

Redefining the Future of Real Estate Operations

How Facilio Is Building a Global Movement for Connected, Intelligent Facilities

Across every continent, a quiet revolution is unfolding in the built environment. From Sydney to San Francisco, real estate operators are discovering that the systems running their buildings no longer match the pace of modern business.

The world's largest portfolios are demanding something radically different – a **connected, intelligent layer that unifies operations, people, and data in real time**. That's where Facilio has emerged as the global challenger redefining the category itself.

"We're not just competing with legacy software – we're rewriting what facilities management can mean for the next decade."

Prabhu Ramachandran
Co-Founder & CEO, Facilio



The Age of Connected Operations

For decades, facilities management was driven by reactive, siloed systems – one for maintenance, one for compliance, another for energy. They recorded events but failed to create insight.

Facilio's vision turns this on its head. The company's **Connected CMMS** is built as the **operating system for real estate** – uniting maintenance, compliance, energy, sustainability, and tenant experience on a single, cloud-based platform.

"Legacy systems gave you information," says Ramachandran. "Facilio delivers foresight – one connected platform that turns data into continuous action."

This shift from isolated tools to a unified ecosystem is transforming how property teams plan, operate, and perform – replacing complexity with clarity and enabling measurable impact across entire portfolios.

A Global Standard Emerges

Since its founding in 2017, Facilio has grown from an ambitious idea into a global force, **managing over 50,000 sites worldwide**. Its client roster spans iconic names such as **Brookfield Properties, British Land, CBRE Pacific, Investa, and HelloFresh** – leaders who see technology not as an add-on, but as the foundation for operational excellence.

The company's recognition as a **Leader in the 2025 Verdantix Green Quadrant for CMMS** cements its position among the world's most capable building operations platforms. It's proof that Facilio's connected-by-design approach resonates with the market's demand for speed, scalability, and intelligence.

"When the biggest names in real estate choose a young challenger like us," Ramachandran reflects, "it signals more than product preference – it signals a shift in how the world thinks about operational technology."



AI at the Core: From Connected to Autonomous

Now, Facilio is ushering in the next chapter: **Agentic AI for real estate operations.**

While many speak of AI in broad terms, Facilio's approach is focused on **three high-stakes dimensions** that directly impact the value chain of property operations:

✔ Customer Experience

AI-driven helpdesk and dispatch capabilities automate triage and technician routing, ensuring fast, predictable service without human bottlenecks.

✔ Cash Flow Management

Automated invoice validation and cost reconciliation accelerate approvals and eliminate disputes, turning compliance into confidence.

✔ Leadership Decisioning

An AI Copilot enables decision-makers to ask natural-language questions across their portfolios – “Where are my top five risk assets?” – and receive instant, actionable insights.

“AI in FM shouldn’t just report on performance – it should drive it,” says Ramachandran. “Our Agentic AI learns, acts, and optimises continuously so buildings run themselves smarter every day.”

Through this intelligent layer, Facilio is turning operations software into **decision engines** that anticipate issues, self-optimize processes, and keep portfolios compliant and efficient without manual oversight.

A Platform Built for Scale and Trust

What sets Facilio apart is its ability to **adapt to any environment** – retrofitting intelligence over existing systems rather than forcing costly rip-and-replace projects. Its open, cloud-native architecture allows real estate owners, service providers, and asset managers to operate seamlessly across borders, standards, and asset types.

With a growing footprint across **North America, the Middle East, the UK, and Oceania**, Facilio is enabling organisations to operate with greater visibility, transparency, and resilience.

“Our success isn’t regional – it’s universal,” Ramachandran notes. “Because every portfolio, everywhere, is facing the same reality: it’s time to move from reactive management to intelligent orchestration.”

The Decade Ahead

The company’s mission extends far beyond software deployment. Facilio is shaping an entirely new category of **connected operations** – one that merges sustainability, compliance, and experience into a single, measurable framework.

The next era of facilities management will be defined by agility and intelligence. Facilio’s Connected CMMS is already showing what that future looks like: faster go-lives, unified reporting, predictive control, and operational excellence at scale.

“We’re not just digitising maintenance,” concludes Ramachandran. “We’re helping the world’s most ambitious property owners run their portfolios with intelligence, accountability, and purpose.”

“Facilio has streamlined our operations by automating processes, giving us real-time visibility, and unifying fragmented systems. It’s intuitive, efficient, and has helped us build a more connected, high-performing operation.”

Natashia Steed

Head of Asset & Project Management, Kingsmede

