



Say Goodbye to Reactive FM—AI Just Changed the Game

For too long, facilities management has been stuck in firefighting mode. Break-fix cycles, emergency callouts, and rising operational costs have defined the FM experience. But that era is ending.

A new generation of AI-powered tools is transforming facilities from reactive and chaotic to predictive and resilient. At the centre of this shift is Cloud's Mindsett platform—a system designed not just to monitor assets, but to learn from them, anticipate failures, and drive smarter decisions across entire portfolios.

The future of FM isn't about catching up. It's about getting ahead.
Being first to the Future

The Reactive Trap: Where FM Spends Too Much Time

Most FM teams today operate in a constant state of urgency:

- Equipment fails without warning
- Teams scramble to respond, often with limited context
- Costs pile up from emergency callouts and downtime
- Clients experience disruptions and delays

This model is not only exhausting—it's expensive, inefficient, and completely misaligned with the promise of smart buildings.

The Shift: From Reactive to Predictive

Facilities leaders know they need to evolve, but many are still early in the journey:

Reactive → Preventive → Condition-Based → Predictive

Predictive FM goes beyond schedules and sensors. It uses AI-driven models to detect problems before they become failures. It turns guesswork into foresight.

With predictive maintenance:

Teams act before something breaks

Work orders are optimized, not rushed

Budgets are used strategically—not reactively

Occupants enjoy more consistent comfort and fewer interruptions



Mindsett AI: The Predictive Engine

What makes Mindsett different is not just that it collects data—it interprets it at scale. Using advanced machine learning, Mindsett analyses electrical harmonics to baseline asset behaviour.

Here's how it works:

Each asset has a unique electrical fingerprint (its harmonic profile)

Mindsett learns what “good behaviour” looks like based on this signal

When subtle anomalies appear—often invisible to human monitoring—Mindsett flags them as early signs of degradation or impending failure

This isn't just alerting. It's understanding.

Fault Library + Fault Linking: Global Intelligence, Local Action

Mindsett's advantage grows with every asset it monitors. Thanks to its Fault Library and Fault Linking, the system doesn't just detect anomalies—it learns from them.

Anomalies are linked to known fault types across asset classes, This builds a global, self-expanding database of failure patterns

Insights are shared across buildings, regions, and asset types

“Every anomaly and feedback loop expands our understanding of how buildings and assets behave—creating a global inventory of assets, conditions, and failure states.” Stuart Ruthven

Over time, this creates predictive models that become more accurate, faster, and more asset-specific. It's not just AI—it's shared, federated intelligence for the built environment.

The Results: Fewer Failures, Lower Costs, Better Experience

Facilities that adopt predictive FM see real-world outcomes within months:

- Up to 30% reduction in unplanned downtime
- Fewer emergency callouts, with better-prepared responses
- Shorter service windows, because the fault is known before the technician arrives
- Improved sustainability through energy optimisation and less over-servicing

Mindsett helps FM teams move from reacting to planning—from putting out fires to preventing them altogether.



Predictive FM = Strategic FM

Predictive maintenance isn't just an ops improvement—it's a strategic shift that aligns FM with enterprise goals:

Resilience: Keep critical infrastructure running, even under pressure

ESG performance: Fewer failures = lower emissions, better compliance

CapEx intelligence: Know when to replace, not just repair

Cross-team visibility: Finance, sustainability, and operations all see the same data

Empowering People, Not Replacing Them

AI isn't here to take FM jobs—it's here to amplify human capability.

With Mindsett:

- Engineers spend less time hunting faults and more time solving them
- Managers gain foresight for planning and budgeting
- Teams reduce stress and increase service quality
- This is about removing grunt work, not human value.

Why Now?

- The technology is ready. The infrastructure is in place. And the pressure—on budgets, uptime, and ESG—is only increasing.
- IoT adoption is widespread
- Cloud platforms can scale quickly
- FM talent is stretched thin, and automation helps fill the gap

“This is the ChatGPT moment for FM—AI is finally usable, understandable, and impactful.” - Stuart Ruthven, Cloud Group Director of Product

The Predictive Revolution Is Here—Are You Ready?

You don't have to keep firefighting. You don't have to wait for the next failure to rethink your operations.

Mindsett is already powering predictive FM across leading portfolios—turning data into decisions, alerts into foresight, and maintenance into momentum.





Thank you

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