



Integrated Facilities Management

Bringing everything together for a smarter future

The growing challenge of managing people and places

As hybrid working evolves, the pressure is on physical spaces to provide tangible value to your organisation.

But the elements that make workplaces effective, efficient and engaging stretch beyond just buildings and assets. Today's facilities leaders find themselves responsible for far more. Issues that were once the responsibility of financial, operational, HR or sustainability chiefs are increasingly influenced by property and FM strategies.

For organisations that handle all their services in silos, it can be challenging to operate everything to a high standard while driving efficiencies and cost savings.

There are many innovations that can support your FM strategy: IoT solutions, occupancy and utilisation insight, intelligent building solutions, AI and data capabilities and more. But a disconnected strategy puts you at risk of wasting investment and time.

To unlock the full potential of FM innovations and investments, you first need to understand the value each service element delivers. And, how integrating them can boost organisational profitability and growth. Then, you can identify the innovations and improvements that can deliver the highest impact with the lowest risk. Crucially, you need to champion the skills and expertise of your Real Estate and FM teams while empowering them to make changes that will create high-performing places.



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Is IFM delivering all that it should?

Integrated Facilities Management (IFM) has the potential to transform the way organisations manage their estates. But many haven't seen the improvements they hoped for. So what's creating this gap between expectation and reality?



When the services you rely on aren't truly integrated, it becomes harder to spot opportunities. Our research* shows that these issues are a combination of...

Missing insights and disorganised data

As FM becomes increasingly digitised and complex, many organisations struggle to manage their data effectively. This leads to fragmentation, duplicated effort and lost opportunities.

Fast-changing needs and regulations

Business demands are shifting all the time, and so are regulations. This can make it difficult for Real Estate and FM teams to keep up and prioritise investment strategies that future-proof their estate.

Effective FM isn't just about simplifying data

Limited integration between services

Even with a single FM provider, many services lack integration, which makes them less efficient and more complicated to manage.

Lack of alignment with broader business goals

Whether it's sustainability targets, growth expectations or operational plans, FM initiatives must demonstrate how they can effectively support the organisation's strategy and competitiveness.

Complex financial processes

When billing, financial management and forecasting are disconnected, it's impossible for FM strategies and initiatives to progress at pace.

A smarter approach to IFM

By bringing your FM and workplace services together through Mitie's Integrated Facilities Management (IFM), you open the door to innovation and smarter ways to deliver your goals.

You gain access to insights and support from unrivalled in-house specialists alongside all the data and information you need, at your fingertips and in one IFM platform. This supports every aspect of account management and service delivery. It makes it possible to connect the dots between your estate's data sources to find insights that drive continuous improvement. And it delivers service excellence to create better places and a thriving workforce.



*Mitie IFM Research Study July 2024. 150 FM Decision Makers

Demonstrate impact on your organisation's success

Whether the rest of the organisation realises it or not, FM impacts far more than just the services that take care of your buildings and the people who use them.

The choices you make are central to creating a strategy that optimises operations and provides productive, engaging environments for employees and visitors. They have the potential to elevate FM from cost management and compliance to a strategic position in your organisation.

And it gives you everything you need to demonstrate how you contribute to your organisation's agenda, whether that's attracting fresh talent or supporting productivity.

Your work is vital. IFM helps you capture the insights to demonstrate that.

Our approach to IFM breaks down service-line silos to create a united strategy. It blends your organisation's priorities with the daily reality of estate management to help everyone collaborate and be more productive.

We embed ourselves in your organisation, aligning to your culture, values and goals to make sure every service we deliver matches up to what you want to achieve.

The majority of our FM and workplace services are self-delivered by our in-house teams. This means access to unrivalled levels of insight into service performance. And it means you get the transparency and data to prove ROI – and show your stakeholders how a smooth-running, innovation-led estate contributes to your organisation's success.

On top of day-to-day service provision, our account management teams work alongside you to build business cases, prioritise investment and forecast demand. So, you'll always have an accurate picture of what needs to happen next.



CASE STUDY

The evolution of technology and IFM at Royal London

Shifting from in-house facilities services to IFM with Mitie, this leading insurance company launched an award-winning transformation programme called 'Your Workplace' to deliver better experiences for colleagues and customers.

Royal London achieved:

£100,000

investment in workplace sensor technology to collect space utilisation data

102

colleague-generated ideas to improve ways of working

↗20%

increase in building occupancy, from 40% to 60%

This renewed focus on people, combined with investments in cleaning robotics, occupancy management and sensor technologies, has led to increased utilisation and greater satisfaction.

Use data and technology to improve insights and drive innovation

According to our research, 41%* of IFM buyers say technology and innovation is a key driver for investment. But many organisations struggle to consolidate data from across their estates. And there's the added challenge of finding the right technologies especially if they want to make the most of AI.

Our industry-leading technology means we deliver transformative, data-driven, intelligent IFM that meets changing needs and drives innovation.

Data is the heart of FM transformation

Our data lake houses one of the UK's most comprehensive structured and unstructured FM data sets.

The data is collected in real time from our self-delivered services and growing network of robotics, sensors, cameras and other IoT devices. It's continuously analysed to benchmark performance and identify patterns in behaviour and usage.

This allows us to deliver data that we know is precise, granular and high-quality. We then turn those insights into performance improvement plans, risk assessments, efficiency programmes, detailed and compliant reporting and much more. They feed into all your services, especially our AI-powered product suite, which is constantly expanding and improving as we add more data sources.

*Mitie IFM Research Study July 2024.
150 FM Decision Maker



£160m

invested in technology, data and insight

79,000

employees

50

In-house data scientists and analysts

9,000+

sites supported by Mitie's AI-enabled solutions

Discover AI-powered IFM

Mozaic 360

Get a single window to your estate's performance with real-time insights including compliance and service delivery. Make faster, more informed decisions through intuitive dashboards and smart search tools.

Aria

Over 11,000 users rely on Aria, a groundbreaking workplace experience app. It transforms the way people interact with your estate. They are empowered to identify and book spaces they need for collaboration, as well as raise important building and service issues.

Hark

Hark, our enterprise-grade integration platform, connects to a wide range of IoT devices and Building Management Systems (BMS). It acts as a secure, real-time gateway between physical assets and digital services – generating timely insights, operational alerts and performance indicators at scale.



Keep ahead of compliance, regulation and changing expectations

Outsourcing FM should mean fewer headaches. But making sure every service is consistently compliant requires a comprehensive strategic approach.

You need to **future-proof your investments** and adapt to changing legislative requirements and colleague expectations.



We'll handle compliance – and help you navigate change

Compliance should be a core part of an IFM offering - 41%* of the leaders we surveyed say they value their provider managing it.

That's why every service we deliver is backed by experts in compliance, covering key areas including fire and security strategy, energy performance and building regulations.

You get custom asset, site and estate-level plans for assuring compliance. And we'll design a bespoke strategy for how technology can help you meet legislative demands and organisational expectations.

Continuous improvement through constant research and development

At five centres of excellence, we continuously evolve our core capabilities to deliver more value and adapt to a changing world. These hubs monitor performance, analyse data and explore innovations across our services.

Covering technology, intelligence, service delivery and more, these centres are staffed by hundreds of experts working on research and development. And they constantly review and revise policies and procedures to make sure you're fully compliant across the board.

Certifications

ISO 31000

Enterprise Risk Management: includes third-party assessments to demonstrate compliance with the framework.

ISO 22301

Business Continuity Management: ensures robust planning and response strategies to maintain operations during disruptions.

ISO 44001

Collaborative Working: supports structured, effective collaboration with clients and partners across all service areas.

RM6232 CCS framework

Appointed supplier on the Crown Commercial Service RM6232 framework to deliver FM and workplace services to the UK public sector.

Strategic service supplier

Recognised as a trusted partner delivering essential services across government departments and agencies.

Engineering Maintenance Centres of Excellence (EMCE)

Intelligence Security Operations Centres (ISOC)

Projects Centre of Excellence (PCoE)

Cleaning & Hygiene Centre of Excellence (CHCE)

Facilities Transformation Hub

Enhance your brand and increase the value of your property portfolio

An optimised, well-maintained estate is a thriving estate. Investing in your buildings and assets is vital to extend their lifespan, extract maximum value and provide an environment where people are comfortable, safe and productive.

In fact, our research* shows that well-designed and maintained spaces are just as important to the employee experience as traditional motivators like pay and progression.

But we know that no FM team has unlimited resources. And in a large estate, or one that has a lot of heritage buildings, legacy assets or different facility types, it can be even more difficult to decide where to invest.

Expert-led projects, for every type of estate

Our team delivers more than 4,000 projects annually, following a consult, design, build and optimise approach. They specialise in transforming complex, built environment challenges into high-performing projects.

Mitie Projects are self-delivered, applying our scale, specialist expertise and track record of working in complex and critical environments.

We work with you to prioritise and plan, taking full asset lifecycles into account. This means every investment brings you a step closer to a smarter, sustainable more resilient estate.



*Mitie 2025 Workplace Research. Derived from a proprietary survey of 3,000+ UK employees across sectors and regions. Key findings include productivity loss estimates, generational differences in workplace expectations, and the primary drivers of employee experience.

Creating High-Performing Places Through Workplace Experience

In today's hybrid world, the workplace must be more than functional, it must be magnetic. Mitie's workplace experience approach transforms offices into destinations that energise, inspire and retain talent. By blending hospitality-led services, smart technology and strategic design, we create environments where people feel valued and perform at their best.

Our workplace experience approach is fully integrated into your IFM strategy, ensuring every service interaction, from front-of-house and guest services to workspace design—is frictionless, data-informed and emotionally attuned. Whether it's a high-profile HQ or a regional site, Mitie delivers experiences at scale, tailored to your brand and culture.

We combine people-first thinking with real-time data to deliver experiences that are not only felt, but measured. From employee sentiment to space utilisation, our insights help you continuously optimise your workplace and demonstrate a tangible 'return on experience'.

Sphere: Human-Centred Workplace Intelligence

Sphere is Mitie's WELL-approved workplace experience platform, designed to turn employee feedback into strategic, measurable insight. It captures how people experience the workplace across four key indices: Activity, Sensory, Enablement and Wellbeing.

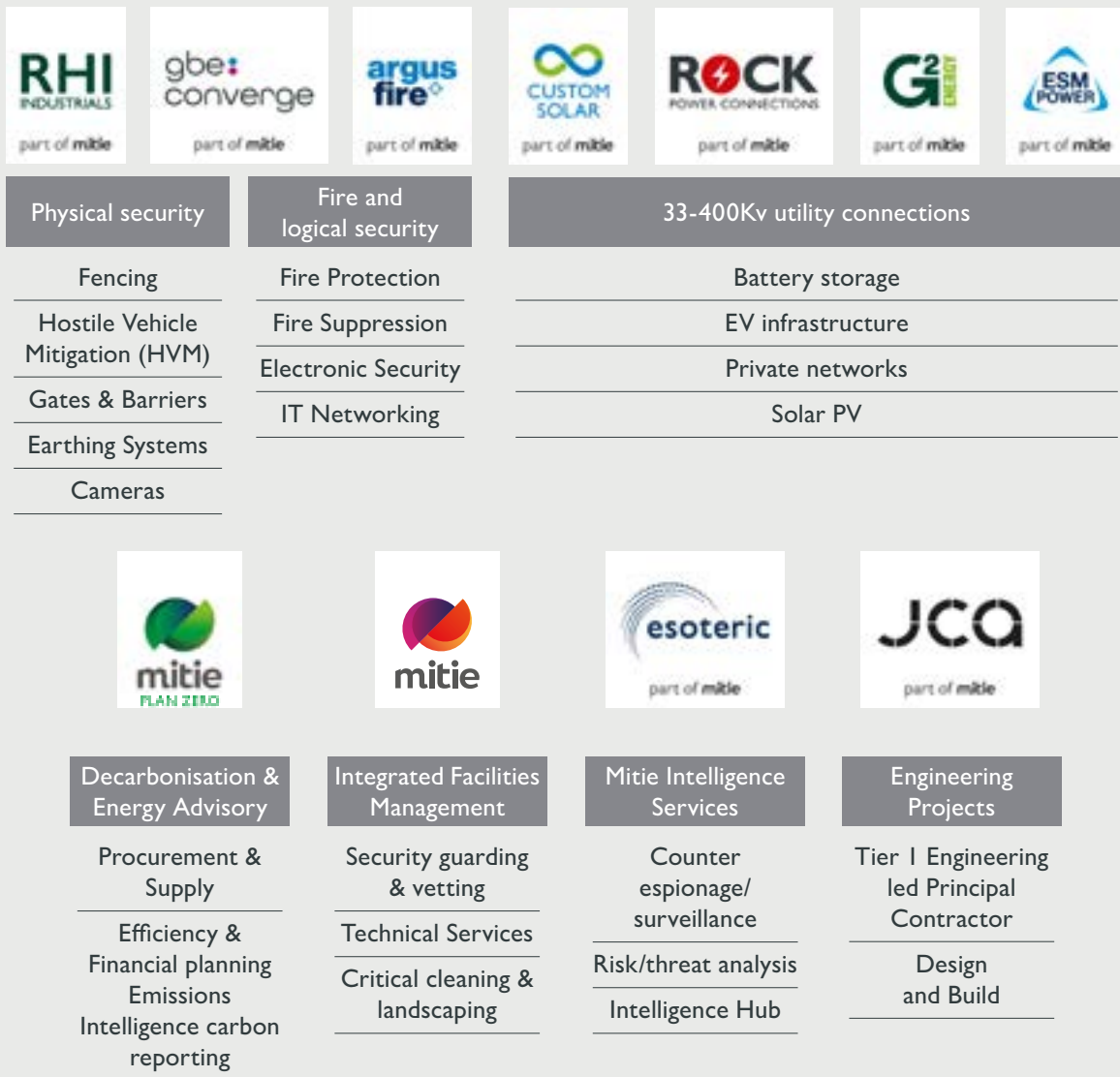
With a smart dashboard, advanced analytics, and expert interpretation, Sphere helps organisations identify experience gaps, prioritise improvements, and demonstrate the value of investment in people and place. It supports ESG goals, hybrid working strategies, and WELL Certification, making it a powerful tool for both internal transformation and external recognition.



Projects capabilities



ADVISE. DESIGN. BUILD. MAINTAIN. OPTIMISE



CASE STUDY

IFM at the Foreign, Commonwealth and Development Office (FCDO)

More than 130 Mitie colleagues work alongside the FCDO to deliver integrated facilities services, supporting on everything from daily operations to major heritage restoration projects.

Our team provides planned and reactive maintenance, decarbonisation projects (including solar canopies and air source heat pump installations), cleaning, front of house. Together, the FCDO and Mitie have:

15 year
partnership

130+
dedicated Mitie colleagues delivering multiple services

+50
Net Promoter Score as of February 2025 – a cumulative rise of +83 since 2018

99%
performance in statutory PPM (Planned Preventative Maintenance)

Deliver your sustainability goals and ESG targets

Ambitious Environmental, Social and Governance (ESG) targets require ambitious strategies. But a quarter of the leaders we spoke to said there were flaws in their current IFM provider's sustainability strategy*.



*Mitie IFM Research Study July 2024. 150 FM Decision Makers

We're in the business of creating better places and thriving communities. Sustainable FM practices are at the heart of the service you get from us, whether that's plans to get to net zero or social value initiatives to benefit people and places.

Your estate has a key role to play in everything from reducing waste and energy consumption to championing accessibility and diversity – and we're here to help.

The environmental impact

Our technology and award-winning expertise support reporting, compliance, environmental management and decarbonisation. Our Emissions Intelligence platform improves carbon reporting and reduction, while our Plan Zero consultancy builds a strategic roadmap to help you reach net zero faster. With this, you can implement renewable and sustainable processes and monitor your progress towards even the most ambitious targets.

The social impact

Plan Thrive is our commitment to give back to the communities we serve and the people within them – and to be transparent about our impact. We have 72,000 colleagues working across the UK. Because we invest in local talent, we're invested in local communities. We do everything we can to support the causes that matter to your organisation and your people, **helping places to thrive**. And that's why we're pledging to **uplift 1 million lives** through social mobility, inclusion and wellbeing, and championing projects and partnerships that deliver sustainable value.

300+

decarbonisation consultants

25 years

ahead of the UK Government's schedule for reducing Scope 1 and 2 emissions within Mitie

500Kt

of CO₂ saved for Mitie clients so far (June 2024)

£4+ billion

in energy spend managed by our teams

6,000

electric vehicles in operation
(over two-thirds of our fleet)

The 1st FM company

signed up for The Climate Group's emission reduction and renewable energy initiatives



What innovation through IFM looks like at Mitie

Seamless coordination and communication

Your dedicated IFM lead will create smooth collaboration and transparent communication between all your services for better outcomes and swifter issue resolution. We integrate data and delivery for a full overview of outcomes, performance and opportunities for more value – all supported by a central helpdesk.

Cost-efficiency and scope for innovation

Your team can deliver more value through smart resource allocation, operational efficiency and potential cost savings. That leaves space, time and resources to spend on meeting and exceeding business demands.

Customisation and flexibility

We offer a smarter approach to IFM, tailoring the service to your needs. This innovative IFM strategy combines modular and scalable services that adapt to your evolving requirements.

The services at the centre of our IFM strategy

Individual service excellence contributes to your broader strategy, with thousands of experts working across:

Facilities and estates

- Front of house, guest services and events management
- Cleaning and hygiene
- Engineering, maintenance and upgrades
- Landscapes
- Waste and water management
- Food and catering

Security and intelligence

- Fire and security systems and support
- Manned guarding management
- Intelligence services and vetting

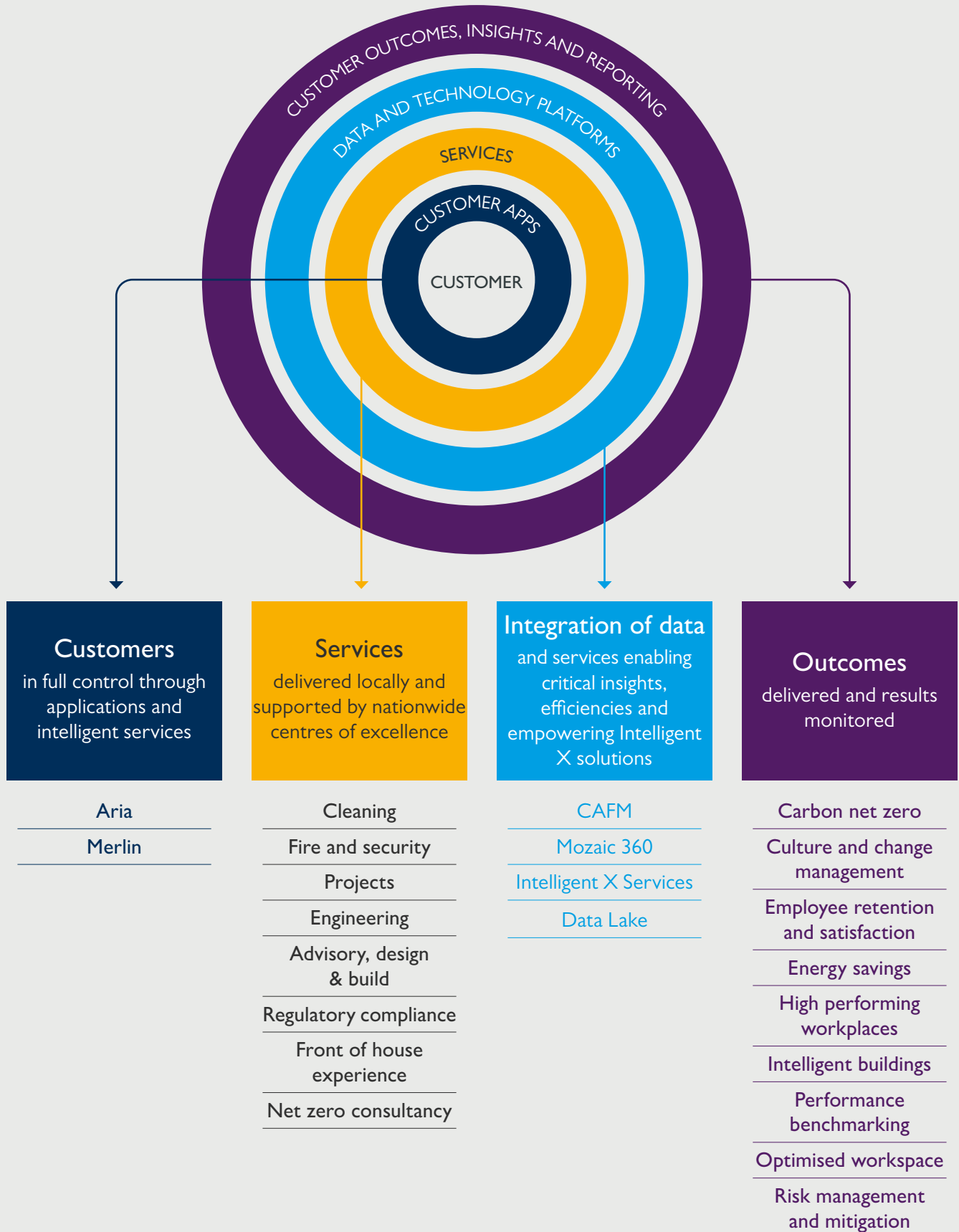
Projects and workplace

- Connected workplace
- Workplace experience
- Health, wellbeing, social value and community
- Design and build services
- Telecoms infrastructure

Decarbonisation and energy

- Sustainability and net zero carbon pathways
- Energy and carbon management strategies
- Renewable energy infrastructure

Smarter Together: a new approach to IFM



Smarter Together

The drive behind innovative Integrated Facilities Management at Mitie

With IFM from Mitie, you open the door to **innovation and smarter ways to deliver your goals**. We're the #1 facilities management provider in the UK* – a position built from years of investment, innovation and hard work from our teams on the ground.

When you work with us, you gain access to our **unrivalled in-house specialists and advanced data capabilities**, all combined in one platform.

This gives you the **insights, expertise and solutions** to get the outcomes you need.

To make more informed decisions about your estate. To embrace innovation and push your facilities strategy forwards. And to show your stakeholders the true value of FM.

Our approach to IFM creates a cycle of constant improvement and additional value.

As integration builds deeper connections between your services and operations, our technology captures data, which **drives innovation and delivers better outcomes**. Your facilities teams will find new ways to **work more efficiently, improve results and support strategic objectives**.

That could be something as simple as switching your cleaning team over to an eco-friendly disinfectant to support your environmental goals. Or it could be as complex as consolidating building usage data to create a demand-led security plan.

We'll uncover the changes that will deliver the biggest impact for your organisation, and help you implement them to **enhance your brand and increase the value of your property portfolio**.



What's the next step?

To learn more about Mitie's IFM approach and how you can partner with us to transform your estate's strategy, you can...

[Talk to an IFM expert to:](#)

- Take part in a discovery workshop to explore your challenges in more detail
- Visit one of our local centres of excellence



