

MARKUS SONTHEIMER, CHIEF INFORMATION & DIGITAL OFFICER, ISS WORLD SERVICES

Technology Leadership based on Digital Component Strategy

2025
2023



Scale delivery of ISS developed leading-edge technology

Accelerate digital value creation for both our customers and placemakers. ISS owned technology will be leveraged to unleash potential of new business models.

2022
2021



Build ISS Tech Powerhouse

Established new tech hubs in Warsaw & Porto for the growing ISS Tech Team of 800+ technologists globally: ISS starts developing innovative apps in-house.

2021



Set strategic direction to build high-tech future for ISS

Appointed first-ever Chief Information and Digital Officer to implement the strategic roadmap for ISS' digital business transformation: Board of Directors approved ISS' Global Tech Strategy. Placemaker app (MyISS) initiated.

TECHNOLOGY LEADERSHIP BASED ON DIGITAL COMPONENT STRATEGY

ISS Tech Strategy

Strategic ambition

Technology Leader in the IFM industry

Generating competitive advantage
for our customers and placemakers

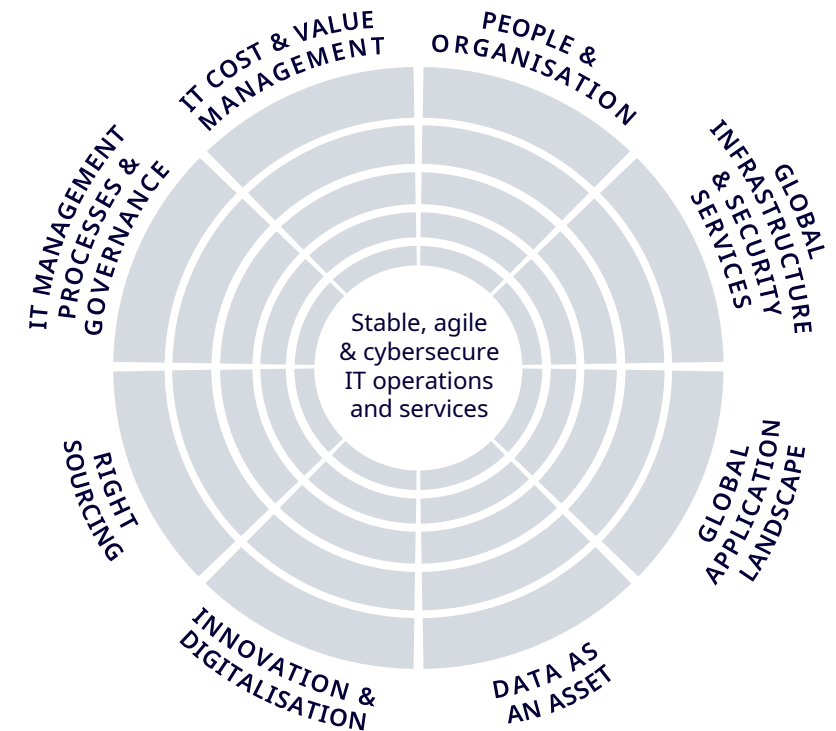
Strategic pillars

The right **digital applications** for our
customers and placemakers

Built on **scalable and cybersecure** "Cloud
First" infrastructure

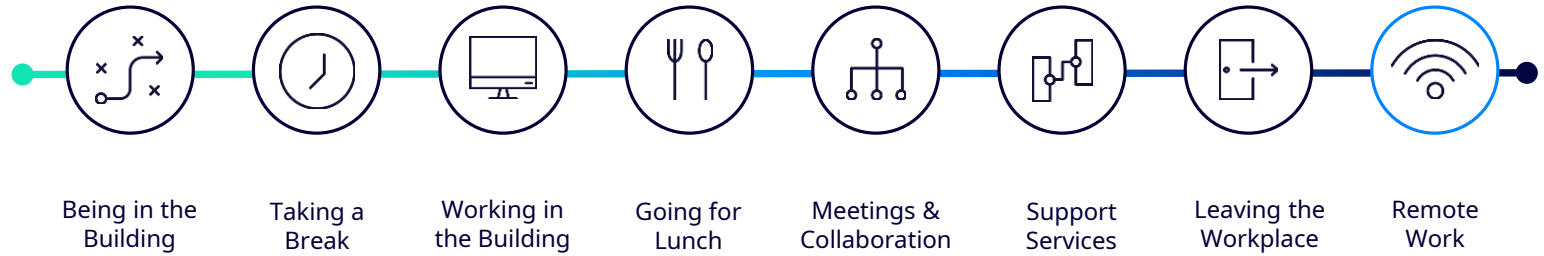
Managed by **ISS' global technology teams**

Framework – The Strategy Wheel



ISS' digital component ecosystem creates value with scalable platforms, data and innovation

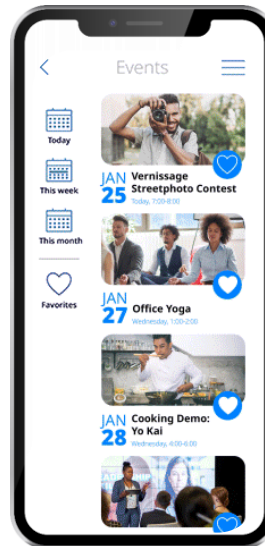




ISS Workplace

Promoting well-being, engagement & productivity

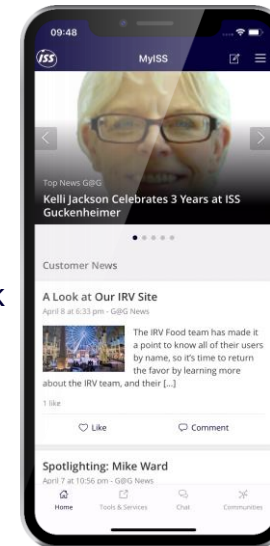
Target 2023:
100,000 users



MyISS

Strengthening connection & collaboration for hybrid work

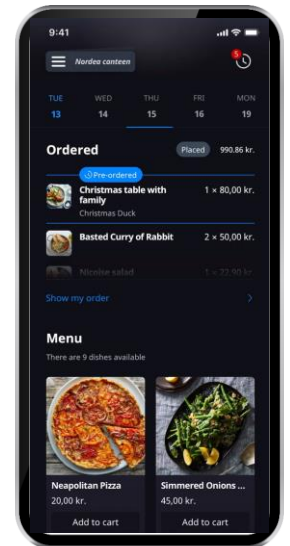
Target 2023:
100,000 users



ISS Takeaway

Balancing full-time jobs with maintaining a household

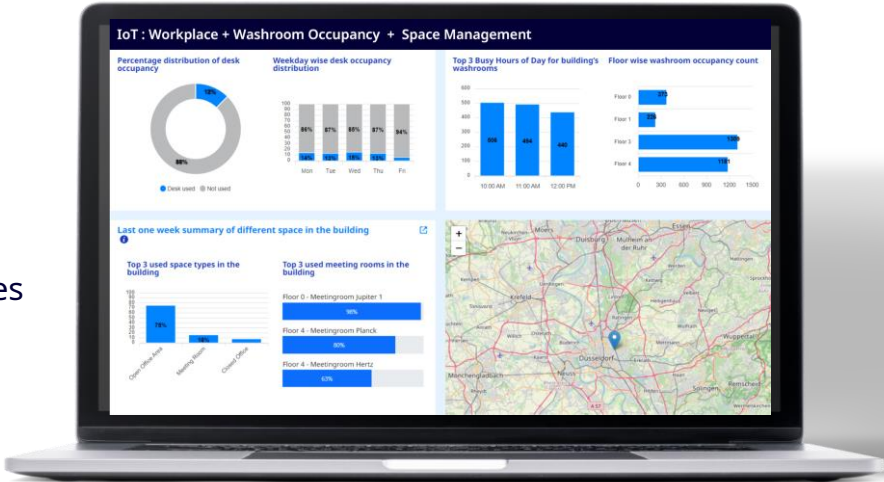
Target 2023:
3 countries



Places that work, think and give

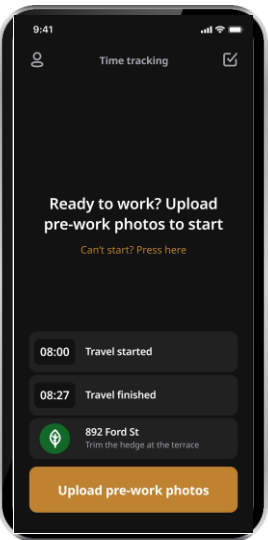
IoT Platform & Products

Data integration that empowers effective decision-making to drive customer strategies



ISS Outdoor

Supporting placemakers to evidence task completion and compliance



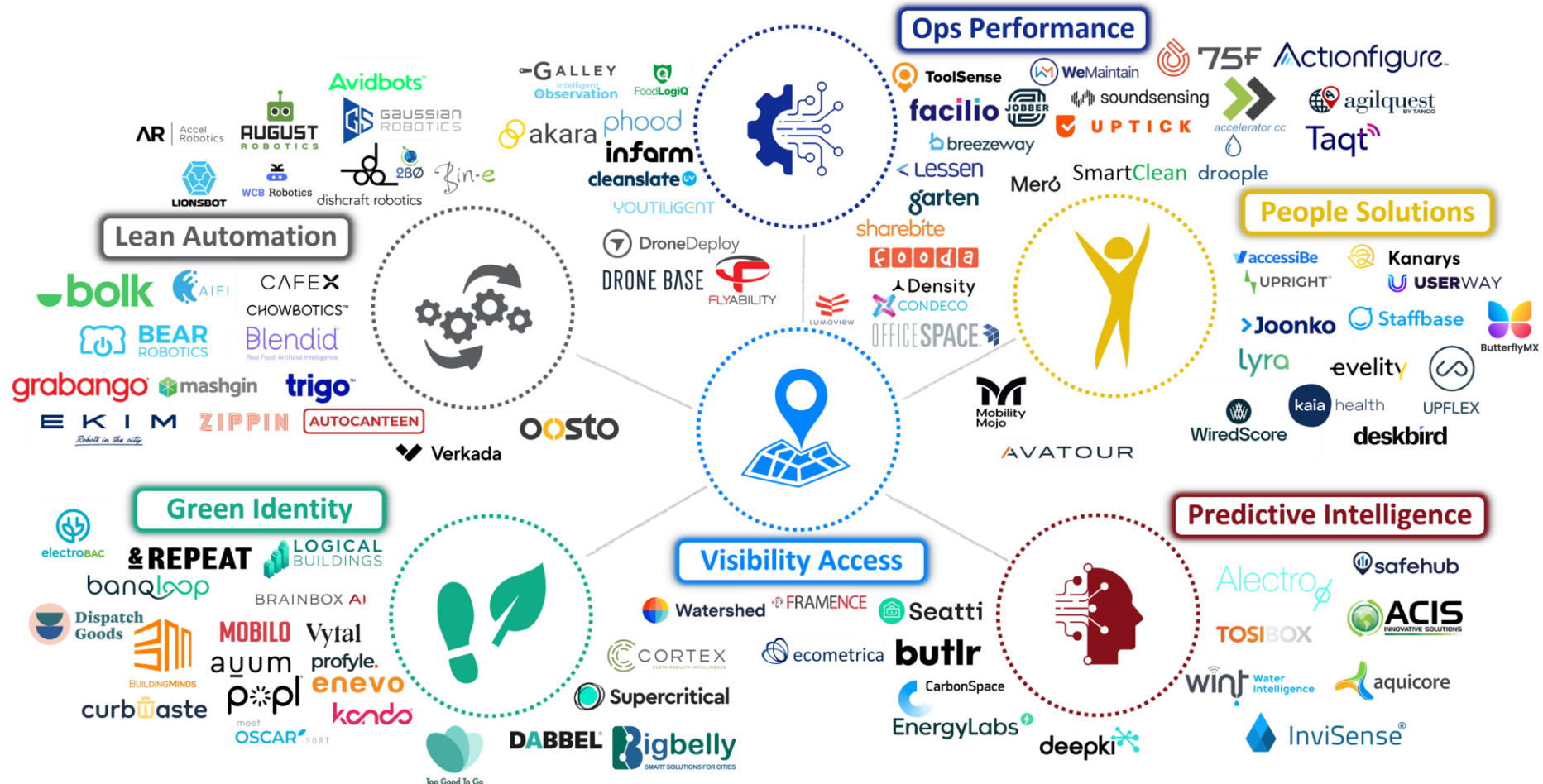
ISS Waste Manager

The dashboard displays an 'Order List' table with columns for ID, Status, Service Date, Customer, Site, Waste Type, Service Type, and Supplier. The table lists 15 orders, all of which are 'Cancelled' and have a service date of 29/01/2023. The customer for all orders is 'ERNST & YOUNG Denmark A/S'. The site is 'EY - Driv Passers Alle'. The waste type is 'Food Waste' and the service type is 'Exchange'. The supplier for all orders is 'Daka Denmark A/S'.

ID	Status	Service Date	Customer	Site	Waste Type	Service Type	Supplier
S-0400011.2	Cancelled	29/01/2023	ERNST & YOUNG Denmark A/S	EY - Driv Passers Alle	Food Waste	Exchange	Daka Denmark A/S
S-0400011.1	Cancelled	29/01/2023	ERNST & YOUNG Denmark A/S	EY - Driv Passers Alle	Frying Oil Fat	Exchange	Daka Denmark A/S
S-0400012.2	Cancelled	29/01/2023	ERNST & YOUNG Denmark A/S	EY - Driv Passers Alle	Frying Oil Fat	Exchange	Daka Denmark A/S
S-0400011.3	Cancelled	29/01/2023	ERNST & YOUNG Denmark A/S	EY - Driv Passers Alle	Food Waste	Exchange	Daka Denmark A/S
Q-0400016	Cancelled	29/01/2023	ERNST & YOUNG Denmark A/S	EY - Driv Passers Alle	Food Waste	Exchange	Daka Denmark A/S
S-0400012.3	Cancelled	29/01/2023	ERNST & YOUNG Denmark A/S	EY - Driv Passers Alle	Frying Oil Fat	Exchange	Daka Denmark A/S
Q-040001A	Cancelled	29/01/2023	ERNST & YOUNG Denmark A/S	EY - Driv Passers Alle	Food Waste	Exchange	Daka Denmark A/S
Q-040001Q	Cancelled	29/01/2023	ERNST & YOUNG Denmark A/S	EY - Driv Passers Alle	Food Waste	Exchange	Daka Denmark A/S
S-0400014.1	Cancelled	29/01/2023	ERNST & YOUNG Denmark A/S	EY - Driv Passers Alle	Food Waste	Exchange	Daka Denmark A/S
S-0400012.4	Cancelled	29/01/2023	ERNST & YOUNG Denmark A/S	EY - Driv Passers Alle	Frying Oil Fat	Exchange	Daka Denmark A/S
Q-0400015	Cancelled	29/01/2023	ERNST & YOUNG Denmark A/S	EY - Driv Passers Alle	Food Waste	Exchange	Daka Denmark A/S
S-0400011.4	Cancelled	29/01/2023	ERNST & YOUNG Denmark A/S	EY - Driv Passers Alle	Food Waste	Exchange	Daka Denmark A/S
S-0400010.1	Cancelled	30/01/2023	ERNST & YOUNG Denmark A/S	EY - Driv Passers Alle	Frying Oil Fat	Exchange	Daka Denmark A/S

Places that work, think and give

ISS' Innovation Framework contains almost 500 technology start-ups



ISS' Innovation Framework contains almost 500 technology start-ups

From start-up to scale-up: Sustainability Tech

Track carbon emissions to comply with our NetZero commitments

Identify main drivers of carbon emission such as building energy consumption or food waste

Allow driving a strong **sustainability** agenda in our core services



ISS transforms as Integrated Facility Management moves into big tech & data game

- ✓ **Stable, agile, cybersecure, and cloud-based IT operations and services** is a must.
- ✓ Set strategic direction and **build a tech powerhouse.**
- ✓ Deploy easy-to-use apps at scale to **generate value and capture data in an ethical manner.**
- ✓ Build an ecosystem of **fully integrated digital solutions that can leverage data analytics** (Big Data Ethics), **AI & automation** to create algorithms that turn data into actionable insights: **IFM is not a single app game.**
- ✓ Creating a **360-degree view on building carbon emissions** will become mandatory. Start now!

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Your Contact to the ISS Tech Team



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Places that work, think, and give

