



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

*RECOGNIZED FOR BEST PRACTICES IN THE
SINGAPORE 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 Singapore 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

Singapore’s Evolving Facility Management Landscape

The Singapore facility management (FM) industry is evolving rapidly as organizations adapt to hybrid work patterns, sustainability imperatives, and technological disruption. Heightened regulatory focus on sustainable operations, increasing adoption of digital platforms, and persistent manpower constraints are redefining service delivery expectations. As clients demand smarter, outcome-based contracts that combine operational reliability with superior employee experience, FM providers are integrating hard and soft services, analytics, performance management, and sustainability programs into unified solutions. To meet these demands, the industry is also increasingly leveraging predictive maintenance, smart building technologies, and workforce development initiatives to enhance efficiency, resilience, and overall service quality.

Within this dynamic environment, Jones Lang Lasalle Property Consultants Pte Ltd (JLL) Singapore, part of a leading global real estate and investment management firm, distinguishes itself through its integrated service delivery, advanced technology ecosystem, and sustained client partnerships. Operating under the Workplace Management (WPM) platform, formerly known as Integrated Facility Management, the company oversees more than 50 million square feet across 90+ corporate clients, supported by a local workforce of over 1,800 employees.¹ Guided by the One JLL Singapore strategy, the firm unites multiple service lines, including technical operations, project and development services, portfolio management, and workplace experience, under a cohesive WPM framework that delivers value that spans the real

¹ Frost & Sullivan Interview with JLL Singapore (September 2025)

estate lifecycle. This integrated model supports cost efficiency, technology enablement, and sustainability, aligning with the future trajectory of FM in Singapore.

Demonstrated Leadership through Integrated Services and Technological Innovation

Amid an increasingly digital FM landscape, JLL Singapore distinguishes itself through structured transformation, advanced analytics, and a steadfast commitment to operational excellence. Its WPM business line, now globalized for service consistency and efficiency, combines integrated facility management, technical services, experience and occupancy management, technology and innovation transformation, and sustainability consulting within a single data-driven ecosystem. Powered by the Work Dynamics Technology architecture, JLL Singapore provides unified data access across services, enabling real-time dashboard reporting, predictive maintenance, Internet of Things-based monitoring, and transparent key performance indicator (KPI) tracking. These capabilities enable clients to make proactive, evidence-based decisions, achieving measurable improvements in efficiency, sustainability, and performance. In 2025, as part of its transition to the Real Estate Management Services model, the company integrated WPM with project and development services, portfolio services, and property management into a single, technology-enabled framework, unifying deep local market expertise with global best practices.

JLL Singapore is leading the shift in how real estate is managed, leveraging artificial intelligence, digital

“With its integrated AI ecosystem, advanced analytics platforms, and proven real-world implementations, JLL Singapore stands at the forefront of AI-enabled, data-driven FM and is creating a future of intelligent real estate operations in Singapore.”

- Rubini Kamal
Best Practices Research Analyst

transformation, and data-driven insights to redefine operational excellence and client value. Powered by its foundational artificial intelligence (AI) and analytics platform, JLL Falcon, the company delivers integrated solutions, such as JLL Azara, which turns business intelligence into conversational AI for faster, data-driven decisions, and Agentic AI, which enables autonomous systems to manage tasks with minimal human input. Together, these technologies proactively predict equipment failures, optimize maintenance schedules, and adjust lease strategies in

real time, setting a new benchmark for intelligent, adaptive real estate management.

Additionally, the company has JLL Generative Pre-trained Transformer (JLL GPT), a proprietary generative AI solution that enhances efficiency, decision-making, and client service across operations. For example, at a prominent local bank, JLL Singapore’s team deployed JLL GPT through a three-tier framework to embed AI into daily workflows. The initiative introduced a prompt library, customized prompt training, and cross-functional implementation, with global resources and vendor partners. This structured approach has since streamlined operations, accelerated AI adoption, and delivered measurable productivity and value gains for the client.

JLL Singapore continues to expand the adoption of JLL Serve, an AI-powered, end-to-end FM platform that unifies asset and building data, automates workflows, and drives operational efficiency. JLL Serve’s local deployments have demonstrated tangible outcomes, including the digital transformation of pantry and inventory management for a major local bank, where real-time data capture and analytics reduced

manual effort and improved forecasting accuracy across 34,000 square meters of workspace. Another deployment at a government agency introduced a barcode-based digital system to replace manual stock audits, significantly cutting monthly audit time and improving resource transparency and planning accuracy. Together, these initiatives demonstrate how JLL Serve's digitization and automation capabilities deliver measurable efficiency and operational value for clients.

With its integrated AI ecosystem, advanced analytics platforms, and proven real-world implementations, JLL Singapore stands at the forefront of AI-enabled, data-driven FM and is creating a future of intelligent real estate operations in Singapore.

Enhancing Human Experience and Workforce Well-being

Recognizing that the workplace experience is central to organizational performance, JLL Singapore takes a holistic approach to enhancing employee experience and well-being, combining research, technology, and service excellence to create environments that enable people to thrive. In recent years, the company has been exploring human-centric design, neuroscience, and behavioral science in its FM operations, establishing itself as a pioneer in applying science-based practices to enhance workplace performance and well-being. Building on the success of its Brain-Body Gym research program at its Singapore headquarters—a part of JLL Singapore's global Work Science Program that leverages neuroscience and data analytics to decode the drivers of creativity and cognitive function—the company piloted cognitive-performance workshops with a major banking client. Using dual-task training techniques developed

“Through its integrated operating model, technology investments, and commitment to human-centered environments and sustainability, JLL Singapore continues to elevate the role of FM from operational function to a strategic enabler of organizational resilience and growth.”

- Janice Wung
Industry Principal

through its research program, participants demonstrated measurable improvements of 5.1% in holistic health and 8.7% in self-efficacy, illustrating the potential of integrating wellness science into workplace design and operations.²

In 2024, JLL Singapore expanded its focus on mental health as part of its broader employee experience strategy, reinforcing its commitment to creating high-performing, human-centered workplaces. Through its Experience Services platform, the company integrates hospitality, FM, and data-driven intelligence to deliver

premium workplace solutions. Services such as concierge and guest support, ambassador programs that connect employees to workplace and well-being resources, meeting and event coordination, ergonomic design, and curated food services transform traditional offices into engaging “destination spaces” that foster connection, collaboration, and success in hybrid work. Continuous workplace analytics support this approach, enabling JLL Singapore to measure engagement, optimize space utilization, and enhance overall employee satisfaction.

Complementing these services, JLL Singapore's Human Experience (HX) platform connects HX Champions across multiple Singapore client accounts to exchange insights and co-create engagement programs that strengthen workplace culture. Examples include transforming underutilized office spaces into social “chill

² Ibid.

corners” that foster connection and relaxation, as well as organizing community events that foster belonging and enhance employee engagement across client workplaces.

JLL Singapore continuously raises service standards and enhances its workplace solutions to deliver seamless, high-quality experiences that strengthen client satisfaction and reinforce its position as a trusted premium FM partner. In Singapore, initiatives such as the Care Ambassador Program, which provides Psychological First Aid training based on World Health Organization standards, have strengthened staff capabilities in mental health support and resilience. Its success is driving adoption across multiple accounts, helping the company actively embed well-being practices into its workplace experience solutions. Additionally, the company partnered with its vendor network to deliver professional development workshops on workplace etiquette and communication, ensuring service consistency extends through the supply chain.

These initiatives position JLL Singapore as a facilitator of resilient, high-performing workplaces that promote both productivity and employee well-being, underscoring the company’s evidence-based approach to people experience and performance optimization. Through its advisory-led People Experience consultancy, JLL Singapore translates research insights into targeted strategies that help organizations navigate disruption, unlock human potential, and sustain performance.

Advancing Sustainability and Environmental Stewardship

Sustainability is central to JLL Singapore’s FM strategy, spanning frameworks, solutions, and advisory services. Supported by a global network of over 1,000 subject matter experts, the firm delivers technology-enabled, tailored solutions that help clients achieve measurable environmental outcomes at any stage of their sustainability journey while driving continuous improvement.

The company’s Sustainable FM (SFM) program applies the 5Rs (Reduce, Reuse, Recycle, Rethink, Replace) to everyday operations, focusing on waste, energy, and water reduction to enhance operational efficiency and environmental performance across its client portfolio. Complementing SFM, JLL Singapore leverages technology to streamline sustainability data management, optimize smart building operations, and guide carbon reduction strategies. For example, its partnership with IBM Envizi enables clients to monitor and report sustainability data through a unified digital platform that integrates energy, water, and waste streams for accurate emissions tracking. Implementations have delivered significant efficiency gains, reducing reporting time by 50% and generating annual savings of up to \$20 million across multinational client portfolios. In 2024, the company further integrated Envizi with other proprietary and third-party platforms to enhance interoperability and streamline building management, supporting smarter decision-making and improved environmental performance.

JLL Singapore’s sustainability consulting services translate these tools and frameworks into actionable solutions that deliver measurable cost and carbon reductions. Its team implemented a five-part energy-management plan for an international school, including air conditioning and mechanical ventilation optimization, motion-sensor LED retrofits, and advanced pump systems, achieving 2,000 megawatt-hours of energy savings over three years, which allowed the school to avoid 770 metric tons of carbon dioxide and delivered return on investment in less than three years.³ This project exemplifies JLL Singapore’s

³ Ibid.

ability to combine technical innovation and operational expertise to drive environmental impact, reinforcing its role as a trusted sustainability partner.

Building on these successful sustainability initiatives and measurable client outcomes, JLL Singapore continues to strengthen its internal practices and industry leadership. In 2024, the company achieved Sustainable Net Zero Organization Gold Tier accreditation from the Singapore International Facility Management Association, recognizing its structured approach to carbon reduction, leadership commitment, and long-term decarbonization roadmap. Building on this success, the firm is working toward Gold Plus certification through expanded Scope 3 measurement and workforce training initiatives.

Frost & Sullivan commends JLL Singapore for driving measurable environmental and operational results, leading the industry in sustainable FM and defining best practices in resilience, innovation, and low-carbon performance.

Strengthening Client Partnerships and Sustaining Growth

JLL Singapore continues to demonstrate consistent financial and operational performance. In 2024, its Work Dynamics division reported \$250 million in WPM Generally Accepted Accounting Principles revenue, a 16.4% year-over-year increase.⁴ This momentum reflects organic expansion within existing portfolios, renewal of multi-year partnerships—many exceeding 15 years—and new business wins across technology, finance, and government sectors. Recent account successes include portfolio expansions with Jurong Town Corporation, renewals with Ernst & Young, Union Bank of Switzerland, Dell, and HSBC, and new or extended engagements with L'Oréal, Unilever, London Stock Exchange Group, and Salesforce.

The company's Client Voice Program further reinforces its customer-centric approach. In 2024, JLL Singapore achieved a 36% Net Promoter Score, a three-point improvement from the previous year, and saw its promoter rate rise from 43% to 48%, reflecting stronger client engagement and satisfaction.⁵ Clients particularly commended JLL Singapore's responsiveness, partnership mindset, and clear, timely communication throughout service delivery. The company consistently earns strong client ratings by actively engaging with customers to gather insights and feedback, fostering collaboration and a deeper understanding of evolving needs. These feedback loops drive continuous improvement, align services with client KPIs, and support sustained satisfaction and long-term business engagement.

Internally, programs such as the Continuous Improvement Work Group encourage ground-up innovation, with 2024 entries quadrupling year-on-year and showcasing new sustainability, safety, and technology initiatives. The Applause Awards further reinforce a culture of collaboration and excellence by celebrating high-performing teams alongside clients, strengthening mutual trust and long-term partnerships in the process.

Through its integrated operating model, technology investments, and commitment to human-centered environments and sustainability, JLL Singapore continues to elevate the role of FM from an operational function to a strategic enabler of organizational resilience and growth. Its balance of local expertise and

⁴ Ibid.

⁵ Ibid.

global scale, supported by financial strength and continuous innovation, empowers clients to navigate challenges with agility and assurance.

As the FM industry advances toward more intelligent, sustainable, and people-centered solutions, JLL Singapore remains at the forefront, empowering enterprises to thrive while shaping the future of Singapore's real estate landscape.

Conclusion

The Singapore facility management (FM) sector is undergoing rapid transformation, shaped by hybrid work, sustainability imperatives, and technological advancements. Jones Lang Lasalle Property Consultants Pte Ltd (JLL) Singapore is leading this evolution through an integrated operating model that unites technology, sustainability, and human experience under its Workplace Management platform. Powered by AI-enabled tools such as JLL Serve, Azara AI, and JLL Generative Pre-trained Transformer, and guided by the One JLL Singapore strategy, the firm delivers seamless, data-driven solutions that enhance operational efficiency, environmental performance, and employee well-being. Through research-led initiatives like the Brain-Body Gym program and Experience Services platform, JLL continues to pioneer human-centric innovation that drives measurable outcomes in productivity and engagement. Supported by strong financial performance, trusted client partnerships, and a deep commitment to sustainability, JLL Singapore continues to redefine the role of FM, elevating it from an operational function to a strategic enabler of resilience, growth, and the future of Singapore's real estate landscape.

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

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

<http://www.frost.com>.

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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™

broadest range of innovative growth opportunities
of which occur at the points of these perspectives.

Analytical Perspectives:

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

