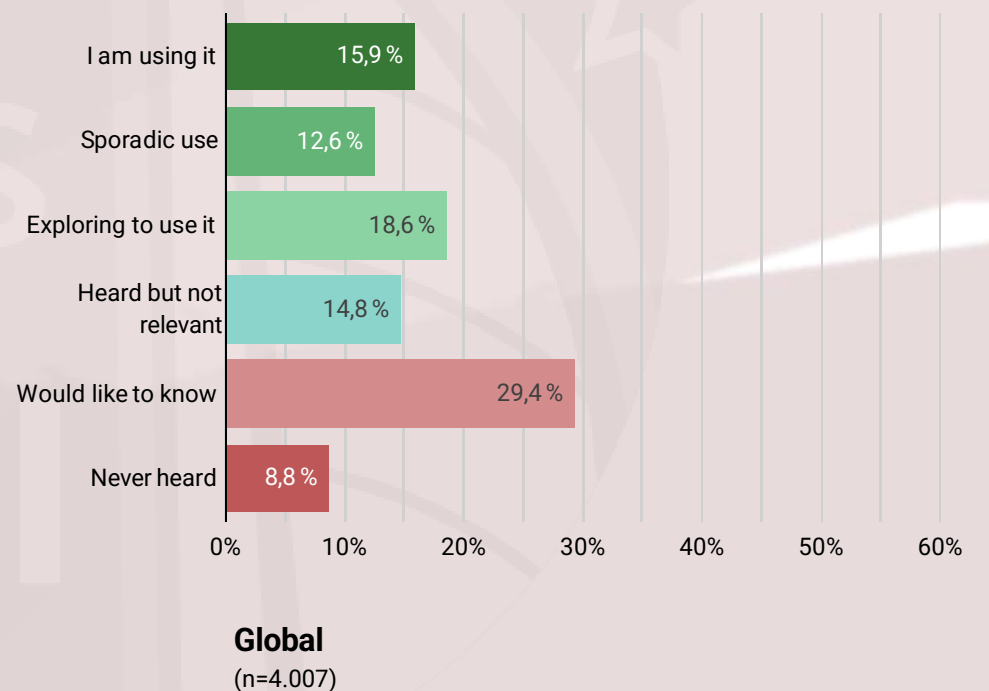
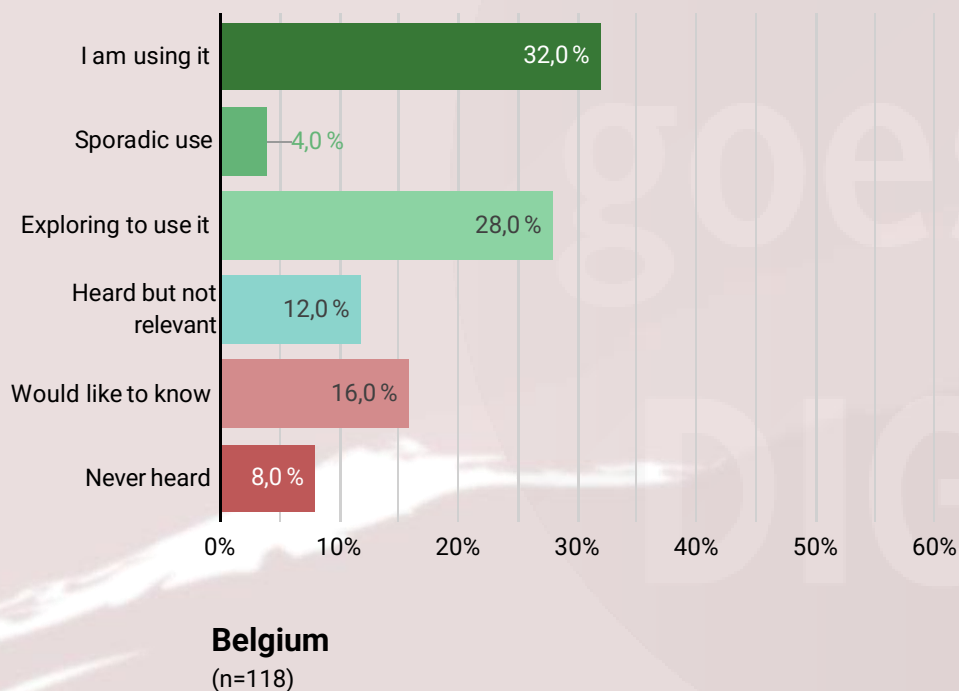


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11

BI - Business Intelligence tools

Software that aids in the collection, transformation, and presentation of large amounts of both structured and unstructured data. With this software it is possible to have reports, dashboards and visualizations that allow strategic decision making based on complex information.

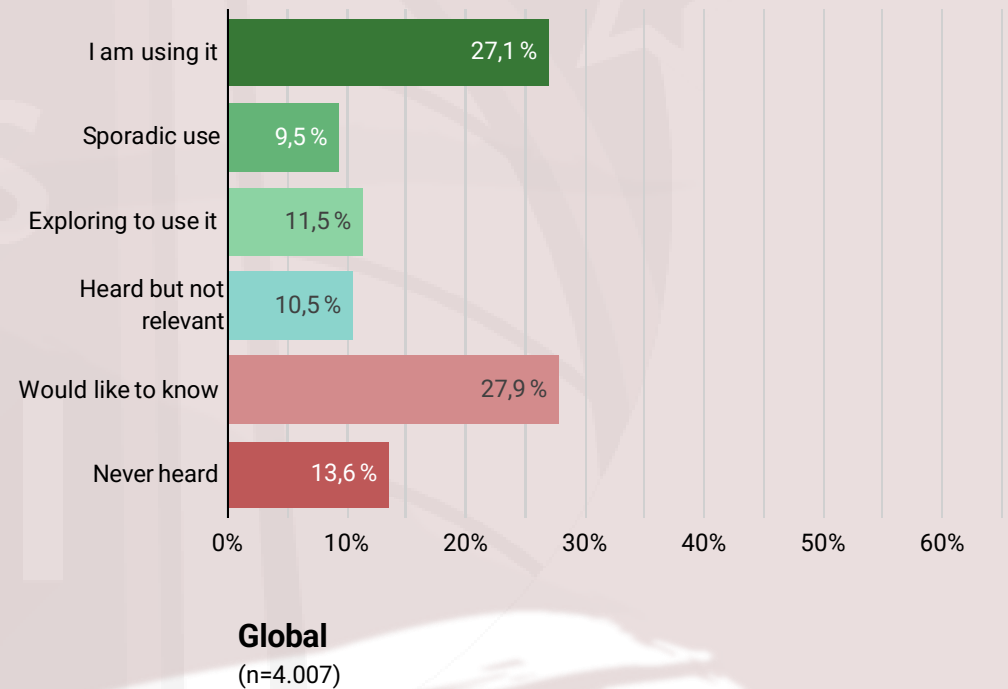
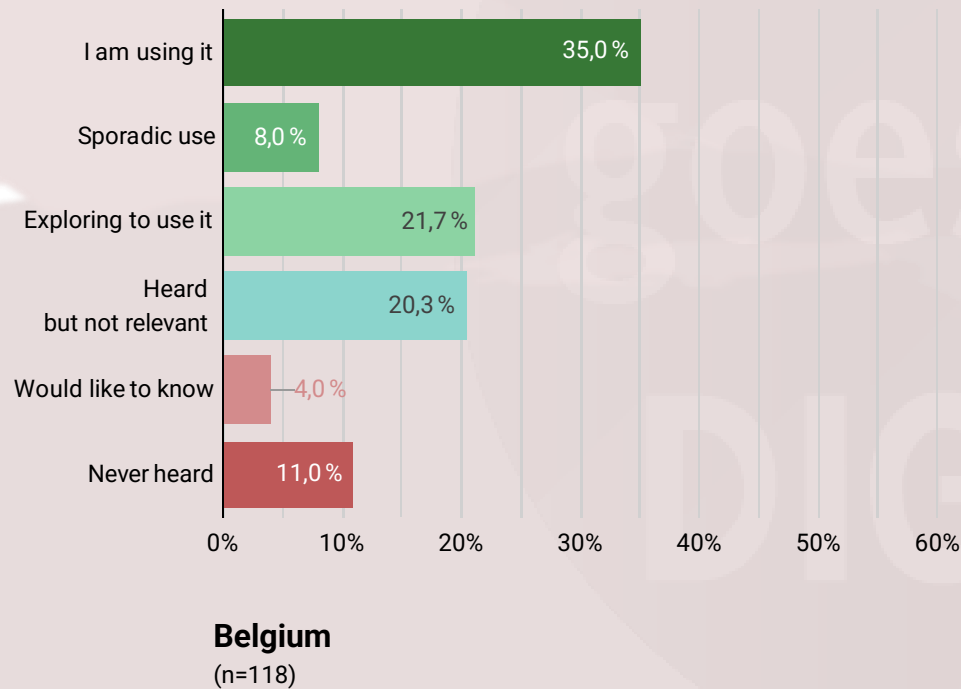




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CAFM - Computer Assisted tools

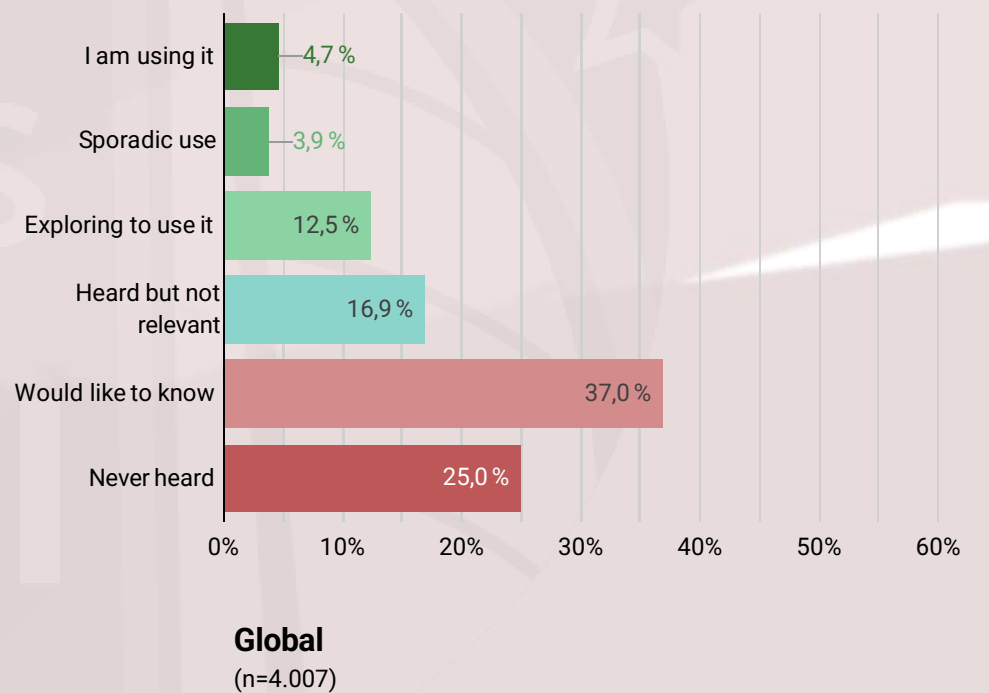
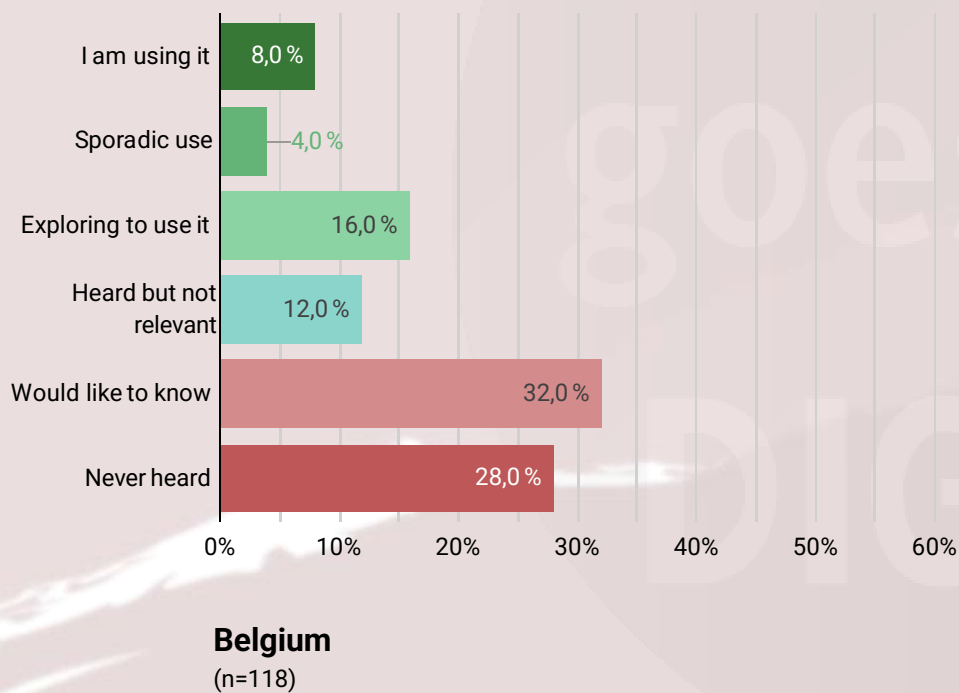
Specialized software to coordinate activities in the physical workplace and relate it to the organization's facilities, people, and operations. With this type of tools, the management capacity and the response to requests or indecency are increased.



13

Digital twins models

It is the creation of a detailed digital replica of a physical asset, including systems, processes and devices. It allows monitoring and simulating behavior, identifying trends and errors, allowing action even before construction.

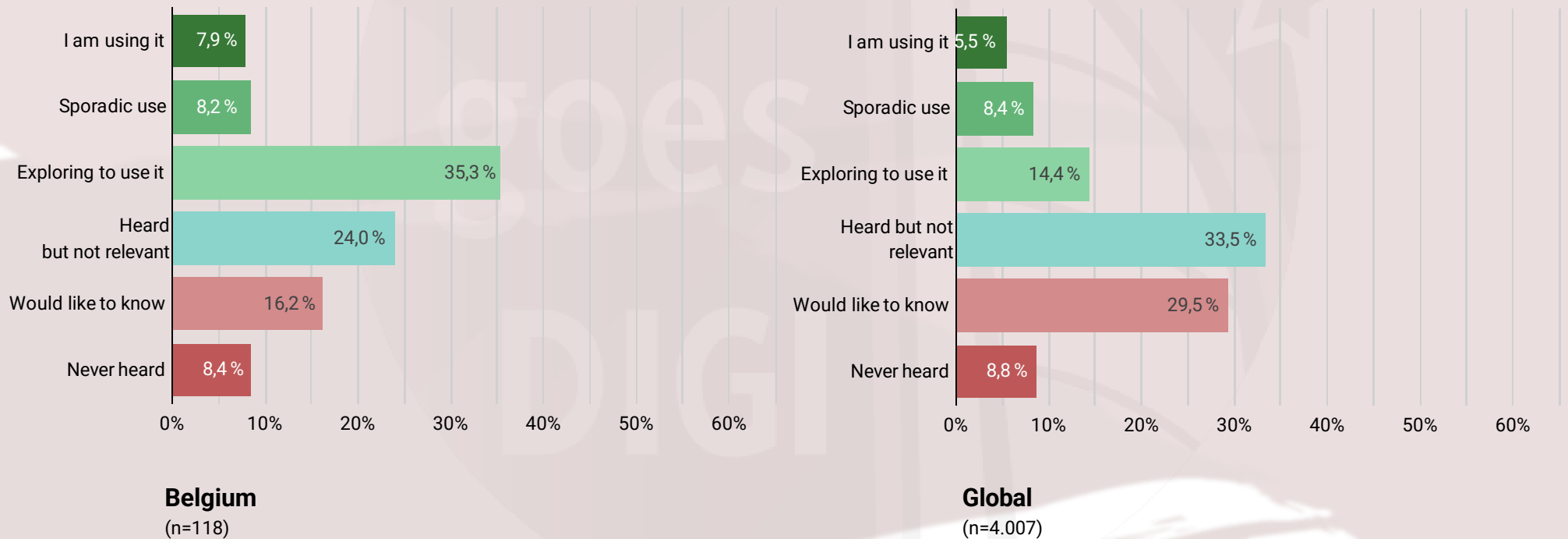




14

Drones & Microdrones

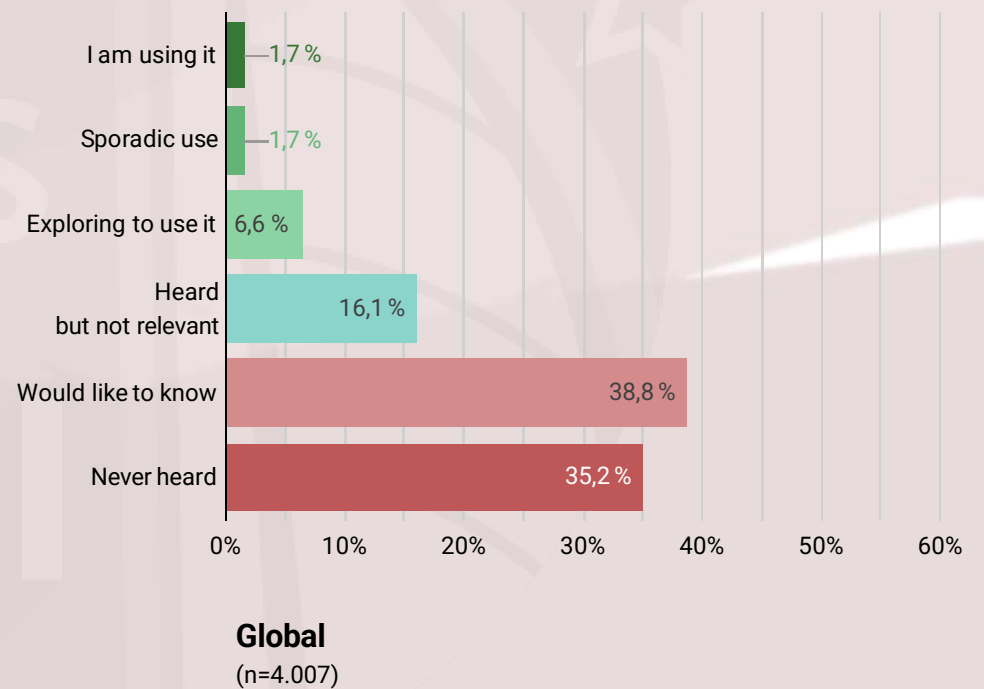
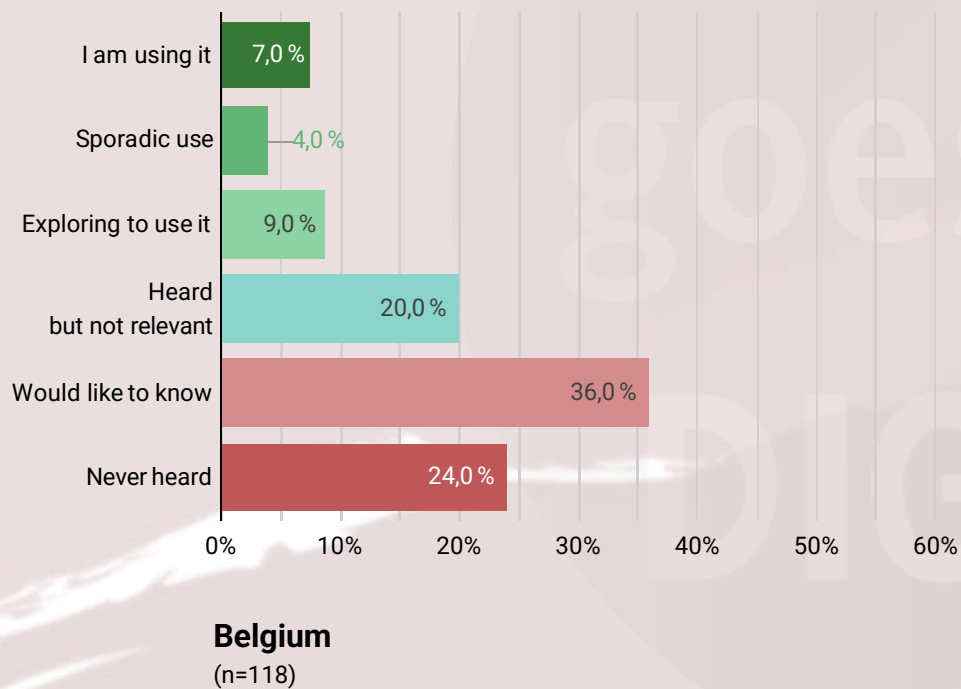
Unmanned aerial portable vehicles capable of flying over any element and carrying out visual inspections. They can transmit images of buildings, machinery, or equipment in inaccessible locations, to a remote-control point, or on land far from danger.



15

GD - Generative Design

It is an exploration process, where all possible permutations of a solution are contemplated, quickly generating design alternatives. With this technology, project decisions can be anticipated, improving the proposed models and quickly determining what works best.

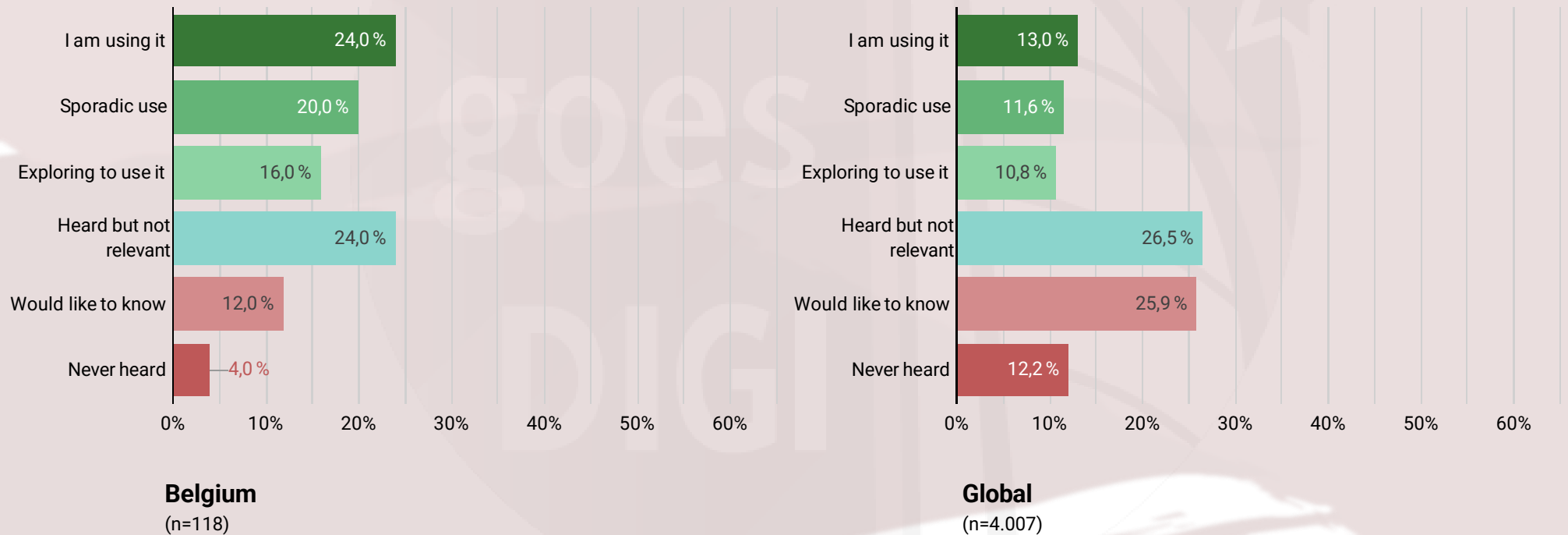




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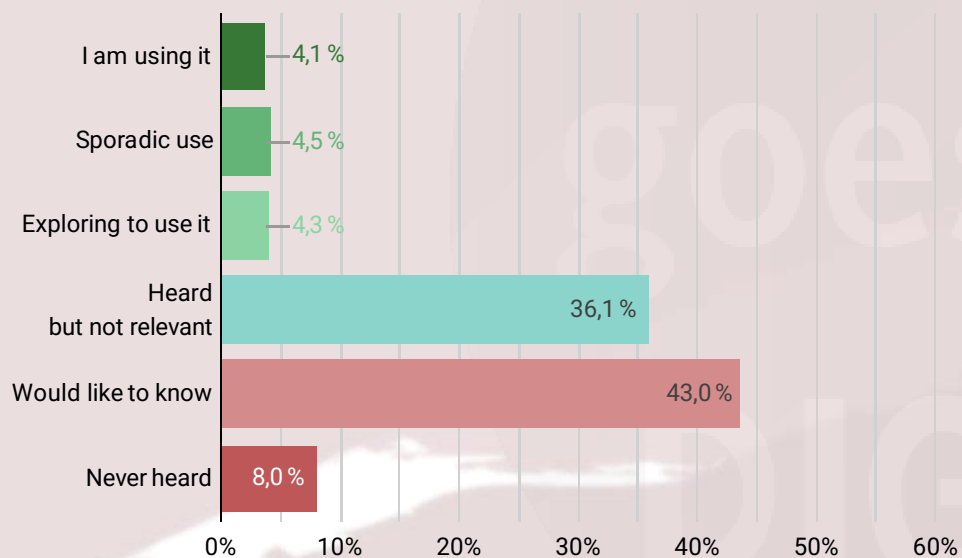
GIS - Geographic Information Systems

Complex methods that allow the use of spatial location and associate layers of information using maps and 3D scenes, helping to collect, manage and analyze geographic data.

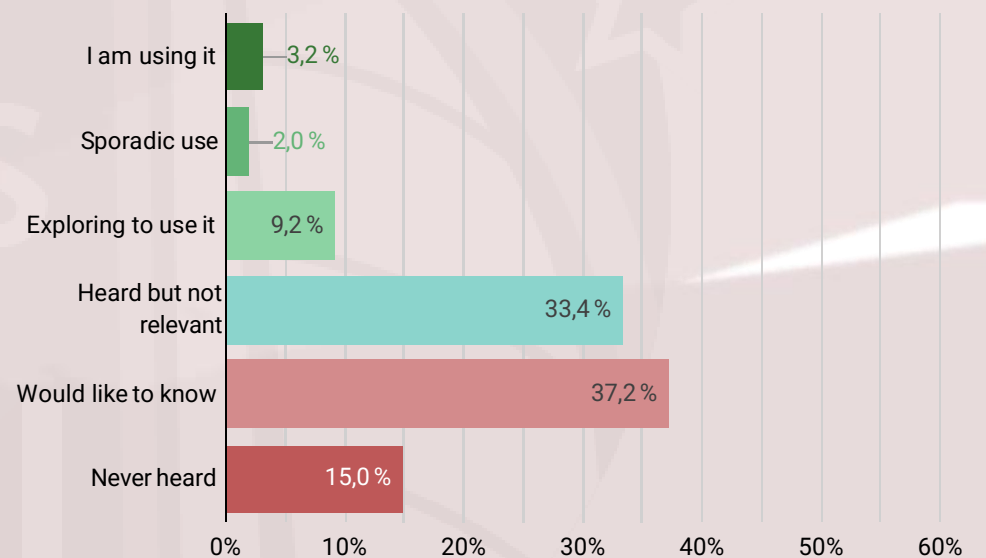


17 Holograms

It is an advanced photography technique that consists of creating three-dimensional images based on the use of light. They are connected to artificial intelligence programs that simulate people or scenes with volume and depth.



Belgium
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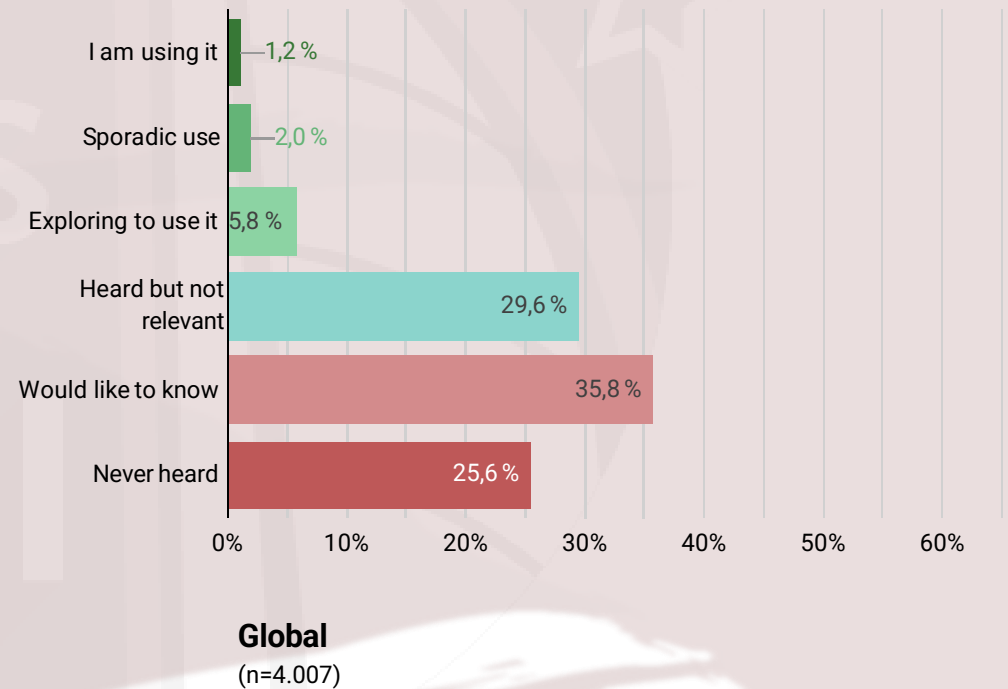
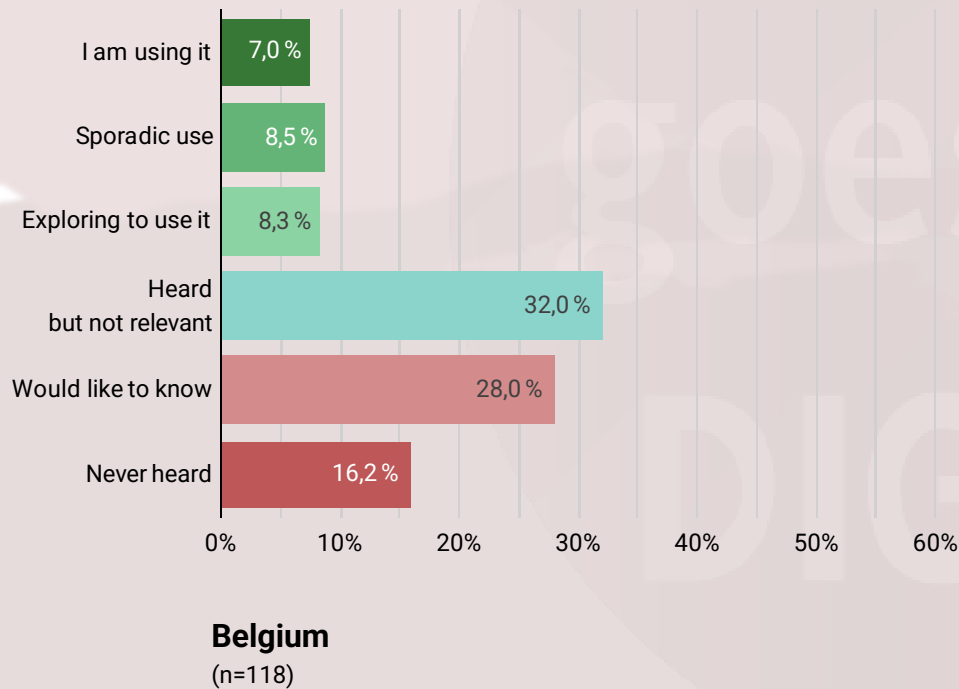


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18 Human Augmentation

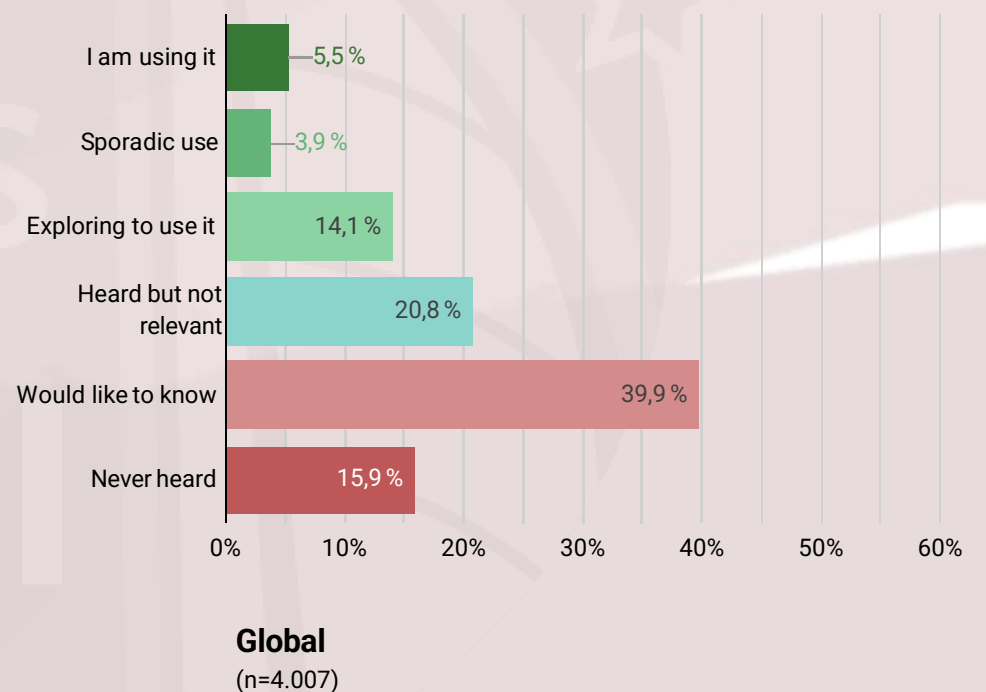
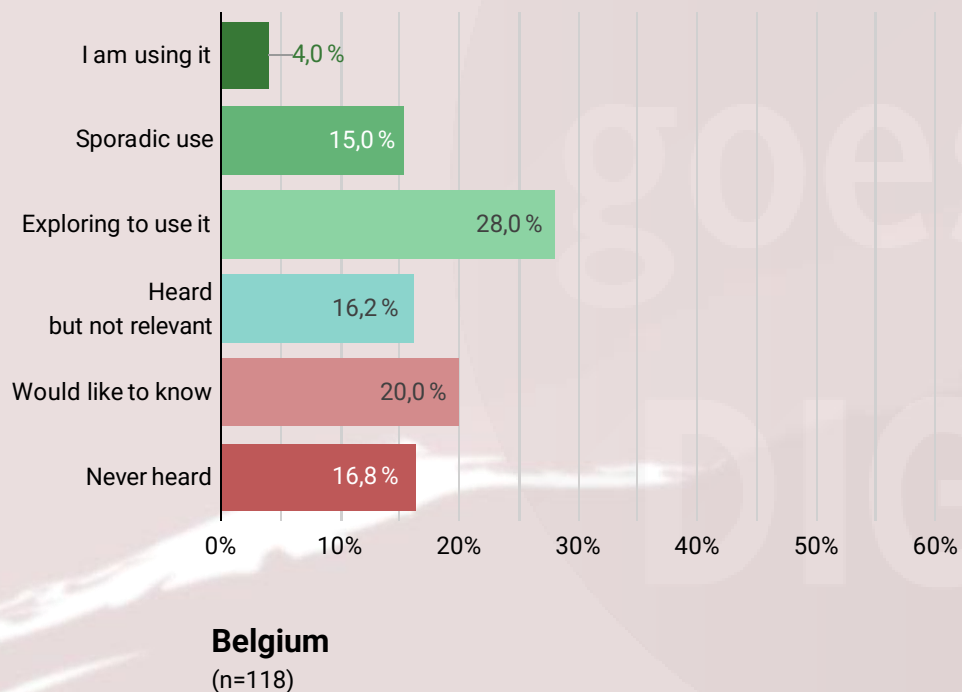
It is cognitive and physical enhancement by adding or expanding (bodily) functions with the help of technological means. It is mainly used to increase physical capacities in the development of routine activities such as maintenance and construction.



19

INS - Indoor Navigation Systems

It consists of creating a map of the interior of a building, which is displayed in an application or in a browser window, and allows you to search for places and be guided to a specific point with interactive instructions.

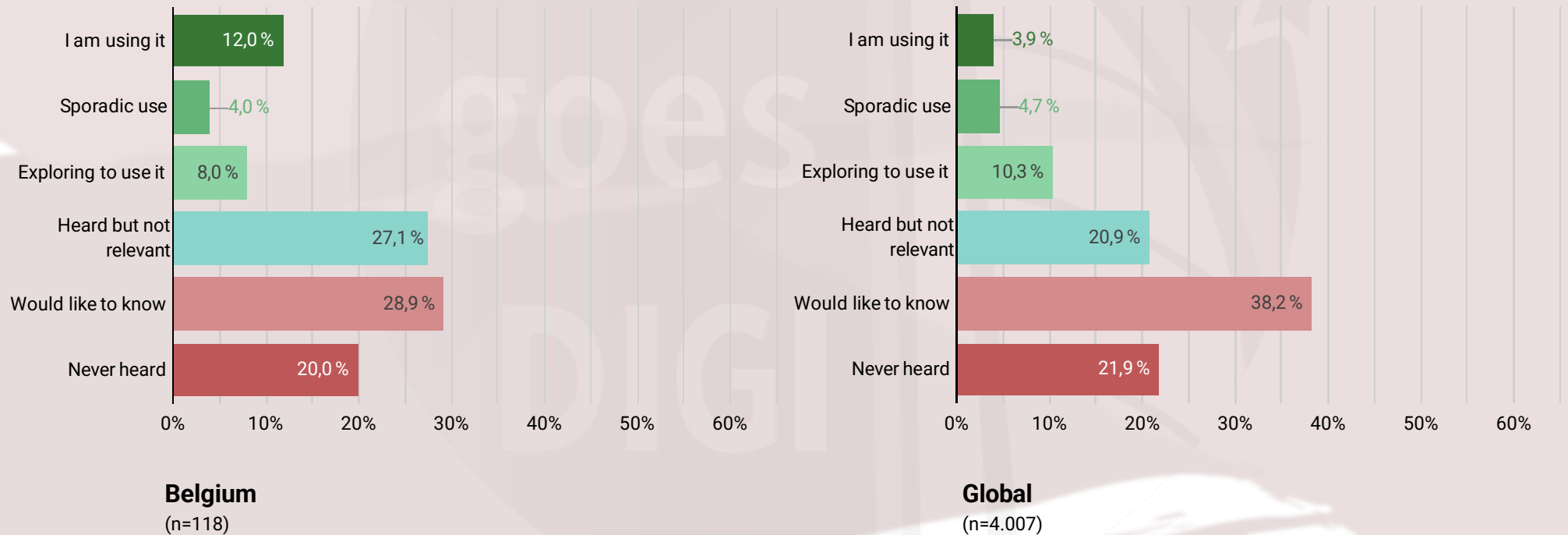




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LIDAR - Laser Imaging Detection and Ranging

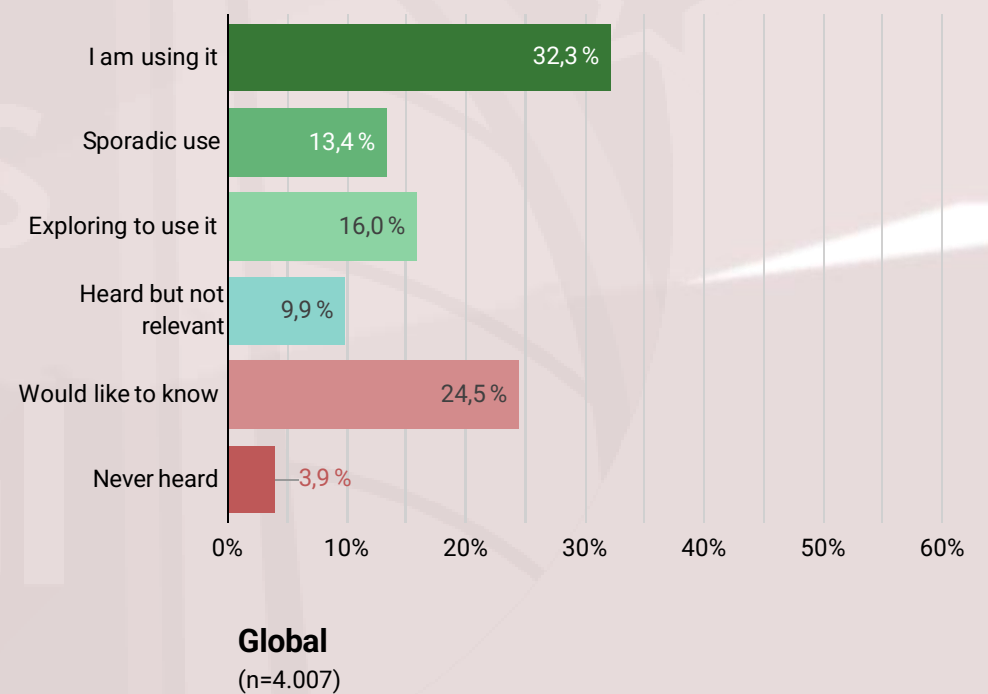
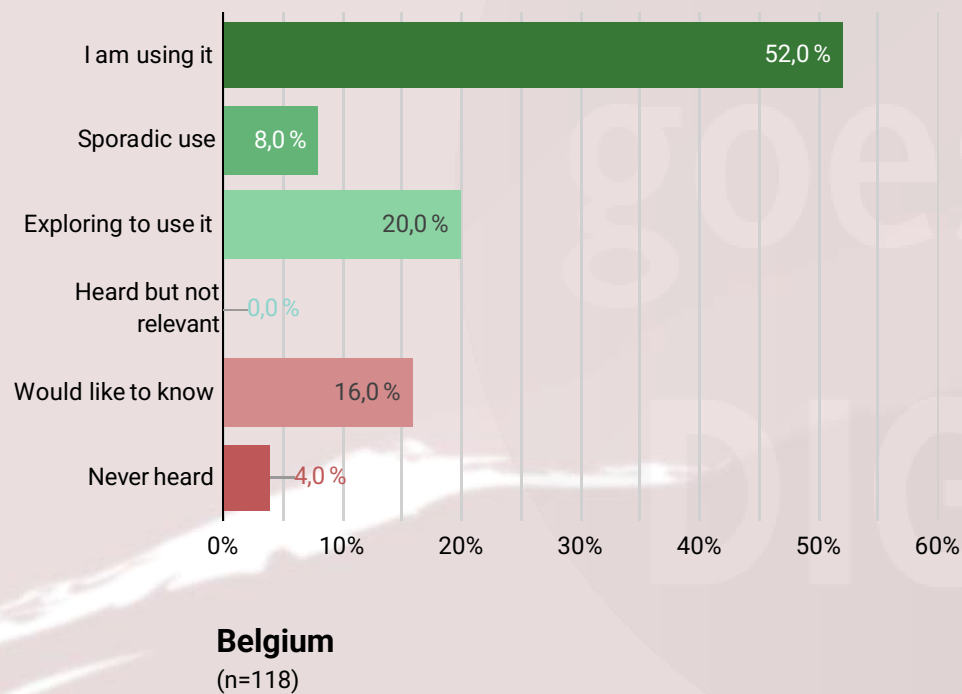
It is a remote sensing method that uses light in the form of a pulsed laser to measure ranges (varying distances) to Earth. This technology allows inspections of spaces and generation of plans automatically with high precision.



21

Applications for Mobile Devices

It is a type of software designed to run on a mobile device, such as a smartphone or tablet. This technology has been widely applied for all kinds of needs, especially for the improvement of user experience, effective control of facilities and service management.

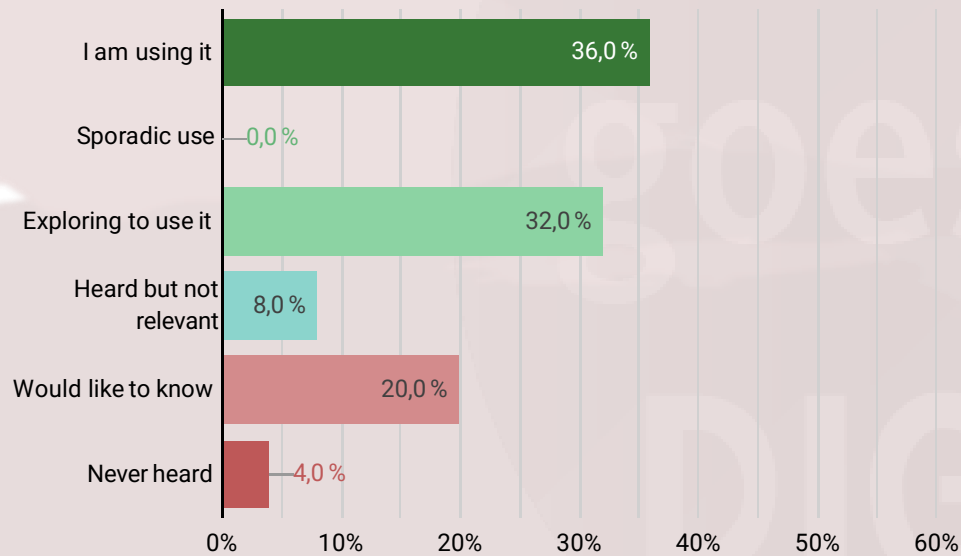




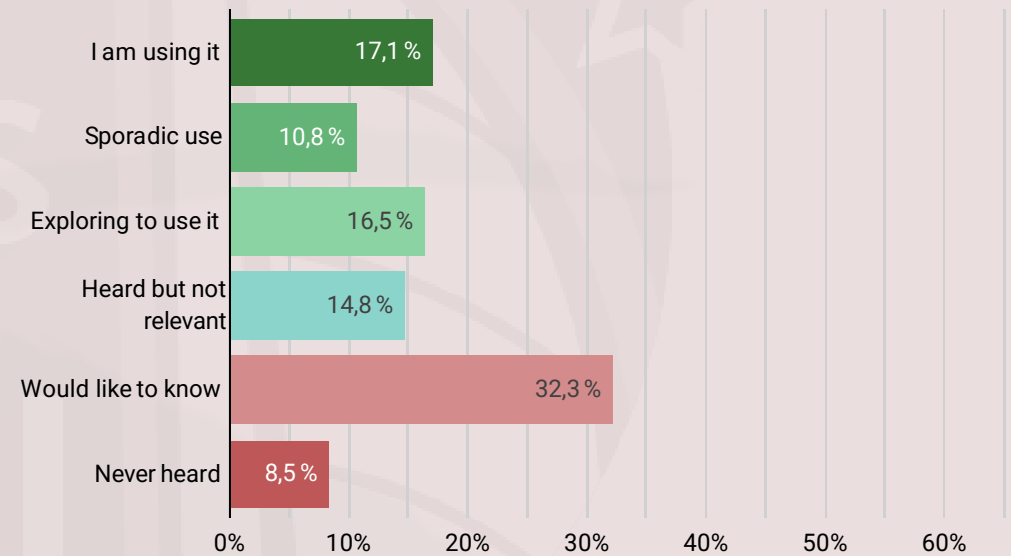
22

Remote Maintenance Services

Application of specific software on local systems, which can be accessed from another location, creating the appropriate means to monitor and control maintenance activities remotely.



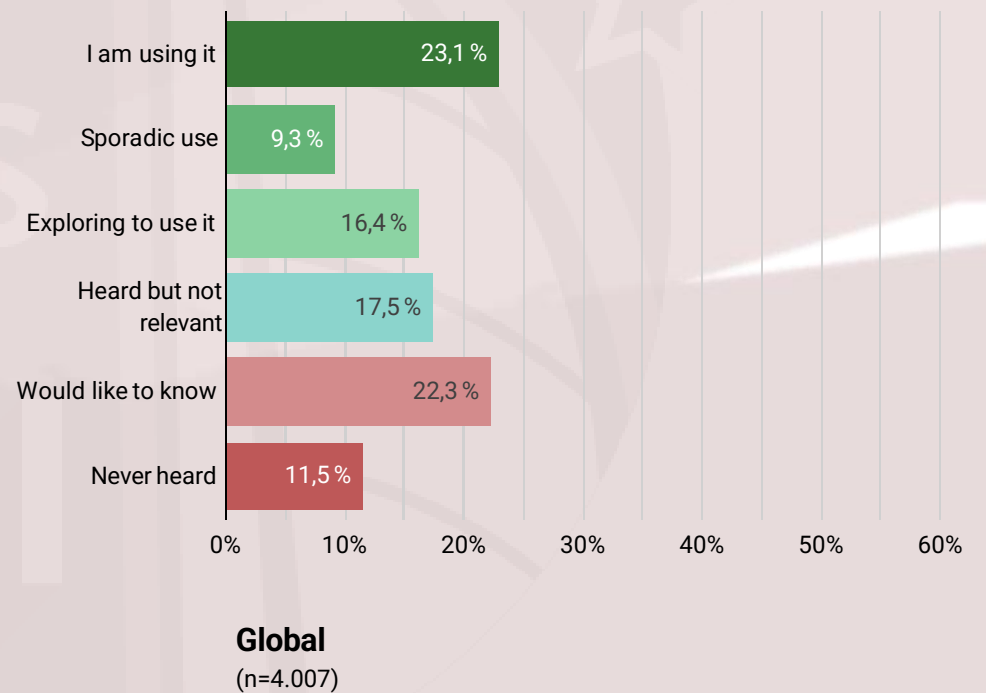
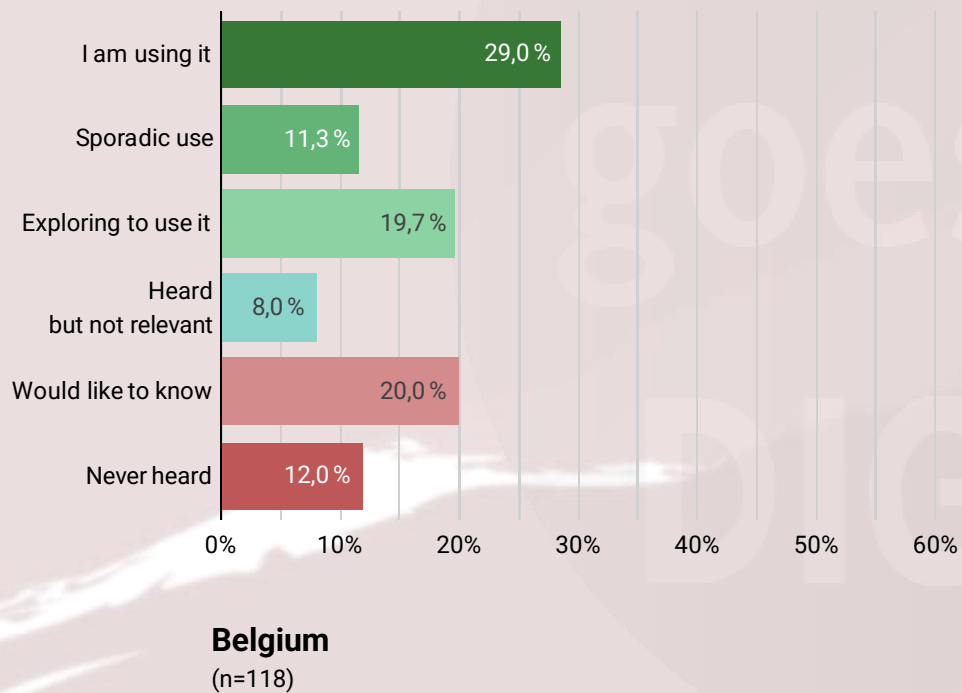
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23 RFID - Radio Frequency Identification

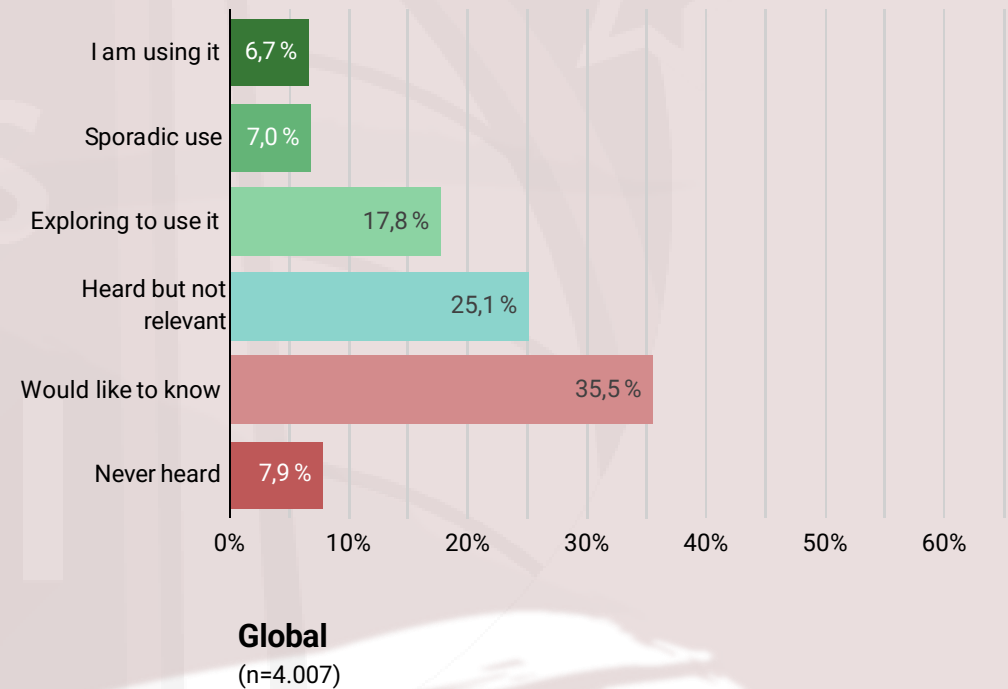
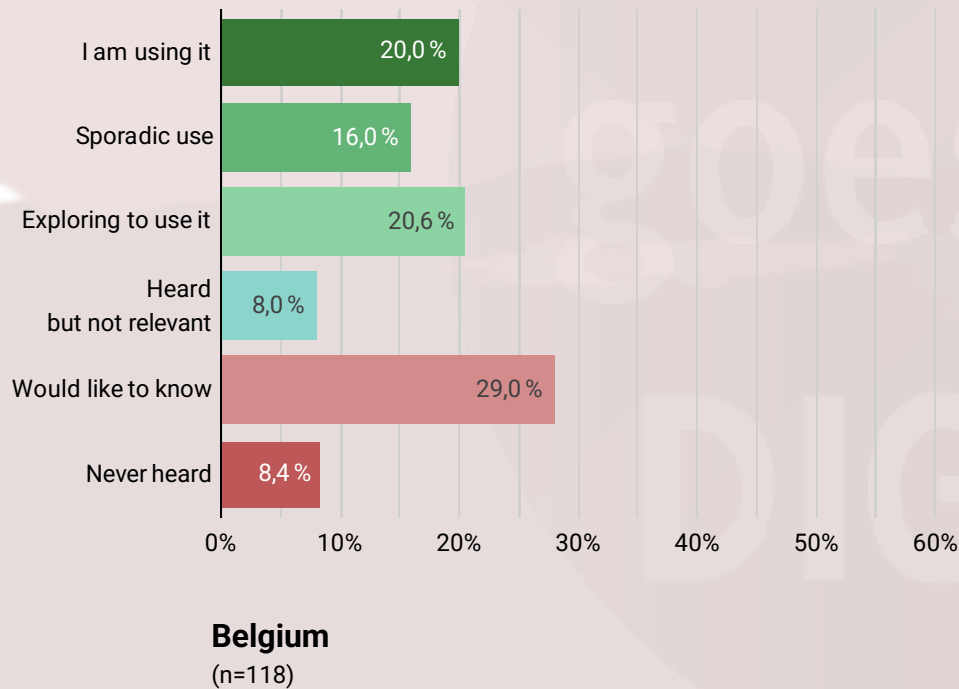
They are remote data storage and retrieval systems that use devices called RFID tags, cards, or transponders. The fundamental purpose of RFID technology is to transmit the identity of an object (similar to a unique serial number) through radio waves, improving access, inventory and logistics control systems.





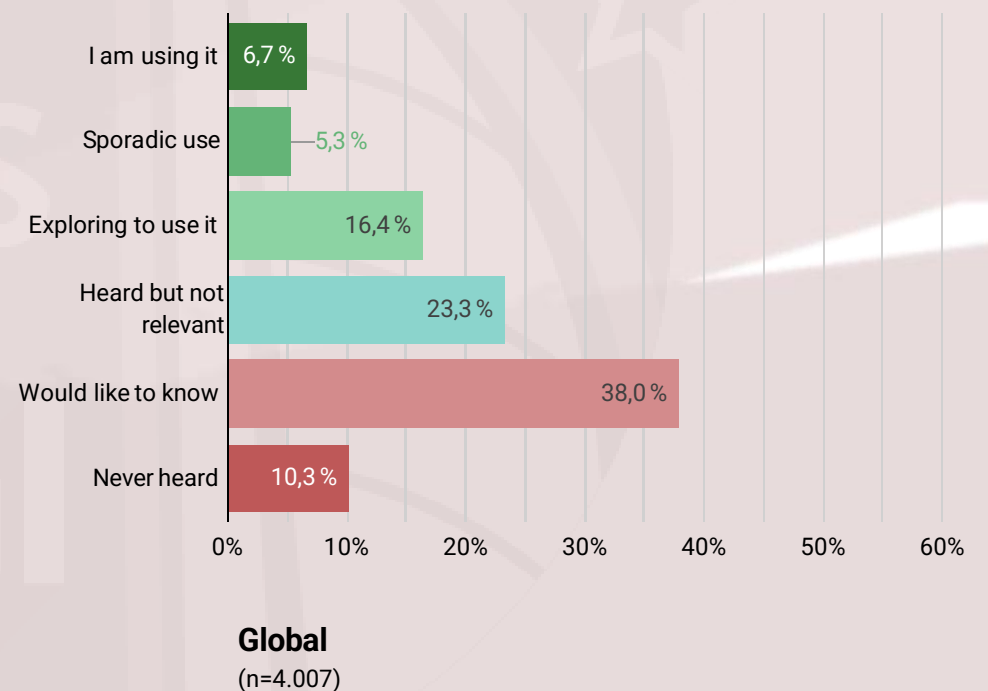
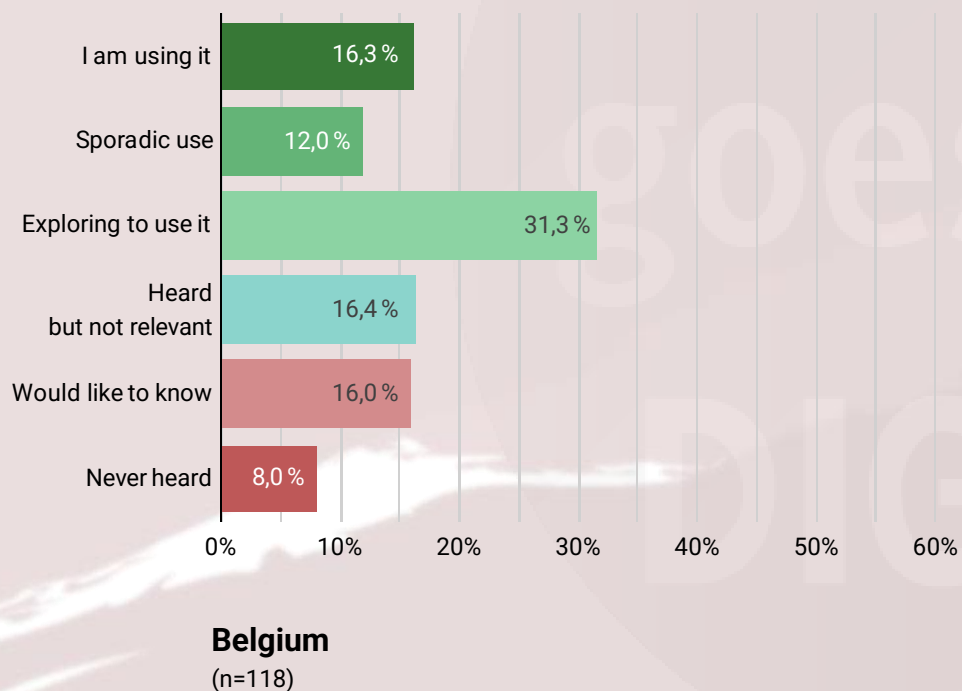
24 Robots

Autonomous machines capable of sensing their environment, performing calculations to make decisions, and take action in the real world. Commonly used in cleaning tasks, receiving users or in high-risk activities.



25 VA - Virtual Assistants

It is a software agent that can perform tasks or services for a person based on commands or questions. The term "chatbot" is sometimes used to refer to virtual assistants that are accessed generally or specifically through online chat.





Acknowledgments

This report has been possible thanks to the unevaluable collaboration of the local FM association in Belgium belga, to whom we are truly thankful. We also want to thank Mrs Tanja Barella for her personal involvement on the project dissemination.



This report has been developed under the framework of the European FMgoesDIGI project. All data is part of the first phase and has not been modified in any way. The design and content of this document has been carried out by **Observatorio FM**, as part of FMHOUSE, that seeks to promote recognition of the Facility Management discipline at a global level and provide its professionals with tools and content which support them in the performance of their work.



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