

Department of Facility Management and Corporate Real Estate

Applied Sciences University Berlin-Tech (ASUB-Tech)



1. Name

Department of Facility Management and Corporate Real Estate

Parent Organization: Applied Sciences University Berlin-Tech (ASUB-Tech)

Location: Berlin, Germany

2. Description and Key Facts

The Department of Facility Management and Corporate Real Estate is an internal department of Applied Sciences University Berlin-Tech, responsible for managing all campus facilities and real estate assets. The department was established to ensure that campus operations are handled professionally while the university itself focuses entirely on its core mission of teaching and research.

The department combines day-to-day building operations with strategic space planning, using digital technology and data analytics as its primary working tools. All campus spaces including the mensa, laboratories, classrooms, conference rooms, and administrative offices fall under its responsibility.

Attribute	Details
Department Name	Department of Facility Management and Corporate Real Estate
Type	Internal University Department
Organization Type	Type 1, Corporate FM/CREM Business Unit
Parent Organization	Applied Sciences University Berlin-Tech (ASUB-Tech)
Location	Berlin, Germany
Established	2015
Total Employees	50
Employee Breakdown	22 Building & Technical Operations, 15 IT & Digital Services, 10 Space Planning & Administration, 3 Department Management
Annual Budget	€6 million (funded by the university)
Managed Facilities	Mensa, Laboratories, Classrooms, Conference Rooms, Administrative Offices
Total Managed Area	40,000 m² (single main campus)
Staff per m²	1 person per 800 m² (industry standard)
Customers	Students, Academic Staff, University Administration
Reporting To	University Vice President for Operations
Applied Standard	DIN EN 15221 (Facility Management - Processes and Performance)

3. University Context

About ASUB-Tech

Applied Sciences University Berlin-Tech (ASUB-Tech) is a mid-sized applied sciences university located in Berlin, Germany. The university serves approximately 12,000 students across multiple academic programs with a focus on engineering, information technology, business management, and sustainable technologies.

ASUB-Tech's Strategic Goals:

- Academic Excellence in applied sciences and technology
- Digital leadership and innovation in higher education
- Environmental sustainability and efficient campus operations
- Superior student experience and modern learning environments
- Operational efficiency through technology and data-driven management

FM/CREM Department's Role

The FM/CREM Department directly supports ASUB-Tech's mission by ensuring safe, efficient, and modern campus infrastructure that enables quality teaching, research, and student experiences.

4. Products and Services

The department delivers work through three core service areas:

4.1 Building Operations and Maintenance

The department is responsible for the technical operation and maintenance of all campus buildings. This covers HVAC systems, electrical installations, plumbing, fire safety systems, and general facility upkeep. Both scheduled preventive maintenance and on-demand corrective repairs are handled internally by the operations team. The goal is to ensure all campus spaces are always safe, functional, and comfortable for students and staff.

4.2 Space and Occupancy Management

The department monitors how campus spaces are actually being used through IoT occupancy sensors installed in classrooms, laboratories, conference rooms, and the mensa. Students and staff book rooms through a digital booking system. Regular space utilization reports are produced from this data, used both for improving daily scheduling and for advising university management on longer-term space decisions. This is where FM and CREM directly connect—operational data feeds strategic planning.

4.3 Digital FM Helpdesk

All facility-related service requests are handled through a CAFM-based digital helpdesk. Students and staff submit requests via a web portal or mobile app. Every request is logged, assigned to the right person, and tracked until resolved. Response times and service quality are monitored continuously through a KPI dashboard visible to department management.

5. Vision

By 2030, the Department of Facility Management and Corporate Real Estate will be a fully digitalized campus department where every building runs efficiently, every space is used purposefully, and every service request is resolved through digital channels. Space and real estate decisions at the university will be driven by real occupancy data rather than assumptions, ensuring the campus serves students and staff as effectively as possible.

6. Strategy and Initiatives

Three initiatives drive the department toward its vision. Each one is technology-driven and directly connected to the day-to-day work of the department.

Initiative 1 — Smart Space Occupancy System

Install IoT occupancy sensors across all key campus spaces and connect the data to a central platform. The data improves daily room scheduling and gives university management the real information it needs for long-term space planning decisions.

Sub-Objective	Target
Sensor installation completed in all key rooms	End of Year 1
Live occupancy platform operational	End of Year 2
Monthly space utilization reports to management	End of Year 2
Occupancy data used actively in space planning decisions	End of Year 3

Initiative 2 — Digital FM Helpdesk and CAFM System

Replace all manual facility request processes with a fully digital CAFM ticketing system. Students and staff submit all requests digitally. Work orders are assigned, tracked, and closed entirely through the system, with performance data used for continuous improvement.

Sub-Objective	Target
CAFM system selected, configured, and tested	End of Year 1
All facility requests handled fully digitally	End of Year 2
Average response time below 4 hours	End of Year 3
Maintenance cost reports available per building area	End of Year 3

Initiative 3 — Building Automation and Energy Efficiency

Connect HVAC and lighting systems across campus to a Building Automation System linked to live occupancy data. Rooms are only heated, cooled, and lit when actually in use, eliminating energy waste and reducing operating costs across the campus.

Sub-Objective	Target
Building Automation System connected to occupancy data	End of Year 2
15% reduction in campus energy consumption	End of Year 3
Full automated climate and lighting control across all spaces	End of Year 4

8. Current State Challenges

Building Operations:

- Manual maintenance scheduling without predictive data
- Reactive repairs due to lack of preventive maintenance insights
- No real-time visibility into building system performance
- Limited data on maintenance costs per area

Space Management:

- Room bookings handled manually or in basic systems
- No occupancy data; decisions based on assumptions, not facts
- Inability to optimize space allocation across campus
- Unclear utilization rates for academic and administrative spaces
- Manual reporting of space utilization

Service Requests:

- Facility requests submitted via email, phone calls, or informal channels
- No tracking or accountability for request resolution
- Long response times (2-3 days average)
- No performance metrics or KPIs available
- Difficulty identifying recurring issues or maintenance trends

Energy and Sustainability:

- HVAC and lighting systems run on fixed schedules, not occupancy
- No correlation between energy consumption and actual space use
- High operational costs with unclear drivers
- Limited visibility into energy waste
- No automated climate control based on space usage

9. Organizational Structure

The FM/CREM Department is organized into four functional areas:

- **Building & Technical Operations** (22 people): Responsible for maintenance, repairs, safety systems, HVAC, electrical installations, plumbing, and general facility upkeep. Handles both preventive and corrective maintenance.
- **IT & Digital Services** (15 people): Manages CAFM system administration, IoT sensor networks, building automation system integration, data analytics, digital infrastructure, and helpdesk portal management.
- **Space Planning & Administration** (10 people): Handles room bookings, space utilization analysis, occupancy reporting, real estate strategy, contracts, and documentation.
- **Department Management** (3 people): Department Director, Operations Manager, and IT Manager provide strategic leadership and oversight.

10. Strategic Importance

The FM/CREM Department's digital transformation directly supports ASUB-Tech's strategic goals:

- **Cost Efficiency:** Reduce operational expenses through automation and data-driven decisions
- **Sustainability:** Minimize energy consumption and environmental impact
- **Student Experience:** Ensure modern, comfortable, and responsive facility services
- **Innovation Leadership:** Position ASUB-Tech as a leader in smart campus management
- **Operational Excellence:** Achieve industry best practices aligned with DIN EN 15221

11. Contact Information

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Berlin, Germany