Forward-thinking organizations today are working closely with building operators and facilities teams to create perfect places – facilities that support their missions and help accomplish business objectives.

Digitalization is the next stage in the evolution of buildings moving from an expense to an asset. New building equipment and technologies are being produced with sensors and connectivity that enable them to generate and deliver huge amounts of data to building operators. For the unprepared, this deluge of data can be overwhelming and hinder operations.

Following is a four-step process that takes into account the particular needs of an existing building. This process incorporates best practices in planning, implementation, utilization, and measurement via key performance indicators (KPIs). It is designed to successfully guide organizations so they can enhance staff productivity, increase system performance, reduce capital and operating expenditures, and be adaptable for the future.

### 4 Step Process

1. **Define business objectives and KPIs**
2. **Connect systems and collect data**
3. **Analyze data to create actionable insights**
4. **Take action and continually enhance performance**
Step 1

Define business objectives and KPIs

What is the mission you want your building to support?

What goals are you setting for yourself and how will you objectively track and measure success?

While some objectives, such as increasing uptime or reducing costs are familiar to everyone, other objectives can be very specific to the type of organization.

With business objectives in hand, you can begin to strategize how your building can contribute. The importance of defining the right KPIs cannot be stressed enough. If the wrong metrics are selected, your digitalization program may proceed seemingly on track but without doing anything to help your organization reach its larger goals.
Step 2

Connect systems and collect data

The connect-and-collect step is the heavy-lifting part of creating a smart building.

Some organizations may want to start small, choosing only certain pieces to be connected before adding others. Some may take a more aggressive approach to generate greater synergies from more and better data. The right approach depends upon your organization, budget, and goals.

Here is what’s involved:

- **Connected Systems**: Physical assets should be connected through a central network allowing you to monitor and measure performance.
- **Network Infrastructure**: The right network infrastructure can handle large amounts of data with speed and accuracy.
- **Smart Devices**: Smart devices and sensors can be deployed to facilitate additional connectivity and data collection.
- **Third Party Data**: Seamlessly integrate outside data and use it to support your operations.
- **Centralized Data Collection Platform**: The platform normalizes data from multiple sources both internal and external.
Step three involves turning the data generated by your building into actionable insights. To do this right requires a combination of analytical tools and human expertise.

Central to this effort is an analytics platform. Building professionals use the information presented by the analytics platform to create actionable insights.

Based upon what the building is telling them, they can identify actions to take or adjustments to make to ensure KPIs are met and business goals achieved.

The results can be invaluable to your organization, helping you to:

- Quantify the cost of inefficiencies
- Predict occupant needs
- Recognize potential failures before they occur
- Identify unnecessary or inefficient equipment usage

Step 3

Analyze data to create actionable insights

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Step 4

Take action and continually enhance performance

A smart building provides its owners and operators significant advantages when it comes to enhancing performance.

A data-driven approach enables you to:

- PRIORITIZE investments
- DEPLOY prescribed actions
- ENACT proactive and predictive maintenance
- SUPPORT decisions with data

Driving positive outcomes for your organization:

- Enhance productivity by 20 to 25%
- Increase performance with 75% fewer breakdowns
- Reduce costs up to 30%
- Improve adaptability to enable future success

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