2023 Report

The State of Facilities Management

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Survey insights

Technology is key for meeting FM expectations in 2023

In 2023, facilities management (FM) teams will pursue gains in efficiency to overcome adverse industrywide conditions, including persistent understaffing and supply chain disruptions. Facility managers will be expected to do more with less as they face increasing work order volumes along with potentially decreasing budgets.

FM software automation and innovations, like business intelligence (BI) and Internet of Things (IoT) sensors, will be critical in raising the productivity of FM teams to accomplish more with less. Mobile apps, asset tagging, BI dashboards, and a readiness mindset will boost efficiency for shorthanded FM teams.

Work orders

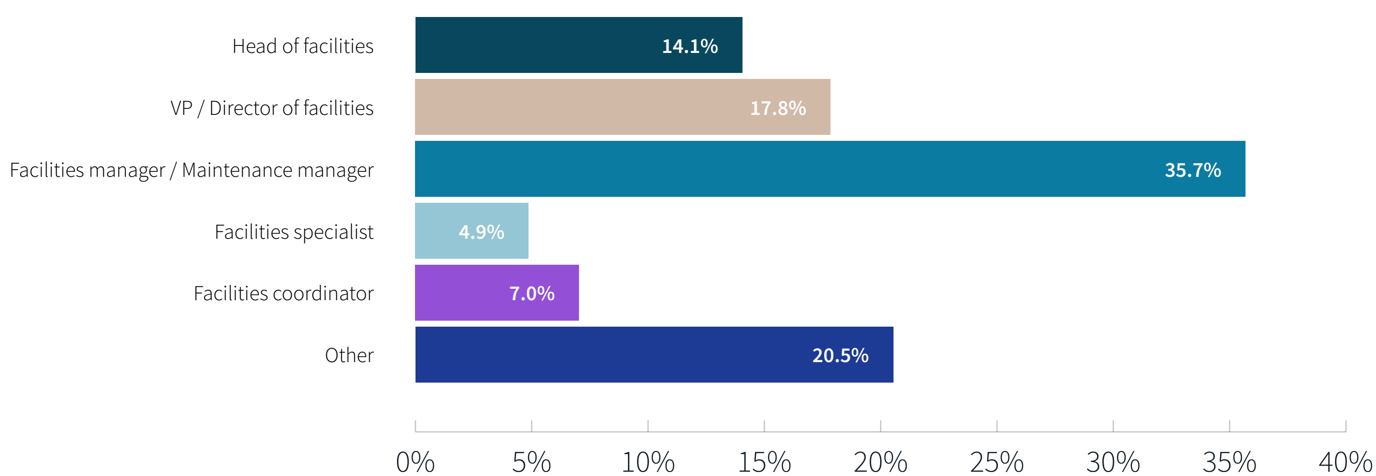
The State of Facilities Management 2023

This report presents the results of surveys completed by FM practitioners, both JLL and non-JLL customers, primarily in North America with some representation in EMEA and APAC. Respondents identified as working in industries like restaurant, grocery, retail, financial services, commercial office, and more. The surveys were completed during a six-week period in spring 2023.

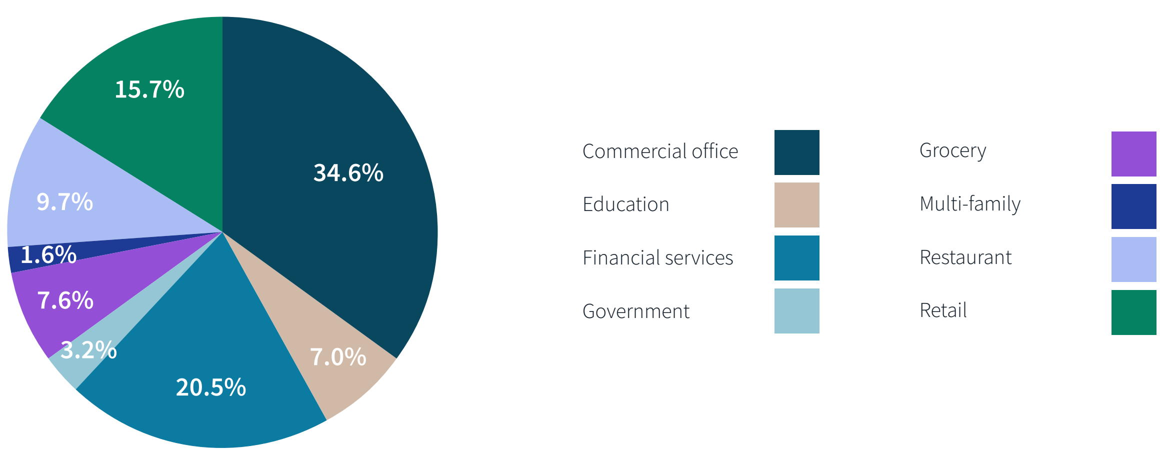
Respondents answered 20 quantitative questions—with qualitative feedback—about work priorities and workloads, assets and service providers, reactive work orders, procurement, industry concerns, and relevant FM tasks. A statistically significant number of responses were obtained.

Many of the survey questions were multiple-answer, so the response percentages, when added together, often exceed 100 percent.

Q1: What is your job title?



Q2: What is your primary industry?



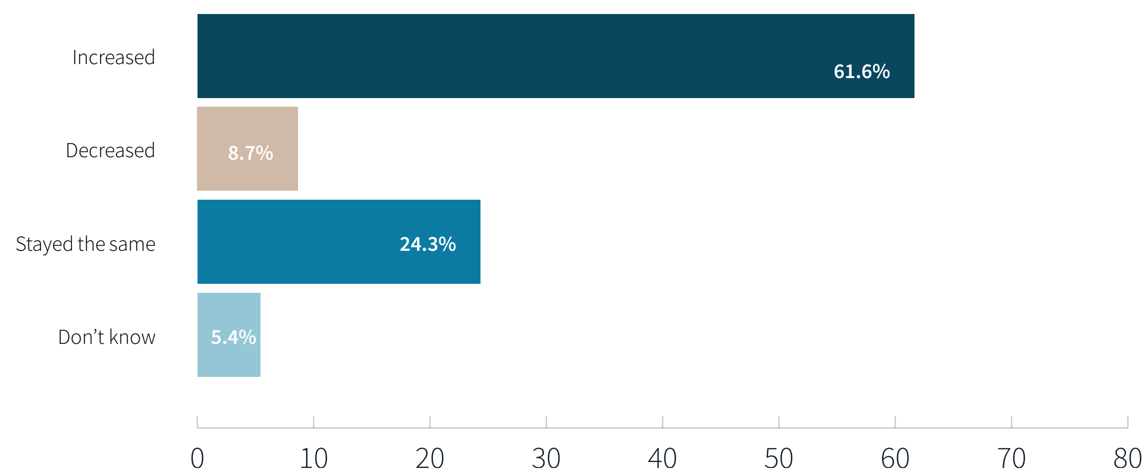
Increasing work orders will create problems for understaffed FM teams

Work orders are the heart and soul of facilities management. They're the daily focus of FM energy and resources, the subject of conversations and scrutiny, and a metric by which FM performance is judged.

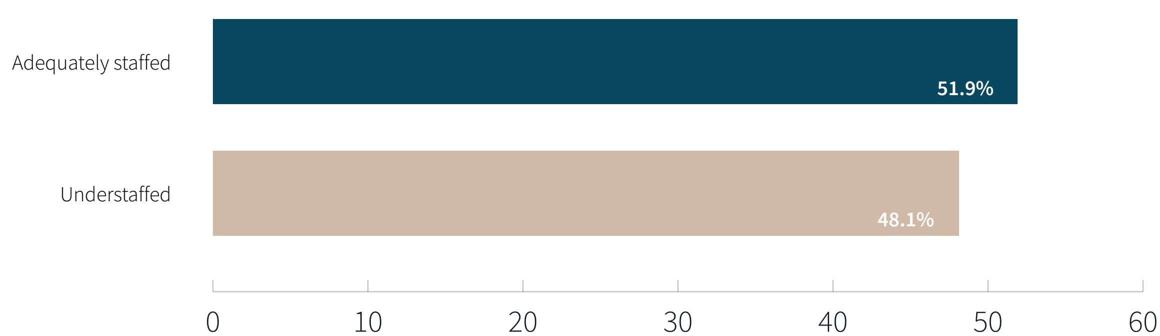
According to 61.6% of survey respondents [see Q3 below], 2023 work order volumes will increase compared to those in 2022. That will challenge 48.1% of respondents [Q4 below] who report their FM teams as understaffed.

FM software automation can free up precious time for facility managers by taking on repetitive tasks, like invoicing and warranty flagging. Business intelligence yields insights for capturing efficiencies and streamlining FM workflows. Gains in efficiency generate gains in productivity (i.e., processing more work orders) for shorthanded FM teams.

Q3: Compared to 12 months ago, your team's volume of work orders has:

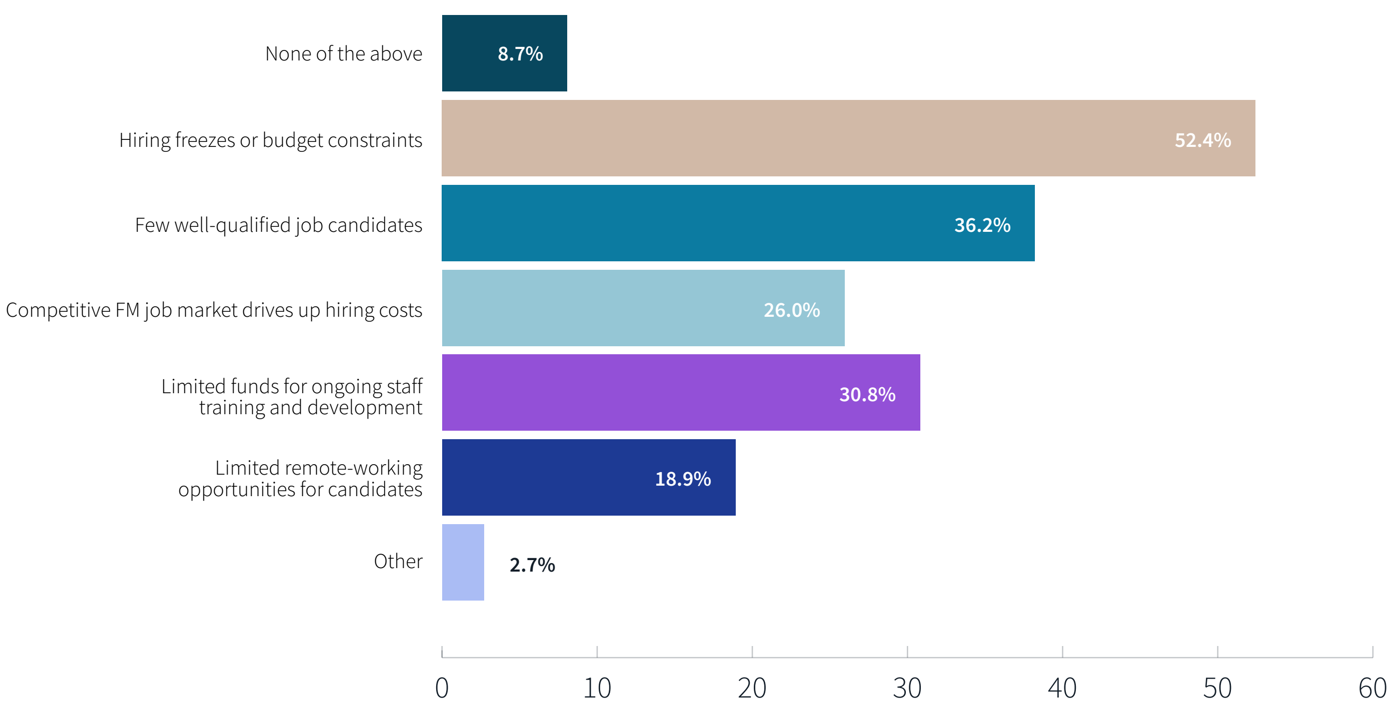


Q4: : In general, your FM team is:



Understaffed FM teams may not find relief anytime soon with 48.1% of respondents reporting that they don't have the staff necessary to be effective. In Q5 below, they cite hiring freezes and budget constraints as the major obstacles preventing full staffing. Additional impediments include few well-qualified candidates, especially at the managerial level, and an overall competitive job market even as the U.S. economy appears to be slowing. The generational shift caused by the mass retirement of older facility managers will dog FM in the coming years and possibly through the end of the decade.

Q5: Which obstacles prevent you from hiring additional FM staff?

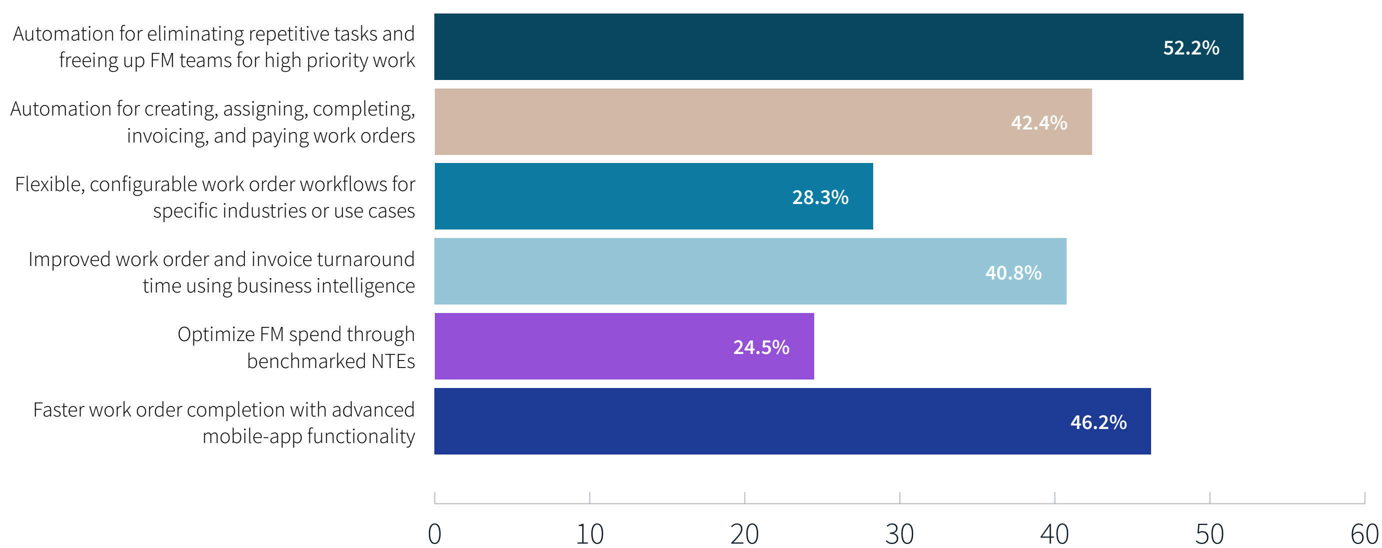


Automation is essential for managing work orders at scale

Manual, repetitive tasks, like warranty flagging, invoices, and payments, should be automated for managing work orders at scale. Automating tasks is the number one work order outcome expected from 52.2% of survey respondents [see Q6 below].

The second outcome is faster work order completion with advanced mobile-app functionality (46.2%). To manage increasing work order volumes, on-the-go FMs and technicians need to be productive wherever they are. That's achievable when the mobile app updates in real time with the desktop and enables access to maintenance histories and fast approvals for first-time fix.

Q6: What top outcomes do you expect from your work order management solution?



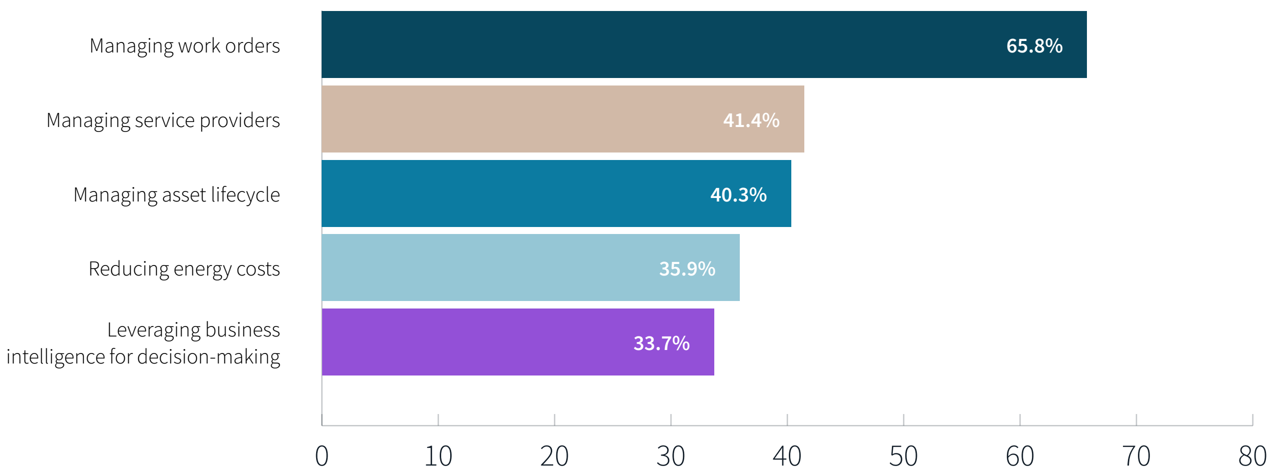
FM software must be great at these three things

In 2023, managing work orders is the number one priority for FM teams, per 65.8% of respondents [Q7 below]. Managing service providers and assets are numbers two and three, respectively. Of course, these items are not mutually exclusive, and together they compose the traditional core responsibilities of facilities management.

Filtering the survey for the vertical-specific responses of FM practitioners working in industries like restaurants, grocery, retail, financial services, etc., shows the same three priorities. While each vertical does have its own specific imperatives, managing work orders, service providers, and assets are top priorities for all.

This fact is useful for buyers considering FM software. No matter the vertical, dependable functionality is paramount. All buyers should ensure above all that the software excels at managing the core tasks of facilities management.

Q7: Which of the following FM areas will your team prioritize this year?

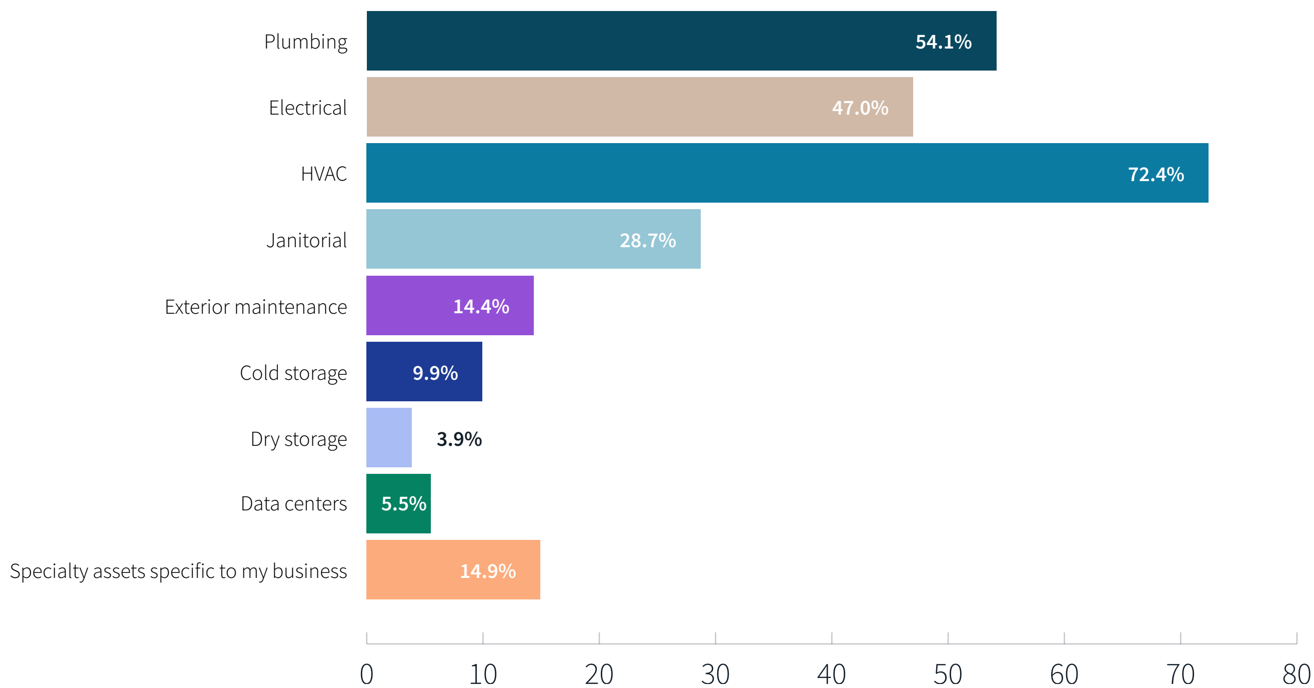


Top three reactive work orders are consistent across FM verticals

HVAC is the top reactive work order across all trades for 72.4% of respondents [Q8 below]. Numbers two and three are plumbing and electrical, respectively. For the financial services industry, janitorial was number three, and for restaurants, number three was cold storage.

Many facility managers leverage business intelligence to identify assets primed for preventive maintenance (PM) schedules, which have been shown to lower costs. HVAC, plumbing and electrical, the top three categories of reactive repairs, are ideal candidates for PM schedules.

Q8: What are your most common types of reactive work orders?



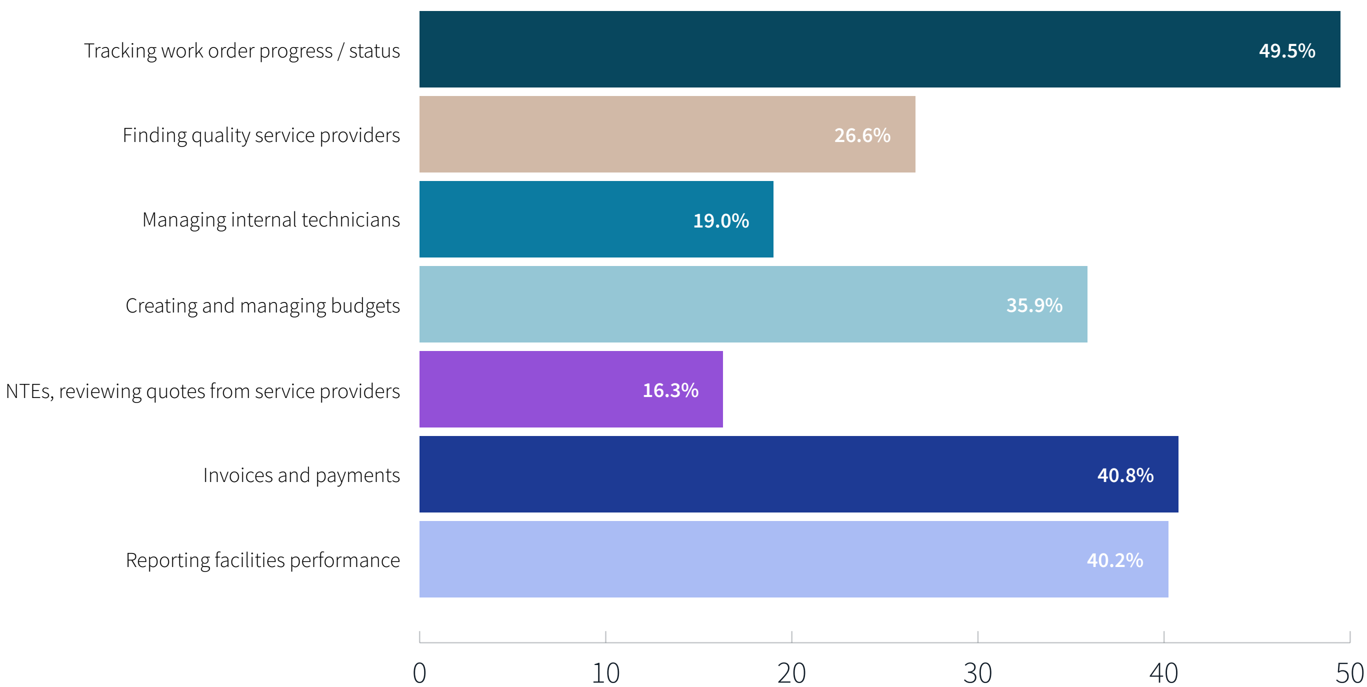
Software automates key work order processes and reporting

FM software enables stakeholders to easily check work order status for themselves, thereby relieving FM teams of responding to this frequent request. Forty-nine percent of survey respondents [see Q9 below] reveal that tracking work order progress—especially invoices and payments (40.8%)—are two areas that benefit most from automation.

Because FM's business value is tied so closely to cost management, leadership needs internal performance metrics, like total work order volume and related costs, for evaluating FM effectiveness. Performance metrics for FM reporting can be automated and integrated with financial reporting in the larger organization.

Business intelligence solutions enable facility managers to evaluate the performance of internal technicians versus third-party service providers, resulting in more efficient allocation of resources for specific types of work orders.

Q9: Which areas of your FM operations are most time-consuming and/or primed for automation?

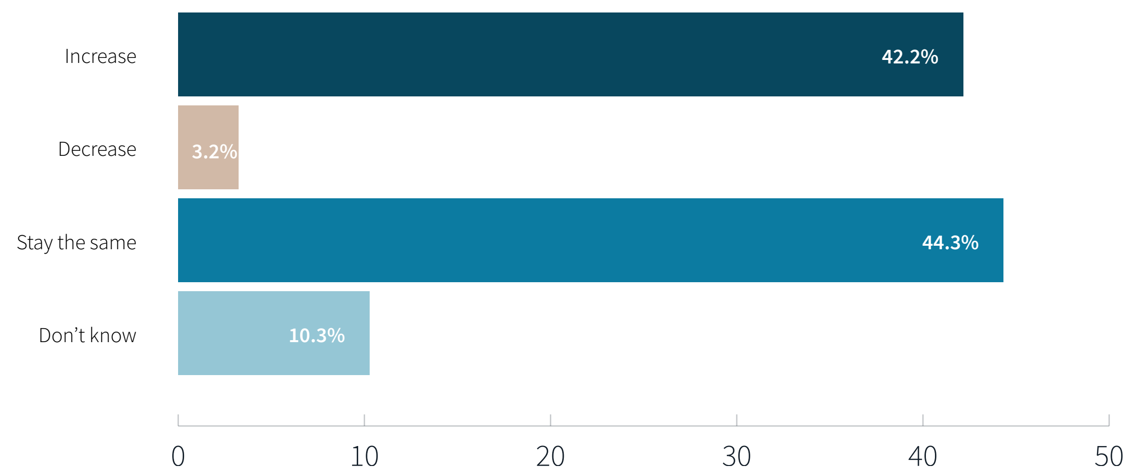


Will investment in FM software increase in 2023?

It makes sense to think so given more work orders, less staff, and software automation ready to free up time. At first glance, the jury appears to be out, with 44.3% of respondents expecting investment to remain the same as last year [Q10 below], and 42.2% expecting it to increase.

However, 42.2% could signal more investment intent than the percentage might otherwise suggest because most FM practitioners only stop to consider their software spend when it's time to renew their contracts. Given that renewal periods occur every three to four years, 42.2% of respondents considering additional technology allocations may well be a healthy indicator. Practitioners are seeing technology as a viable strategy for driving efficiencies, recapturing time, and boosting productivity.

Q10: How do you expect your investment in FM software to change this year?



Assets

Traditional best practices and new technologies inform asset management

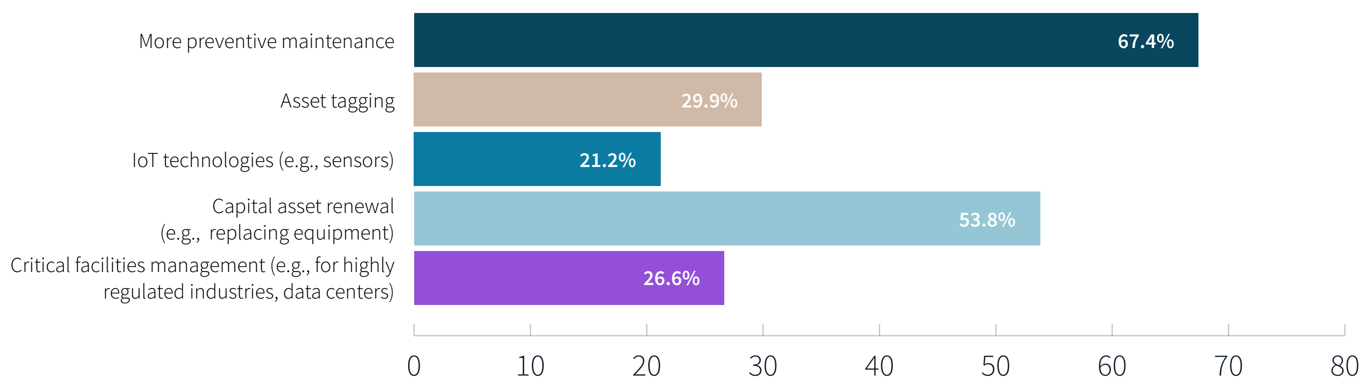
Preventive maintenance (PM) will be the top priority in 2023 for 67.4% of survey respondents [see Q11].

PM takes on new importance in 2023 because of its ability to extend asset life and safeguard uptime. Shortages of parts and equipment dictate that existing assets remain in service longer, especially when delivery times for replacements could take a year or more, according to facility managers.

Based on that reality, capital asset replacement is the second highest priority (53.8%). To inform these high-stakes repair vs. replace decisions, there is growing interest and reliance on prescriptive business intelligence to identify and recommend renewal timelines years into the future.

BI empowers the FM mindset of preparedness for the near- and long-terms. A focus on readiness benefits all FM stakeholders.

Q11: Which of the following areas within asset management will you or your FM team prioritize in 2023?



While business intelligence is extremely valuable, a solution is only as good as the data it's able to analyze within the asset portfolio. Technology advancements are delivering more data along with actionable insights. Asset tags, scannable by an FM mobile app, enable on-the-go access for asset maintenance histories, model and serial numbers, photos and more. A recent grocery FM reported being able to scan an asset tag in the aisle of a store, see the accumulated reactive spend compared to replacement value, and decide on the spot whether to repair the asset or replace it.

Going one step further, FMs are leveraging predictive-maintenance IoT sensors to track asset health/performance and monitor building spaces for energy efficiency, comfort, or security. IoT can detect asset temperature, vibration, water flow, and occupancy and then communicate directly with a computerized maintenance management system (CMMS) platform. The resulting alerts can be triaged quickly or dispatched via work order to a technician or service provider without any human intervention. There are similar applications in refrigeration, janitorial, and plumbing with new use cases being developed every year.

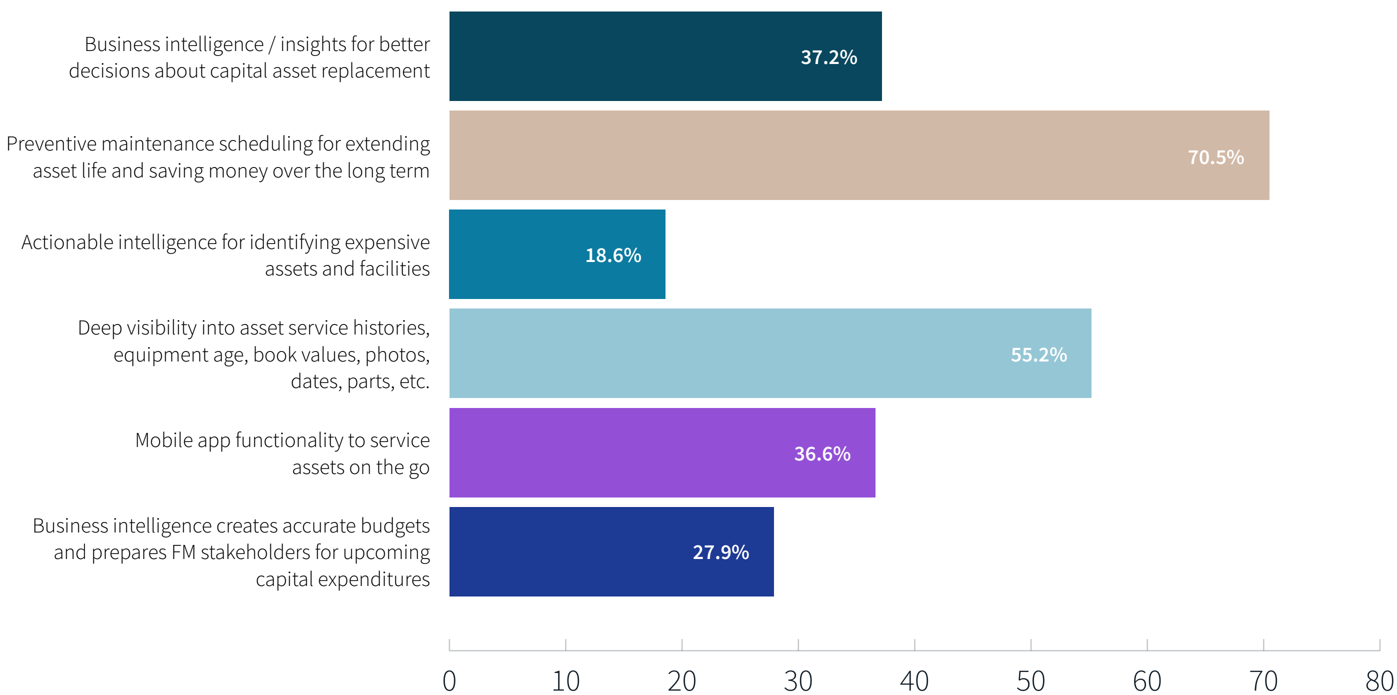
Preventive maintenance now more than ever

As shown below in Q12, 70.5% of respondents list PM as the top outcome facility managers expect from their asset management solution, which is often included in a CMMS, a popular platform in facilities management that also manages work orders and service providers.

Per 55.2% of respondents, the second expected outcome of an asset management solution is deep visibility into asset maintenance histories, including equipment age, photos, and more—all essential for facility managers and internal technicians working in the field.

BI at 37.2% is the third expected outcome. Close behind at 36.6% is the fourth outcome, mobile app functionality. Facility managers and internal technicians are more productive when their mobile app gives real-time updates and access to full asset maintenance records. A customizable app interface that reflects their personal working style or industry makes them more efficient, especially when managing dozens of open work orders.

Q12: What top outcomes do you expect from your asset management software?



Service providers

Find the cost-savings inside your service provider network

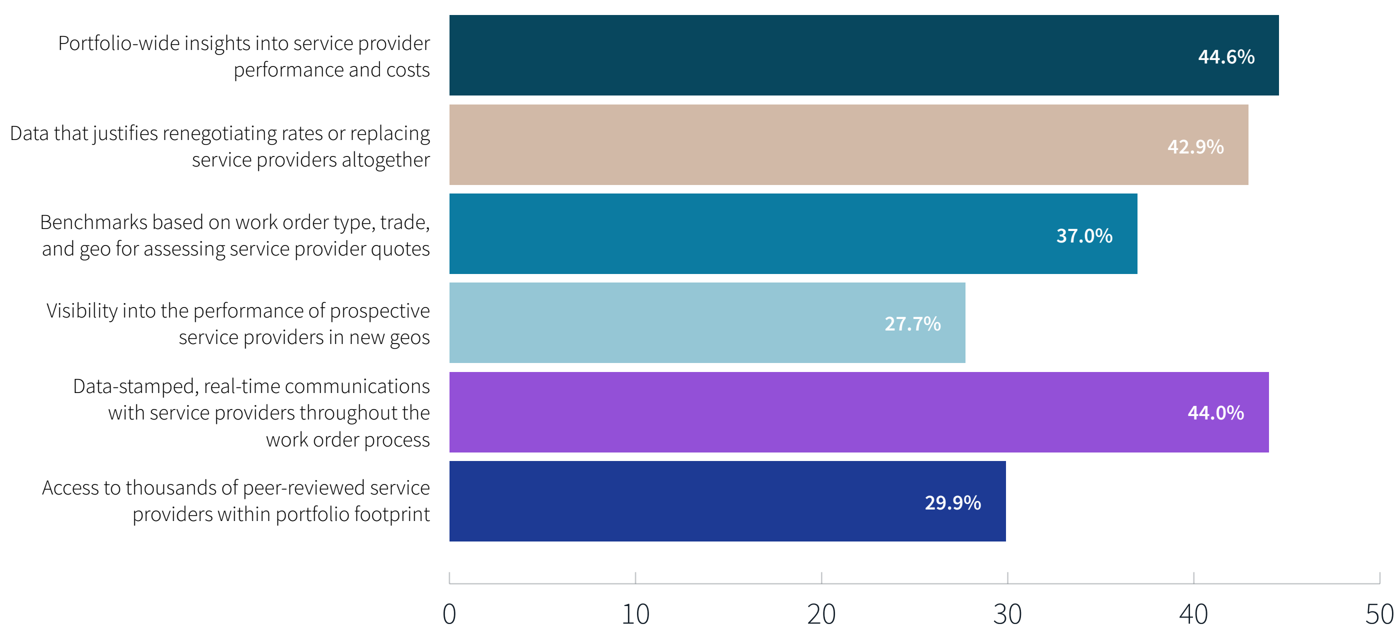
With more work orders expected in 2023 and fewer facility managers to process them, the use of third-party service providers will increase.

In Q13 below, portfolio-wide insights into service provider performance and costs represent the top outcome facility managers expect from their provider networks, per 44.6% of respondents. That's especially true for programs with distributed footprints using dozens, perhaps hundreds, of service providers. Market benchmarks for costs, work order types, trades, geo, and seasons are essential for evaluating provider performance.

The second expected outcome at 44.0% is real-time communications with service providers throughout the work order process. The date-stamped communication stream, visible and available to all stakeholders, becomes the record of who said what when. Stakeholders don't have to scramble to find scattered emails or text messages or remember phone conversations. All messages are right there in the communication stream. It's a huge time-saver.

The third outcome at 42.9% is about system-generated data and service providers. Effective FM software not only offers a network of providers at the ready but can analyze that network to identify the most competitive performers. Facility managers should expect prescriptive recommendations on who to do business with, taking into account multiple metrics, such as labor rate, performance, and breadth of services offered. Recommendations include negotiating targeted reductions in labor rates or replacing existing vendors altogether.

Q13: What top outcomes do you expect from your service provider network?



Related FM topics

What concerns are keeping facility managers up at night?

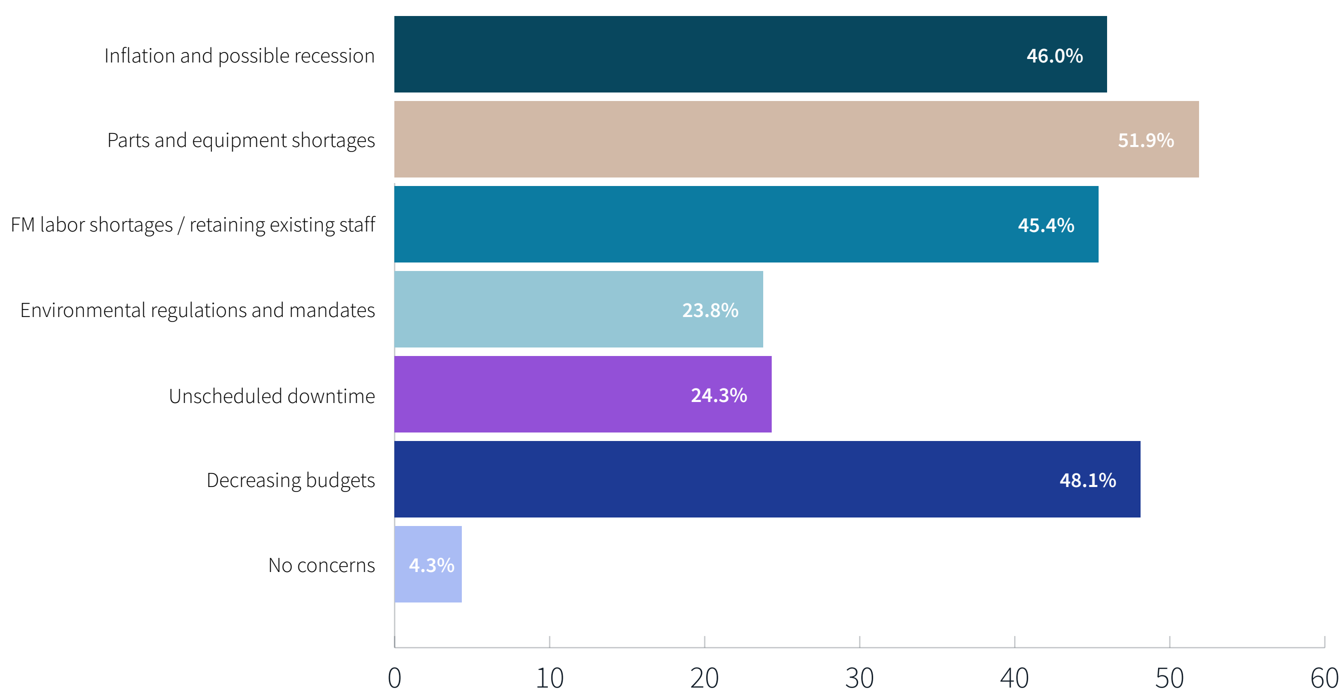
According to 51.9% of respondents, parts and equipment shortages require FM teams to adapt and improvise [see Q14]. It's hard to replace equipment when none is available. One facility manager uses the term "bandaid maintenance" to describe how he's continually repairing aging equipment that should instead be replaced.

The specter of decreasing budgets (48.1%) is also contributing to FM insomnia, which could explain current FM hiring freezes and continued understaffing. If budgets are shrinking because of inflation or belt-tightening, an unwanted side effect is that PM starts looking optional. In that case, expect to see more reactive repairs, which, in a strange twist of fate, are more expensive than PM over the long term and take longer to complete.

Concerns of a slowing U.S. economy could be influencing FM budgets and limiting software investments.
Conserving cash may be seen as the best defense against economic uncertainty.

Lastly, FM labor shortages will persist in the years ahead due to the already-mentioned mass retirement of aging FMs, the legacy of COVID layoffs, and the small number of new entrants to the FM industry.

Q14: What are your top FM concerns for 2023?



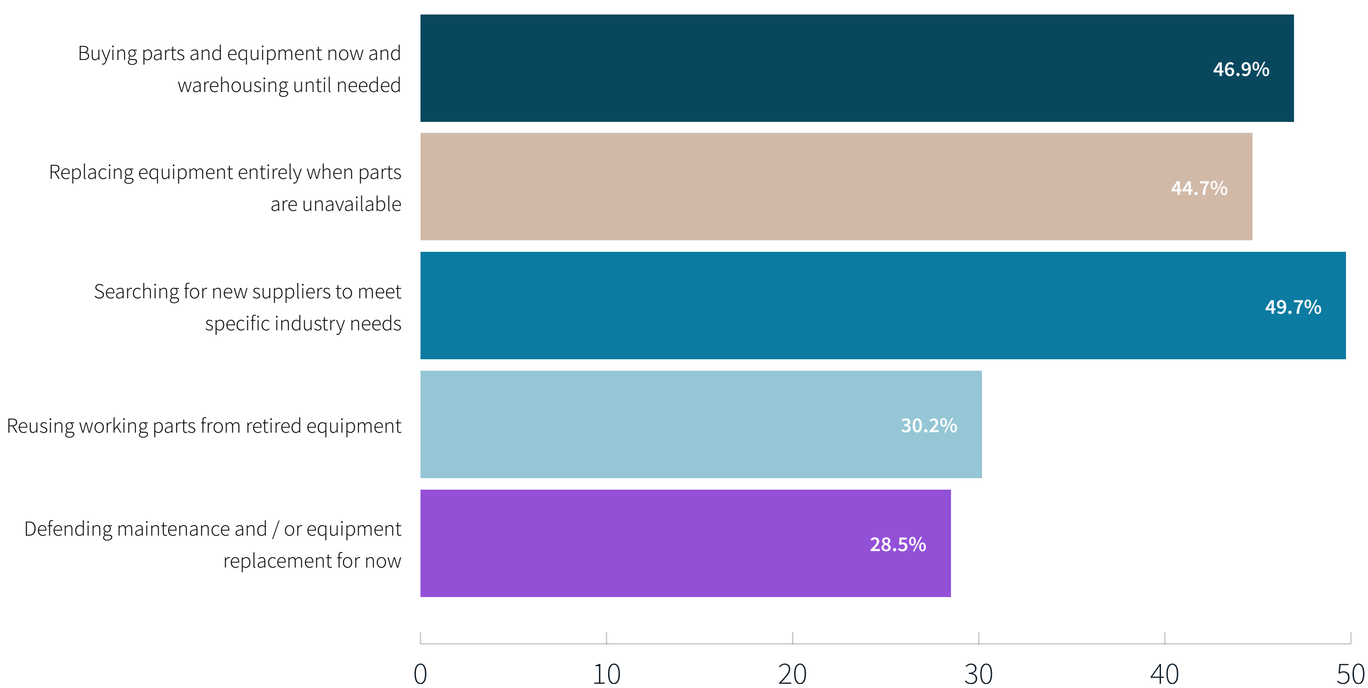
Will new procurement tactics work in FM?

Nearly 50% of facility leaders say they're searching for new suppliers to meet their specific industry needs as the number one response to the shortage of parts and equipment [see Q15]. Broken supply chains have been a problem since the pandemic and suggest that FM procurement will demand greater attention and possibly unconventional solutions.

The second response is likely the most expensive option—buying parts and equipment now and warehousing them until needed (46.9%). This will require more investment at a time when FMs are acknowledging concerns about shrinking budgets. This may be a bold and unconventional option, yet some FMs, after considering all other responses, consider it to be a viable one.

Replacing equipment entirely when parts are unavailable assumes new equipment is available within a specific vertical or that it was readily available at the time of purchase.

Q15: How are you or your service providers currently procuring parts and equipment?



Business intelligence for more efficient FM

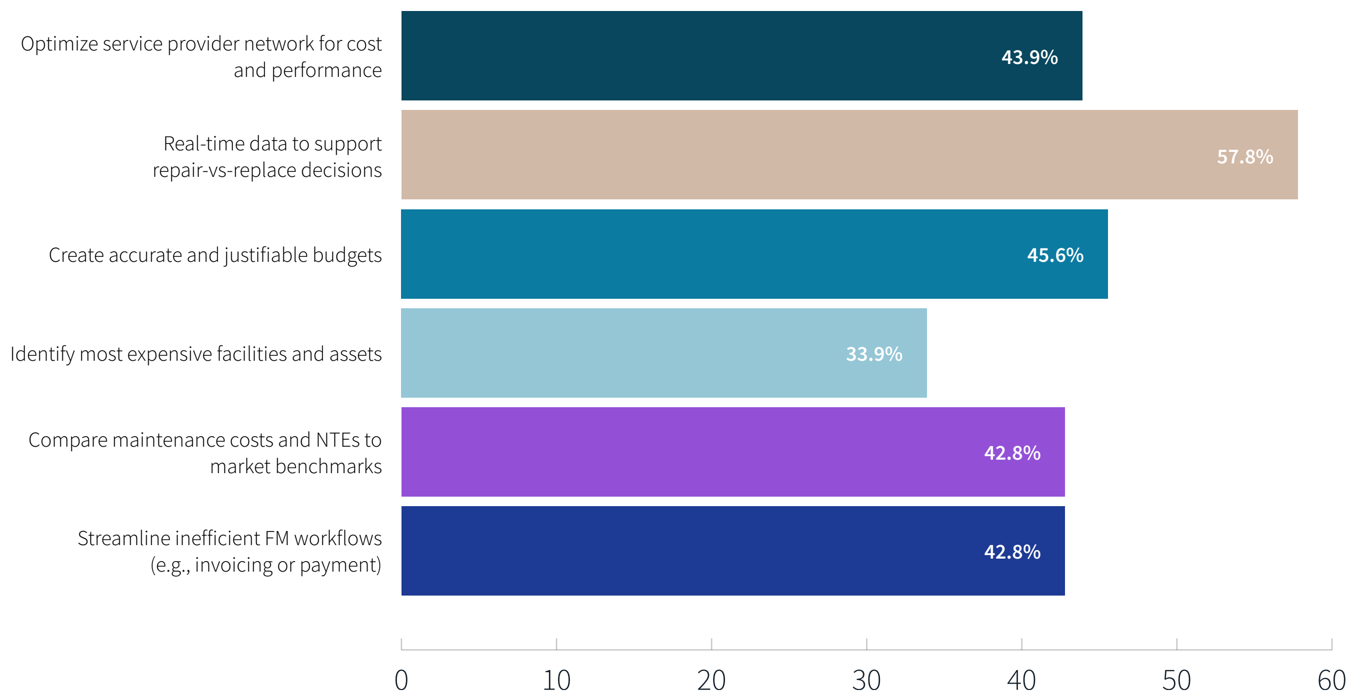
There is an increased focus on business intelligence software specifically targeting facilities management. Whereas BI has historically been a tool for C-suites and IT teams, it has become more accessible in recent years to business line functions like FM.

Learning to leverage BI solutions can alleviate FM insomnia by assisting understaffed FM teams to become more efficient, identify and schedule assets for replacement, and save money via insights into service provider networks. The advantage of BI is that it works automatically in the background and presents metrics that matter at a high-level for quickly understanding FM performance.

FM teams don't have to spend weeks digging through data and struggling to uncover the metrics, insights, and prescriptive recommendations that BI generates in real-time.

Respondents to Q16 below need BI data to justify asset replacement decisions (57.8%), to create budgets (45.6%), evaluate vendors (43.9%), streamline inefficient workflows (42.8%), and analyze costs (also 42.8%). BI will generate actionable insights along the way and formulate specific recommendations for capturing gains in efficiency and operational performance.

Q16: What would you use FM business intelligence for in 2023?



Survey Takeaways

Technology will drive operations in 2023

Facility managers and their teams will be challenged to do more with less in 2023. Processing more work orders with less staff—and possibly smaller budgets—obliges software automation and innovative technologies to capture gains in efficiencies to compensate for understaffing.

Shorthanded FM teams will be the norm in the years ahead. Mass retirement of aging facility managers along with hiring freezes and budget constraints will be obstacles to full staffing. Facility managers identify FM labor shortages among their top concerns for 2023. They also report shortages of parts and equipment, decreasing budgets, inflation, and recession fears.

How FM teams will get more done this year

- **FM software automation,** especially for warranty flagging, invoice processing, payments, and reporting, will streamline workflows, save time and money, and better position teams for processing more work orders.
- **Preventive maintenance** (PM) extends asset life and safeguards uptime. PM takes on new importance in 2023 because shortages of parts and equipment dictate that existing equipment must remain in service longer.
- **Business intelligence** enables data-driven decisions for equipment repair vs. replace, service provider networks, and internal FM operations. BI data informs budgets and asset replacement schedules. It identifies cost savings in service provider networks and shows assets not currently on PM schedules but should be.
- **A mobile app with real-time updates** and access to asset maintenance histories, photos, serial numbers, etc., enables FMs on the go to have all the information they need at their fingertips for processing more work orders.

Capitalize on FM basics

Survey respondents, regardless of FM vertical, were united in their response about what they would prioritize this year. The top three priorities were managing work orders, service providers, and assets, in that order. Those priorities are core FM responsibilities. Focusing on them and best practices, like PM, will leave your team well positioned to meet your work order goals in 2023. Adding technologies like BI and mobile app functionality will capture efficiencies leading to greater productivity.

Ideally, FM software should also include features that allow FM operations to scale with increased work order volumes. Corrigo Enterprise by JLL Technologies, the leading FM software for facilities management, processes more than 15 million work orders per year. The immense Corrigo database enables customers to scale their work order volumes to meet their operational demands.

2

Corrigo facilities insights

What we can learn from our work order and spending data

While it's essential to look outside the local market to understand larger trends in facilities management, there's also significant value in looking inward. This part of the report shares metrics and invaluable, real-world insights from the immense Corrigo database. The purpose is to make FM practitioners aware of recent FM trends in order to deliver more-informed FM practice in the future.

JLL's flagship facilities management software, Corrigo CMMS, supports 6.5 million users worldwide. The platform processes 15 million work orders annually across 900,000 facilities with about $5 billion in transactions. With that amount of data flowing through the system, there's much to inform product strategy and illuminate the rapidly evolving world of the facility manager.

Facility managers using Corrigo track service delivery and asset management across their entire footprint. We can see where budgets are being allocated and where costs are increasing. We can also determine the type of facilities work being done across trades, regions, and industries.

To complement the responses in our State of Facilities Management 2023 survey are these additional insights borne of the immense volume of data points in the Corrigo system. In doing so, we pay special attention to how work and spend have changed since the onset of the COVID-19 pandemic in early 2020.

Corrigo data represents a wide swath of the market with SMB customers up to Fortune-100 and across a wide variety of industries such as Banking, Commercial Office, Retail, Restaurant, Grocery, Real Estate, Manufacturing, Healthcare, Education, and Government.

Work Order Data Trends

There's much to learn just from looking at the type of work orders volumes flowing through the Corrigo system. We see stability in some trades and growth or drop-offs in others, and from that we can infer how the world of facilities work is changing. In 2023, we see the continuation of trends gaining momentum during the past few years.

Increased focus on sustainability and replacing "energy hogs"

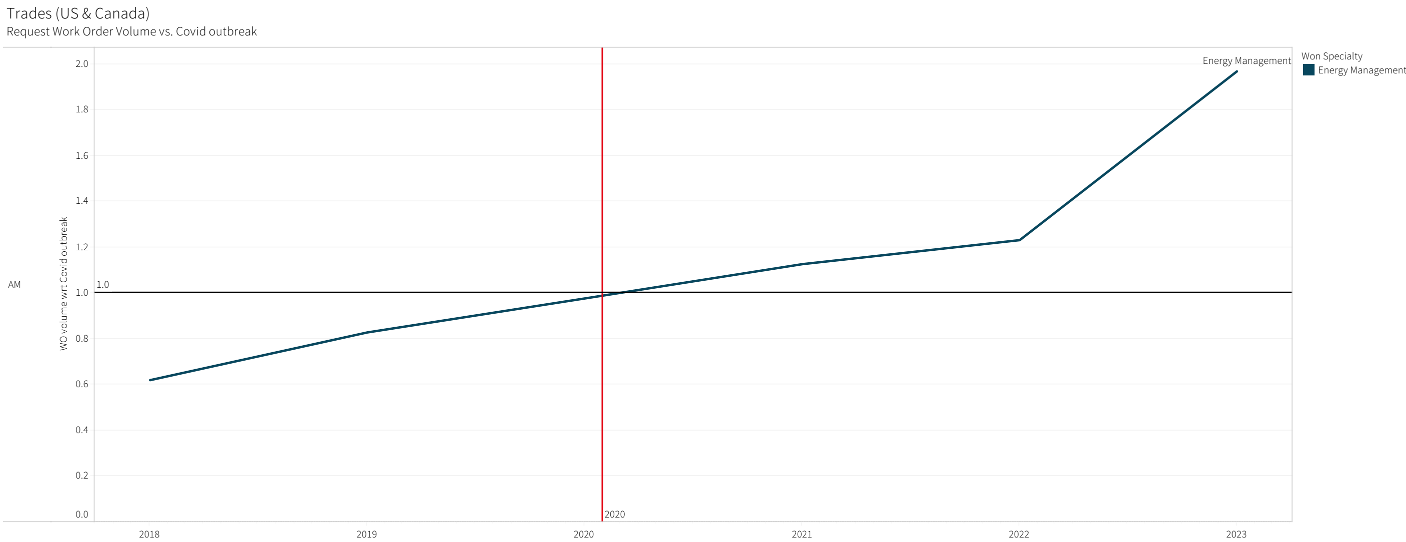
It's no secret that more is being done to make physical spaces more sustainable. While that's partially an outcome of increased regulatory pressure, we see forward-thinking companies equating sustainability with efficiency and using it as a tactic to lower operational costs. This practice is necessary but not easily accomplished in an era of inflation.

Work orders tagged under "Energy Management" increased 26.3% annually from September 2018 to September 2022 and continue to skyrocket. Energy Management is a broad category that can include capital projects to ensure a space is LEED Certified. It can also involve installing solar panels or installing IoT solutions to monitor asset output. It also includes common trades that can reduce energy costs, such as HVAC and lighting.

That big jump in work order volume is tightly associated with an increase in energy costs over the same period. Whether repairing or replacing assets, energy waste is low-hanging fruit for cost control. Source data for all Work Order Charts are in Tableau and availble upon request.

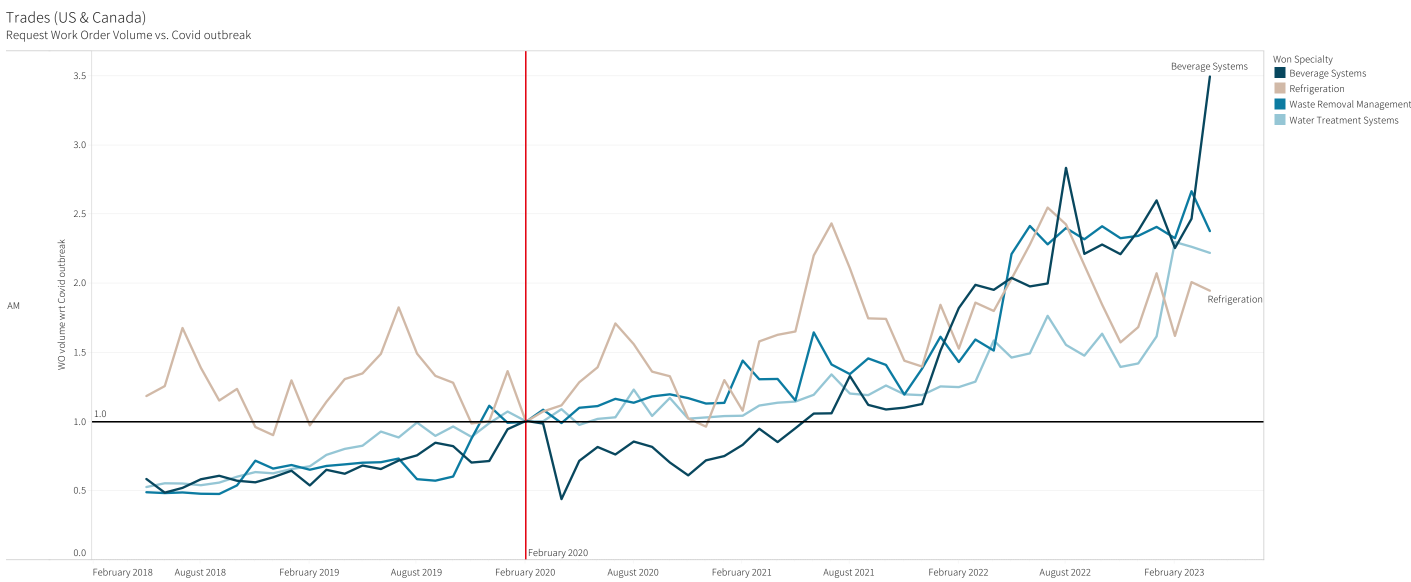
Sustainable energy management is especially important in industries that buy and sell perishable goods (e.g., Restaurants, Grocery Chains, and Pharmaceutical companies) and rely heavily on refrigeration. Diving deeper, we see that cold storage work orders have increased even more dramatically, with seasonal peaks in summer months. The 11.0% YoY growth equates to an overall increase of 68.6% in the 5-year period from July 2018 to July 2023(E). The vertical red line in the middle of Chart 1 and the other Charts represents the onset of COVID.

Chart 1



More recent sustainable innovations have driven widescale preventive maintenance and asset replacement work orders in categories such as Automated Beverage Systems (up 551% since 2018), Waste Removal (up 388%) and Water Treatment (up 319%). [Chart 2]

Chart 2



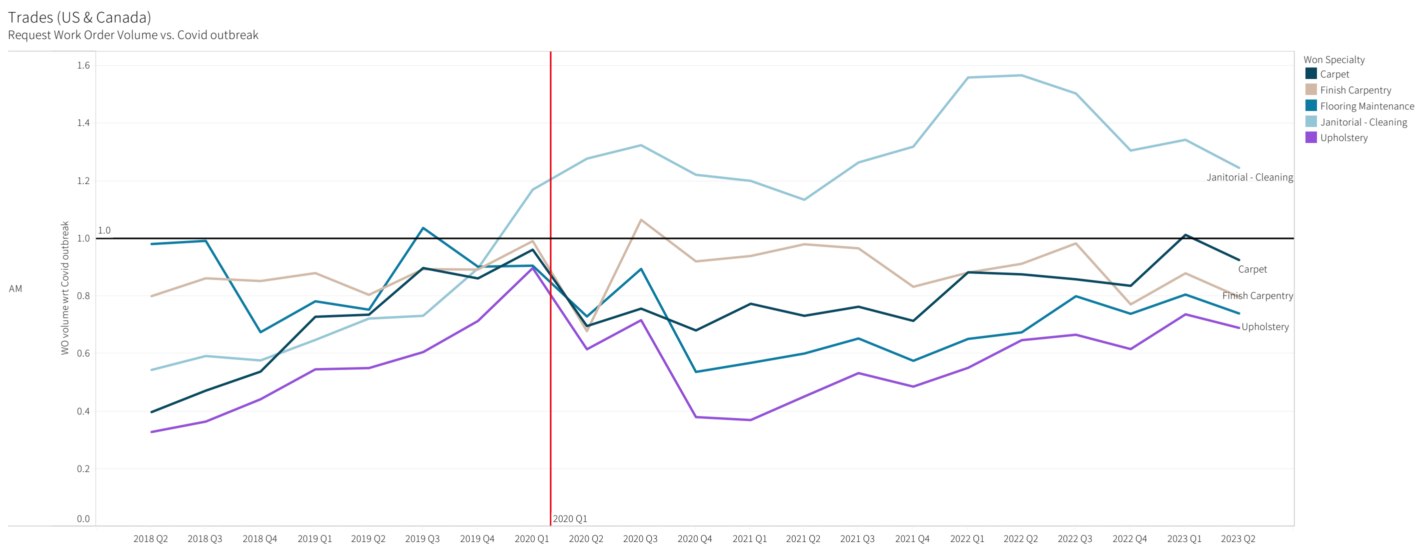
A decrease in office-related maintenance shows that the hybrid work model persists

Several work order types provide insight into office occupancy. Nearly all the occupancy indicators follow similar volume patterns [Chart 3]. We see an immediate drop off after COVID and a slow, non-linear increase afterward. By April 2020, Furniture, Upholstery, Carpet, Floors and Carpentry work dropped between 38-82% from pre-COVID levels, and, while we've seen that work come back, it has stalled between 64-92% of pre-COVID levels.

Janitorial work is returning to pre-COVID levels, as well. After an initial boom of 42% in March 2020 that largely held steady over the next two years, work decreased 16% YoY since then, indicating less frequent need for cleaning.

This aligns with what we've seen in our customers' commercial office facilities where normal rules of occupancy continue to be redefined. That variability introduced by hybrid work continues to make facilities operations and preventive maintenance a challenge. In response, we've seen many Facility Managers turn to innovative tactics such as occupancy sensing and dynamic cleaning as well as leveraging IoT smart sensors and software applications to discover when and how people are using available office space.

Chart 3

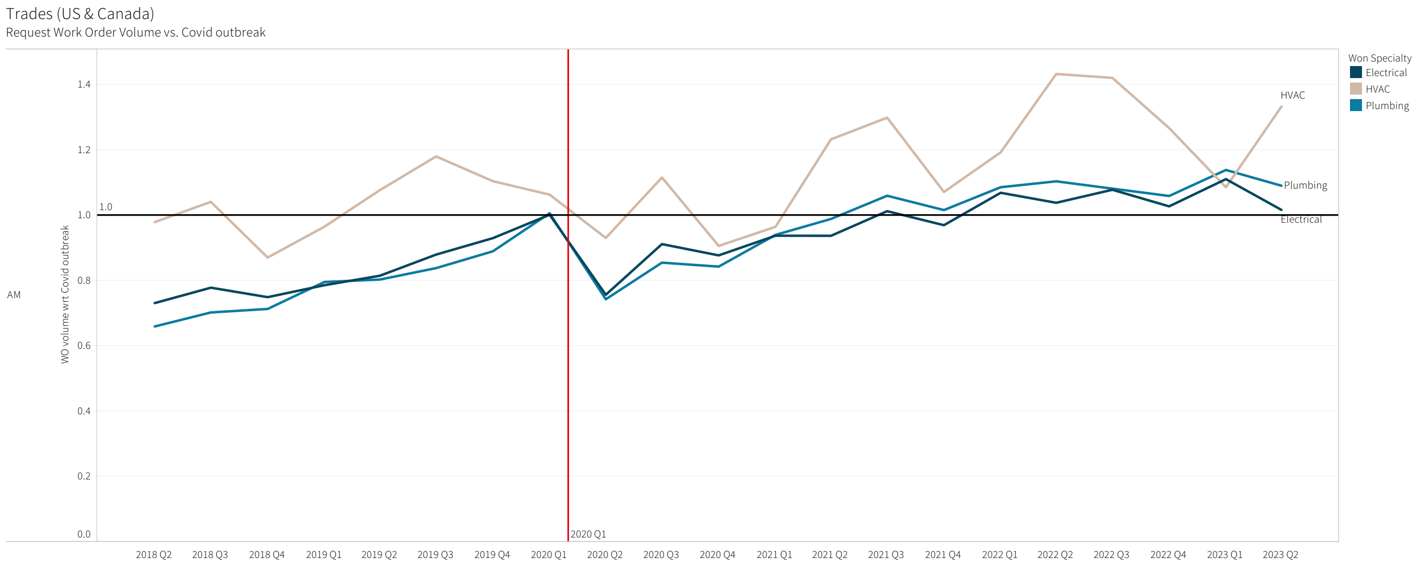


Despite major system disruptions, the 'Big-3' trades grow steadily

The more things change, the more they stay the same. The "Big-3" trades of HVAC, Plumbing, and Electrical continue to grow at a pace we might see in any historical time frame.

In trendlines mostly undisturbed by COVID or other macroeconomic factors, HVAC work volume has increased 7.82% YoY since summer of 2018. Like the work order type in Chart 1 above, we see indications that some of this work is due to energy efficient asset replacement. Plumbing (13.89% YoY since 2018) and Electrical work (9.80% YoY since 2018) have followed very similar trendlines and, for providers and internal technicians everywhere, the work continues to come at a steady pace. [Chart 4]

Chart 4



Spending Data Trends

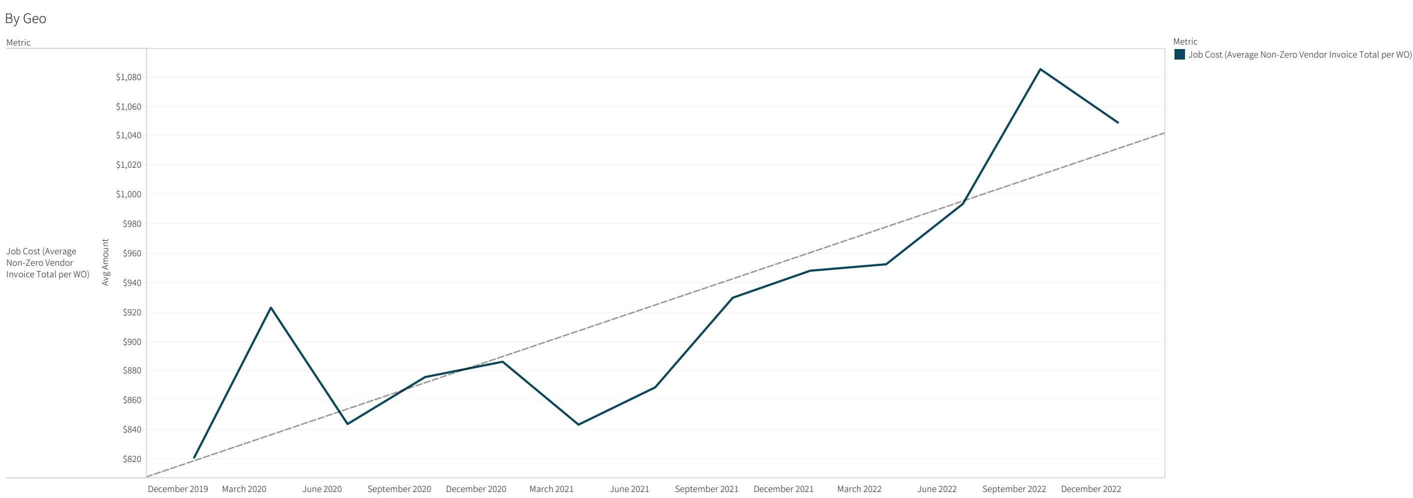
In an era where global inflation is reaching highs not seen in nearly a half century, never has it been more important to monitor and strategize around dollars spent. With billions in transactional spend facilitated through the Corrigo platform annually, we can dig deeply into where volatility and variability lie across trades, regions and in materials vs. labor.

The “Cost per work order” metric inside the Corrigo system has increased substantially since 2021. While that may feel daunting to read, data and information are power, and increased scrutiny on where these increases are occurring permits material action. There may also be a glimmer of optimism in recent months. Let’s dive in:

The cost to maintain facilities has outpaced inflation (CPI) since 2020

In North America, the average cost per work order in Q1 2020 was $821. In the three years since, that figure has grown to $1,047 (27.5% increase; 8.4% annually) [CHART 5]. Those figures were nearly triple the pace of the Consumer Price Index (CPI) inflation you would see in an average period (2.9% annually from 1980-2020 – Source: https://www.bls.gov/data/inflation_calculator.htm).

Chart 5



Not only does the cost of maintenance outpace normal inflation, but it outpaces the high CPI inflation over the same period. The reason is likely due to compounding factors, such as premiums to counterbalance safety concerns, shortages of skilled labor, material scarcity, supply disruption, and other shockwaves to the global economy caused by war in Ukraine, climate change, and lingering effects of the pandemic. We may also be seeing more expensive capital asset replacement projects performed opportunistically to cut costs in the long term across the business.

Material cost increases outpace labor cost increases, although the gap is closing

Not all jobs include both material and labor costs, but when we separate costs by "type," not all increases are equal. In the period between Q1 2020 and Q1 2023 we saw the following changes in facilities costs [Chart 6]:

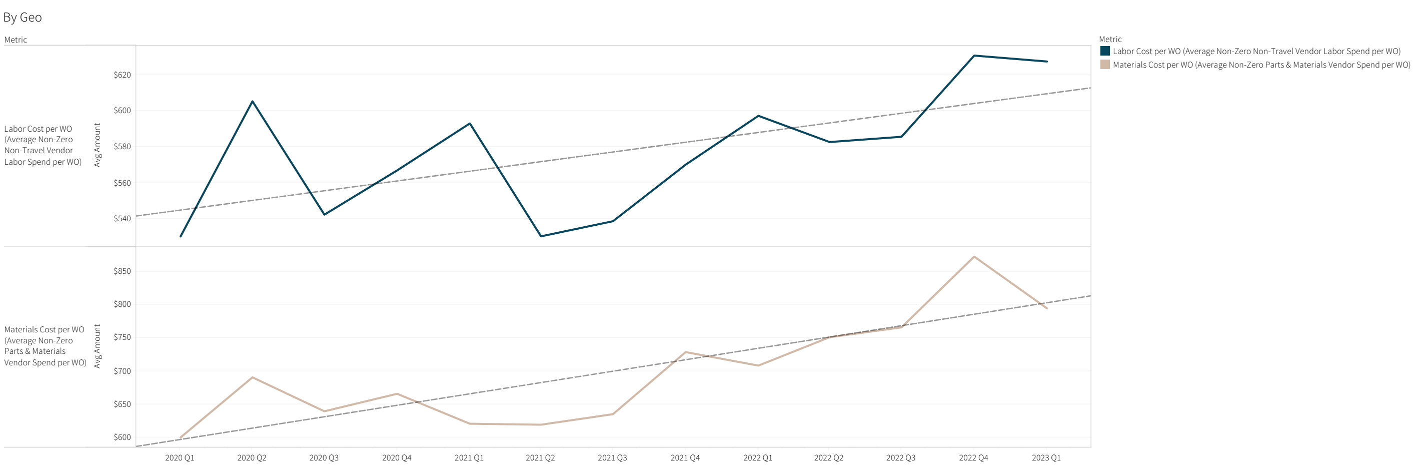
- Labor Cost Per Work Order went from $530 to $625 for a 17.9% increase over three years (5.6% annually)
- Material Cost Per Work Order spiked from $600 to $789 for a 31.5% increase over three years (9.6% annually)

When we reviewed this data in Q3 2022 as part of our series on inflation, labor had only increased 6.0% since the onset of COVID, below the same pace as inflation, while materials were up 24.5% at the time. That gap has closed significantly as service professionals likely recognize the need to charge for labor in accordance with increased costs of doing business.

We've heard anecdotal feedback from Corrigo Service Providers who feel caught in the middle of surging costs upstream and the need to stay competitively priced. We can still see that cost bind in the data.

There may be a light at the end of the tunnel due to a dip in both cost types in Q1 2023, although it's still too early to tell if the decrease will be sustained.

Chart 6



There is no geographic safe haven from inflation and cost increases

The only certainty when viewing data in different geographies is that—with rare exceptions—costs are volatile and increasing [Table 1]. When we view major metropolitan areas scattered across the US, we see some variability, such as the runaway material costs in Greater Washington DC (up 93.6% since COVID onset), and even reduced labor costs in Greater New York, NY (down 6.7% since COVID and likely due to heavy competition) [Chart 7].

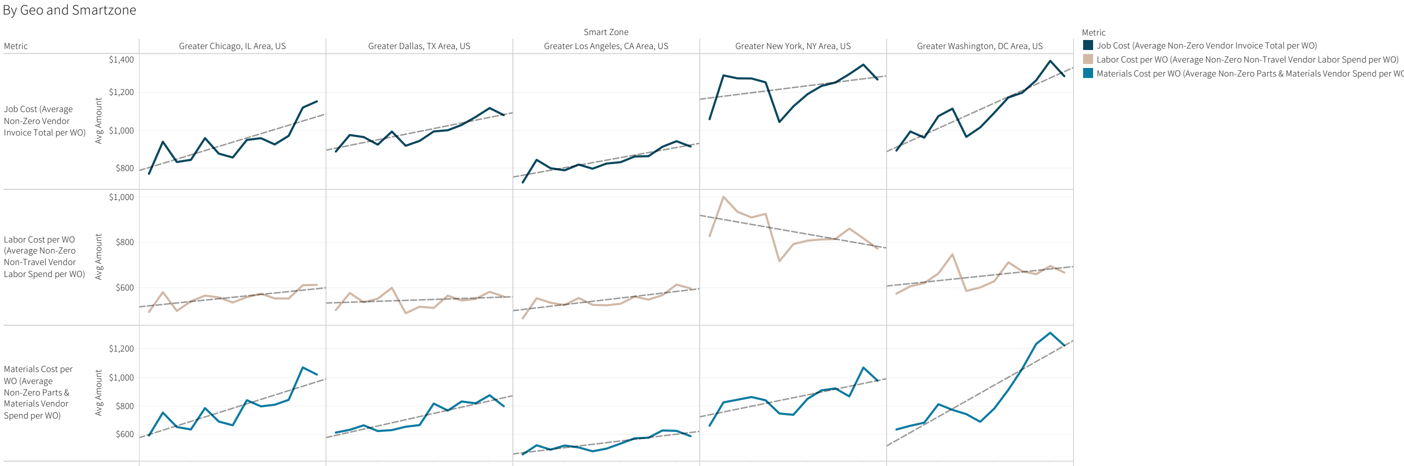
All told, service costs in these metros are up 20-49% and we see little difference when we look at data in smaller cities and rural areas.

Table 1

	Avg. labor costs			Avg. material costs			Avg. total job costs		
Geographic metro	**Q1 2020**	**Q1 2023**	**Change**	**Q1 2020**	**Q1 2023**	**Change**	**Q1 2020**	**Q1 2023**	**Change**
Greater Chicago, IL Area, US	$495	$612	23.7%	$593	$1,016	71.3%	$772	$1,152	49.2%
Greater Dallas, TX Area, US	$503	$563	11.9%	$615	$791	28.6%	$890	$1,079	21.2%
Greater Los Angeles, CA Area, US	$466	$596	27.8%	$461	$580	25.9%	$726	$909	25.2%
Greater New York, NY Area, US	$828	$773	-6.7%	$662	$978	47.6%	$1,061	$1,271	19.8%
Greater Washington, DC Area, US	$575	$667	16.0%	$636	$1,232	93.6%	$895	$1,289	44.0%
National average	*$530*	*$625*	*17.9%*	*$600*	*$789*	*31.5%*	*$821*	*$1,045*	*27.3%*

Chart 7

By Geo and Smartzone



Labor costs across trades aren’t increasing at the rate of material costs

The tension that exists in a normal period between staying price competitive and running a profitable business is made more complex for vendors by the rising cost of labor and materials. Corrigo has a network of 60,000+ service providers across more than 130 trades.

In reviewing Table 2, we can see across five popular trades whose labor costs have not increased at the same rate as materials. The explanation is likely that macro disruptions dictate passing costs down stream in a linear fashion.

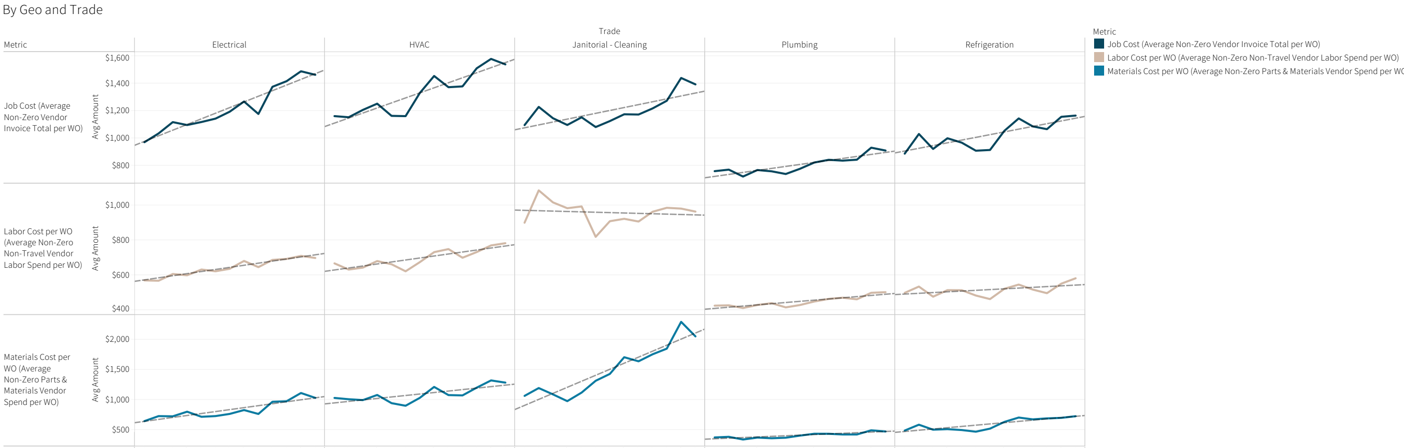
Labor rates, on the other hand, are more subjective and job-dependent, giving service providers the option to retain margins or make short-term sacrifices to stay market competitive. In most cases, we see costs being passed downstream, however in Janitorial, we see a predictable initial spike in labor rates [CHART 8] as services were in higher demand in early 2020 with longer hours required. As material costs of cleaning supplies skyrocketed (up 92.3% since onset of COVD), labor rates have reduced to near pre-COVID levels, which could be an attempt to retain affordable services in an environment of high supply costs.

Table 2

	Avg. labor costs			Avg. material costs			Avg. total job costs		
Trade	**Q1 2020**	**Q1 2023**	**Change**	**Q1 2020**	**Q1 2023**	**Change**	**Q1 2020**	**Q1 2023**	**Change**
Electrical	$570	$695	22.0%	$652	$1,035	58.9%	$972	$1,461	50.3%
HVAC	$668	$780	16.8%	$1,036	$1,282	23.8%	$1,163	$1,537	32.2%
Janitorial	$901	$966	7.2%	$1,070	$2,057	92.3%	$1,097	$1,395	27.2%
Plumbing	$425	$500	17.6%	$382	$477	24.9%	$761	$907	19.2%
Refrigeration	$498	$573	15.1%	$496	$723	45.9%	$889	$1,152	29.6%
National average	*$530*	*$625*	*17.9%*	*$600*	*$789*	*31.5%*	*$821*	*$1,045*	*27.2%*

Chart 8

By Geo and Trade



Takeaways: Corrigo facilities insights

As costs continue to rise, facility managers look to bold new strategies

Across trades and geographies, materials and labor costs continue to increase following a trend set in motion by COVID-19 and followed by macroeconomic disruptions. Being dependent on physical spaces and materials impacted by changing occupancy trends and delicate supply chains, the FM industry is exposed to external risks.

While there may be signs of slowing or stopping, facility managers shouldn't cease adopting new methods to promote process and cost efficiencies. In terms of solutions—whether it's overhauling "energy hogs," adopting a hybrid work model for better utilization of space or tagging assets with QR codes and IoT sensors for more efficient operations—technology lies at the center. Even taking the first step toward better warranty tracking or preventive maintenance or bubbling up hidden bloat in the system with business intelligence, technology moves operations ever closer to greater FM efficiency.

The facility manager is a secret weapon in times like these where bold action and forward thinking are necessary to engage stakeholders in the pursuit of higher ROI for facilities management.

Intelligent facilities run on Corrigo

JLLT's Corrigo Enterprise is the leading software platform for the facilities management industry. Hundreds of businesses across dozens of verticals depend on Corrigo's 99.98% uptime and proven capabilities for managing work orders, assets, and service providers.

Corrigo automates time-consuming, repetitive processes and streamlines workflows to save both time and money. Invoice and warranty flagging eliminate unnecessary payments and double payments. Preventive maintenance increases asset life, boosts the productive capacity of equipment, and saves money long term

In 2022, one Corrigo customer processed 1.1 million work orders. That's more than 21,000 a week. Corrigo automation, software integrations, and innovative technologies, including asset tagging and business intelligence, ensure smooth-running operations. Other customers with much smaller work order volumes likewise depend on Corrigo for efficient facilities management. The platform scales to customer needs offering flexibility in meeting their business goals. Intelligent facilities run on Corrigo.

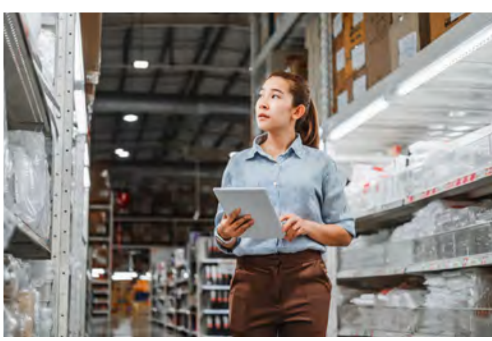
Data-driven decisions and innovative technologies power stellar facilities management

Business intelligence (BI). The Corrigo BI module includes visual dashboards with key insights and prescriptive recommendations for faster, more informed FM decisions, like when to replace aging equipment or switch to higher-performing service providers.

Predictive maintenance. Leveraging the use of IoT sensors, Corrigo automatically triggers work orders for an asset or for a space, like a conference room, essentially "predicting" maintenance before it's needed. This has applications in refrigeration, space cleaning, leak detection, and occupancy—all essential to smooth-functioning facility operations.

Mobile app. With the Corrigo mobile app, on-the-go facilities managers can be productive wherever they are. Work order updates on the mobile app sync in real time with the desktop and capture data even when offline. The personalized interface boosts productivity of FM teams and on-site managers by accommodating their unique working styles.

Service providers. Corrigo uses a service agnostic dispatch, meaning facilities managers can assign work orders to internal technicians and third-party service providers. New Corrigo customers can bring their existing providers into the Corrigo Pro network, which consists of 60,000+ peer-reviewed providers.



Contact us!

Discover the gains in efficiency along with time- and cost-savings that Corrigo delivers to FM teams.

Contact a Corrigo expert today →

Recommended resources

We talked earlier about three core FM responsibilities: managing work orders, service providers (vendors), and assets. Feel free to download our JLLT e-books to learn more about these essential FM functions and to better understand the role of the facility manager.

You'll also find our new e-book about business intelligence, a topic of special interest this year for boosting work order productivity while capturing time- and cost-savings.

Check out two on-demand webinars where FM experts discuss the results of this report and weigh in on another topic, FM metrics that matter.

Lastly, to discover the financial and time-saving benefits of Corrigo compiled in an independent study, check out our ROI of Corrigo infographic.

FM best practices for heroic work order management →

The facility manager's guide to smarter vendor management →

The facilities managers guide to exceptional asset management →

The facility managers guide to business intelligence →

On-demand webinar: the state of facilities management 2023 →

On-demand webinar: metrics that matter for facilities management →

Infographic: the ROI of Corrigo →