Knight Frank

Facilitating modern building management with Knight Frank

Summary

CIM's building analytics technology and world-class customer support team is helping some of the largest commercial real estate and facilities management companies to rapidly transform building operations and deliver greater value for tenants and shareholders.

By deploying CIM's PEAK platform across a commercial portfolio of 12 managed sites, Knight Frank is facilitating greater transparency and control over plant and equipment performance to drive efficiency, sustainability and thermal comfort improvements for multiple building owners.
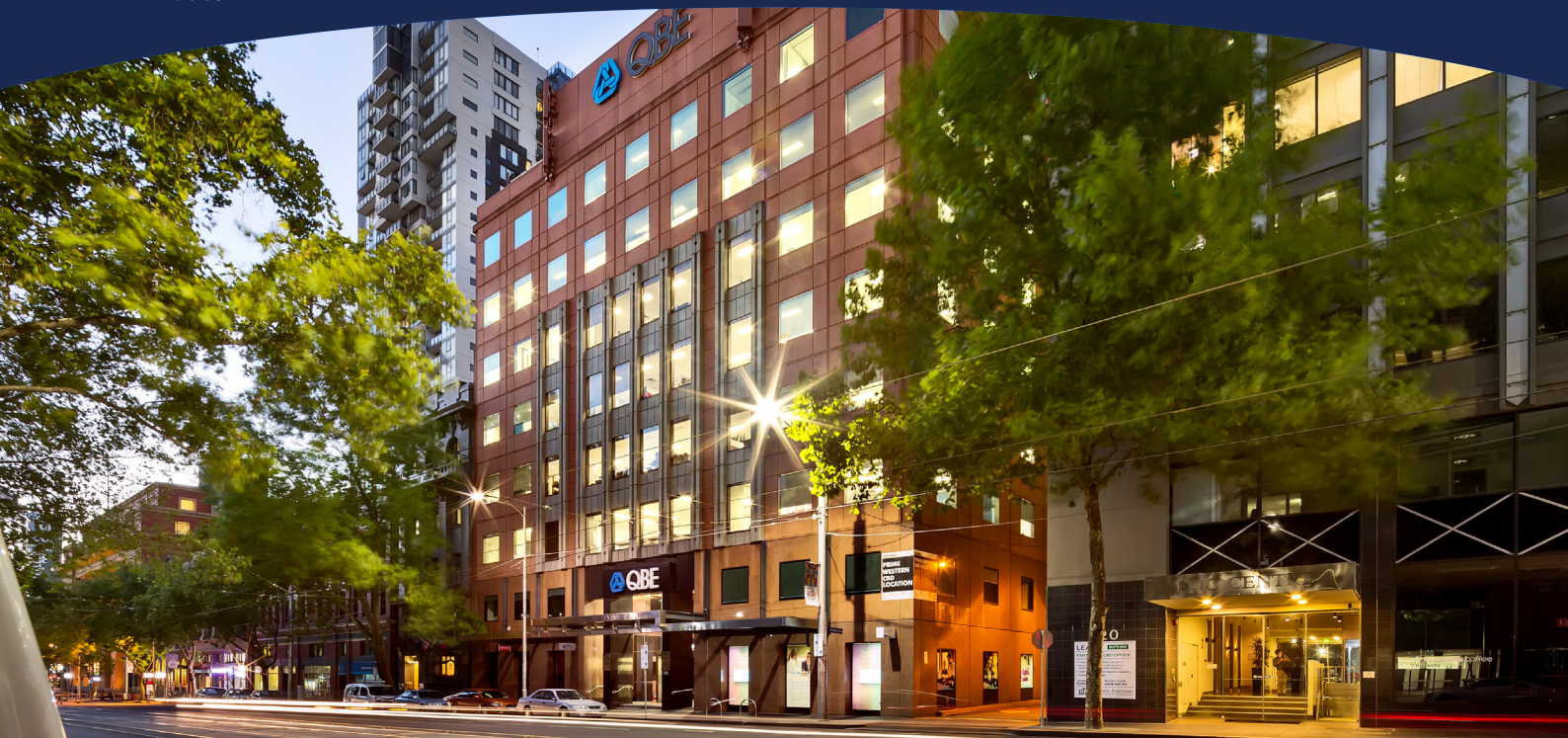
PORTFOLIO WIDE SOLUTION: **222,120** square meters across 12 commercial sites

AUD$204,372 of energy savings to date

30,686 monitored points

5,105 rules deployed

2,294 faults identified

PEAK

cim.io

Challenge

Knight Frank, a global commercial real estate and facility management company, operates multiple complex building portfolios and manages numerous vendors and contractors on behalf of its clients.

The company's facility management teams often rely upon the expertise of these third parties to ensure building peak performance, however this can lead to high operational costs.

❝ We needed a technology solution to help our facility management teams manage complex asset portfolios more efficiently and cost effectively. ❞

– Nidal Mechhawi, Head of Facilities Management at Knight Frank.

Knight Frank's key challenges

→ Managing multiple vendors and contractors

→ Reducing operational costs

→ Gaining transparency into issues

→ Improving tenant comfort

→ Optimising energy use

→ Increasing sustainability performance

Solution

Buildings generate a wealth of data that when unlocked by building analytics, can help to drive better decision making and improve operational performance.

To harness these opportunities within its own portfolio, Knight Frank engaged CIM as its preferred building analytics provider to help manage and uplift the operational performance of it's small-to-medium sized property assets in Australia.

Knight Frank's teams now use the PEAK platform to take a smarter, data-driven approach to building operations, in partnership with CIM's customer success team of engineering experts, who provide the right advice on building tuning, optimisation, maintenance and CAPEX planning.

❝ By digitising the facility management side of our building operations, we are able to continually meet and often exceed our objectives of reducing energy consumption and costs, improving thermal comfort, and streamlining day-to-day operations for our facility managers. ❞

– Nidal Mechhawi, Head of Facilities Management at Knight Frank.

Results

Since early 2018, PEAK has proactively identified more than 2,000 faults and tuning opportunities, provided diagnosis and resolution insights, and improved contractor and building management team workflows by helping manage contractors on Knight Frank's behalf.

The platform generated AUD$204,000 (957 tCO2) of realised energy savings and demand reductions across Knight Frank's Australian assets in two years, reducing peak demand on one building alone by 23%.

Portfolio improvements

2 Mill St	20%	YoY energy reduction
66 Goulburn St	7.5%	YoY energy reduction
309 George St	26%	energy reduction
3&5 Rider Blvd	6.6%	energy reduction
628 Bourke St	23%	peak demand reduction
114 William St	94%	thermal comfort rating
207 Pacific Hwy	$44K	energy savings to date
100 Angas St	97%	thermal comfort rating
99 Walker St	87%	thermal comfort rating

> " Thermal comfort for tenants and visitors is now much more consistent. At one site, CIM helped maintain an average thermal comfort rating of 96%, which means temperatures are maintained between 21-24°C across the entire building 96% of the time. This is the best performing building from a comfort perspective of any CIM site. "
>
> – Scott Beauman, Senior Engineering Manager at CIM.

Through ongoing collection and analysis of building data across the portfolio, CIM will assist Knight Frank to reduce planned maintenance, move to a predictive maintenance regime, and drive smarter, data-driven CAPEX planning.

"Our partnership with CIM is helping us to cement Knight Frank's industry reputation as a standout facility management company. It also strengthens our competitive edge in the market by enhancing the experience for our tenants, which helps to attract and retain key building portfolio accounts."

– Nidal Mechhawi, Head of Facilities Management at Knight Frank.

Building spotlight
309 George Street Sydney

In partnership with the City of Sydney and Knight Frank, CIM's building analytics solution was deployed at 309 George street to digitise operations, improve energy performance and increase the building's NABERS rating.

PEAK was connected to a network of 502 streaming points, and 374 monitoring rules were applied across the data collected from these points.

CIM's engineers collaborated with Knight Frank's onsite teams to quickly rectify the faults and tuning opportunities picked up by PEAK's rules, and to implement other key initiatives and recommendations identified.

Within six months, CIM and Knight Frank successfully optimised building operational performance at 309 George Street, leading to a whole NABERS star rating increase.

KEY RESULTS

- **17%** reduction in electricity consumption
- **42%** reduction in gas consumption
- **19%** increase in thermal comfort
- NABERS uplift from 3 to **4 stars**

Building intelligence
smart

Machine learning
simple

Technical engineering support
transparent

PEAK

CIM's award-winning PEAK platform integrates building intelligence, machine learning and technical engineering support to improve efficiency, sustainability and comfort across Knight Frank's property portfolio. PEAK was recognised as "Best in Class" by the CSIRO following a 24-month independent evaluation of building analytics technologies.

✔ Simplifies and accelerates the end-to-end process of fault detection, diagnosis and problem resolution

✔ Automatically collects and monitors live building data, and leverages algorithms to pinpoint, highlight and prioritise inefficiencies

✔ Facilitates a collaborative workflow with stakeholders to quickly resolve issues

✔ Provides visibility and insight to optimise site and portfolio performance.

We look forward to hearing from you.

CIM