



Interview with:
Emilio Arce Alonso

*CEO of Facility Services at
ACCIONA Service*



Today we interview Emilio Arce Alonso, CEO of Facility Services at ACCIONA Service, one of our sponsors at EFMC, who shares with us his vision on Facility Management and the European conference.

1. ACCIONA is a large group of companies dedicated to Infrastructure and Energy management, with an important Facility Services division. What is the position of ACCIONA Services in the FM sector?

ACCIONA Services is part of the Infrastructure area of the ACCIONA group. From this area, we participate and work in the complete process of infrastructure development, whether public or private. From the design and construction to its operation and maintenance, providing a complete service throughout the building life cycle and ensuring the attention to users in it. It can be said that ACCIONA is present throughout the useful life of any infrastructure, from the birth of the idea until it becomes a reality and operates.

Currently, ACCIONA Services is one of the referents in Spain in all facility service's activities. We operate in all sectors but we are leaders in the industrial and corporate buildings / offices sectors.

In addition to Spain, we are present in the Middle East, Portugal, Mexico and Canada and we are studying other strategic regions facing the next years.

2. As a multinational company that has so much diversity, do you consider that users, clients and suppliers have the same vision?

I think we do share the same vision and I am also convinced that in the future we will continue to create synergies and will join other actors as designers of buildings and facilities.

If we design and build buildings with easy and efficient maintenance, functional for users, with spaces prepared for leisure and relax, together with technology and agile connection tools, we will achieve a great advance for all.

The paradigm has changed dramatically in the last decades. Almost twenty years ago, when I attended my first meeting of the former SEFM as a service provider, several client company facilities did not understand what a service provider could do there.

Today this perception has changed. We know that from the same vision we all win. We are in a very different environment, service companies are fully immersed in the era of services 3.0.

When we are talking about 3.0 services, we do so not as a continuation of something, but as a space in which three great actors (customers, suppliers and workers), converge in a more interrelated way than ever before.

We all have more and better technology and this undoubtedly facilitates our work. It allows us, for example, when there is an incident in a building, we can communicate through an incident portal so that in just ten minutes, the nearest worker with the tools and training needed is there to solve it, and all this without having to go through a middle-man.

3. ACCIONA is a company that is passionate about technology. What trend do you see in this field in the future?

One of the main technological advances that already exist and that we are beginning to introduce in Spain is the BIM methodology. In countries such as England, it is already in place from the pre-recruitment stage, which allows for a much more efficient maintenance, better knowledge of the plans, etc.

Another advances that will take a little more time to see, but we will surely see, is the robotization of many jobs. From ACCIONA Services we work on a continuous improvement on a permanent basis and, obviously, we observe and analyze the evolution of the sector in order to provide the best solutions to our customers.

4. ACCIONA Services will be an exhibitor at the EFMC. What products or news will the attendees find there?

One of the main innovations that you can see and which we are very proud of: the OneLEAN Productivity Services by ACCIONA project.

For us, services are an industry and therefore we have established the Lean culture throughout our company to optimize management and processes at all levels, not only in the services themselves but also at the management level and staff departments. In addition, ACCIONA Services understands that the improvement of services comes from the design and from their reprocessing with the client's cooperation.

In this edition of the EFMC, we will also present our new captured reality technology "Reality Capture by ACCIONA", which allows our clients to obtain quick and economically a lot of information about their buildings and facilities.