



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

National Report  
**Germany**



# Digitalization of Service Processes in Facility Management

With the collaboration of

**GEFMA**  
German Facility Management Association

**RealFM**  
Association for Real Estate  
and Facility Managers

## 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 GEFMA



"Facility Management is an important economic factor, employing millions of persons in a wide range of activities. The sector and the association make an essential contribution not only to the real estate industry but to society as a whole. People who work in facility management are essential workers."

Martin Schenk, GEFMA President

GEFMA represents an industry with 134.28 billion Euros in gross value added and employs about 4.7 million people. With more than 1,000 member companies, the association is the largest network in German facility management. The members are facility services providers and real estate companies as well as industrial, commercial and infrastructure companies or banks and insurance companies. The public sector is also strongly represented, with municipalities, universities and care facilities.

GEFMA is characterised by solid work to the specific fields of FM - GEFMA guidelines and manuals are fixed orientation values in German facility management. The association sets recognised quality standards through certifications in the areas of academic standards, sustainability and CAFM software.

Sustainability, digitalisation, New Work and education will continue to be the association's defining themes in the future. In all its activities, GEFMA is committed to partnership, fairness and responsibility in facility management. The GEFMA initiative 'Die Möglichmacher Facility Management' positions the industry as an employer with diverse job and career opportunities.



German Facility Management Association

## Tasks and Activities



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Director GEFMA

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### Market Development

- Marketing & Public Relations
- Image Campaign  
“FM - Die Möglichmacher”
- Conferences, Fairs & Workshops
- Political Lobbying

### Networks

- Member Events
- Work & Project Groups
- Regional Lounges  
& Junior Lounges
- Cooperations



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### Standards

- GEFMA Standards & Guidelines
- Standard Committees
- Certification of academic standards
- CAFM Software Certification
- Certification of sustainable FM Services

### Knowledge Transfer

- Publications & Webinars
- Research
- Benchmarking
- Qualifications & Recruiting



Association for Real Estate  
and Facility Managers

## About RealFM



"In future, the job profiles of real estate and facility managers will gain significantly in importance. The demand for well-trained specialists and executive personnel is increasing at an above-average rate as well as attractiveness and range of tasks of the profession. In combination with the opportunities of digitalization, new ways of working and production pave the way to connect really people with real estate. What could be more exciting?"

Dirk Otto, RealFM President

RealFM e. V. - Association for Real Estate and Facility Managers - emerged in November 2006 from the former IFMA Chapter Germany and is a professional association, focusing on facility and real estate management.

The association's unique position in the German market is based on the personal memberships, the exchange of experience and a European orientation. Full members are professionals, facility and real estate managers, who are responsible for FM and REM in their organizations. Service providers or consultants are associated members. RealFM stands for innovation and communication within a network of CREM and FM professionals.





Association for Real Estate  
and Facility Managers

## RealFM's activities



Roald Niederlein  
Director **RealFM**

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In recent years, the field of real estate and facility management has developed rapidly. FM and REM related activities and responsibilities address numerous areas that are responsible for corporate success beyond the respective core business. Linking real estate and facility management activities is the megatrend of our industry. RealFM's new strategic concept Corporate RealFM (CoReFM) will take even greater account of this development in the future and will develop custom-fit answers for practice.

Within RealFM, members meet colleagues that share mostly the same challenges. By sharing experiences and knowledge, members not only advance personally but also their areas of responsibility. Ultimately, their companies benefit from cross-sectoral exchange and innovative solutions.

We organize and promote exchange among our members through cross-sectoral events and projects in regional chapters as well as in working groups. We develop cross-sectoral organizational and process models, which we publish in guidelines for members and external parties. In addition, we publish standardized service specifications, model contracts, benchmarking reports and position papers, and we work continuously on the further development of contemporary job profiles.







Finally, RealFM YOUNG promotes networking and further training for young professionals in the field of real estate and facility management and offers senior members' support for their entry into professional life.

## 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

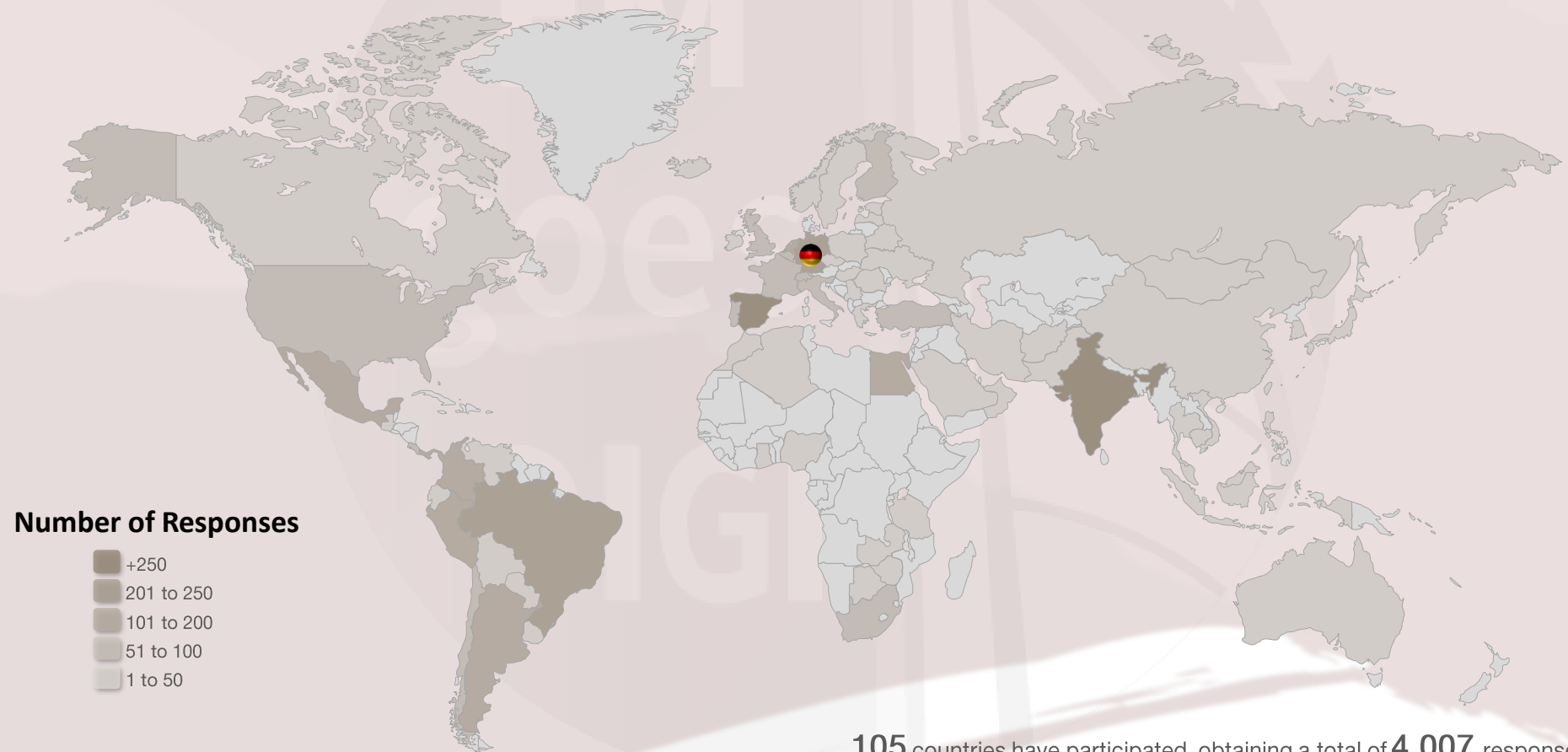
### List of selected technologies

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.



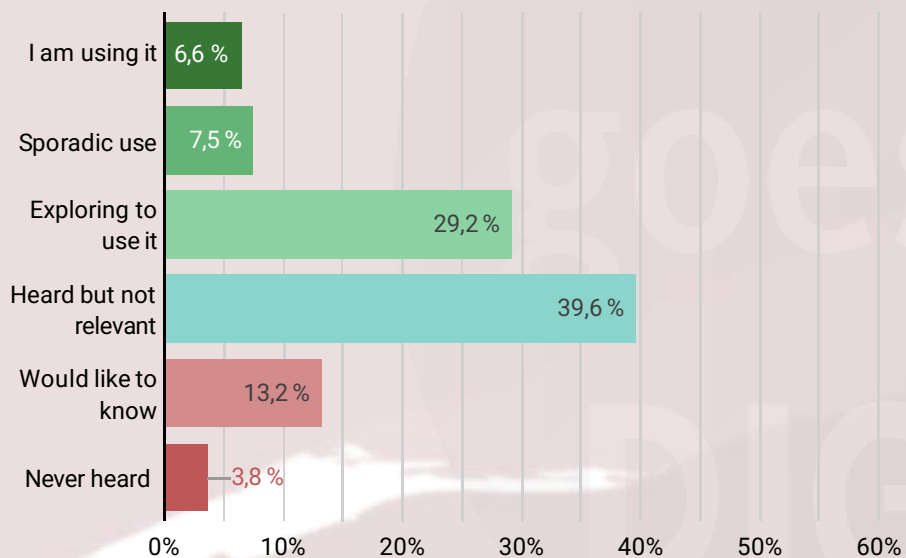
**105** countries have participated, obtaining a total of **4.007** responses.

**217** responses have been collected from Germany

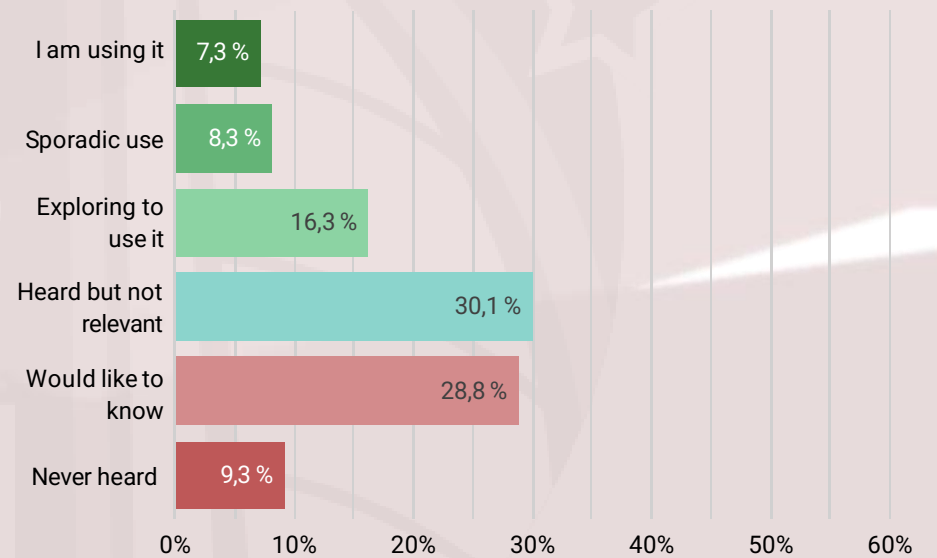
# 1

## 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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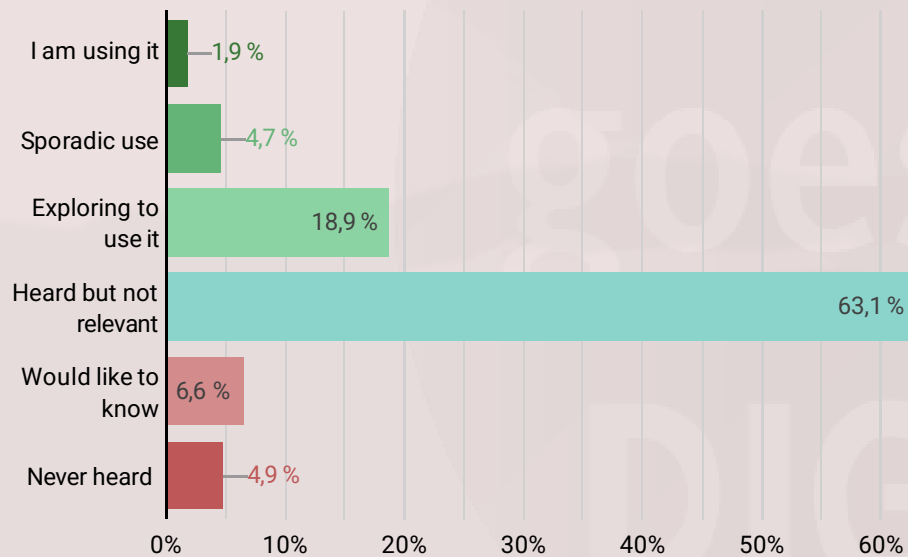
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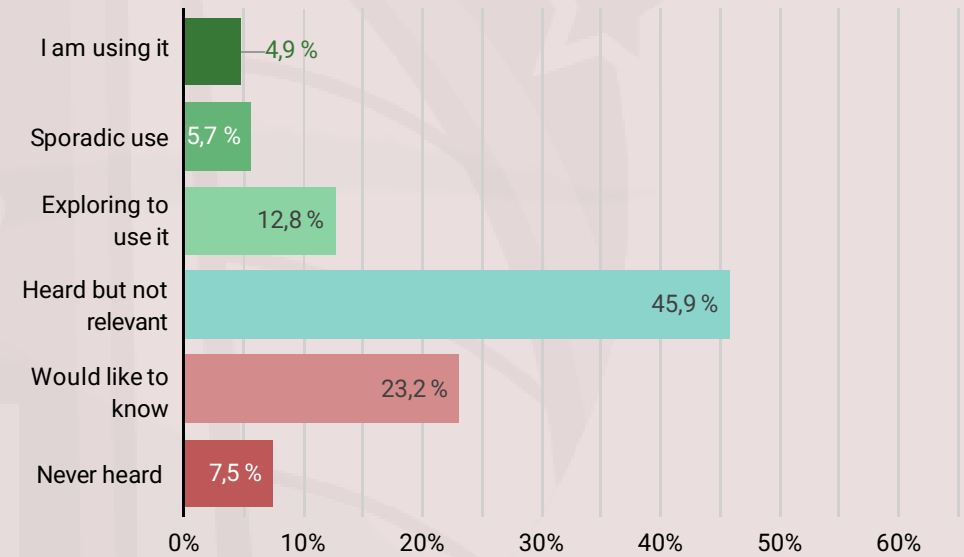
# 2

## 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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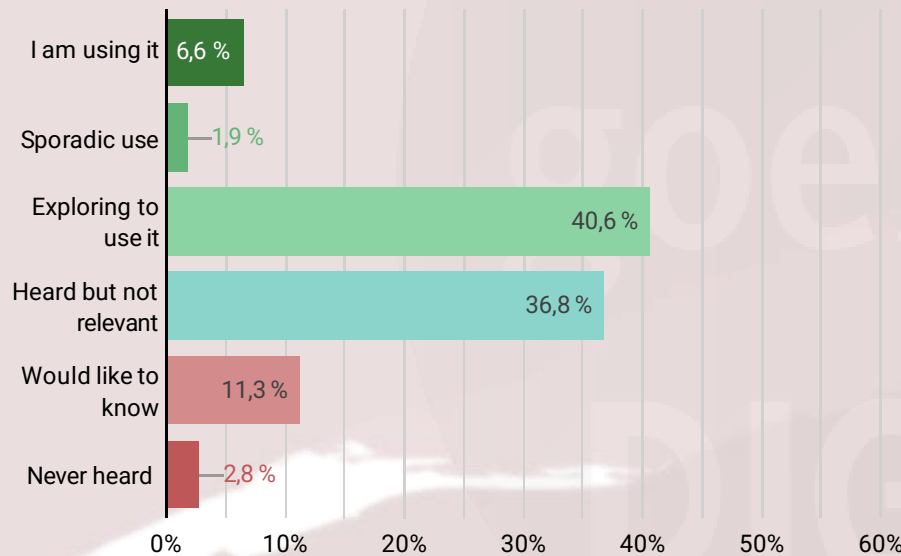


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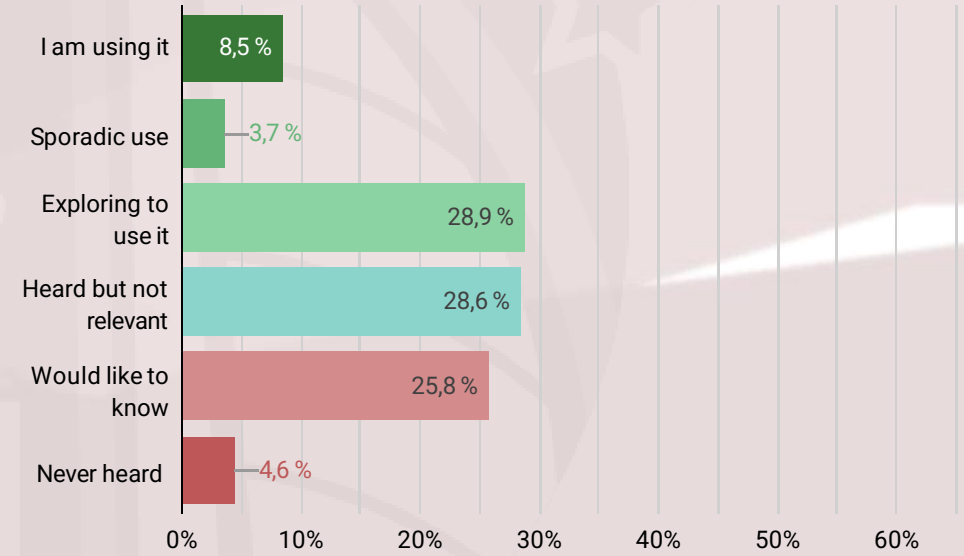
# 3

## 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.



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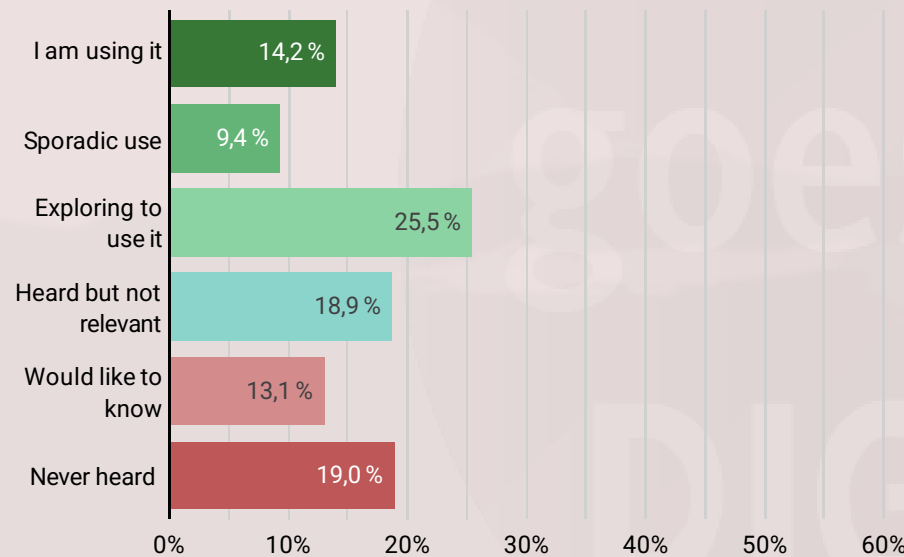
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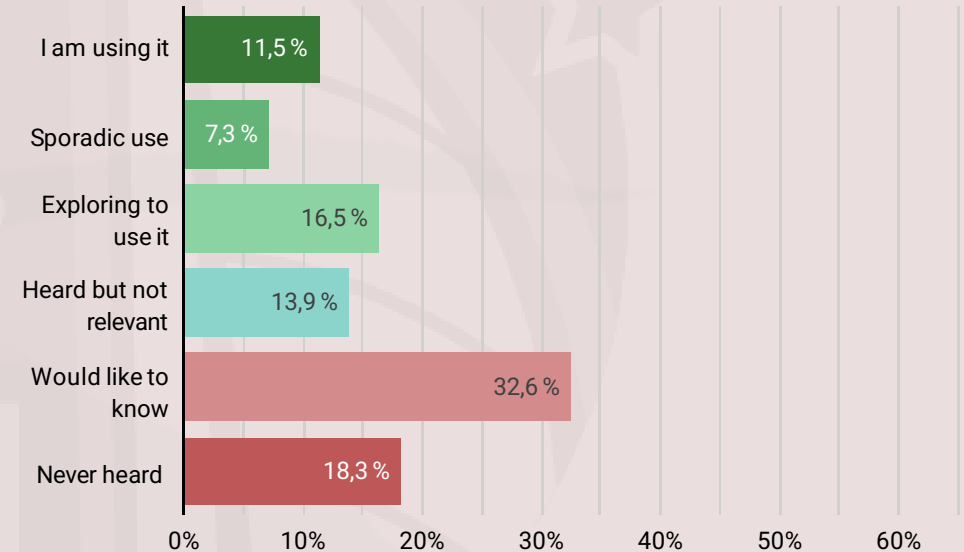
# 4

## 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.



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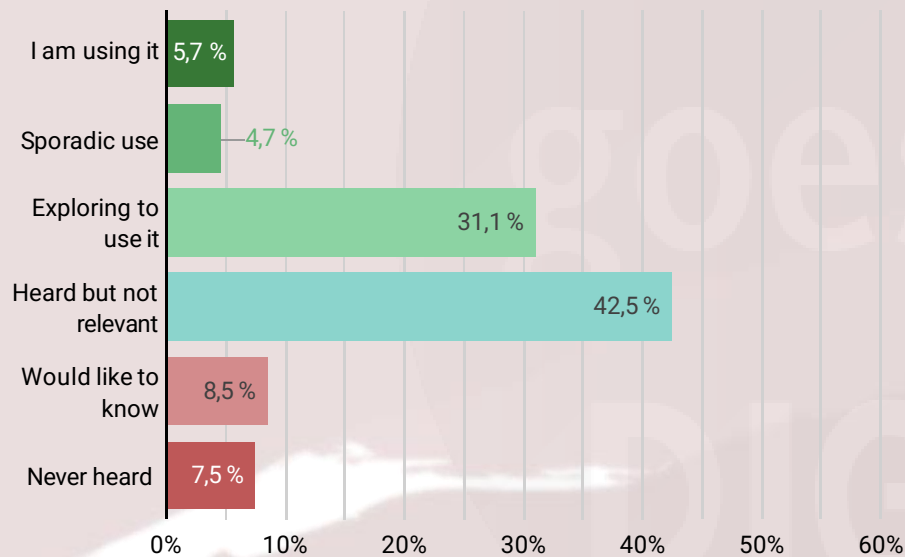


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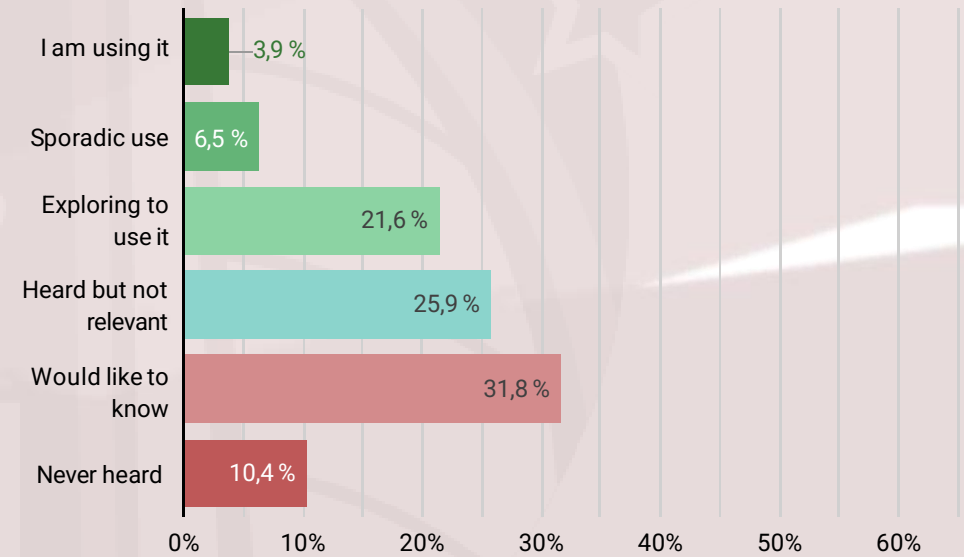
# 5

## 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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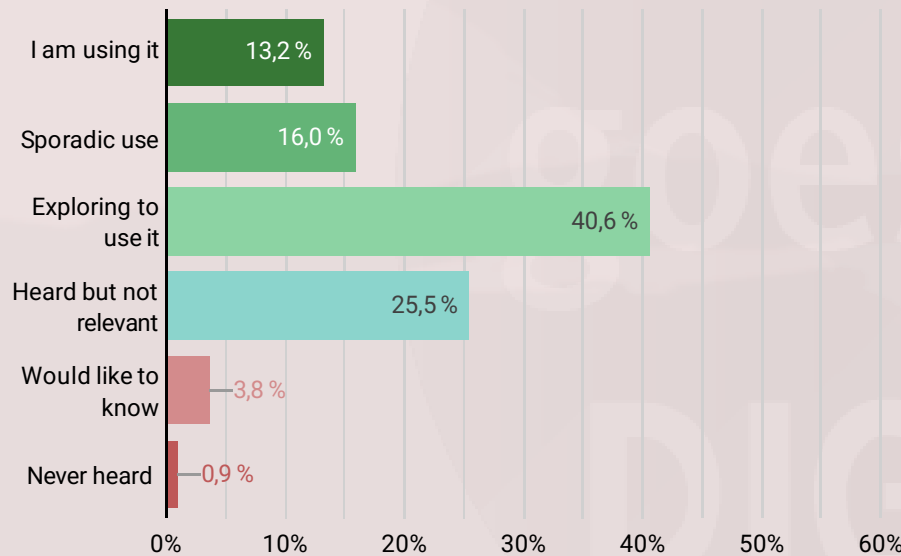




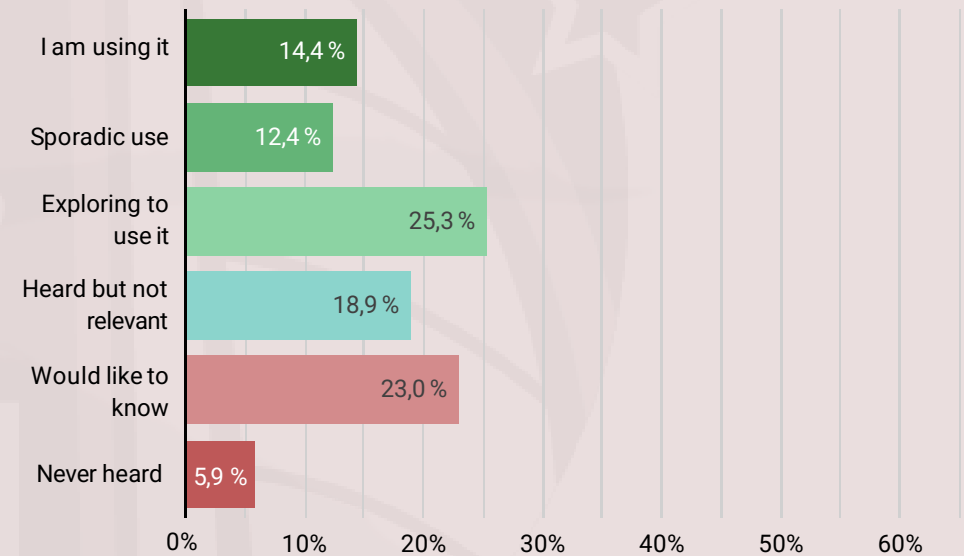
# 6

## 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.



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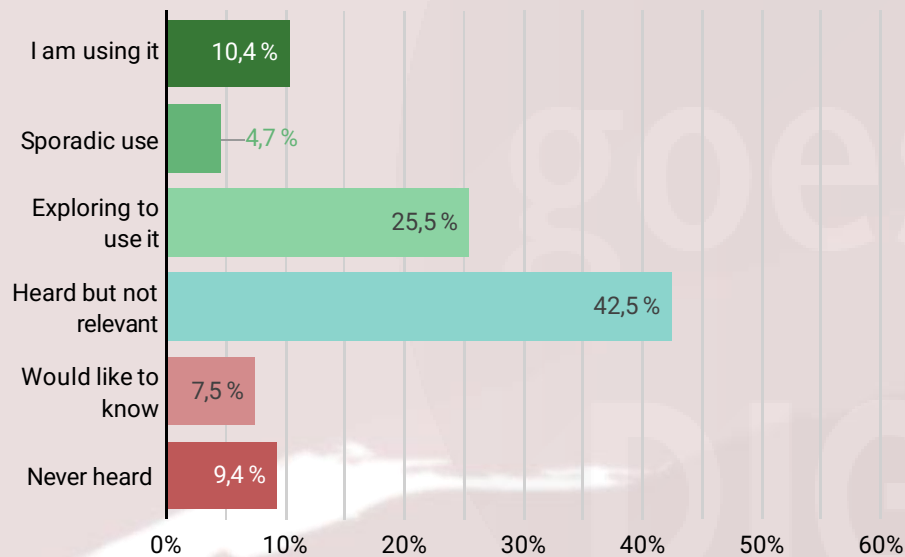


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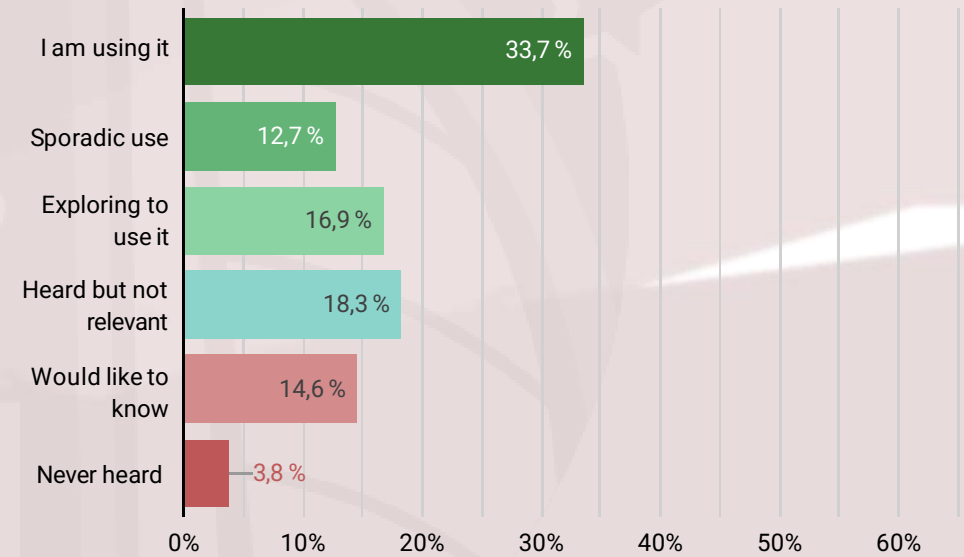
# 7

## 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.



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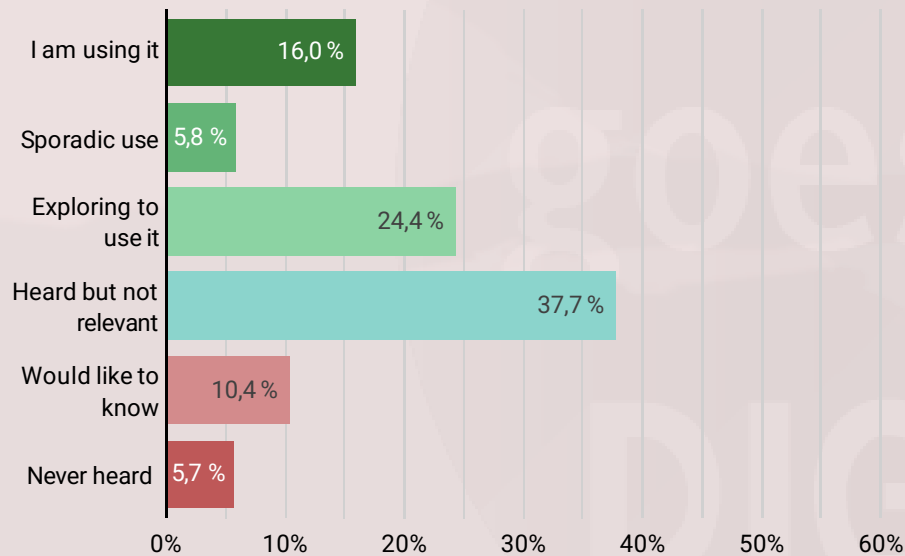
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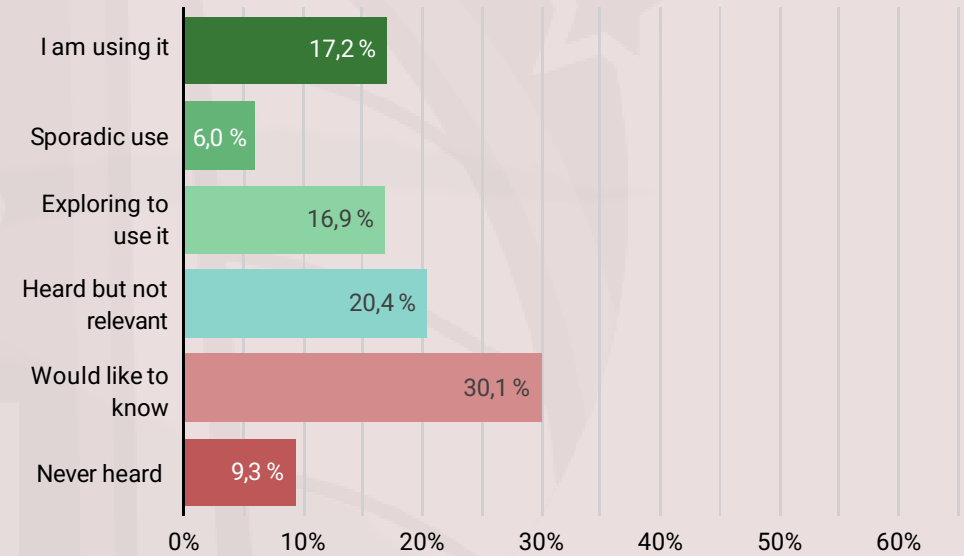
# 8

## 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.



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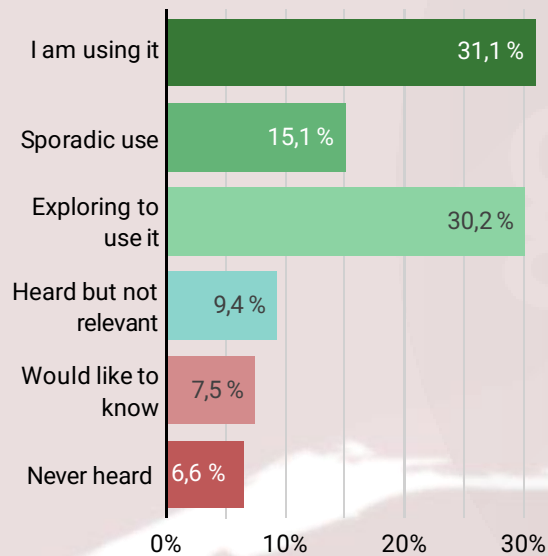


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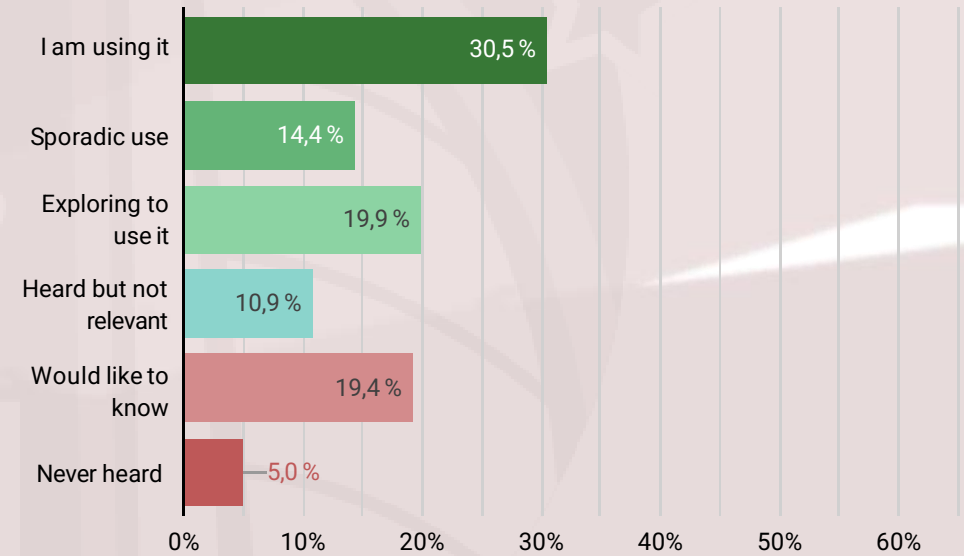
# 9

## 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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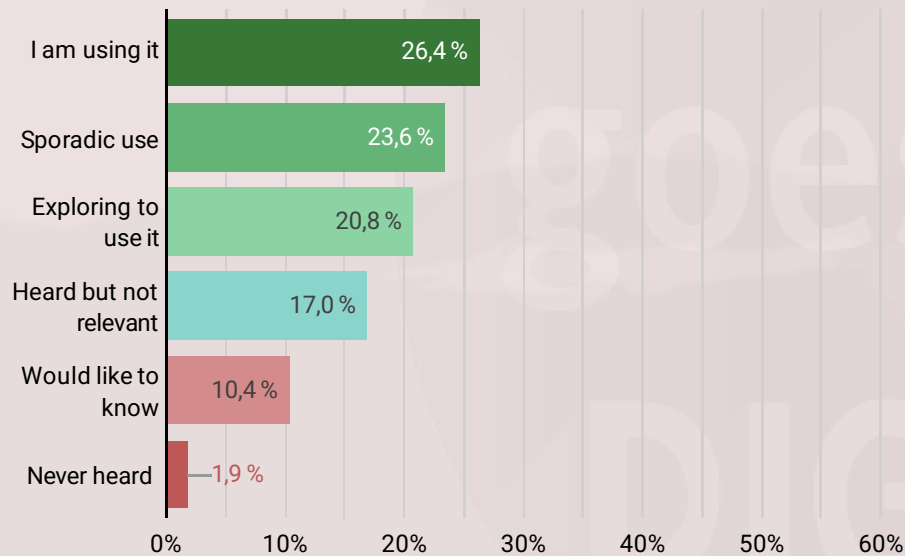


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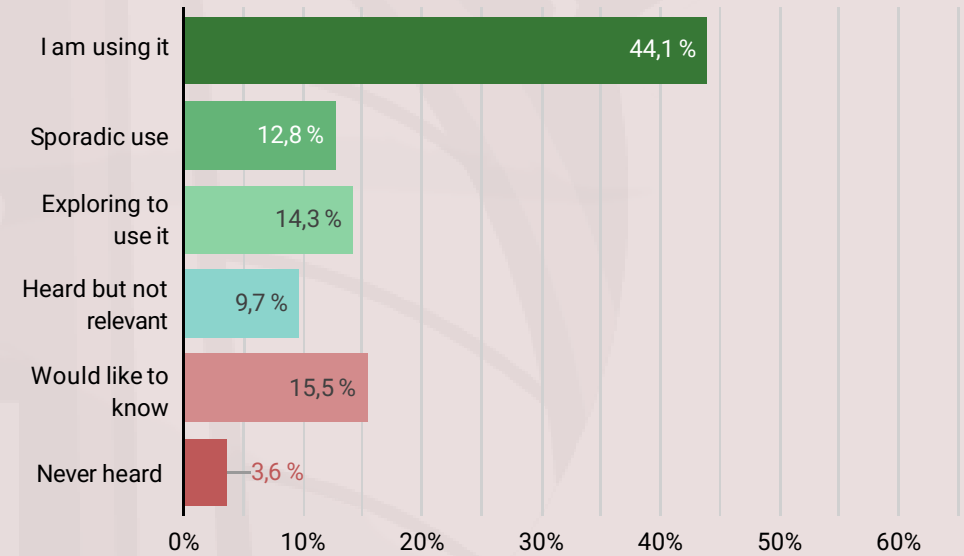


# 10 BMS - Building Management Systems

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.



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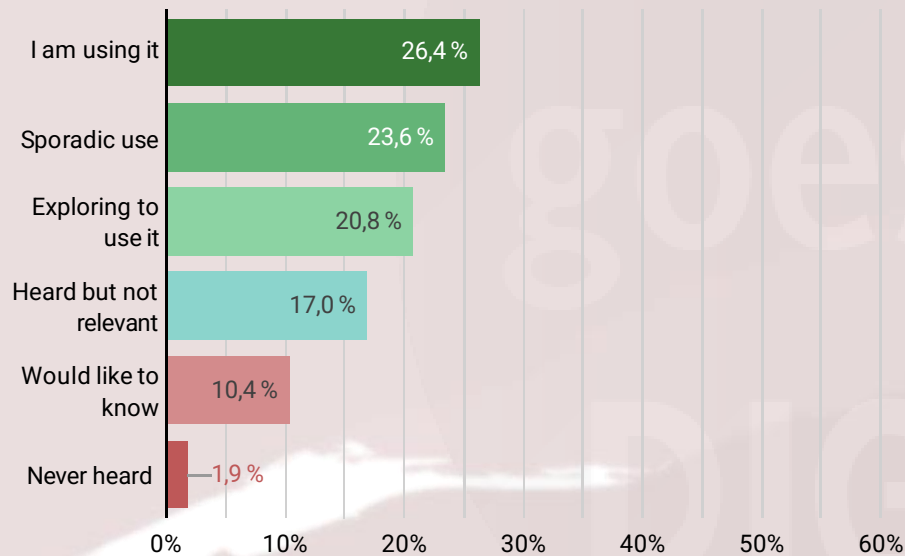


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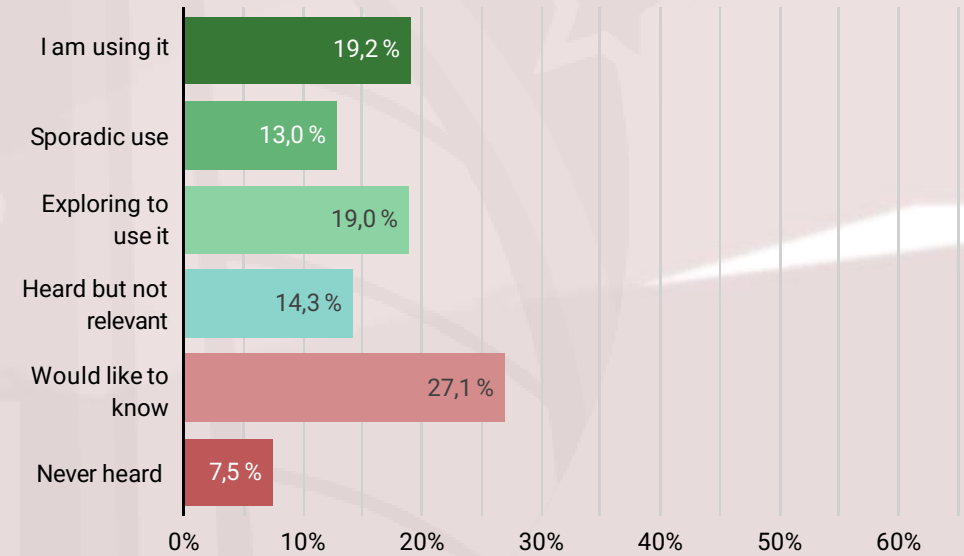
# 11

## 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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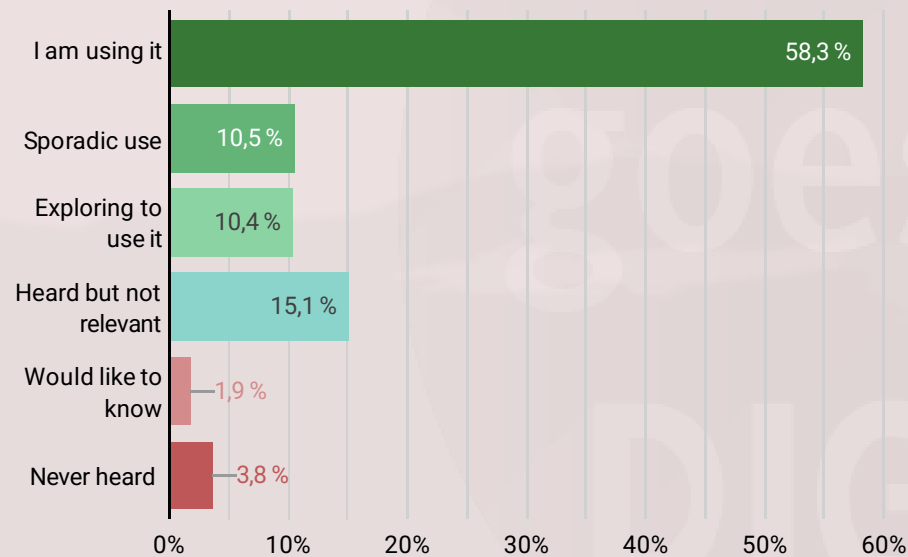




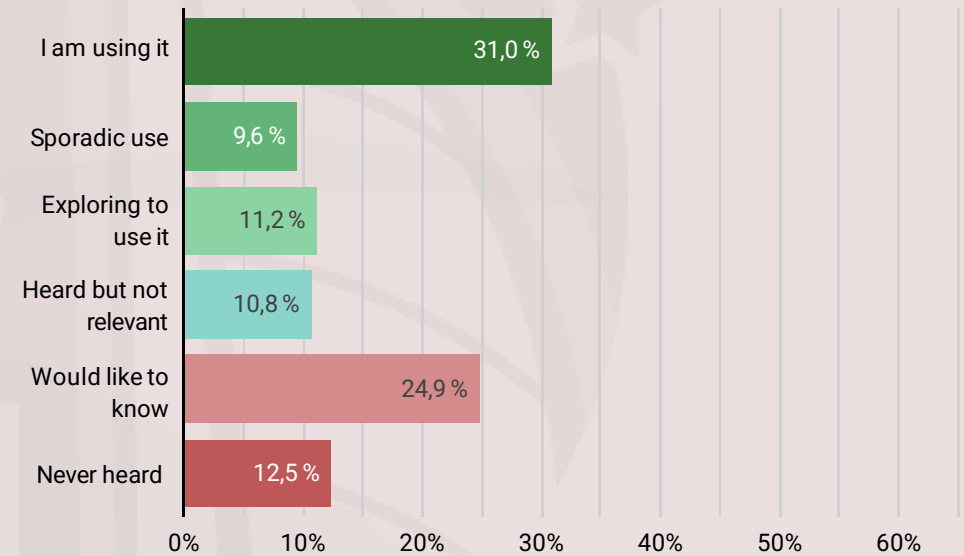
# 12

## 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.



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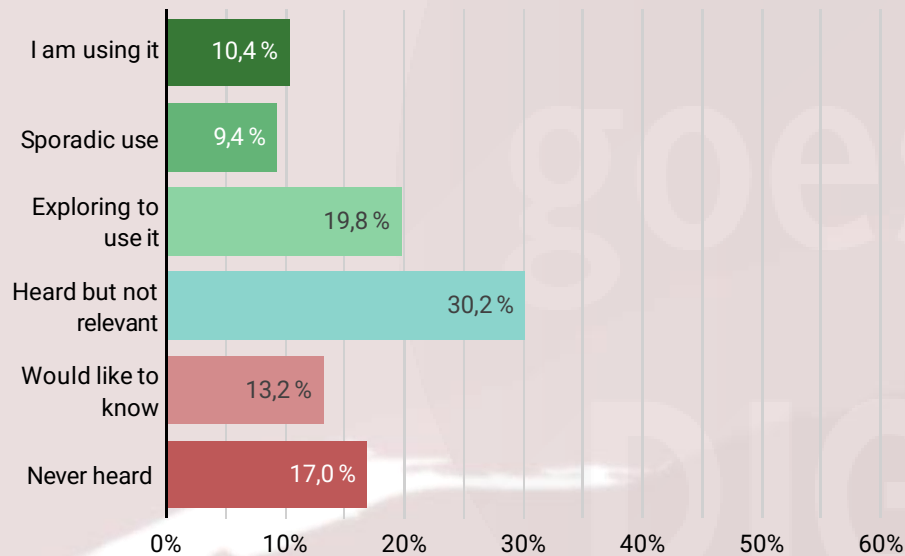


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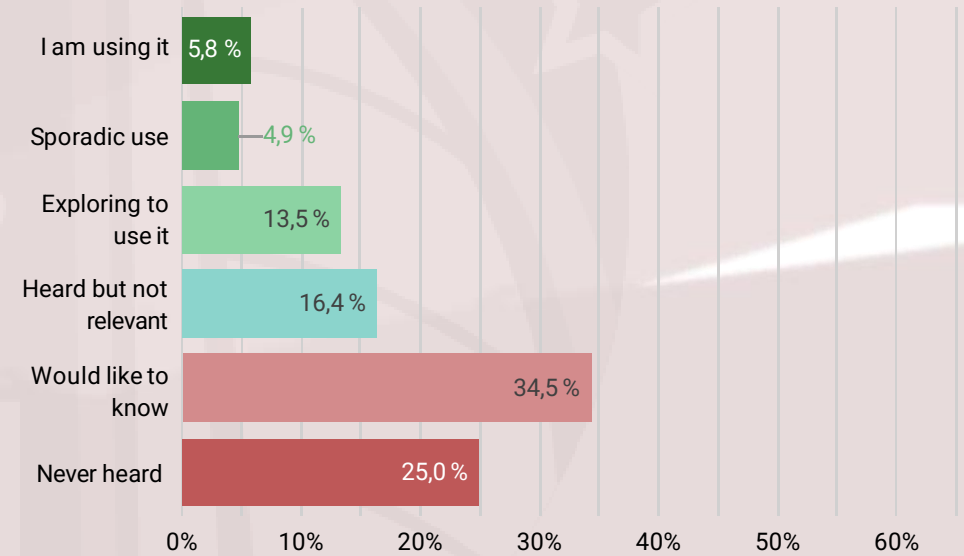
# 13

## 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.



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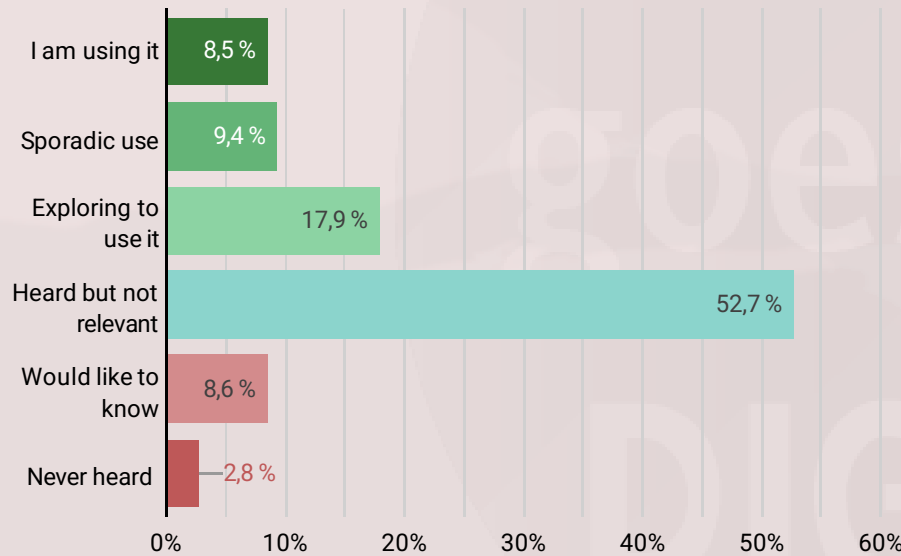
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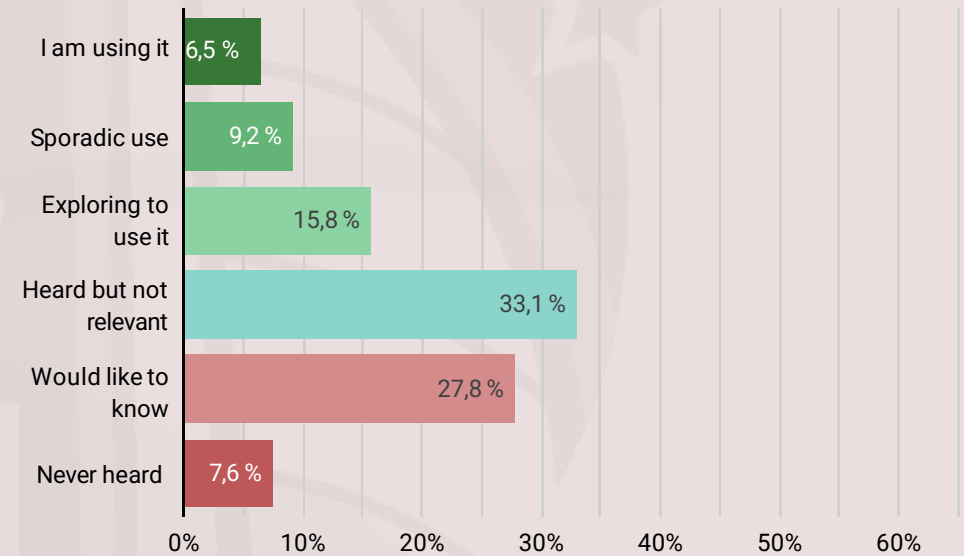
# 14

## 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.



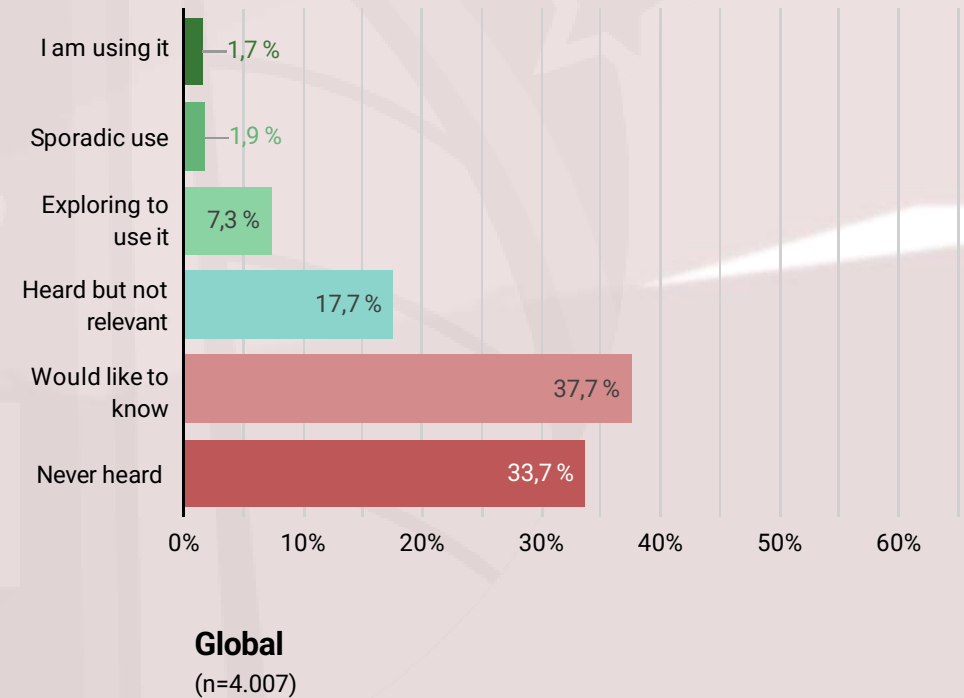
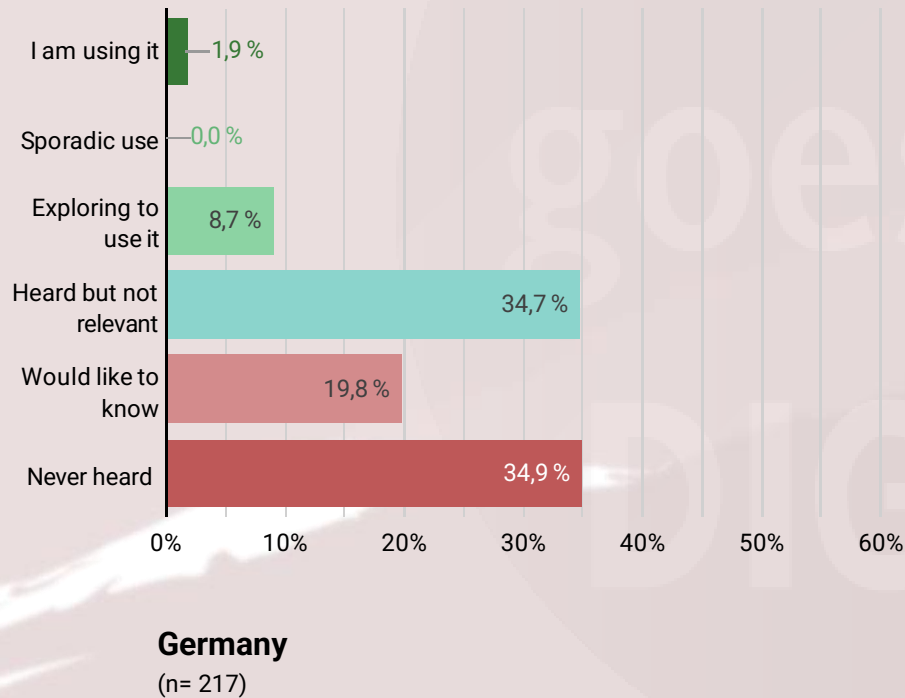
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# 15 GD - Generative Design

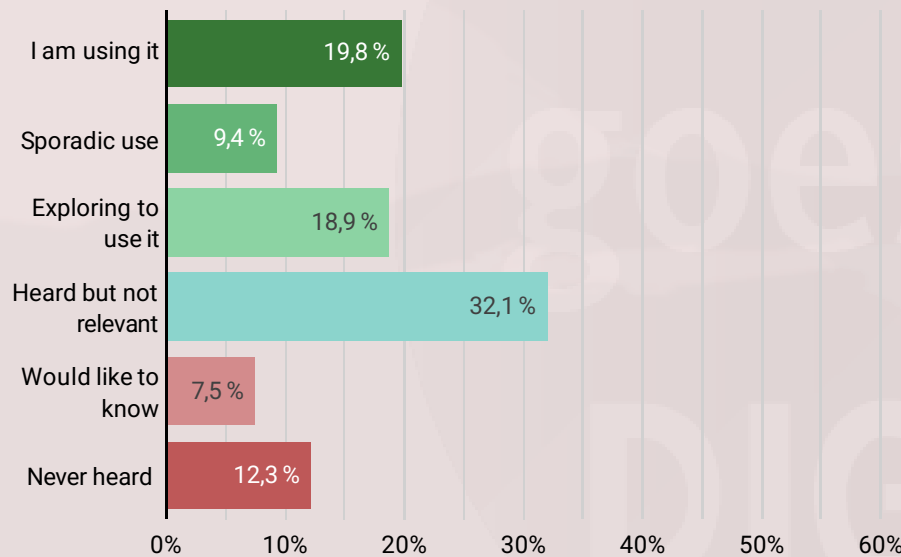
It is an exploration process, where all possible permutations of a solution are contemplated, quickly generating design alternatives. With this technology, project decisions can be anticipated, improving the proposed models and quickly determining what works best.



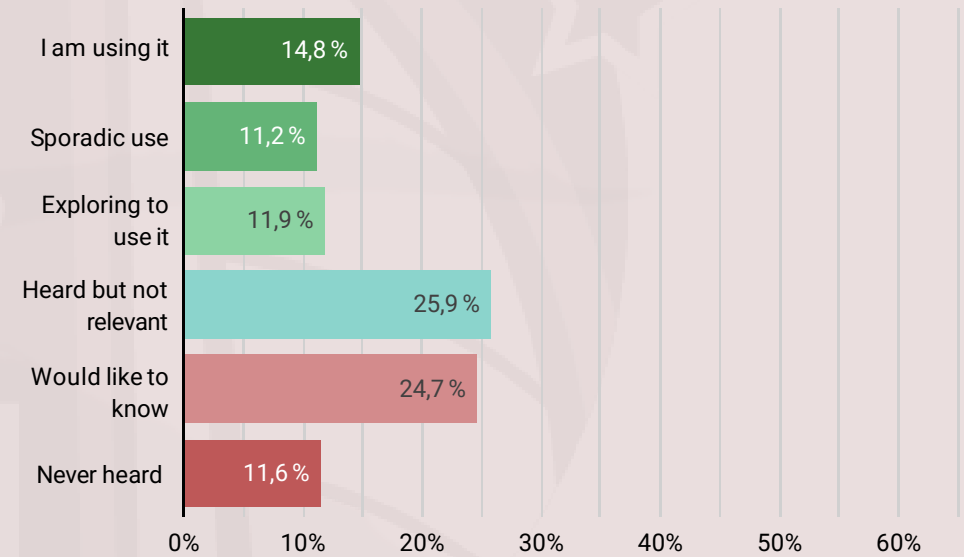


# 16 GIS - Geographic Information Systems

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.



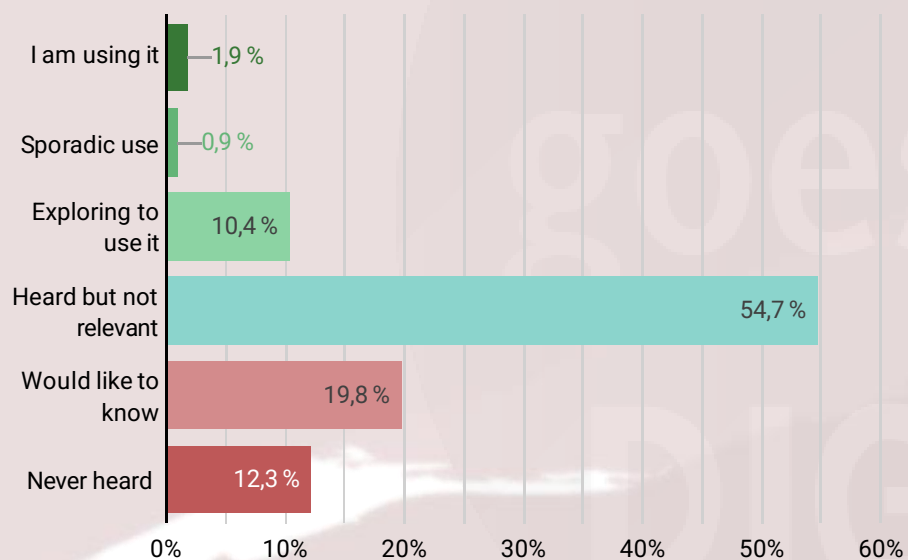
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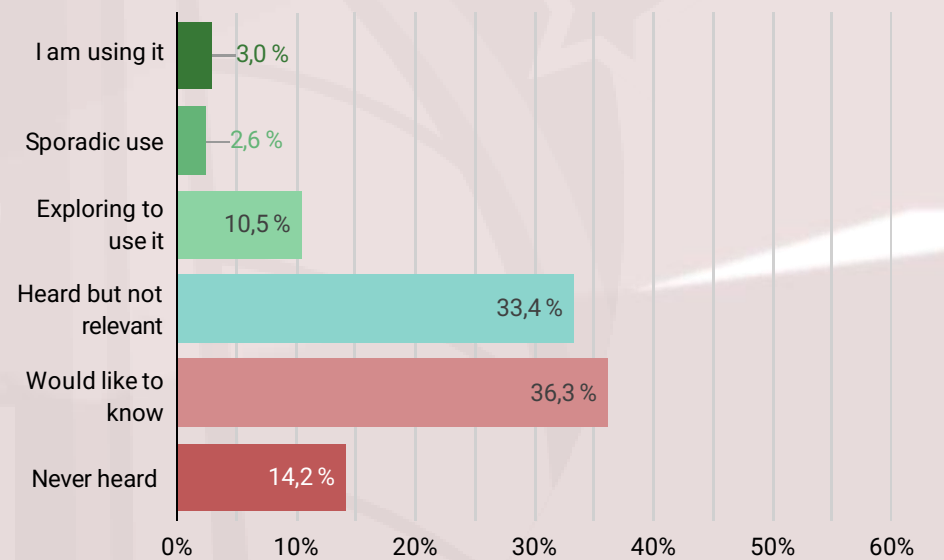
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# 17 Holograms

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.



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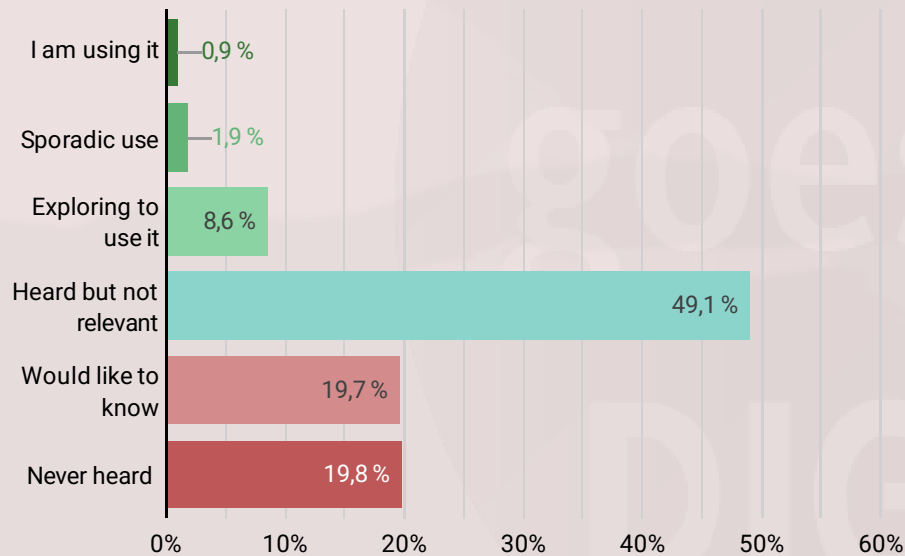
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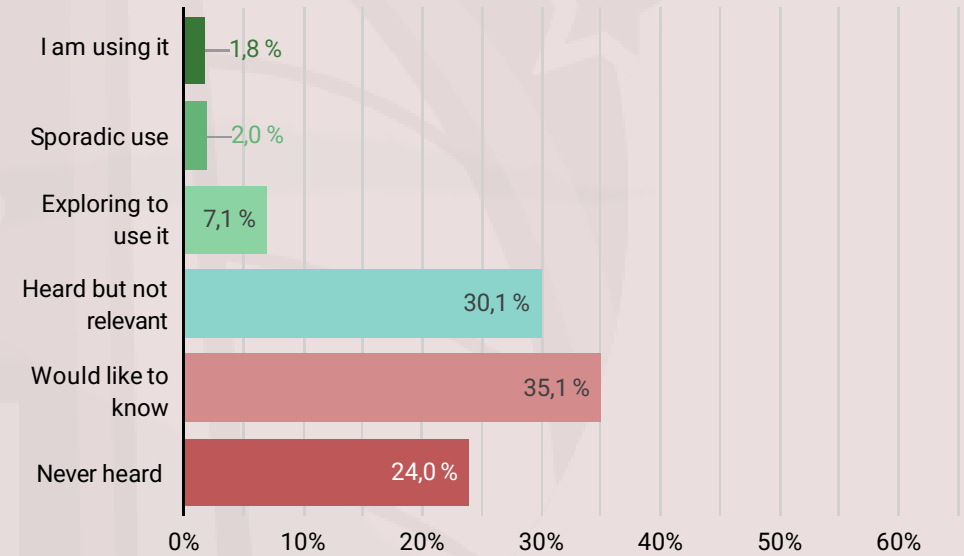


# 18 Human Augmentation

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.



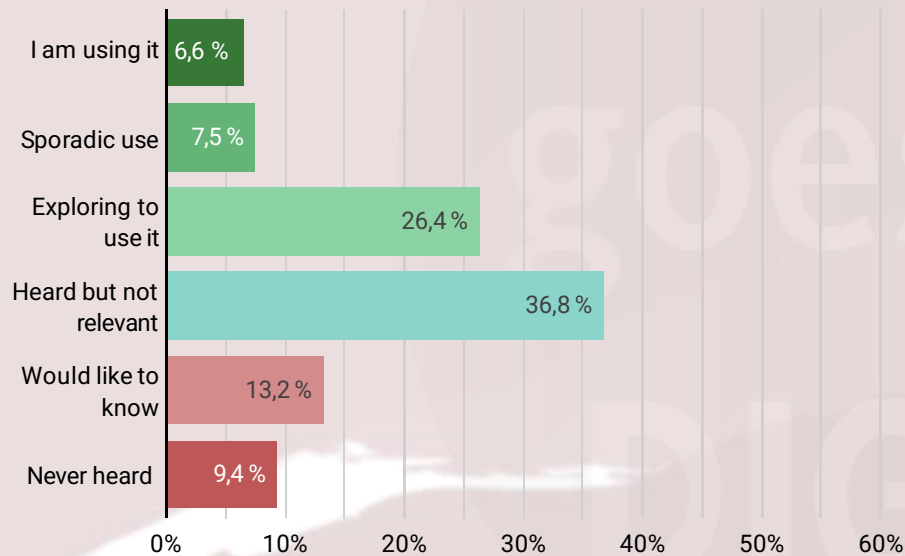
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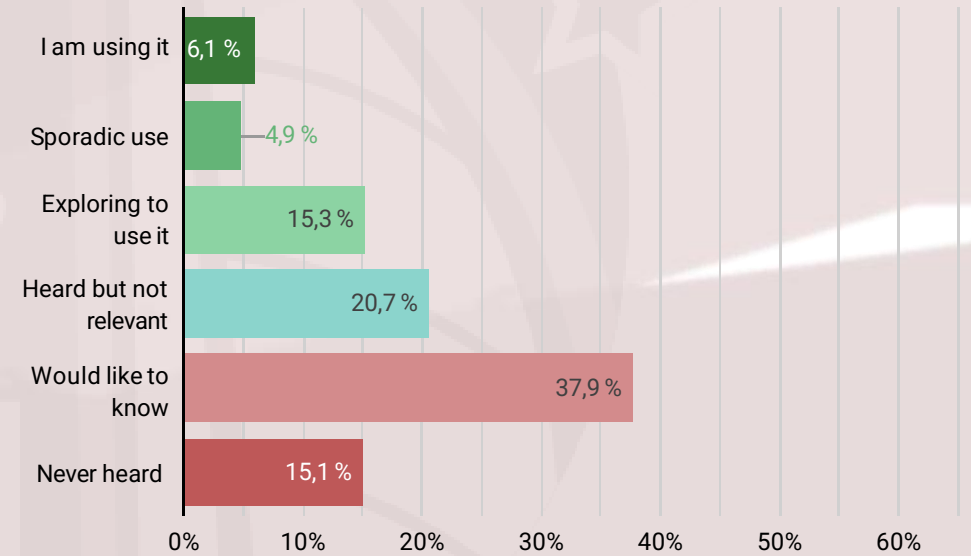
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# 19 INS - Indoor Navigation Systems

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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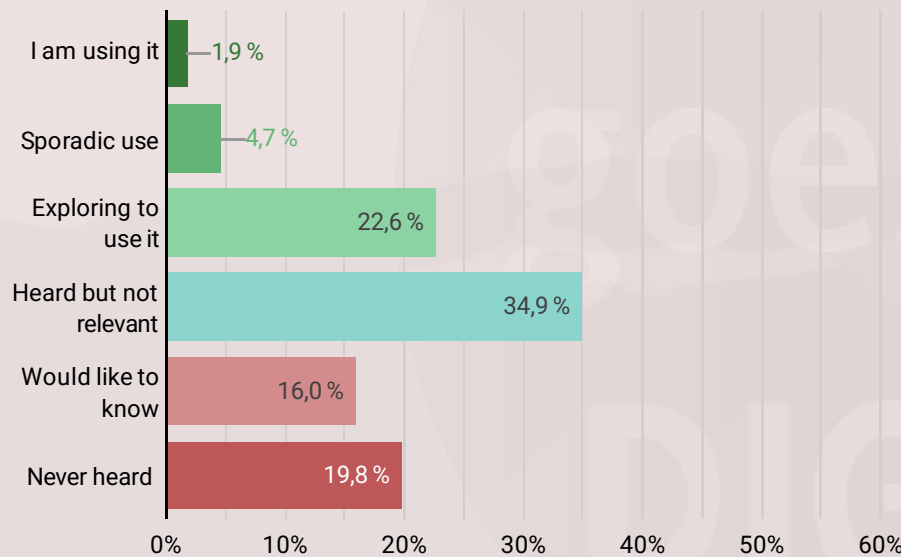


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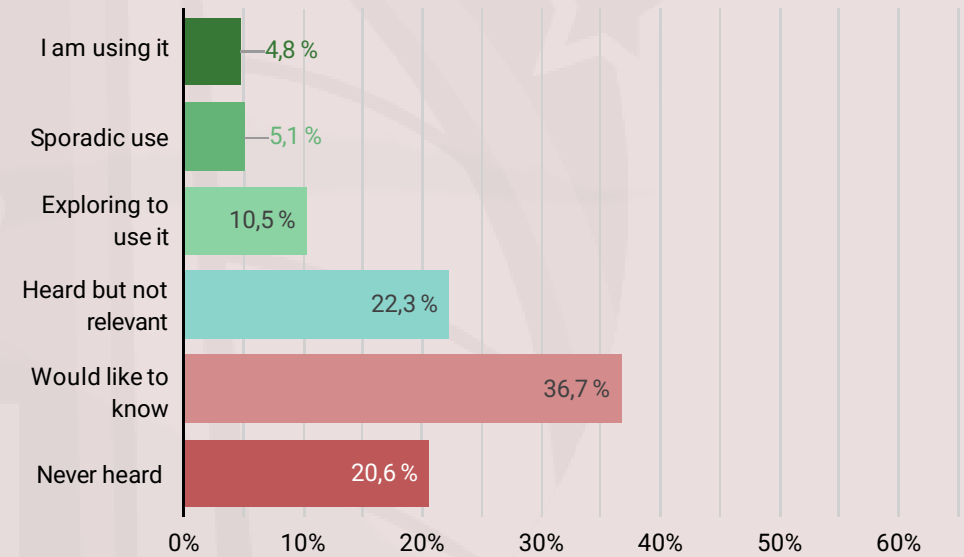


# 20 LIDAR - Laser Imaging Detection and Ranging

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.



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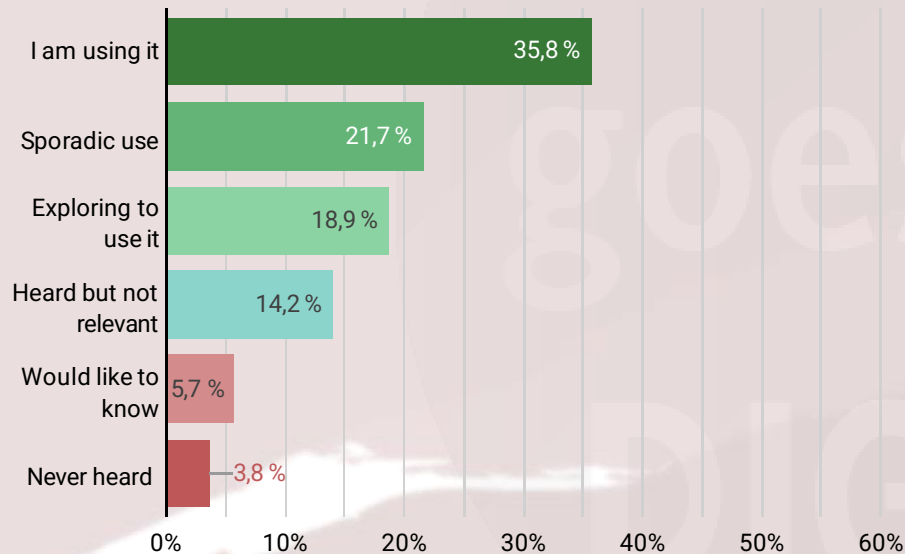


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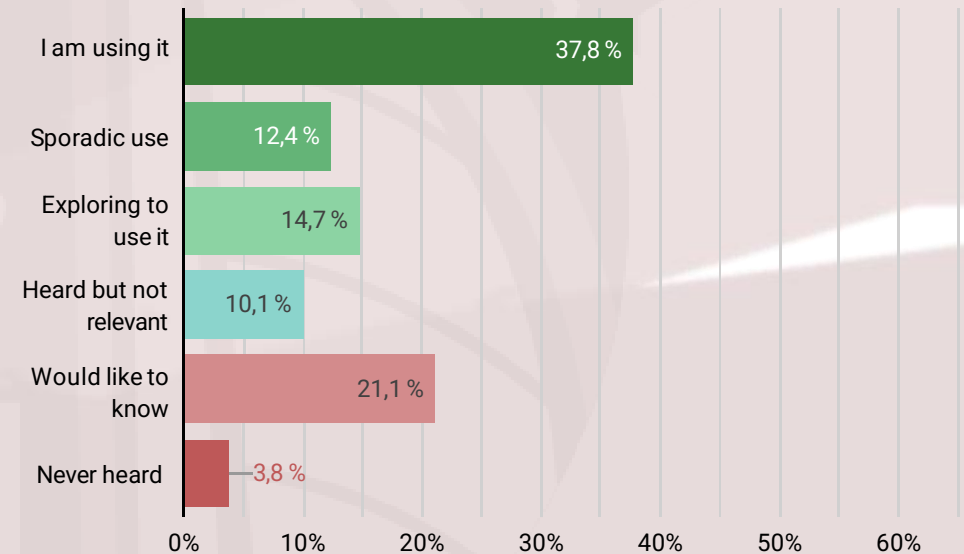
# 21

## 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.



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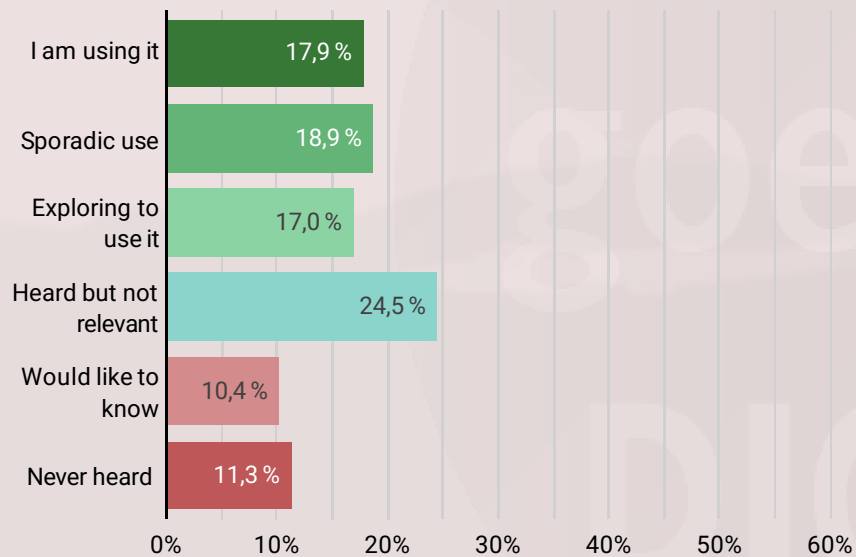
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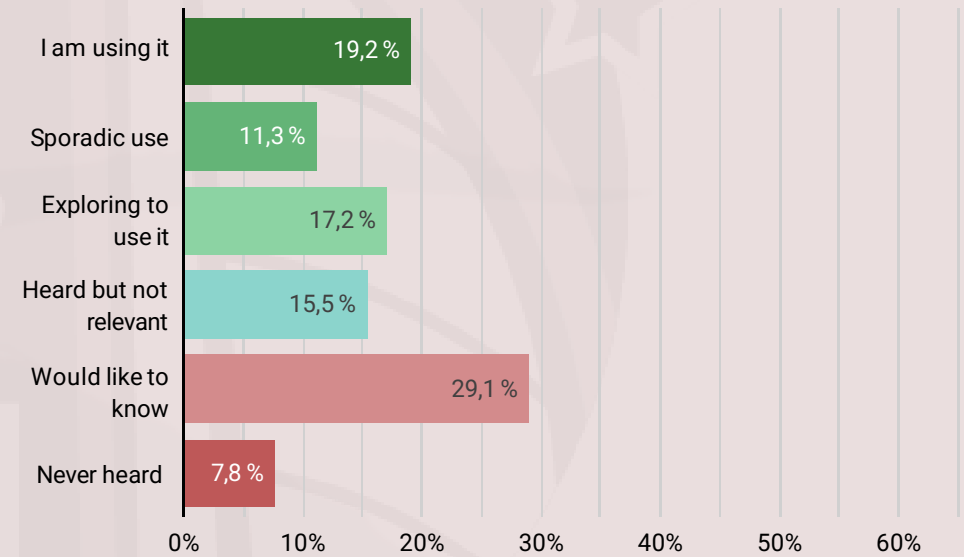
# 22

## 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.



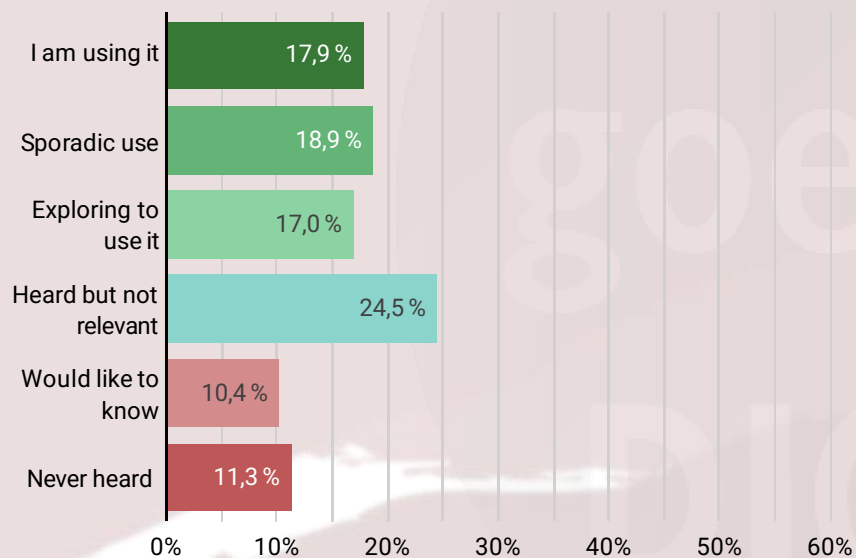
**Germany**  
(n= 217)



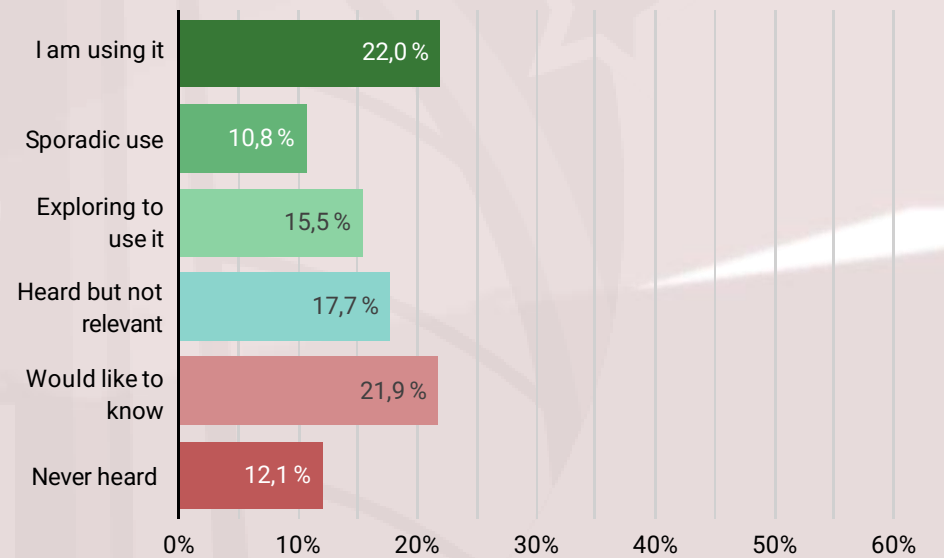
**Global**  
(n=4.007)

# 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.



**Germany**  
(n= 217)



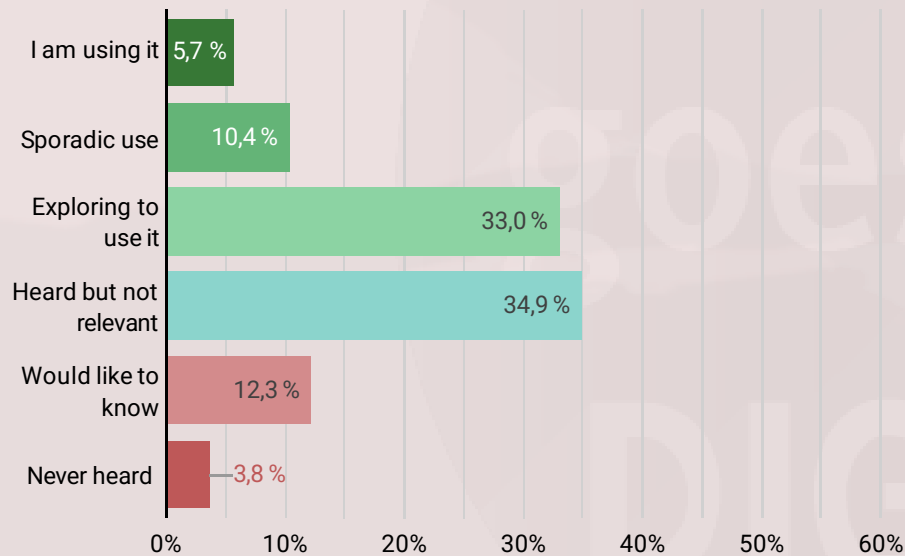
**Global**  
(n=4.007)



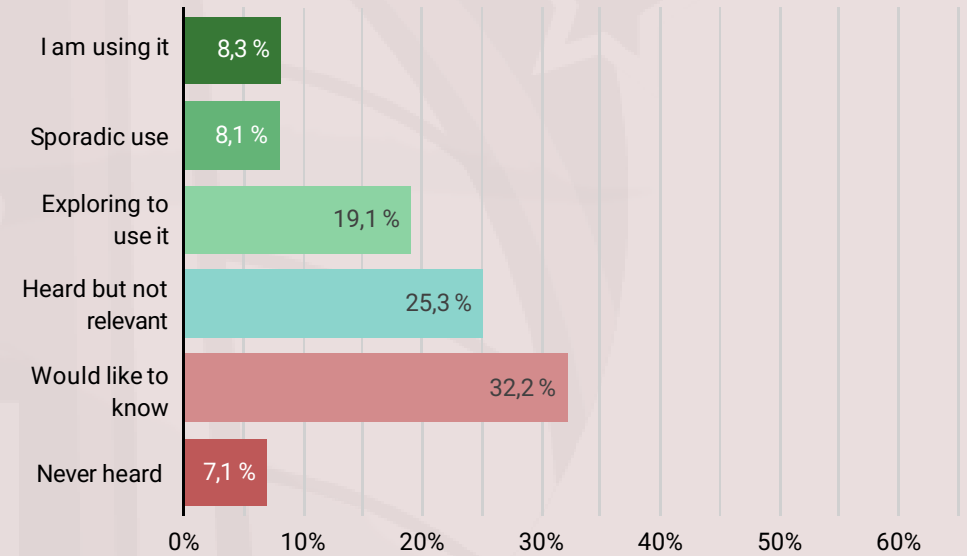


# 24 Robots

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.



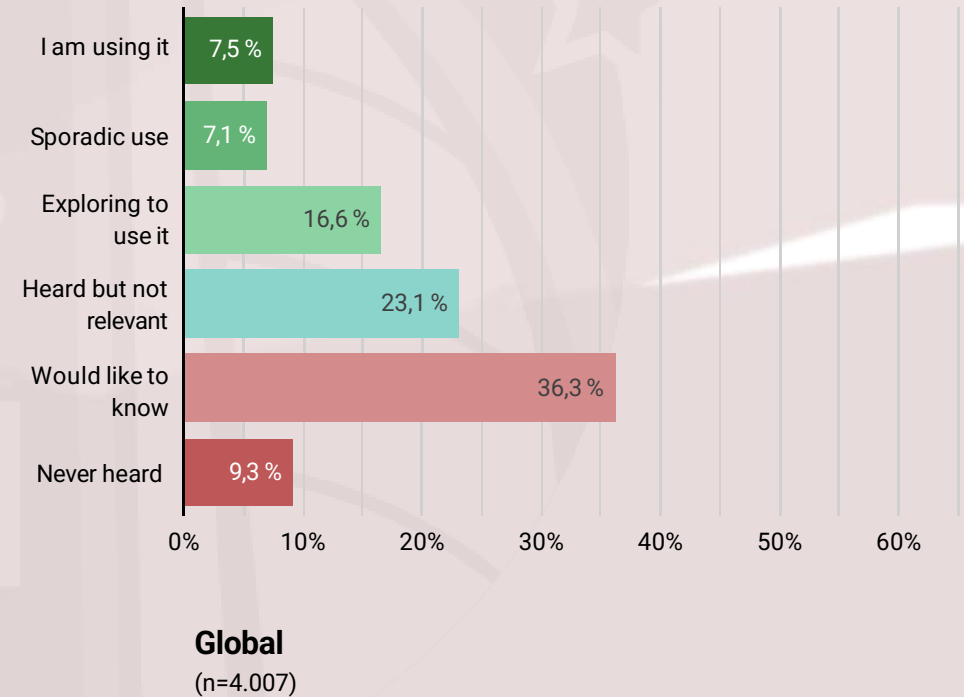
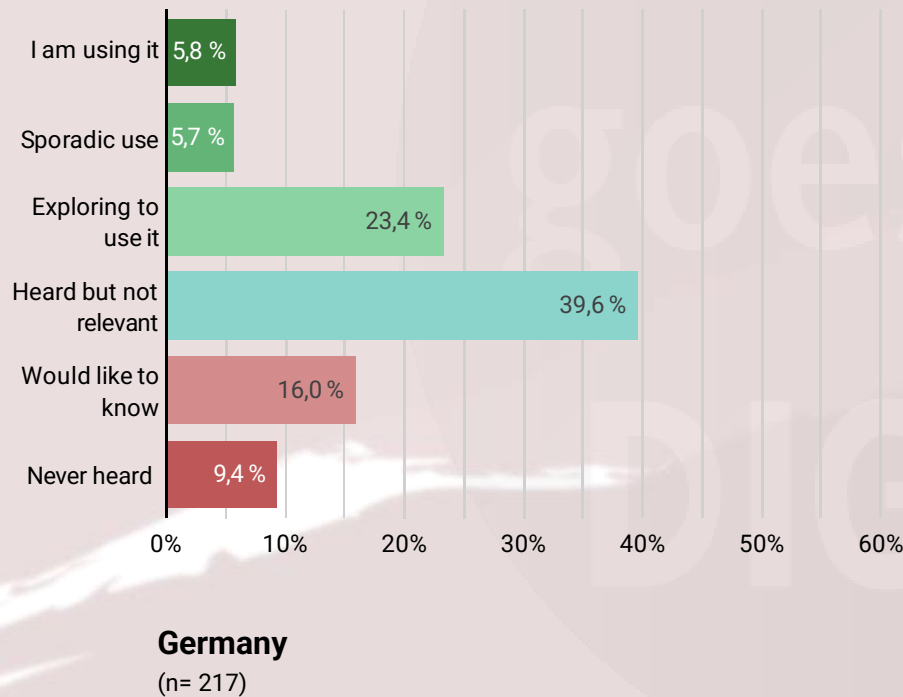
**Germany**  
(n= 217)



**Global**  
(n=4.007)

# 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.





## Results

The results are presented in a way that is accurate to the way the data was obtained. We have worked with the 217 responses from the country, without being able to verify this fact as it is a confidential questionnaire. All types of profiles have been merged to provide a combined graph of Germany for each technology, which is then compared with the overall responses obtained by all 4,007 participants.

No conclusions have been drawn, as the responses may have different degrees of acceptance, depending on the type of business activity. Some technologies that are widely used in shopping centres are not so widely used in office environments, for example. For this reason, specific workshops are going to be held in order to go more deeply into the real implementation of the different technologies in the sectors in which Facility Management is applied.

## Contact

For more information or to collaborate with this and other projects, you can write to us at [observatoriofm@fm-house.com](mailto:observatoriofm@fm-house.com)

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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