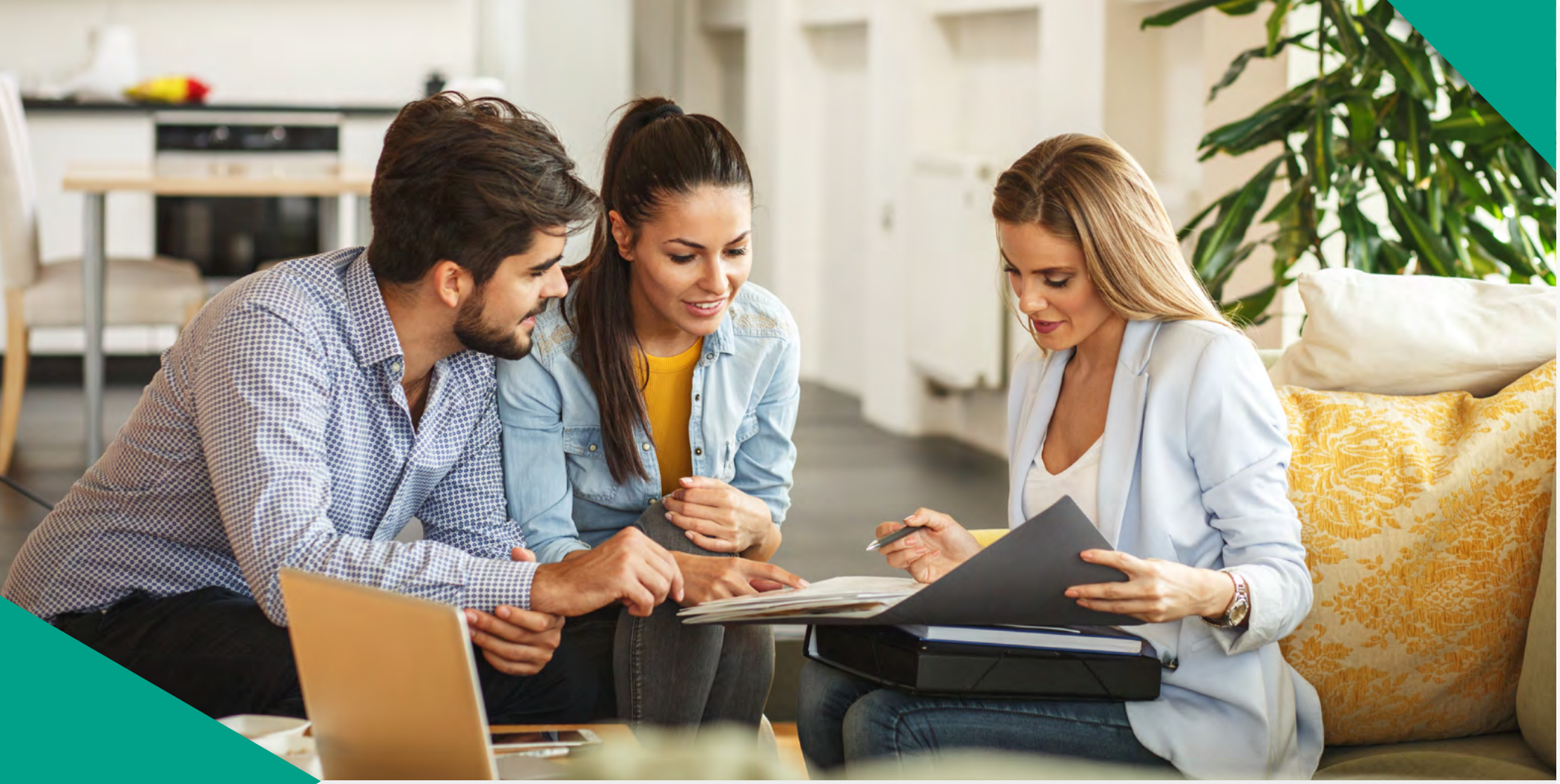


Transforming estates. Contributing to a sustainable future using dynamic insights.

The world is how we shape it

sopra steria

Introduction

Sustainability is high on everyone's agenda, but what do we actually mean by sustainable goals when it comes to Estate Management, and how can we measure and manage the impact organisations have, both positive and otherwise?

In a recent UK Market Intelligence Survey conducted by Sopra Steria*, 58% of the customers questioned, stated that 'achieving Net Zero (decarbonisation) by 2050' was their top environmental sustainability priority for their Estate Management strategy, with 72% of health customers and 48% of government customers anticipating that their spend on sustainability consulting and strategy services would increase over the next 12 months. These intentions are good, but the reality of implementing meaningful change is a huge challenge.

Working towards and investing in a future that will be cleaner, safer and healthier, starts with small steps in the right direction and most importantly, it starts with understanding where we are and mapping out where we need to get to.

In essence, the wellbeing of the future depends on the decisions we make today, and to make informed decisions, we need to start with collating the right data and insight.

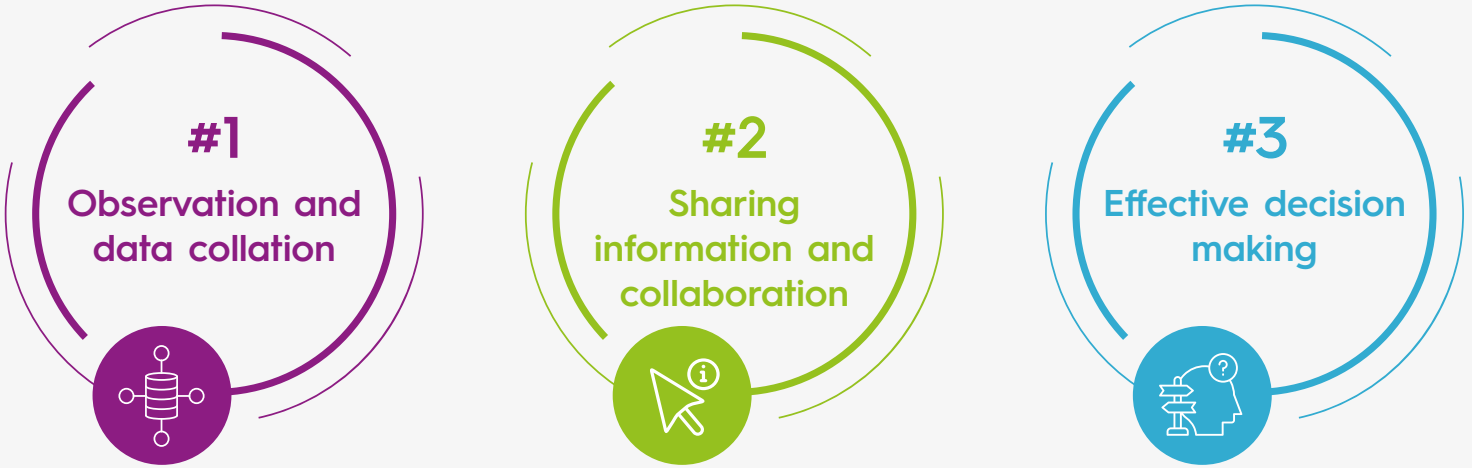
**Source: UK Market Intelligence Survey, Sopra Steria, January 2022.*

Dynamic insights

Dynamic insights provide a real-time view of what's happening across an estate at any one time. This means the right operational, tactical and strategic decisions can be made to deliver a better experience for customers, employees and partners, whilst managing assets, property and infrastructure to meet sustainability and Net Zero goals.

Data is of course a vital asset, but not when it's stored in a closed environment, only providing retrospective information or not even utilised to its fullest extent across an organisation. For data to provide dynamic insights, it needs to be integrated, open, actionable and those using the data must understand the true value when collating and using the data to its full benefit.

With access to dynamic insights, Estate and Facility Management teams have the opportunity to optimise best practices, address issues before they escalate and prioritise time and investment in the most relevant areas which support the organisation's strategic objectives to drive meaningful change. In terms of meeting sustainability goals and achieving net zero, there are several challenges facing estate managers:



Observation and data collation

#1

Meeting sustainability goals includes observing energy and water consumption and monitoring factors which contribute to the carbon footprint in terms of maintenance, materials and equipment, as well as understanding how people are using the buildings across an estate.

Bringing together the various information sources is the first step. Unfortunately, many organisations fail at this point, becoming bogged down in the detail or simply buried under the overwhelming amount of data points they have now have sight of. However, there are many tools in the market which can quickly and efficiently use those existing data points. An example of this is an Energy, Sustainability and Waste Audit/Analysis, which is an exercise that helps monitor consumption and utilisation, which can bring immediate cost savings. Insights from this type of analysis can provide a catalyst for the creation of an environmental sustainability and optimisation action plan, by understanding the current situation, and identifying opportunities for improvement.

In our experience, what many organisations are actually looking for is greater interoperability and a solution which can evolve over time, not just another software product to manage. Whilst estates strategy is key to medium and long-term planning, there is also the day-to-day operations to consider. Buildings need constant attention whether its adjusting to the changing needs of the people using the space, the changing climate or simply ensuring that the people in the space are safe. Across the private and public sector, there are thousands of daily requirements from customers and end users reporting repairs or clients requiring time bound statutory maintenance checks carried out. This daily struggle of immediate action often impacts an organisations potential to plan for the future, especially since the nature of property management is often relatively transactional and short-term.

However, by bringing together data to create a real time picture of an estate, its assets and the people using it and by creating a real time 'command centre', organisations can deal with both the day-to-day issues whilst also responding to its bigger, time pressured challenges such as meeting environmental, social and financial sustainability goals.

Sharing information and collaboration

#2

Working in collaboration with partners in the supply chain is essential to minimise negative impacts on the environment, reduce costs and improve the experience of the people who work within the estate. This involves sharing information that allows bigger data sets to be aggregated, analysed and processed. This enables Estate Management teams to assess performance against strategic goals across their estate properties and communities.

Often clients are reliant on their key supply chain partners to provide all of the 'here and now' metrics and data on operational service to buildings and workplaces. However, few organisations are collecting actionable data on carbon emissions throughout the estate including the wider supply chain, even though it's responsible for about 80% of an organisations' emissions. At Sopra Steria we have the proven capability to integrate systems. We also partner with key Computer Aided Facilities Management (CAFM) providers and Facility Management service providers, which enables us to provide a full "wrap around" integration service, from help desk to scheduling to compliance and sustainability reporting. This enables clients to make the right decisions to improve the performance of their estate and supply chain without having to fully replace its end-to-end Estate Management technology.

Effective decision making

#3

By optimising digital technologies and integrating data and digital networks, teams are able to make better, smarter and greener decisions to meet their goals and objectives.

This includes assessing how estates are being used and how improvements can be made by finding pathways to more effectively manage energy and water consumption whilst ensuring a sustainable and ethical supply chain. A people-centric approach to sustainability is also important to ensure accountability for issues such as preventing modern slavery, contributing to the community, and improving social mobility by providing access to education, skills and employment.

Making a positive contribution to a more sustainable world is about finding ways to meet the needs of the present, without compromising the ability of future generations to do the same. Technologies that will help Estate Management teams to achieve this are evolving, with advances in digital technologies helping to make ESG data more actionable.

The role of digital technology in making ESG data actionable

Artificial Intelligence (AI) and the Internet of Things (IOT) helps us by observing the world around us, collating information and making decisions based on data from disparate sources. There are also a growing number of platforms that allow the consolidation of reliable Environmental Social and Governance (ESG) data in one place that conveys intra and inter-company comparisons and real-time monitoring.

When we conceptualise and develop digital technology systems, we can see similarities with how humans learn and expand upon our knowledge.

Firstly, we observe the environment using our senses. From a digital technology perspective, this is done using cameras, smart sensors and other connected devices, from which we can collect good quality data and measure the carbon emissions of individual products as they move through the estate and wider supply chain.

Secondly, we need to be able to share and communicate information across multiple systems, including the internet and the cloud. In a similar way to how we would communicate with each other in day-to-day interactions.

Thirdly, we need to be able to make sound decisions. AI's ability to scan vast data records, automate processes, identify patterns and interpret the results is a key advancement. Machine learning enables teams and stakeholders to improve our learning and enhance the processes that enable smarter, more informed decisions.

Similar technologies can be used to realise Net Zero and other sustainability targets across all sectors. However, it's the human intervention and what is done with the data and insights that will make the difference.

It's wishful thinking to hope that technology will solve all our problems in this field. We need to improve our data literacy to help us understand sustainability data holistically and in context and enable better decisions.

In an AI and IOT scenario, raw sensor data has little value without the application of some rules, intelligence and governance to generate Insight. Similarly, having the Insight only delivers value if you are using it to trigger:

a) A service intervention - We can see that this air conditioning unit is operating outside of set tolerances therefore we are going to despatch an engineer to intervene before 100% failure.

Or

b) Analysis of historical data generates Insight which changes behaviour – e.g. past two years we can see tickets relating to the automatic, electronic blinds at the end of July so we generate planned maintenance ticket for mid July.

Conclusion

Building a more sustainable future, and in fact a more sustainable present, is an immense task. It requires us to act smarter, with more agility. It forces us to innovate and find better ways, based on insight rather than guesswork. Collaboration is key but collating and sharing information and data about our estates is not enough on its own. Effective solutions require innovation, collaboration and people with a diverse set of skills, from different backgrounds and across multiple disciplines to work together to find solutions. Co-designed solutions are needed to bring about the step change needed if we are going to be able to meet our Net Zero and sustainability goals.

Leading the way in sustainability

Sopra Steria has over a decade of practical experience in measuring, understanding and managing our GHG (carbon) emissions, and are preparing to make our own transition to Net Zero by 2028. Ranked in the top 2% of companies globally for managing our greenhouse gas emissions, we ensure that we're reducing our negative impact on the environment while leading the way in sustainability.

In 2020, as part of its strategy for becoming net zero by 2028, Sopra Steria migrated its offsets for carbon neutral certification to a new partner accredited by the United Nations Climate Neutral Now programme. This partner invests in projects that remove the primary GHG carbon dioxide from the atmosphere, particularly afforestation projects in Uruguay that create new land for trees that absorb carbon dioxide from the atmosphere, and that do not simply replace trees in deforested areas.

Now we're helping our clients on their journey to Net Zero.

CDP SUPPLIER ENGAGEMENT LEADER 2021

CDP DISCLOSURE INSIGHT ACTION A LIST 2021 CLIMATE

CARBON NEUTRAL CERTIFIED 2021 ONE CARBON WORLD 2021

About Sopra Steria

At Sopra Steria we recognise the challenges for our customers and their suppliers with integrating legacy systems and mobilising large complex contracts whilst maintaining a clear and defined level of dynamic insight for both tactical, short-term measures but also for strategic, long-term objectives.

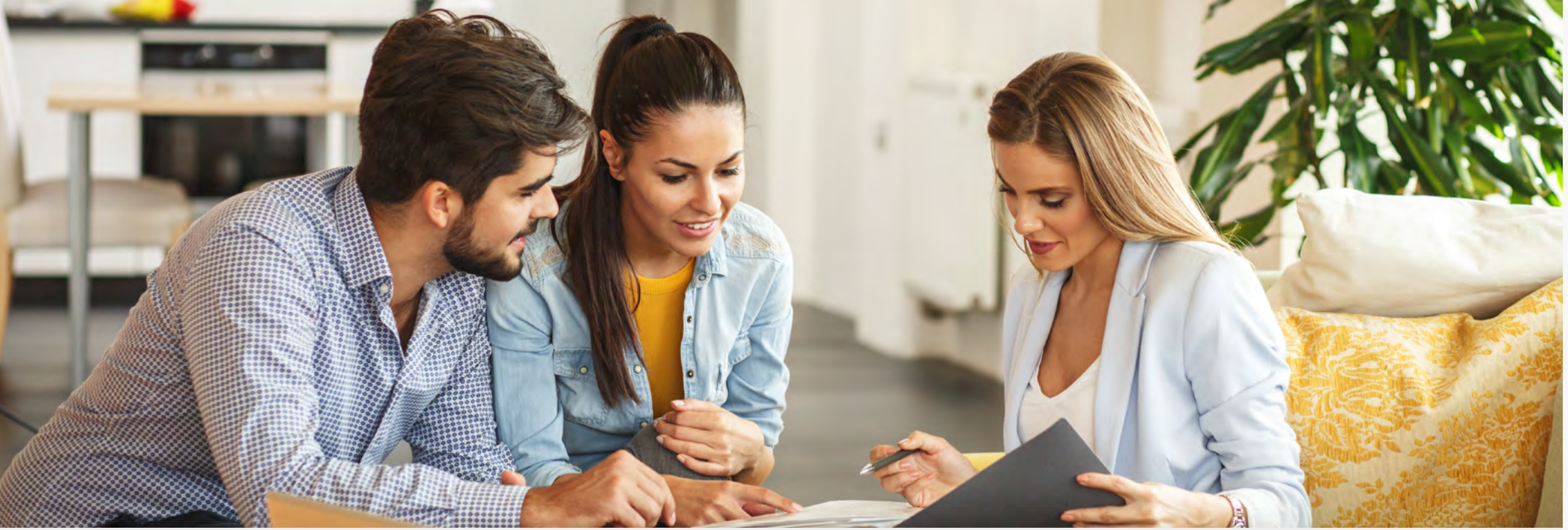
With our experience in mobilising large complex contracts with public and private sector clients, we help clients to optimise their physical estates through true digital transformation. Sopra Steria's consulting capability works closely with organisations to drive the change required. We understand that every organisation has different needs to address, which is why we help to navigate your challenges and work with our network of trusted partners to tailor a solution to meet your specific needs for today, whilst ensuring you have the insights you need to plan and deliver a better, more sustainable future.

47,000
employees

€4.7 billion
2021 revenue

In the Top 5
European digital services companies

30
countries



More Information

Sopra Steria helps clients to optimise their physical estates through true digital transformation. We have over 35 years' experience in Estate Management digitalisation across the public and private sectors. Our proven approach to creating an Estate Management ecosystem helps clients to adopt new technologies and integrate existing processes and systems to streamline the complex and varied tasks involved in Estate Management, while maximising efficiency and sustainability.

For more information on the property services we provide to public and private sector organisations please email us at EstateManagement@soprasteria.com.

Or you can visit us at *https://www.soprasteria.co.uk/industries/digitalisation-transforming-estate-management*

We look forward to working with you.

The world is how we shape it

sopra steria