

What this means for Mitie

5th June 2018



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Mitie Technology Day | June 2018





- Employee engagement
- Customer Delight
- Ways of working
- Journey to top quartile performance

How to increase revenue / service outcomes



Employee engagement explains **two-thirds** of client experience and NPS scores

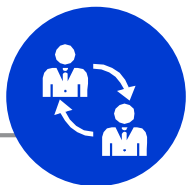
And if **client satisfaction** increases by **five points** at a client...

then there's an **increase of 20% in revenue** on average.



Your core business re-imagined

MOBILISATION



- Price accuracy
- Catalogue of services
- Automatic data load contracts and assets

CUSTOMERS



- Solve before customer notices
- Self-service
- Billing agility – job completion to cash
- Information at point of job completion
- Analysis and accuracy for first time fix

PLANNING



- Planner to Engineer ratio
- Automated scheduling
- Accuracy - capability, capacity
- Rebalance predictive v. reactive

FIELD TECHNICIANS



- Engaged
- Using tools HAPPILY
- First time fix rate
- Diagnose – Problem-Cause-Remedy
- Right crafts for right value jobs

SUPERVISORS



- Focus on margin by job
- Predict and Manage Net Promoter Score proactively
- Balanced ration to engineers

SUPPLY CHAIN

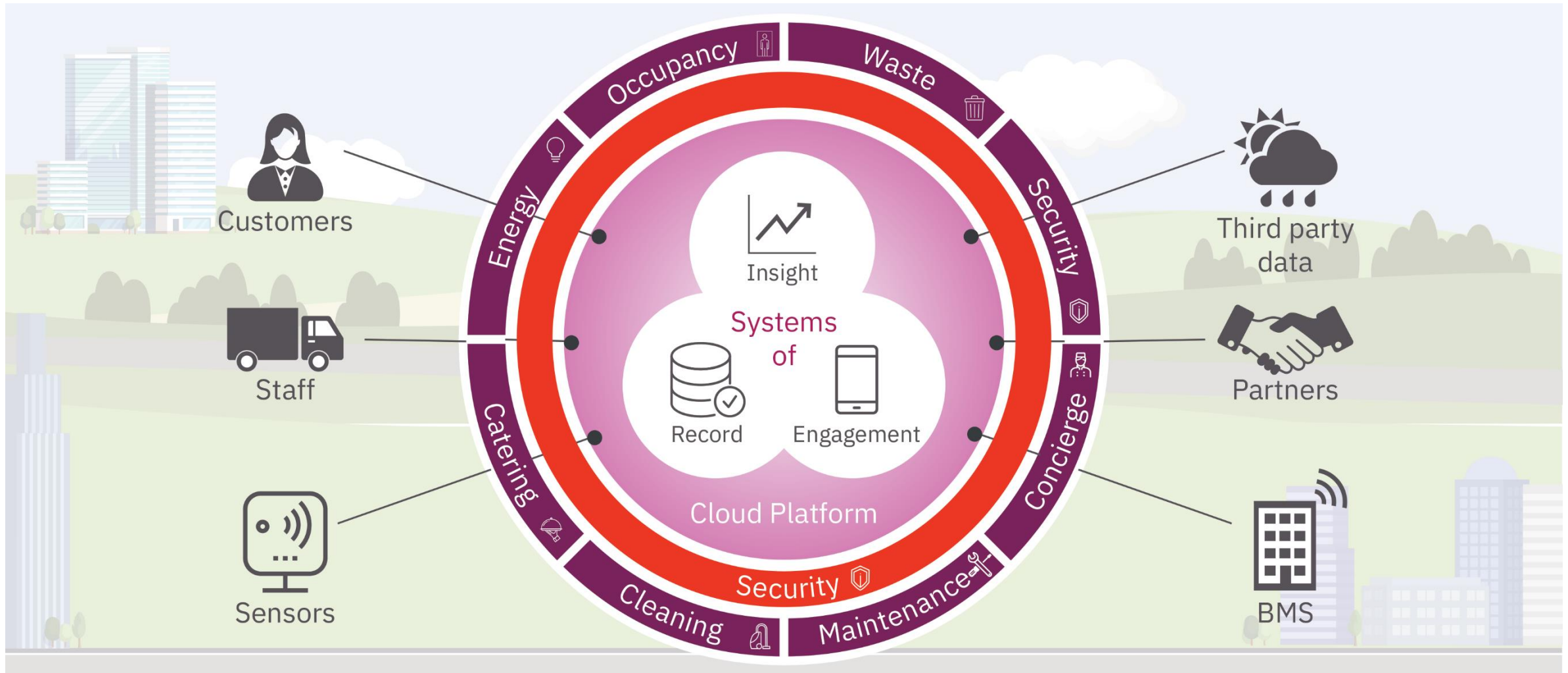


- Subcontractor approach
- Partnering and open book
- Reduce reliance on 3rd parties

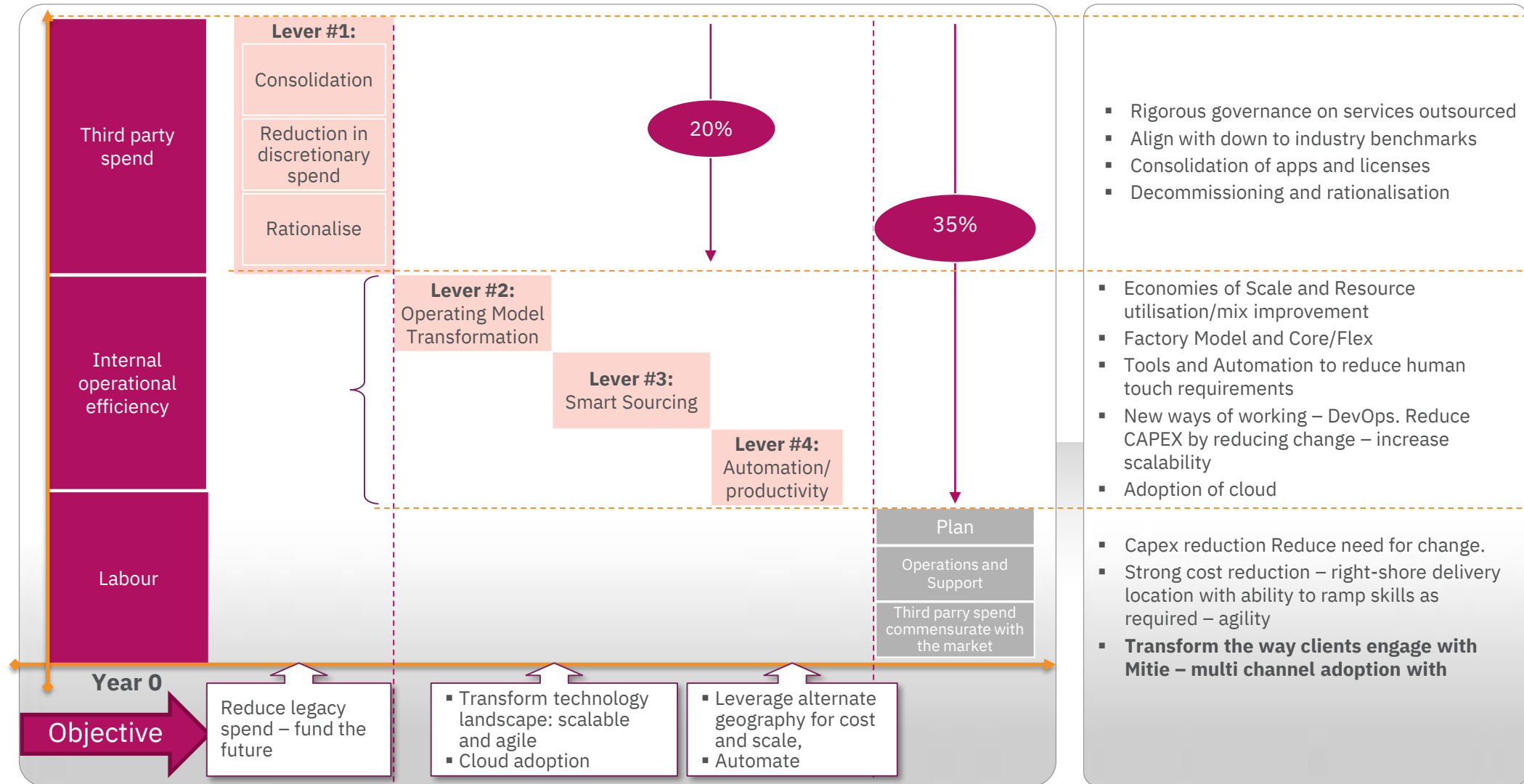
MITIE

Engineering Services	Security	Soft Services	Catering	Prof Services/ Connected	Property Services	Care and Custody
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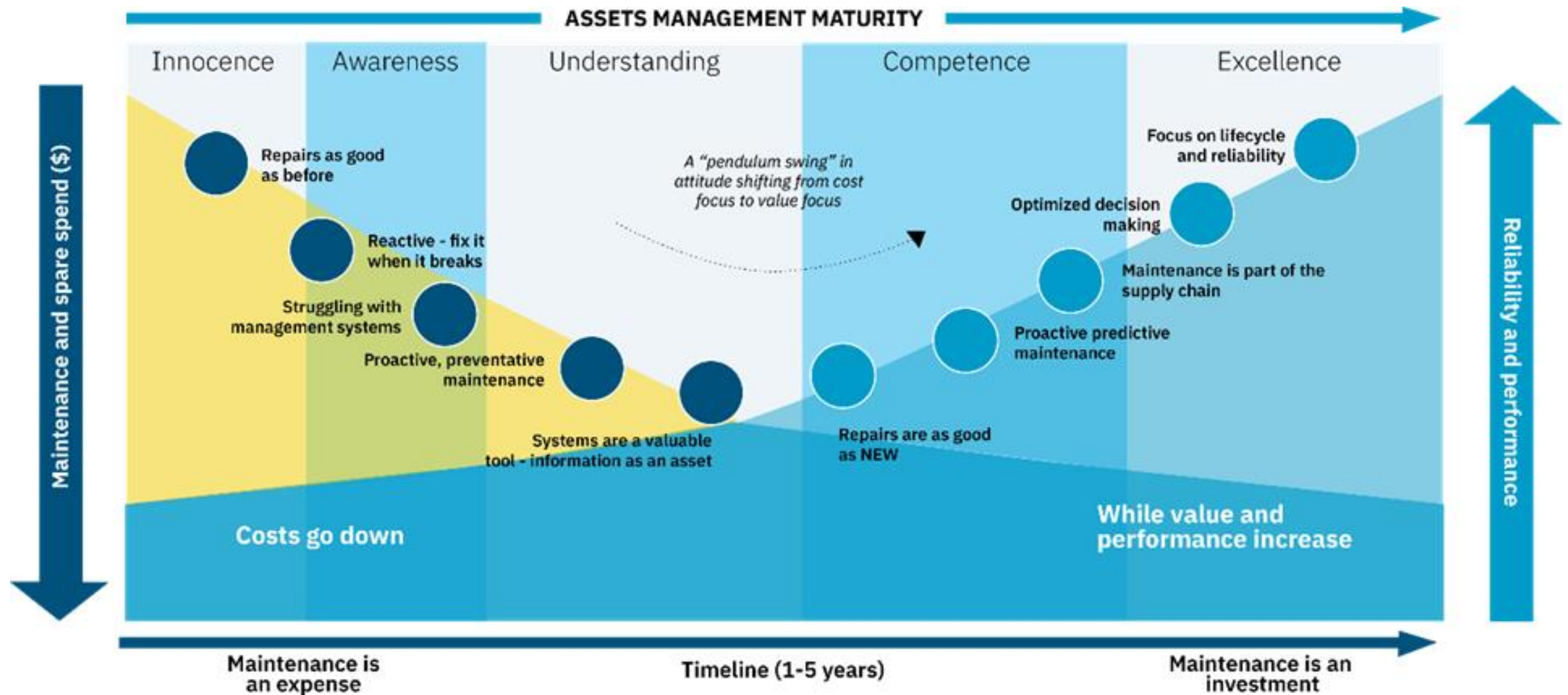
The FM industry is poised at a point of transformation



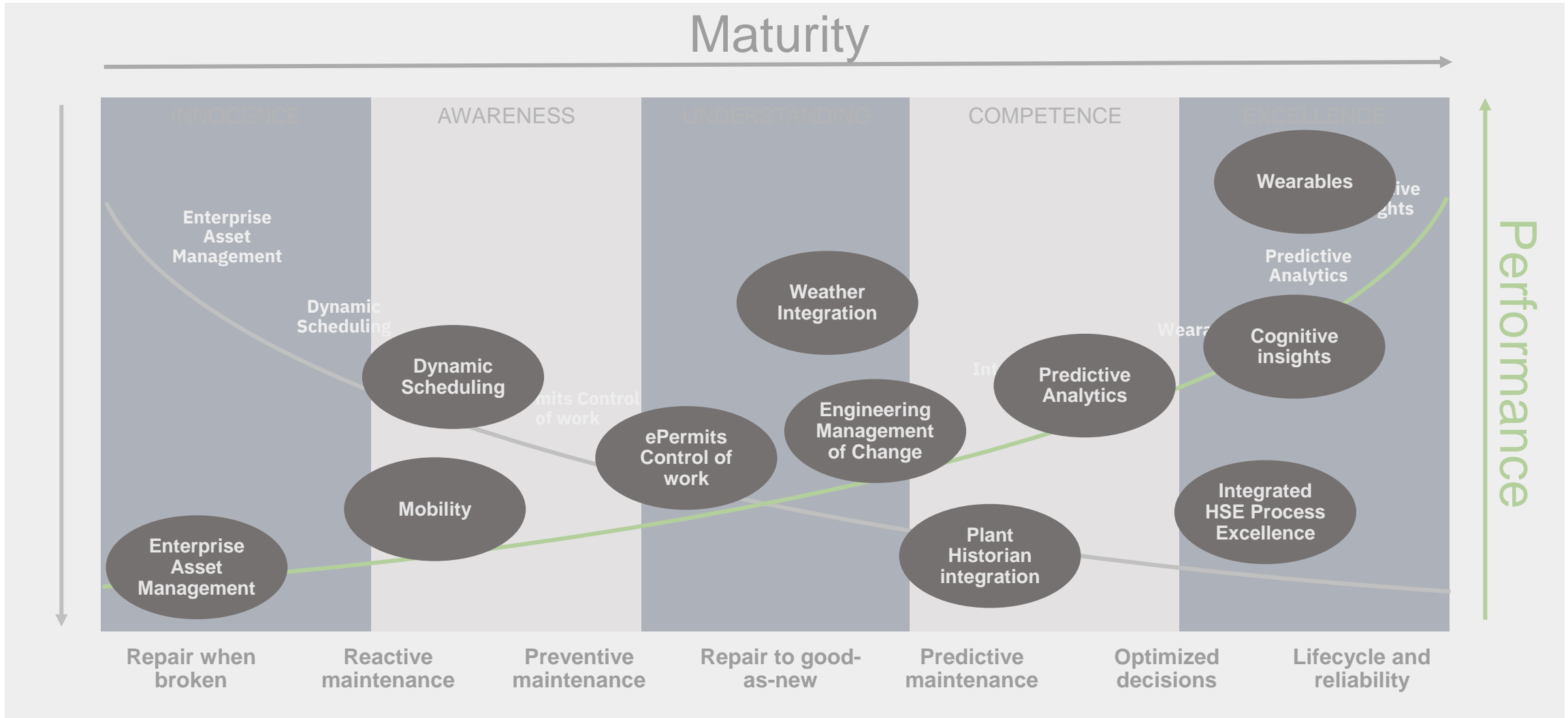
Leaner cost base – 4 levers – commercially agile



Work and Asset Management journey



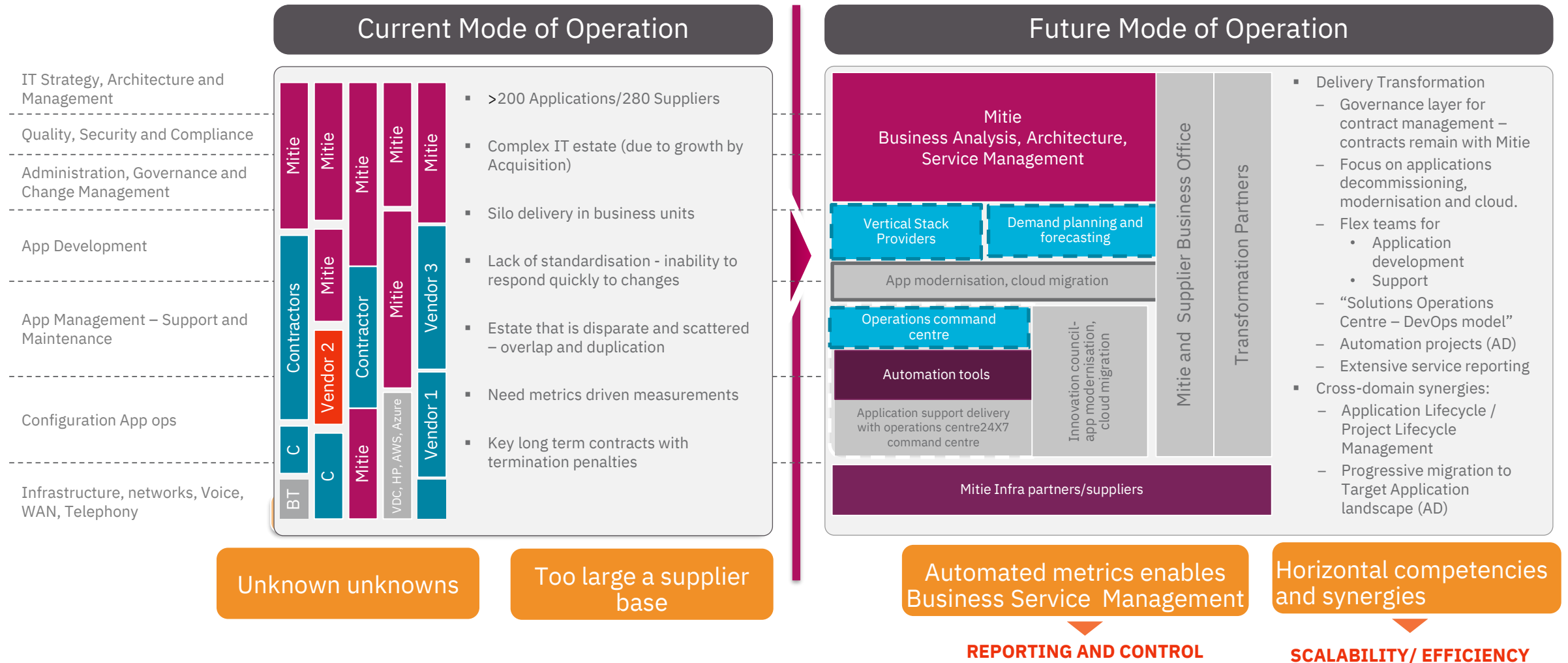
Asset Management Maturity – Operational Excellence



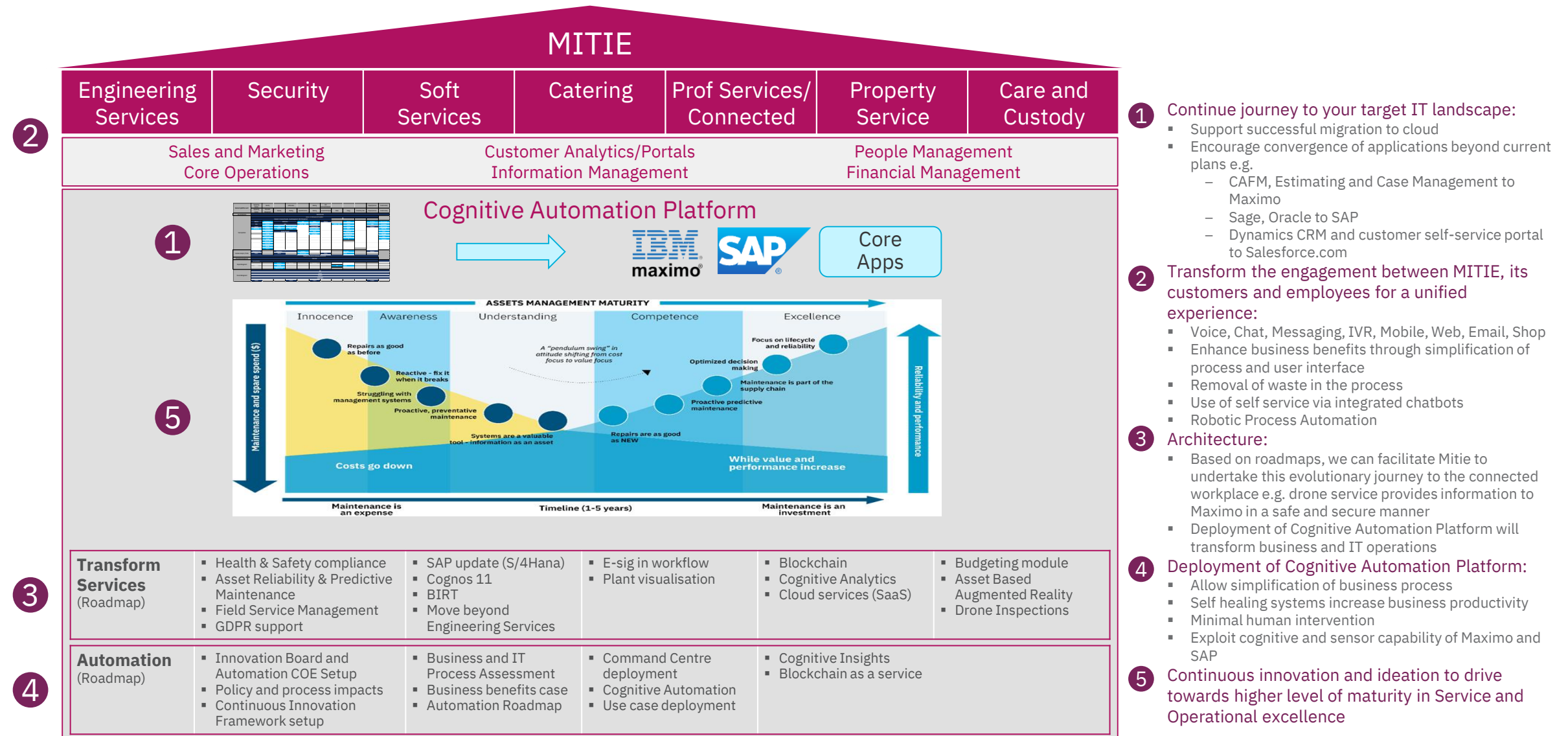
“Beyond FM... to the Connected Workplace”



From silos to managed services



Transformation of the technology estate to cater to the future needs is key





**We believe human
experiences drive
business.**





Client experiences and credentials

ISS: Transforming facilities management with cognitive IoT

Using cognitive analysis of sensor data to enable a new model of facilities management



Business challenge

Success in facilities management services used to be about inputs—meeting preset customer agreements, such as food service volumes in a company canteen. This large provider recognized a shift in competition toward delivering smart services that sensed and responded to each site's unique needs. To seize the opportunity, the company needed a way to translate the sensor data it gathered from across its facilities into the best operating outcomes.

Business benefits

Strengthens differentiation by enabling a new outcomes-based business model

Enables new services

based on the cognitive analysis of IoT sensor data

Drives efficiency increases

across all facilities by sharing cognitive IoT insights through cloud-based service delivery

Cognitive transformation

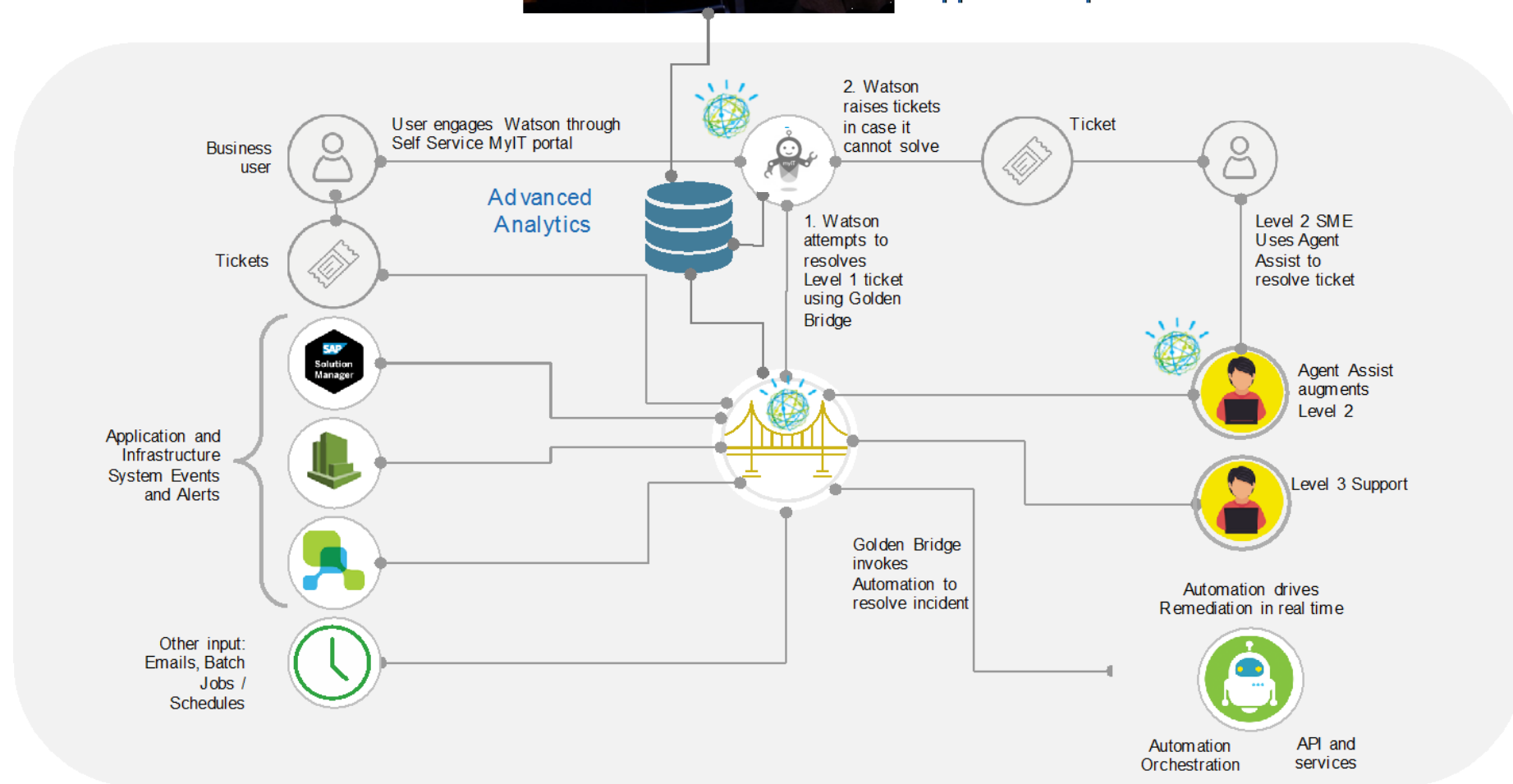
The company successfully piloted the combined use of Internet of Things (IoT) and cognitive computing technologies to sift out the operating implications of diverse streams of real-time sensor data and put it to work. The pilot demonstrated how managers at each of the company's thousands of sites will be able to optimize key aspects of facilities management, such as food preparation, meeting room occupancy and building heating and cooling.

Moving to real time Operations



Cognitive Application Command Centre

- Application Landscape Visualization
- Business Process Performance Visibility
- Application Operations Automation
- Virtual Workforce Analytics and Management
- Interactive Dashboards
- Automation Innovation Hub



Global Oil & Gas company: Virtual Assistant supports business efficiency

Enhancing user experience and solving issues on the first contact

Business benefits

Reducing support cost

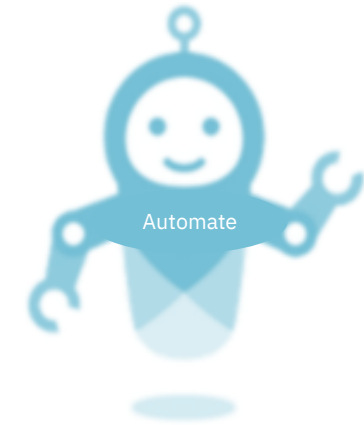
Minimising dependency on higher cost channels by letting Virtual Agent handle customer interactions

Improving customer satisfaction

Personalising customer interactions and helping them take the action they need – instantly

Resolving customer concerns

Increasing First Contact Resolution by solving the most common customer issues on the first contact.



Key features

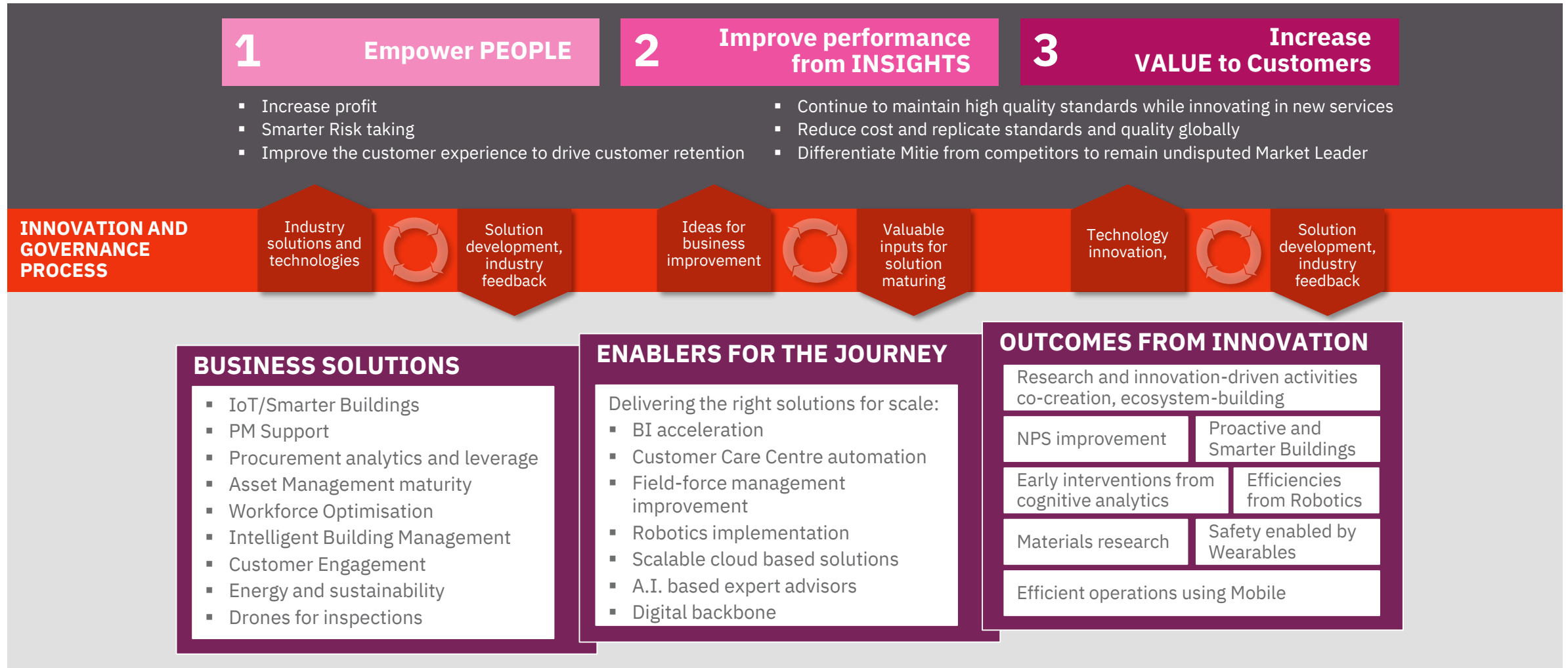
- **Additional & Enriched Content** – image and video
- **Feedback** – customers able to suggest answer improvements
- **Multi Lingual** – the VA supports more than 100 languages
- **Chat Integration** – smooth escalation from VA to live agent chat
- **Dynamic FAQ's** – Automatically updating FAQ's weekly based on top intents.
- **Tone Analysis** – Determining anger/ frustration and escalating to an agent
- **Speech to Text** – The customer can speak into their device and have VA respond
- **IT Service Management Integration** – Ticket logging for specific ticket types

Enjoy both Service Optimisation and New Revenue streams

Watson IoT gives lift to innovation in Smart Buildings



There is a need for rapid evolution of the technology backbone to accommodate to the changing needs



Castrol

Redefining Castrol's Global Digital Presence



Insight

- The outdated digital presence is preventing Castrol to move into the 21st century.
- Digital transformation is needed to create a coherent, global identity

Idea

- Combine fresh creative with traditional strengths to create one simplified design across multiple devices using responsive website design.
- Align stakeholders on a global scale and train client editors
- Give Castrol the power to drive forward the solution for their wider solution

Impact

- From digital disruption to digital transformation: Over 60 websites designed and over 21.000 webpages available in 29 different languages
- Delivered end-to-end within 6 months

Digital Reinvention™ in action with IBM

North Face reimagines customer engagement

First of a kind mobile shopping
companion
learns and interacts in natural
language.



Woodside gives one engineer the insights of 1,000

Analyzing data from 80k
sensors, 1 million docs, and 30
years of lessons learned.



Kone gets major lift from cognitive, data, and analytics

Cognitive elevators
interact with maintenance staff
to help improve safety and
quality.

Reference Case:



- All lessons learned over decades of executing projects
- Trained by engineering experts and 500,000 documents
- Ask complex questions in natural language

<https://www.youtube.com/watch?v=GFZ2IaTVkY8>

GROW KNOWLEDGE FROM DATA

Watson technology culls through 30 years of Woodside's documented knowledge.

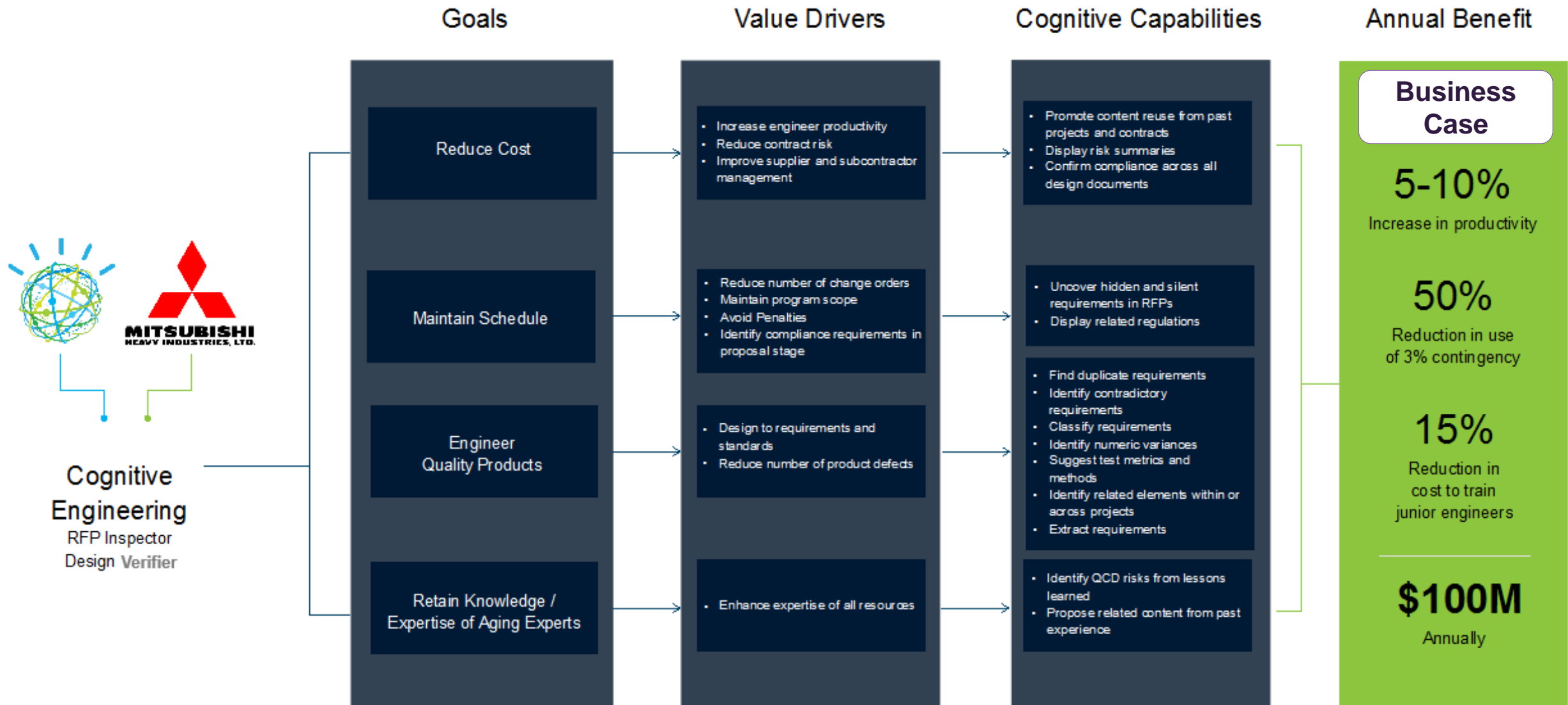
ENHANCE EXPERTISE

Engineers augment their expertise with a virtual advisor, "Lesson Learned."

LEARN AND ADAPT

Each outcome is added to collective knowledge, informing future decisions.

Reference Case: Cognitive RFP Inspector at client



Our Experience in Mitie's and related Industries

