

From complexity to clarity: transforming building management through data



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As a leading figure in Hong Kong's real estate sector, our client found itself standing at the crossroads of tradition and innovation. With an iconic portfolio that deals with high public footfall and a substantial number of retail and office spaces, the company faced the challenge of modernising its property management processes. The goal was to achieve operational excellence by digitising operations and transitioning to a more efficient, data-driven approach.



This was an opportunity for the client to think differently about how technology – and especially data – can transform property management. A digital twin doesn't merely enhance efficiency. It also centralises vast amounts of data under a single dashboard, paving the way for meaningful digital transformation and actionable insights into everything from security and maintenance to sustainability. //

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The solution: optimising building management with digital twin technology

KPMG supported the client in implementing a digital twin – a highly complex virtual model that acts as an exact digital counterpart to a physical entity, in this case, one of Hong Kong's most iconic office buildings. Among the first of its kind in the Hong Kong property sector, the transformation wasn't just about automating existing manual processes, but about providing management with a holistic understanding and real-time visibility of building operations.

The outcome: a predictive approach enabled by data

The transition to a data-driven approach has significantly influenced the client's operations. For instance, an analysis of air conditioning-related assets such as Air Handling Units (AHUs) can assess building performance by tracking critical parameters like airflow, temperature, and energy usage. In addition to identifying potential defects and reducing maintenance costs, it provides an overall health score for the asset, enabling the creation of a predictive maintenance schedule.

Traditionally, property management has been reactive, dealing with problems as they emerge. However, the implementation of a digital twin has turned this on its head for the client, allowing them to turn potential issues into manageable risks before they escalate. By considering factors like occupancy and surrounding events, the technology is able to pre-emptively manage potential security risks and maintenance issues, for example, sending early alerts to engineers for AHU filter replacements.

The successful implementation has served as a proof of concept for the client, who plan to apply this predictive approach to other buildings in their portfolio.

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