

Technology as a Moat: Smart Buildings, IoT, AI & the BSC Advantage

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Who Am I?

"I am not a technology company. I am a cleaning and facility services operator who has spent the last decade trying to figure out how technology can solve real business problems."



Jill Frey

President & CEO, Cummins Facility Services

Chairwoman & Co-Founder, Facility Data Standard

Why Listen to Me?

- Second-generation owner of a facilities maintenance company founded in 1972
- Leading technology adoption in facility services
- Experience implementing robotics, IoT, IAQ monitoring, dashboards, and smart building technologies
- Industry speaker and ISSA Technology & Innovation Chair

The Industry Has Changed

Since 2020 our industry has experienced significant change. **How many of you are operating differently today than you were five years ago?**

Workforce

- Labor shortages
- Hybrid workplaces

Automation


- Autonomous robotics
- IoT sensors

Intelligence

- AI
- Indoor Air Quality monitoring

Infrastructure

- Smart buildings
- Connected systems

 Technology is no longer optional. It is becoming part of everyday operations.

Technology Is the Moat



Historically a moat protected a castle. Today technology creates separation between companies. As competition increases and private equity continues entering our industry, everyone is looking for ways to become more productive.

The Competitive Advantage

Employee Retention

Keep your best people longer

Productivity

Do more with the same team

Better Client Experiences

Deliver measurable outcomes

Smarter Decisions

Data-driven operations

The real moat is not the technology itself. How you adopt, train, and utilize technology is the moat.



Why We Started Investing in Technology

Our technology journey began in **2015**. Before we implemented anything, we asked the right questions.

1

Ask

What is IoT? What does it mean for our business and our employees?

2

Educate

We created **Tech Talk Tuesdays** — weekly conversations focused on learning before buying

3

Implement

Only after building understanding did we move to implementation



Technology adoption starts with understanding — not with purchasing.

The Biggest Surprise: Employees Love Technology



~54

Average Workforce Age

Our team actively requests robot training and certification

Many assume employees fear technology. Our experience has been the **opposite**.

Employees Appreciate:

→ Less Repetitive Work

Robots handle the most monotonous tasks

→ Reduced Physical Strain

Fewer injuries, less fatigue

→ Fewer Hazards

Safer working environments

→ More Meaningful Work

Better information, higher-value tasks

Technology improves employee engagement and retention.

Robots Are Solving a Workforce Challenge

Reality Check

Robots are **not replacing people**. People remain the critical connection between technology and the client.

How Robots Help Us

01

Fill Labor Gaps

Deploy robots when staffing falls short

02

Improve Consistency

Same quality every shift, every time

03

Complete Repetitive Tasks

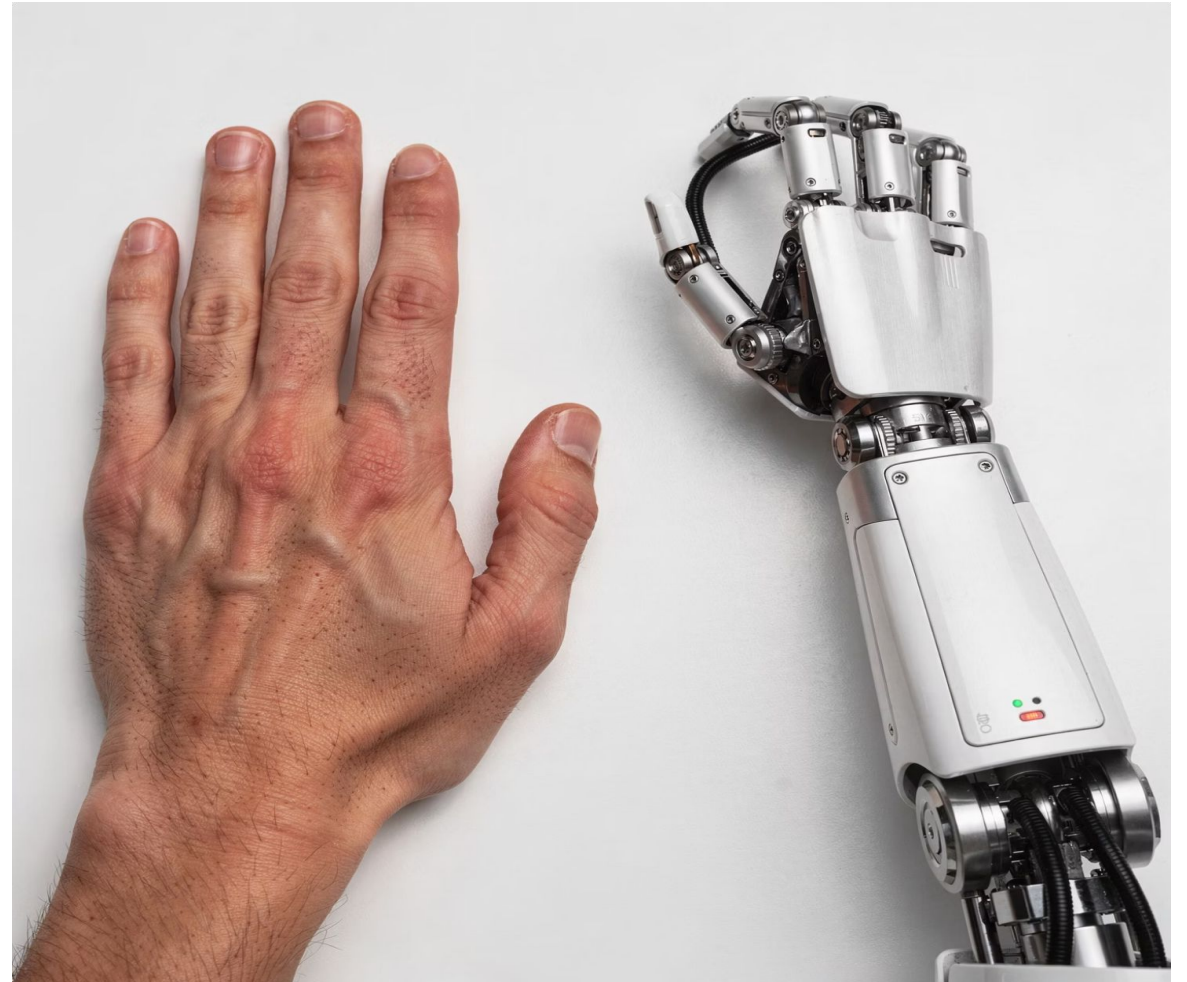
Free people for higher-value work

04

Increase Productivity

Cover more ground in less time

The future is **people plus technology** — not one or the other.



Technology Gives Us Visibility We've Never Had Before

Today we can understand our buildings in ways that simply weren't possible before. Data helps us make **smarter operational decisions.**



Occupancy

Know exactly how spaces are being used in real time



Task Completion

Measure how long tasks actually take



Indoor Air Quality

Monitor and report IAQ metrics continuously



Cleaning Demand

Clean when and where it's actually needed



Chemical Usage

Track consumption and reduce waste



Evidence-Based Cleaning

Use data to optimize cleaning and reduce waste



Building Utilization

Understand how the entire facility performs

Sustainability Is Technology

For years, sustainability was often viewed as a separate initiative. Today, sustainability is being driven by technology. Smart buildings, sensors, dashboards, and connected devices are allowing organizations to measure and manage resources in real time.

What Technology Makes Visible



Energy Consumption



Water Usage



Waste Generation



Occupancy Patterns



Indoor Air Quality



Carbon Reduction Efforts



Equipment Performance



Cleaning Resource Utilization

The difference is simple: We can now measure what we previously estimated.

Europe Is Showing Us the Future



The **European Data Act** is changing how buildings manage and share data. Many global organizations apply those same standards across *all* their buildings — including the ones in Chicago.

Why Should a BSC in Chicago Care?

1 Europe Leads on Standards

Europe consistently leads the U.S. in building data standards and regulations

2 Global Clients Apply Global Rules

Multinational clients bring European requirements to every market they operate in

3 Building Data Is a Business Requirement

It is no longer a nice-to-have — it is becoming a contract expectation



Understanding data is becoming a business requirement — not a differentiator.

The AI Revolution Is Moving Faster Than We Think



ANI — Artificial Narrow Intelligence

Today: specific tasks, specific domains



AGI — Artificial General Intelligence

Near future: human-level reasoning across domains



ASI — Artificial Super Intelligence

Beyond: surpassing human cognitive ability entirely

What Matters Today

20–28%

AI-Handled Searches

Of information-seeking activity now handled through AI tools and LLMs rather than traditional search engines

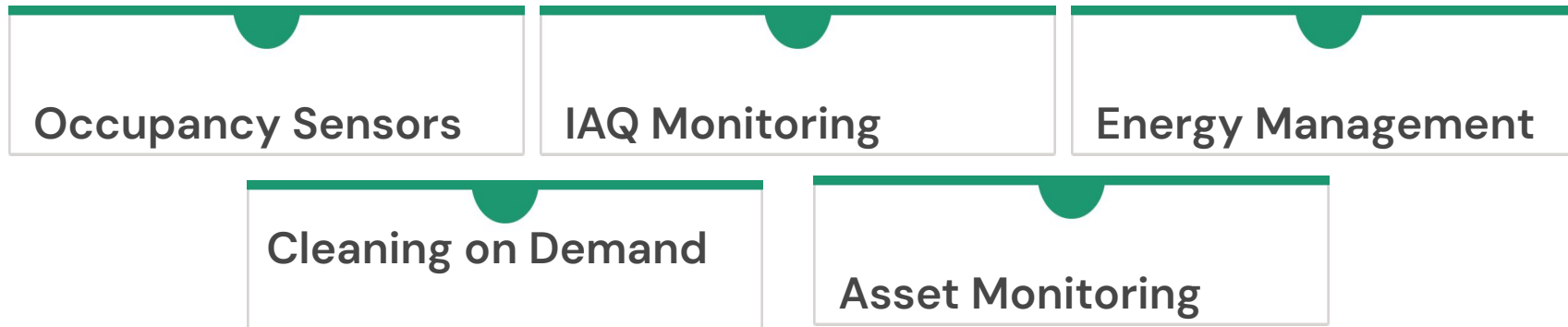
This doesn't mean Google is disappearing. It means **people are changing how they find answers** — and how they evaluate vendors.

📌 AI is already changing human behavior and business expectations.

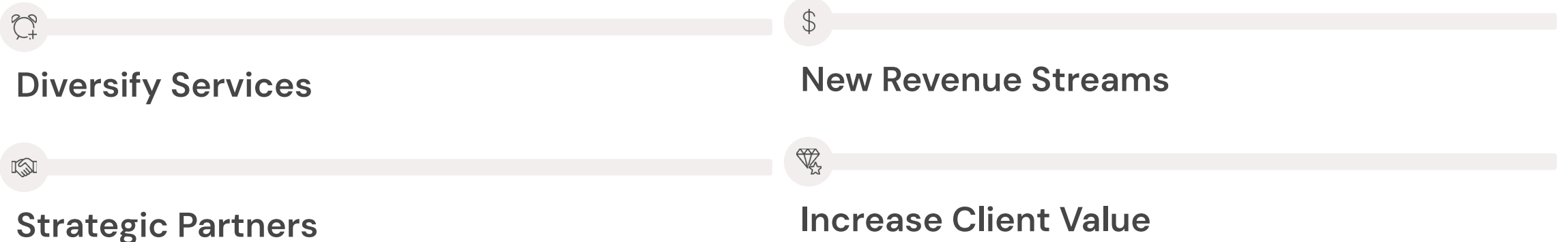
Smart Buildings Are Right Around the Corner

A smart building is one that **understands itself through data**. This is no longer a futuristic concept — it is becoming the expectation.

Smart Building Examples



Opportunity for BSCs



Training & The Future Workforce

The skills we train for must evolve as fast as the industry itself.

Historically We Trained On:

OSHA Compliance

SDS / Chemical
Safety

General Safety

NOW We Must Also Train On:

Smart Buildings

AI Tools

Building Data

Robotics

Technology Adoption



The future belongs to organizations that continuously learn — not just those that continuously buy.

The Future Belongs to the Adaptable

The next decade will not be defined by who spends the most. It will be defined by who **learns, adapts, and leads**.

This Will NOT Define You:

✗ Who Buys the Most Technology

✗ Who Has the Biggest Budget

✗ Who Owns the Most Robots

This WILL Define You:

✓ Who Learns Fastest

✓ Who Adapts Quickest

✓ Who Trains Their People

✓ Who Embraces Change



The Future Is Already Here

Thank You

Jill Frey

Connect on LinkedIn below

