



**20
25** | **COMPANY
OF THE YEAR**
Driving impact across the customer value chain

*RECOGNIZED FOR BEST PRACTICES IN THE
APAC FACILITY MANAGEMENT INDUSTRY*

FROST & SULLIVAN

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Best Practices Criteria for World-class Performance

Frost & Sullivan applies a rigorous analytical process to evaluate multiple nominees for each recognition category before determining the final recognition recipient. The process involves a detailed evaluation of best practices criteria across two dimensions for each nominated company. JLL APAC excels in many of the criteria in the facility management space.

RECOGNITION CRITERIA	
<i>Visionary Innovation & Performance</i>	<i>Customer Impact</i>
Addressing Unmet Needs	Price/Performance Value
Visionary Scenarios Through Megatrends	Customer Purchase Experience
Leadership Focus	Customer Ownership Experience
Best Practices Implementation	Customer Service Experience
Financial Performance	Brand Equity

The Evolving Asia-Pacific Facility Management Landscape

The facility management (FM) sector in the Asia-Pacific (APAC) region is undergoing rapid transformation driven by evolving work dynamics, accelerated digital adoption, and an increasing focus on sustainability. Organizations are facing growing pressures to balance hybrid work arrangements, attract and retain top talent, optimize operational efficiency, and achieve measurable environmental, social, and governance (ESG) outcomes. These shifts are redefining FM practice, expanding its scope beyond day-to-day operations and positioning it as a strategic driver of organizational performance, employee experience, and sustainable growth. Providers offering integrated, technology-enabled, and human-centric solutions are in the best position to capture emerging opportunities and shape the future of FM in APAC.

Jones Lang Lasalle Property Consultants Pte Ltd (JLL) APAC, a leading global real estate and investment management firm, is redefining the FM landscape across the region, transforming the practice into a key enabler of business resilience, productivity, and growth. With over 530 million square feet under management, 16,700+ sites, 500+ corporate clients, and a regional workforce of 16,000+ professionals, the multiple award-winning FM leader leverages its scale to achieve operational excellence and exceptional client outcomes.¹ JLL APAC provides integrated FM solutions that unify real estate operations, workplace experience, and performance management to enhance asset value and boost organizational productivity. By aligning with evolving priorities such as hybrid work, technology-driven innovation, and sustainability, JLL APAC enables enterprises across sectors, including financial services, technology, life sciences, and government, to boost their competitive edge and drive long-term growth.

¹ Frost & Sullivan Interview with JLL APAC, September 2025

JLL APAC: Transforming FM into a Strategic Advantage

JLL APAC helps enterprises drive performance and foster long-term growth through integrated services, advanced technology, and a focus on employee experience and sustainability. Its unified, technology-enabled Workplace Management (WPM) combines FM, people-centric experience and occupancy solutions, and sustainability frameworks, to optimize building performance, enhance productivity, reduce costs, elevate employee experience, and advance ESG goals. Supported by advanced data architecture, WPM enables real-time insights, artificial intelligence (AI)-driven forecasting, connected building systems, and performance analytics, helping clients optimize workplaces and maximize business outcomes.

JLL APAC delivers advanced capabilities through strategic business restructuring, integrating services under a single platform as WPM (formerly Integrated Facility Management) demonstrates through the consolidation of previously disparate solutions to provide comprehensive workplace management. By leveraging intelligent technology to further consolidate data across these services, the company enables advanced insights and predictive capabilities that optimize real estate performance and operational efficiency.

Building on this proven approach, between 2024 and 2025, JLL APAC globalized WPM and incorporated it into its newly established Real Estate Management Services (REMS) segment. By uniting WPM with Project and Development Services, Portfolio Services, and Property Management under a single REMS framework, JLL APAC enhances agility, delivers integrated, data-driven real estate solutions, and creates greater client value in an increasingly hybrid and dynamic market environment.

Demonstrated Leadership through Strategic Initiatives

To drive sustainable growth and resilience, JLL APAC continues to advance strategic priorities centered on technology, people experience, and sustainability. Together, these pillars enable the company to innovate, enhance performance, and generate enduring value across the built environment.

AI and Digital Innovation

“Frost & Sullivan commends JLL APAC for its unwavering commitment to delivering customer value through intelligent technology, people-centric innovation, and sustainability. The company continues to set the benchmark for innovation and best practices across the region by transforming FM from a traditional support function into a strategic platform that drives resilience, productivity, and long-term competitive advantage across industries.”

- Janice Wung
Industry Principal

JLL APAC continues to invest in AI and digital innovation to deliver transformative real estate solutions. Since 2019, the company has led AI advancement in the industry with JLL Falcon (Falcon), its core platform that unifies capabilities, standardizes data architecture, and powers portfolio and workplace management. Falcon enables real-time insights, AI-driven forecasting, and autonomous actions that enhance efficiency, performance, and client outcomes.

In 2024, JLL APAC introduced platforms built on Falcon, including JLL Azara, which delivers on-demand actionable insights, and Agentic AI, which executes autonomous tasks to streamline operations across

FM, sustainability, and project and development services (e.g., prioritizing global maintenance requests and analyzing portfolio performance to guide property investment decisions). As JLL APAC's foundational AI and analytics platform, Falcon accelerates AI adoption, lowers service costs, and fuels ongoing innovation and capability growth.

Additionally, JLL APAC advanced AI adoption across its real estate business by deploying JLL Generative Pre-trained Transformer (JLL GPT), which processes over 200,000 prompts weekly to support operational efficiency and decision-making. The company deployed JLL GPT for a global financial services client, enabling 1,700 colleagues across multiple locations to access 43 contracts and 72 standard operating procedures in seconds, fostering collaboration by breaking down language barriers².

Meanwhile, JLL Serve (Serve) leverages Internet of Things, Computerized Maintenance Management Systems, and Building Management Systems to digitize and automate asset and FM, reducing onboarding and inspection times, enhancing efficiency by 30%, and allowing teams to focus on higher-value tasks that generate strong return on investment. At a Fortune 50 semiconductor company, Serve streamlined workflows, including work order generation, quick response code navigation, and asset geolocation, saving time and \$500,000 in custodial cleaning costs.³

By partnering with startups aligned to its strategic priorities, the company ensures transformative solutions across its business, driving operational efficiency, enhancing client outcomes, and advancing real estate innovation.

People and Workplace Experience

JLL APAC's innovative spirit extends to its employee experience initiatives, leveraging cognitive science, creative approaches, and human-centered design to create high-performing workspaces. Through its

"As hybrid work models evolve and demand for integrated, sustainable, and technology-enabled workplace services continue to accelerate, JLL APAC is well-positioned to capture greater market share. Its proven service delivery excellence, innovation-driven culture, and strong client partnerships empower the company to continue setting the regional benchmark for performance, trust, and value creation in the evolving FM landscape."

- Rubini Kamal
Best Practices Research Analyst

Work Science Programme, the company applies behavioral science and neuroscience to enhance engagement, cognitive performance, and overall well-being. Its Brain-Body Gym, developed through the program and piloted at its Singapore headquarters, demonstrated measurable improvements in cognitive performance and employee wellness. The initiative has demonstrated strong potential, paving the way for wider integration into JLL APAC's workplace solutions with pilot programs already underway.

Through its advisory services, JLL APAC translates its research insights into tailored strategies and targeted interventions that help client workplaces thrive. By understanding organizational objectives and

employee needs, JLL APAC optimizes experiences across physical and digital touchpoints, enhancing engagement, operational resilience, and alignment. For example, at a large technology manufacturing

² Ibid.

³ Ibid.

firm, the advisory team supported a workplace optimization exercise—developing a business case for reinvestment, mapping employee journeys, and establishing a Personal Connection Leadership Council to ensure that remaining sites stayed productive and connected. Similarly, for a financial services client undergoing an account transition, JLL APAC facilitated a two-day Experience Strategy Lab to co-create a workplace experience vision, refine user personas, and develop service delivery blueprints, resulting in rapid team alignment and a clear roadmap.

In 2024, JLL APAC continued to innovate workplace experiences, turning offices into hospitality-inspired, human-focused environments for hybrid workforces. Spanning physical spaces, digital platforms, and organizational culture, and supported by experience hosts and integrated technology, these initiatives enhance engagement, productivity, talent retention, and space utilization while promoting employee productivity and well-being.

Sustainability and Impact

Sustainability is integral to JLL APAC's comprehensive offerings. Its Sustainable FM program leverages advanced technology, a global network of experts, and the 5Rs framework—Reduce, Reuse, Recycle, Rethink, Replace—to optimize energy, water, waste, and operational performance. In partnership with IBM Envizi, the company helps clients centralize sustainability data, enabling predictive analytics and streamlined operations, reducing reporting time by 50% and delivering \$20 million in annual energy and water savings in one client implementation.⁴

Through the JLL Foundation, the company invests in climate-tech startups to accelerate innovative environmental solutions. In 2024, it issued 18 zero-interest loans totaling \$4.75 million, expanding its portfolio to 39 companies across 11 countries. Collectively, these startups cut greenhouse gas emissions by up to 100%, reduced waste by 50%, and lowered water use by 22% through innovative solutions, such as Aquarry's fungi-based construction waste technology. In the same year, JLL APAC became a partner of the World Green Building Council's Asia Pacific Network, connecting with 17 Green Building Councils across the region and reinforcing its leadership in sustainable built environment transformation.

Frost & Sullivan commends JLL APAC for its unwavering commitment to delivering customer value through intelligent technology, people-centric innovation, and sustainability. The company continues to set the benchmark for innovation and best practices across the region by transforming FM from a traditional support function into a strategic platform that drives resilience, productivity, and long-term competitive advantage across industries.

Customer-centric Leadership Driving Performance and Growth

JLL APAC's client-centric philosophy is deeply woven within its business model, ensuring that client insights directly shape strategic priorities and service delivery. Through initiatives such as the Client Voice Program and Client Advisory Board, the company captures and integrates client feedback across all operations to continually enhance client experience and drive operational excellence. These platforms enable JLL APAC to identify clients' top business priorities and strategically align its solutions and innovations to deliver targeted, high-impact solutions that optimize performance and growth.

⁴ Ibid.

In 2024, JLL APAC surpassed its response rate goals and achieved its highest Net Promoter Score of 50.3, reflecting exceptional client trust and loyalty.⁵ Clients consistently rank customer service as a key strength, affirming the company's commitment to responsiveness, leadership, and deep market expertise. Supported by active industry engagement, JLL APAC continues to build meaningful relationships and deliver forward-looking solutions that reinforce its position as a trusted partner driving client success across the APAC region.

JLL APAC's strong client focus underpins its robust financial performance, underscoring its ability to deliver sustained value amid shifting economic and workplace dynamics. In 2024, the company's exceptional WPM business performance led regional growth demonstrating its consistent ability to deliver value and promote customer satisfaction.⁶

As hybrid work models evolve and demand for integrated, sustainable, and technology-enabled workplace services continues to accelerate, JLL APAC is well-positioned to capture greater market share. Its proven service delivery excellence, innovation-driven culture, and strong client partnerships empower the company to continue setting the regional benchmark for performance, trust, and value creation in the evolving FM landscape.

Conclusion

The Asia-Pacific (APAC) facility management market is evolving rapidly, driven by hybrid work, operational complexity, and sustainability demands. Jones Lang Lasalle Property Consultants Pte Ltd (JLL) APAC leads this transformation with data-driven insights, advanced technology, and human-centric workplace strategies, integrating capabilities across its services under the Real Estate Management Services framework and artificial intelligence-enabled platforms like JLL Falcon and JLL Azara. Its unified and integrated operating model enables seamless delivery of real estate solutions, driving operational efficiency, Environmental, Social, and Governance performance, and long-term client value. Through initiatives like the Client Voice Program, JLL APAC maintains a strong client-centric focus, earning trust and loyalty across industries. Backed by sustained financial performance and innovation-led delivery, the company continues to set the benchmark for excellence in real estate management and workplace performance across the region.

With its strong overall performance, JLL APAC earns Frost & Sullivan's 2025 APAC Company of the Year Recognition in the facility management industry.

⁵ Ibid.

⁶ Ibid.

What You Need to Know about the Company of the Year Recognition

Frost & Sullivan's Company of the Year Recognition is its top honor and recognizes the market participant that exemplifies visionary innovation, market-leading performance, and unmatched customer care.

Best Practices Recognition Analysis

For the Company of the Year Recognition, Frost & Sullivan analysts independently evaluated the criteria listed below.

Visionary Innovation & Performance

Addressing Unmet Needs: Customers' unmet or under-served needs are unearthed and addressed to create growth opportunities across the entire value chain

Visionary Scenarios Through Megatrends: Long-range scenarios are incorporated into the innovation strategy by leveraging mega trends and cutting-edge technologies, thereby accelerating the transformational growth journey

Leadership Focus: The company focuses on building a leadership position in core markets to create stiff barriers to entry for new competitors and enhance its future growth potential

Best Practices Implementation: Best-in-class implementation is characterized by processes, tools, or activities that generate consistent, repeatable, and scalable success

Financial Performance: Strong overall business performance is achieved by striking the optimal balance between investing in revenue growth and maximizing operating margin

Customer Impact

Price/Performance Value: Products or services offer the best ROI and superior value compared to similar market offerings

Customer Purchase Experience: Purchase experience with minimal friction and high transparency assures customers that they are buying the optimal solution to address both their needs and constraints

Customer Ownership Excellence: Products and solutions evolve continuously in sync with the customers' own growth journeys, engendering pride of ownership and enhanced customer experience

Customer Service Experience: Customer service is readily accessible and stress-free, and delivered with high quality, high availability, and fast response time

Brand Equity: Customers perceive the brand positively and exhibit high brand loyalty, which is regularly measured and confirmed through a high Net Promoter Score®

Best Practices Recognition Analytics Methodology

Inspire the World to Support True Leaders

This long-term process spans 12 months, beginning with the prioritization of the sector. It involves a rigorous approach that includes comprehensive scanning and analytics to identify key best practice trends. A dedicated team of analysts, advisors, coaches, and experts collaborates closely, ensuring thorough review and input. The goal is to maximize the company's long-term value by leveraging unique perspectives to support each Best Practice Recognition and identify meaningful transformation and impact.

VALUE IMPACT			
STEP		WHAT	WHY
1	Opportunity Universe	Identify Sectors with the Greatest Impact on the Global Economy	Value to Economic Development
2	Transformational Model	Analyze Strategic Imperatives That Drive Transformation	Understand and Create a Winning Strategy
3	Ecosystem	Map Critical Value Chains	Comprehensive Community that Shapes the Sector
4	Growth Generator	Data Foundation That Provides Decision Support System	Spark Opportunities and Accelerate Decision-making
5	Growth Opportunities	Identify Opportunities Generated by Companies	Drive the Transformation of the Industry
6	Frost Radar	Benchmark Companies on Future Growth Potential	Identify Most Powerful Companies to Action
7	Best Practices	Identify Companies Achieving Best Practices in All Critical Perspectives	Inspire the World
8	Companies to Action	Tell Your Story to the World (BICEP*)	Ecosystem Community Supporting Future Success

*Board of Directors, Investors, Customers, Employees, Partners

About Frost & Sullivan

Frost & Sullivan is the Growth Pipeline Company™. We power our clients to a future shaped by growth. Our Growth Pipeline as a Service™ provides the CEO and the CEO's growth team with a continuous and rigorous platform of growth opportunities, ensuring long-term success. To achieve positive outcomes, our team leverages over 60 years of experience, coaching organizations of all types and sizes across 6 continents with our proven best practices. To power your Growth Pipeline future, visit Frost & Sullivan at <http://www.frost.com>.

The Growth Pipeline Generator™

Frost & Sullivan's proprietary model to systematically create ongoing growth opportunities and strategies for our clients is fueled by the Innovation Generator™.

[Learn more.](#)

Key Impacts:

- **Growth Pipeline:** Continuous Flow of Growth Opportunities
- **Growth Strategies:** Proven Best Practices
- **Innovation Culture:** Optimized Customer Experience
- **ROI & Margin:** Implementation Excellence
- **Transformational Growth:** Industry Leadership



The Innovation Generator™

Our 6 analytical perspectives are crucial in capturing the broadest range of innovative growth opportunities, most of which occur at the points of these perspectives.

Analytical Perspectives:

- **Megatrend (MT)**
- **Business Model (BM)**
- **Technology (TE)**
- **Industries (IN)**
- **Customer (CU)**
- **Geographies (GE)**

