
Client demands and suppliers' anxiety

buildingSMART Nordic – OpenBIM Facility Management Seminar

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AGENDA

1. Introduction
2. Client demands (in DK)
3. Key points

Introduction

- Background, NIRAS Client advisor:
- Part of Client advisor team, supporting the client in elaborating ICT (Information, Communication and IT) agreements
- Supporting the client in taking advantage of the technology in the project phase as well as in the FM organization (Operations- and maintenance)
- Supporting Client demands in e.g. hospital projects, university projects, large private property owners

Why client demands?

- if it creates anxiety, why introduce it?

- Different drivers as a catalyst to changes:
 - internally introduced by management as a strategically decision, to support core business
 - from outside impact– e.g. client demands
- Client demands in DK, governmental construction projects
 - Political decision to force the use of technology in the AEC industry to enhance productivity, minimize economical deviations as well as flaws and defects.
 - Introduced by legislation, as client demands, to be honoured in all public construction projects



3 Key points

- From our experience with the client demands (in public construction projects) we have 3 key points
 1. The changing in tools introduces anxiety
 2. Demand or development – Innovate instead of dominate
 3. Mind the gap – breaking barriers

The changing in tools

- Changing in tools requires changes in processes.
 - To gain value from BIM, the business needs to adopt new methods, new standards, new processes - new tools.
 - Client demands may force the supplier into using new tools, which can be a huge challenge in the projects, compromising the suppliers business
 - To take advantage of new technology, the client may have to demand new deliverables
- Any changes tend to introduce anxiety at some point.

Demands or development Innovation instead of domination

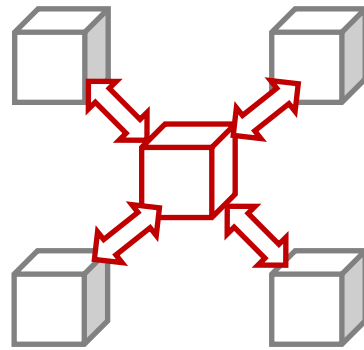
- The stick or the carrot?
Demands tend to equal the stick, introducing anxiety through uncertainty. Communicate the intentions behind the demands
- Innovation instead of domination
Invite the participants to leverage their business through the projects via common goals, instead of dominating the development through demands that creates anxiety.
- Use the projects to develop new standards, methods and tools
- The only way to eat an elephant is in small pieces.
Pinpoint areas in the project where you would like to innovate and make that a success in cooperation with the suppliers / other parties.



Barriers

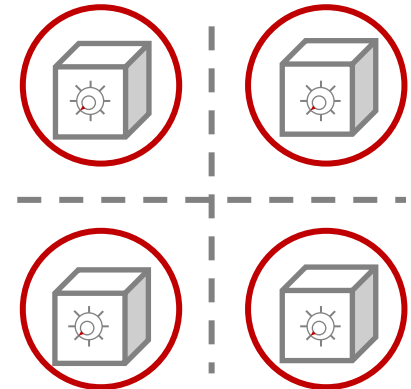
Mind the gap

- The industry culture, might be the largest challenge
- It's not about technology, its about how we collaborate
 - Perception of BIM as a cradle to cradle circle of sharing information...and the reality of the industry – conflicts and politics



The way we think BIM

← VS →



How the business works

- breaking barriers – challenge the culture of the industry, which tends to use Information as a negotiation tool

Conclusion

1. The changing in tools introduces anxiety
2. Demand or development, innovate instead of dominate
3. Mind the gap – breaking barriers

openBIM requires an openMIND