

Closing the technology gap

Facilio co-founder and chief customer officer Krishnamoorthi Rangasamy outlines the future of smart facility management platforms. BY VARUN GODINHO

Facility Management: What gives Facilio an edge in Australia?

Krishnamoorthi Rangasamy: Facilio is rewriting how building operations are run – and Australia is leading the charge. Our edge lies in speed, simplicity and compliance assurance. We don't replace what's already working; we connect it. With Facilio, building owners and facility management (FM) teams gain a single, intelligent operating layer across assets, contractors and portfolios – where every work order, permit and inspection is traceable and audit-ready.

We're helping Australian portfolios move from reactive to predictive – and from compliant once a year to compliant every day.

Australia has the mindset and maturity to prove what the future of facilities management really looks like – connected, compliant, and data-led.

FM: Who are some of your clients here?

KR: We're partnering with major commercial portfolios and national service providers managing premium-grade assets across Sydney and Melbourne CBDs.

Clients such as Investa and Kingsmede are using Facilio to unify maintenance and compliance operations, achieving double-digit improvements in efficiency and workforce productivity. A leading real estate investment and development group is also leveraging Facilio to centralise building operations across its commercial portfolio, driving deeper visibility and sustainability outcomes.

CBRE Pacific has adopted our platform to digitise asset lifecycle management across its ANZ operations – a major validation of the platform's flexibility and scalability in enterprise environments. We're also seeing growing adoption among student accommodation portfolios and non-profit organisations that are using Facilio to streamline maintenance and compliance processes across campuses and facilities.



Krishnamoorthi Rangasamy

Our clients here aren't experimenting with technology; they're proving that connected operations deliver measurable and compliant outcomes across portfolios.

FM: How are you using AI today – and what's next?

KR: AI is already embedded across Facilio's platform – right from powering smart helpdesk responses and automating invoice validation to real-time operational insights for decision-making. Facilio's Agentic AI layer learns from every service request, asset event and contractor workflow to predict issues, prioritise actions and keep portfolios compliant and efficient. The next phase is autonomy – where the connected CMMS system self-optimises, resolves recurring problems and delivers insights before teams even request it.

Our goal isn't to automate people out of FM. It's to give them intelligent systems that think and act with them.

FM: What are your short-term goals for the country?

KR: Australia is one of our fastest-growing regions, and we're doubling down on the back of strong enterprise adoption. Partnerships like CBRE Pacific's digitisation of asset lifecycle management across ANZ reflect how the market is embracing connected, compliance-first operations at scale.

In the short term, we're expanding partnerships with leading FM providers and property owners across commercial,

industrial, retail and community portfolios. Over the next 12 to 24 months, our focus is on scaling multi-site deployments, standardising maintenance and compliance operations, enabling faster rollouts, real-time visibility and delivering consistent service across sites.

Our aim is simple: make predictive, sustainable and compliant operations the new normal across Australia's built environment.

FM: What challenges do FM technology providers face globally?

KR: The biggest challenge today isn't technology itself – it's fragmentation. Most FM systems still operate in silos, separating people, processes and data. Facility managers are juggling multiple tools that don't talk to each other, leaving gaps in visibility, accountability and compliance.

Globally – and especially in mature markets like Australia – clients now demand connected platforms that unify operations and deliver proof of value fast. Time-to-outcome has become the new benchmark.

Facilio bridges that gap with one connected CMMS that links every stakeholder, workflow and asset, turning fragmented systems into a single, auditable source of truth.

FM leaders don't want more dashboards. They want alignment between people, process, and performance.

FM: What are you building next to future-proof the platform?

KR: The next wave of innovation will unify people, processes and systems through AI, open integrations, and real-time portfolio visibility. From work orders to vendor performance and compliance, every workflow will be tracked, benchmarked and improved continuously. Facilio is evolving into an intelligent orchestration layer for operations – a platform that learns, adapts and connects everything that keeps portfolios running efficiently. ●