



RESOURCES



FM strategies, systems, and the future of intelligent worktech

Today, organizations strive to optimize facility management and operations. Learn more about how Eptura's best in class software provides enterprise level solutions to businesses of all sizes!



TD SYNnex
Public Sector



A definitive guide to facility
management



Across every industry, the cost of operating and maintaining facilities continues to climb, from energy use and lease expenses to the growing complexity of hybrid workplaces. Commercial real estate now represents [one of the top three expenses](#) for most organizations, yet many still lack full visibility into how their buildings, assets, and spaces are actually performing.

That's where facility management (FM) comes in. What began as a primarily maintenance-focused discipline has evolved into a strategic function that unites operations, sustainability, and workplace experience under one umbrella. Modern facilities range from corporate offices and hospitals to data centers, manufacturing plants, and educational campuses — each requiring different levels of expertise, technology, and oversight.

Facility managers are responsible not only for keeping systems running, but also for optimizing energy use, ensuring safety and compliance, managing vendors, and improving employee experience. The challenge is that most teams still operate with disconnected systems, siloed data, and manual processes, making it difficult to see the full picture.

Eptura's intelligent worktech bridges these gaps by connecting people, places, and assets in one unified platform. Through connected data and automation, organizations can transform facility management from a cost of doing business into a strategic advantage.



What is facility management?

IFMA defines [facility management](#) (FM) as the organizational function integrating people, place, and process to improve quality of life and core business productivity. It ensures that buildings, systems, and services run efficiently, safely, and sustainably, enabling employees to perform their best work.

IFMA's research and benchmarking further emphasize FM's role in data-driven decision-making and performance improvement across the built environment, reinforcing the shift from reactive maintenance to strategic operations.

According to the [International Organization for Standardization \(ISO 41001\)](#), FM is an organizational function that integrates people, place, and process to improve quality of life and the productivity of the core business.



CONNECTED INSIGHTS ACROSS THE BUILT ENVIRONMENT.

Why facility management matters

Key reasons FM is essential

- Cost control and ROI: Optimize resources, reduce energy costs, and extend asset lifespans
- Safety and compliance: Maintain audit-ready documentation for OSHA, ISO, and environmental standards
- Risk reduction: Identify issues before they disrupt operations
- Sustainability: Support carbon-reduction and ESG goals through energy-efficient systems
- Productivity: Provide employees with safe, reliable, and comfortable workplaces

With intelligent tools like [Eptura Asset](#) and [Eptura Workplace](#), organizations gain real-time visibility into building performance and operational efficiency — turning FM from a cost center into a growth driver.



Transform your workplace

Enable your team's best work with powerful tools from Eptura Asset

Book a demo



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and assets—exactly where [Eptura Asset](#), [Workplace](#), [Engage](#), and [Visitor](#) deliver unified visibility and measurable ROI.

Key functions and domains of facility management

Facility management spans multiple domains, each vital to the performance and longevity of an organization's assets and spaces.

Operations and maintenance

Routine inspections, repairs, and preventive maintenance keep systems running smoothly and minimize downtime.

Asset and equipment management



Safety, security, and compliance

Ensuring the health and safety of every occupant is central to FM. From air quality monitoring to emergency preparedness, facilities teams ensure compliance with regulations such as OSHA, ISO, and local safety codes.

Eptura automates safety inspections, tracks incidents, and maintains audit-ready reports for a safer workplace.

Space and occupancy planning

Optimize how people use your spaces. Hybrid and flexible work models require dynamic planning to balance collaboration, comfort, and cost.

Energy and sustainability management

Monitor energy use, optimize systems, and advance your organization's ESG and net-zero commitments.



Vendor and contract management

Oversee service-level agreements, track vendor performance, and centralize contracts to reduce costs and ensure accountability.

Eptura's integrated vendor management capabilities consolidate supplier data and automate compliance tracking.

By connecting these functions through one system, Eptura enables data-driven insights that help facilities teams predict, plan, and perform with greater accuracy.



FM tools, systems, and technology

Technology is the backbone of modern facility management. The most common systems include:

System	Description	Eptura Connection
CMMS (Computerized Maintenance Management System)	Centralizes maintenance schedules, work orders, and asset history.	Eptura Asset delivers enterprise-level CMMS capabilities for smarter maintenance planning and reporting.
CAFM (Computer-Aided Facility Management)	Focuses on space planning, move management, and occupancy tracking.	Eptura integrates CAFM data into one unified worktech ecosystem.
IWMS (Integrated Workplace Management System)	Combines maintenance, real estate, space, and sustainability management.	Eptura Workplace provides flexible, connected IWMS functionality.
EAM (Enterprise Asset Management)	Extends asset management across multiple sites, incorporating lifecycle analytics, risk management, and regulatory compliance.	Eptura Asset offers scalable EAM capabilities with centralized data, predictive insights, and integration across enterprise portfolios.

The role of data and AI in facility operations

Artificial intelligence (AI) and data analytics are redefining what's possible in facility management. According to findings from the [Eptura Workplace Index](#), more than half of organizations are already exploring AI tools to help streamline workplace operations, automate repetitive tasks, and deliver real-time



space utilization and employee experience. By analyzing historical maintenance records, IoT sensor data, and user behavior, Eptura helps facilities teams anticipate issues before they disrupt operations, optimize asset performance, and allocate resources more efficiently.

High-value AI use cases Eptura supports:

- Predictive maintenance & EAM: Spot failure patterns, forecast part needs, and optimize PM intervals to reduce downtime and extend lifecycle. (*Eptura Asset / EAM*)
- Intelligent booking: Recommend rooms/desks by preference + live occupancy to boost utilization and experience. (*Eptura Workplace*)
- Copilot-style natural language actions: Create work orders, log inspections, or request bookings with plain-English prompts, improving speed and adoption. (*Cross-suite*)
- Anomaly detection & compliance: Flag environmental or equipment deviations; auto-compile audit-ready reports. (*Asset + Workplace*)
- Dynamic energy optimization: Adjust HVAC/lighting against occupancy and targets; tie to ESG reporting. (*Workplace + integrations*)



Featured insights: “What Lies Ahead? – AI’s Role in Solving Key Challenges in Facility Management”

Episode 336 | Workplace Innovator Podcast

Hosted by Mike Petrusky with guest Dean Stanberry, SFP, CFM, Immediate Past-Chair of IFMA’s Global Board of Directors.

“AI is all about analyzing data of all different kinds—and if you feed it bad data, you’re not going to get a good response.”



Samreen Changer Report: A Facility Manager's Guide to Building a Relationship with AI, discussing how AI can:

- Automate repetitive tasks and offset workforce shortages
- Augment human capabilities through smarter, data-driven decision-making
- Enhance predictive maintenance, energy management, and space utilization
- Improve operational transparency and data quality for successful AI implementation

"The potential of AI isn't in replacing workers—it's in freeing them up to focus on tasks that require human skills and emotional intelligence."

— Dean Stanberry

"Working on the fundamentals of fixing our data quality is key. We need consistent naming conventions and accurate data feeding into AI systems."

— Mike Petrusky, Host, Workplace Innovator Podcast

Listen now:

What Lies Ahead? — AI's Role in Solving Key Challenges in Facility Management



Facility management benefits and value drivers

Organizations that invest in modern FM systems see measurable improvements across operations, costs, and culture.

Top benefits

- Reduced operational costs and energy consumption



- Enhanced sustainability performance and ESG reporting
- A safer, more engaging employee experience

Through connected tools like Eptura Asset, Engage, Workplace, and Visitor, facility leaders gain unified control over every aspect of their environment.

Trends and innovations in facility management

The buildings & construction sector accounted for [~32% of global energy-related CO₂](#) in 2023 (operational + embodied) — raising the stakes for FM to drive efficiency and electrification.

 Policymakers are [tightening standards](#) (e.g., EU's law to accelerate building energy efficiency), pushing organizations to measure, report, and retrofit more aggressively. Guidance from the IEA stresses rapidly [doubling annual energy-intensity improvement](#) in buildings by 2030, making metering, analytics, and controls table stakes.

Key trends shaping the future

- **Smart buildings:** IoT sensors enable real-time tracking of occupancy, air quality, and energy performance
- **Predictive maintenance:** AI-driven analytics identify and resolve issues before they cause downtime



- Hybrid workplaces: Integrated FM systems help adapt spaces to flexible work patterns.

Eptura's intelligent worktech combines these innovations into one ecosystem by helping organizations make better decisions, faster.

Facility management challenges, barriers, and considerations

Even advanced FM programs face operational and technological hurdles.

> Common challenges

- Legacy systems and data silos preventing full visibility
- Scalability when managing multiple global sites
- Compliance complexity across regulatory environments
- Change management when adopting new technologies
- Budget constraints delaying modernization

Eptura simplifies these challenges by connecting data, people, and processes in one scalable, secure platform.



Facility management best practices and strategic recommendations

To build a resilient FM strategy, organizations should follow a structured approach.

1. Assess current operations: Conduct audits to find inefficiencies and risks
2. Align stakeholders: Involve IT, HR, and leadership early
3. Develop a roadmap: Prioritize initiatives with the highest ROI
4. Implement the right technology: Choose flexible, integrated platforms like Eptura
5. Track performance: Use KPIs such as uptime, maintenance backlog, and energy use
6. Embrace continuous improvement: Use analytics to refine processes over time

With Eptura, these best practices translate directly into measurable improvements in performance, compliance, and sustainability.

Case study: Maximizing ROI with Eptura

A leading recycling and disposal company streamlined maintenance, boosted inventory accuracy, and unlocked millions in value through intelligent worktech.

The client:



to LNG and electric trucks, with a \$10 million inventory and over 5,000 work orders processed each month.

The challenge:

Manual, paper-based systems made it difficult for ACE to maintain accuracy and visibility across its large-scale operations.

- Inventory accuracy: fluctuated between 30%–45%, limiting the company's ability to plan maintenance and track assets effectively
- Reporting delays: compiling accurate maintenance and inventory data could take months, diverting resources away from operation
- Operational complexity: managing over 5,000 tires daily and 2,000 monthly preventive maintenance tasks across 18 facilities increased the risk of errors and inefficiencies

This lack of centralized data resulted in inflated costs, compliance risks, and missed opportunities for optimization.



The solution:

ACE partnered with Eptura to unify asset and maintenance management. These connected systems replaced manual processes with automated, data-driven workflows to:

- Centralize tracking of 550+ assets and \$10 million in inventory
- Digitize work orders, preventive maintenance schedules, and compliance documentation
- Generate accurate, audit-ready reports in real time for leadership and regulatory needs
- Streamline collaboration between teams across all 18 facilities



The results:

- 50% improvement in inventory accuracy — from 45% to 95%
- \$200,000+ in annual savings achieved through optimized maintenance planning
- \$2 million in grants secured using Eptura-generated performance reports
- 5,000+ work orders processed monthly with improved data accuracy
- 2,000 preventive maintenance tasks completed each month with greater efficiency

The impact:

ACE Recycling & Disposal transformed its maintenance operations from reactive to proactive, unlocking significant ROI through centralized visibility and automation. With Eptura's intelligent worktech, the

▶ company reduced costs, improved asset reliability, and created a scalable framework for continued operational growth and sustainability.

Frequently asked questions

What does a facility manager do?

A facility manager oversees the operation, maintenance, and strategic planning of an organization's buildings and systems. Their role spans maintenance, safety, vendor management, and workplace experience.

What is the role of asset management in FM?

What's the difference between CMMS, CAFM, IWMS, and EAM?

How does facility management support sustainability goals?

You might also like



What's the Industrial Automation Journey—and How to Master It

Growing with confidence means scaling with discipline, leading with visibility, and evolving without friction.

2 min read

December 18, 2025



Who should be involved in the space planning software buying process

Organizations that succeed in this process understand their space planning software stakeholders early and involve them intentionally throughout the evaluation. Those who don't often encounter stalled implementations, late objections, or software that never reaches full adoption.



OEM vs. aftermarket parts: How to use fleet management software to decide

Armed with a data-driven approach, you can optimize the balance between reliability, availability, and expense across your entire operation.



2 min read

December 16, 2025

Ready to learn more?



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COMPANY

We're a global worktech company that digitally connects people, workplaces, and assets in a unified platform to enable our customers to thrive.

Our platform

Our vision

Our plans

Our values

Our products

Our impact

Who we partner with

Our team

Support

Our offices



Our solutions are integrated and data-driven to create efficient, adaptive and employee-centric environments.

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