

F R O S T & S U L L I V A N

# 2024 COMPANY OF THE YEAR

*IN THE ASIA PACIFIC  
FACILITY MANAGEMENT  
INDUSTRY*

F R O S T & S U L L I V A N

BEST  
2024 PRACTICES  
AWARD



## Best Practices Criteria for World-Class Performance

Frost & Sullivan applies a rigorous analytical process to evaluate multiple nominees for each award category before determining the final award recipient. The process involves a detailed evaluation of best practices criteria across two dimensions for each nominated company. JLL APAC excels in many of the criteria in the facility management space.

AWARD CRITERIA	
<i>Visionary Innovation &amp; Performance</i>	<i>Customer Impact</i>
Addressing Unmet Needs	Price/Performance Value
Visionary Scenarios Through Mega Trends	Customer Purchase Experience
Implementation of Best Practices	Customer Ownership Experience
Leadership Focus	Customer Service Experience
Financial Performance	Brand Equity

### ***JLL: Leading the Facility Management Industry Transformation***

Ongoing global macro influences, rapidly advancing technologies, evolving work trends, and growing emphasis on sustainability continue to impact the facility management (FM) industry. There is an increasing demand for service providers to deliver more innovative solutions and flexible services, enabling enterprises to stay competitive and resilient amid global market fluctuations and a dynamic business environment. Companies are particularly seeking solutions to optimize operational efficiency, drive employee productivity and well-being, maximize cost efficiency, and promote sustainability. Despite the complex challenges, these trends present a substantial market opportunity for service providers to capture significant market share and shape the future of the FM landscape.

Jones Lang LaSalle (JLL) is a global real estate leader that helps enterprises optimize real estate strategies to meet their operational needs and business goals. The company offers comprehensive solutions and services across the real estate spectrum, including integrated facility management (IFM). With its innovative, cutting-edge solution suite, JLL enhances property performance, fosters ideal work experiences, and delivers value for clients spanning multiple industries, such as finance, government, information technology, and manufacturing. The company’s deep industry expertise, state-of-the-art capabilities, and customer-driven approach uniquely position it as a leader in reshaping the FM industry.

## ***Driving Innovation, Empowering Advanced FM Capabilities, and Championing Sustainability***

JLL drives innovation by integrating advanced technology, leveraging scientific insights, and designing sustainable spaces, delivering significant value to customers. The company goes beyond traditional FM practices, exploring neuroscientific principles to develop cutting-edge solutions. In addition to ergonomics, aesthetics, and technological considerations, its Work Science initiative aims to create human-centric workplace designs by studying individual cognitive responses to the built environment. Besides enhancing cognitive capabilities, the company also performs deep-dive studies into individual creative work styles to incorporate design aspects that empower employees' creative diversity. JLL ensures customers derive maximum value from its workplace strategies through a data-driven approach.

*“Frost & Sullivan commends JLL APAC’s bold approach to exploring innovative insights from diverse disciplines to enhance its solutions and deliver impactful results, showcasing its holistic, human-centered vision in the FM space. Its foresight in technology integration is a key differentiator, empowering the company to remain at the forefront of the industry and capitalize on emerging market opportunities.”*

***- Janice Wung  
Industry Principal***

It gains deep insights into employee work patterns, needs, and preferences through tailored research programs and ensures optimal designs using pilot programs to refine, validate, and prototype solutions. As a result, clients benefit from enhanced workforce productivity, collaboration, and employee well-being and satisfaction.

JLL extends its expertise in human experience and purpose-driven design through unique offerings like JLL Future Labs, setting itself apart from competitors. The company curates immersive, multi-sensory collaboration experiences that foster innovative thinking and synergy and accelerate decision-making. Aimed at helping C-suite executives and senior leaders tackle complex challenges and drive their organizations forward, this value-added service demonstrates JLL’s dedication to assisting customers

achieve optimal outcomes. In 2023, the company designed a workshop series for a leading energy firm undergoing a significant energy transition, assisting them in identifying key operational and investment initiatives that informed their strategic direction.

Through its continuous integration of advanced technologies, JLL provides the most cutting-edge solutions in the FM space. In 2023, leveraging artificial intelligence (AI) and machine learning, the company unified operations among diverse facility management stakeholders and eliminated data silos, enhancing collaboration and decision-making toward optimized building performance. Among its notable offerings is the AI-enhanced JLL Serve, a comprehensive FM application that streamlines operations, automates processes, digitizes maintenance and reporting, and provides real-time visibility. As a result, this tool optimizes building usage, minimizes costs, saves time, and boosts returns. Additionally, through its Smart Building Platform, JLL helps clients enhance operational performance with real-time and remote asset monitoring, enabling continuous oversight, rapid problem detection, predictive maintenance, and improved occupant comfort. The platform drives cost optimization, enhances operational efficiency, and promotes sustainability while ensuring occupant comfort and safety.

JLL’s expert integration of the Internet of Things, big data, and intelligent technology is enhancing service excellence, promoting a sustainable future, and propelling the FM industry into the future. Furthermore,

the company has strengthened its internal capabilities by developing the world's first Large Language Model specifically for the commercial real estate industry, the JLL Generative Pre-trained Transformer (JLL GPT) AI platform. Utilizing JLL GPT™, its consultants can perform comprehensive multi-source data analytics to provide clients with intelligent insights that drive informed strategies and enhance returns.

As a technology-driven company, JLL not only offers technological solutions but also provides consulting and managed services through its Smart Building advisory team and Intelligent Operations Centre (IOC). Utilizing its expertise, the company guides clients from planning to implementation, helping them

*"Frost & Sullivan notes JLL APAC's progressive customer-oriented strategies are redefining business partnerships in the FM industry. By prioritizing mutual interests, the company drives value creation and sustainable growth for all stakeholders involved."*

**- Rubini Kamal**  
**Best Practices Research Analyst**

navigate the complex technology landscape while optimizing costs, promoting user adoption, and ensuring long-term value. Meanwhile, its IOC relieves clients of maintaining its real estate, offering in-house experts to manage and optimize their facilities. It enables customers to optimize costs and streamline operations, allowing them to focus on their core competencies.

Recognizing the increasing emphasis on sustainability within organizations' agendas, JLL offers a robust solution suite that includes advisory services, innovative technology, renewable energy solutions, and strategic implementation. Notably, the

company pioneered the Sustainable Facility Management program, a technology-driven initiative that integrates sustainability into the services provided to clients' facilities, with a focus on optimizing site-level green practices to enhance energy efficiency, reduce waste, and promote water conservation. Beyond facility management, its sustainable solutions encompass green leasing, funding strategies, environmental reporting, and clean energy and electric vehicle integration. The company has a proven track record of helping organizations achieve notable sustainability milestones and create net zero emissions pathways. For example, it supported a government agency in implementing sustainable waste management practices, assisted a management firm in transitioning to 100% renewable energy within three years, and guided a private health insurance provider in its decarbonization efforts to meet Scope 1 and 2 reductions by 2030. Additionally, JLL has implemented its sustainability-focused facility management program, built around the 5Rs framework, across APAC.<sup>1</sup>

Frost & Sullivan commends JLL's bold approach to exploring innovative insights from diverse disciplines to enhance its solutions and deliver impactful results showcasing its holistic, human-centered vision in the FM space. Its foresight in technology integration is a key differentiator, empowering the company to remain at the forefront of the industry and capitalize on emerging market opportunities.

### ***A Customer-centric Approach Driving Unmatched Client Experience***

JLL fosters enduring customer relationships by emphasizing collaboration, value creation, and service excellence. Whether short or long-term, the company is committed to guiding clients toward achieving their strategic goals. Its year-long partnership with a global financial and investment firm exemplifies this dedication, with JLL working closely with the client through comprehensive brainstorming and consulting

<sup>1</sup> Frost & Sullivan Interview with JLL Singapore (Frost & Sullivan, September 2024)

sessions to support its regional expansion. Notably, the company is driving vested contracting partnerships, an innovative model where clients and service providers share a stake in success, with financial rewards tied to overall outcomes rather than key performance indicators, promoting joint problem-solving and innovation to achieve shared goals. Additionally, JLL prioritizes the customer voice by continuously integrating client feedback throughout the journey, ensuring an exceptional client experience and driving innovation and improvements. JLL's customer-centric and collaborative approach, deep expertise, and reliability in addressing client pain points resulted in a remarkable, record-breaking Net Promoter Score in 2023 in the APAC region.<sup>2</sup> Frost & Sullivan notes JLL's progressive customer-oriented strategies are redefining business partnerships in the FM industry. By prioritizing mutual interests, the company drives value creation and sustainable growth for all stakeholders involved.

In 2023, JLL demonstrated impressive growth driven by significant global customer wins and renewals across multiple industries. Driven by innovative solutions, strong customer relationships, and excellent service delivery, JLL IFM's business reported high single-digit growth in the fiscal year 2022-23. This positive trajectory is expected to persist, maintaining a similar compound annual growth rate over the next five-year period.<sup>3</sup> JLL's steady momentum, regardless of macroeconomic and business conditions, positions it to thrive and continue expanding its market presence.

## Conclusion

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In response to growing client expectations and an ever-changing global business landscape, the facility management (FM) industry is evolving to provide more innovative and flexible solutions. Jones Lang LaSalle (JLL) is meeting these demands by integrating cutting-edge technology, leveraging scientific insights, and creating sustainable spaces that add significant value to clients. By adopting progressive, customer-centric strategies and fostering enduring relationships through collaboration, value creation, and service excellence, JLL is well-positioned to lead the FM industry into the future.

With its strong overall performance, JLL earns Frost & Sullivan's 2024 Asia Pacific Company of the Year Award in the facility management industry.

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<sup>2</sup> Ibid.

<sup>3</sup> Ibid.



## What You Need to Know about the Company of the Year Recognition

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Frost & Sullivan's Company of the Year Award is its top honor and recognizes the market participant that exemplifies visionary innovation, market-leading performance, and unmatched customer care.

### Best Practices Award Analysis

For the Company of the Year Award, Frost & Sullivan analysts independently evaluated the criteria listed below.

#### *Visionary Innovation & Performance*

**Addressing Unmet Needs:** Customers' unmet or under-served needs are unearthed and addressed by a robust solution development process

**Visionary Scenarios Through Mega Trends:**

Long-range, macro-level scenarios are incorporated into the innovation strategy through the use of Mega Trends, thereby enabling first-to-market solutions and new growth opportunities

**Leadership Focus:** Company focuses on building a leadership position in core markets and on creating stiff barriers to entry for new competitors

**Best Practices Implementation:** Best-in-class implementation is characterized by processes, tools, or activities that generate a consistent and repeatable level of success

**Financial Performance:** Strong overall business performance is achieved in terms of revenue, revenue growth, operating margin, and other key financial metrics

#### *Customer Impact*

**Price/Performance Value:** Products or services provide the best value for the price compared to similar market offerings

**Customer Purchase Experience:** Quality of the purchase experience assures customers that they are buying the optimal solution for addressing their unique needs and constraints

**Customer Ownership Experience:** Customers proudly own the company's product or service and have a positive experience throughout the life of the product or service

**Customer Service Experience:** Customer service is accessible, fast, stress-free, and high quality

**Brand Equity:** Customers perceive the brand positively and exhibit high brand loyalty

## About Frost & Sullivan

Frost & Sullivan is the Growth Pipeline Company™. We power our clients to a future shaped by growth. Our Growth Pipeline as a Service™ provides the CEO and the CEO's growth team with a continuous and rigorous platform of growth opportunities, ensuring long-term success. To achieve positive outcomes, our team leverages over 60 years of experience, coaching organizations of all types and sizes across 6 continents with our proven best practices. To power your Growth Pipeline future, visit Frost & Sullivan at <http://www.frost.com>.

## The Growth Pipeline Engine™

Frost & Sullivan’s proprietary model to systematically create ongoing growth opportunities and strategies for our clients is fuelled by the Innovation Generator™.

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### Key Impacts:

- **Growth Pipeline:** Continuous Flow of Growth Opportunities
- **Growth Strategies:** Proven Best Practices
- **Innovation Culture:** Optimized Customer Experience
- **ROI & Margin:** Implementation Excellence
- **Transformational Growth:** Industry Leadership



## The Innovation Generator™

Our 6 analytical perspectives are crucial in capturing the broadest range of innovative growth opportunities, most of which occur at the points of these perspectives.

### Analytical Perspectives:

- **Mega Trend (MT)**
- **Business Model (BM)**
- **Technology (TE)**
- **Industries (IN)**
- **Customer (CU)**
- **Geographies (GE)**

