

Smarter Asset Management

AI-Powered Autonomous Maintenance



**FACILITIES
MANAGEMENT
AWARDS UK 2025**

WINNER

**Innovation in
Technology &
Systems – Providers**



The four challenges of asset management

Managing thousands of assets across critical clinical and microbiological facilities is a constant balancing act. Despite digitisation and ‘smart’ systems, estates teams still face deep-rooted issues that impact performance and patient safety. At the heart of the problem are four challenges:



1. Risk of Critical Asset Failures and Compliance Concerns

Lack of predictive maintenance causes unexpected outages and premature asset failures, posing risks to NHS HTM compliance, clinical operations, and patient care.

2. Inefficient Energy Use and High Carbon Emissions

High energy consumption and carbon emissions create cost pressures and make it harder to meet sustainability targets.

3. Manual and Reactive Maintenance Workflows

Reactive maintenance with limited automation leads to inefficiencies, increased workload and slower response times for asset issues.

4. Fragmented Asset Performance Data

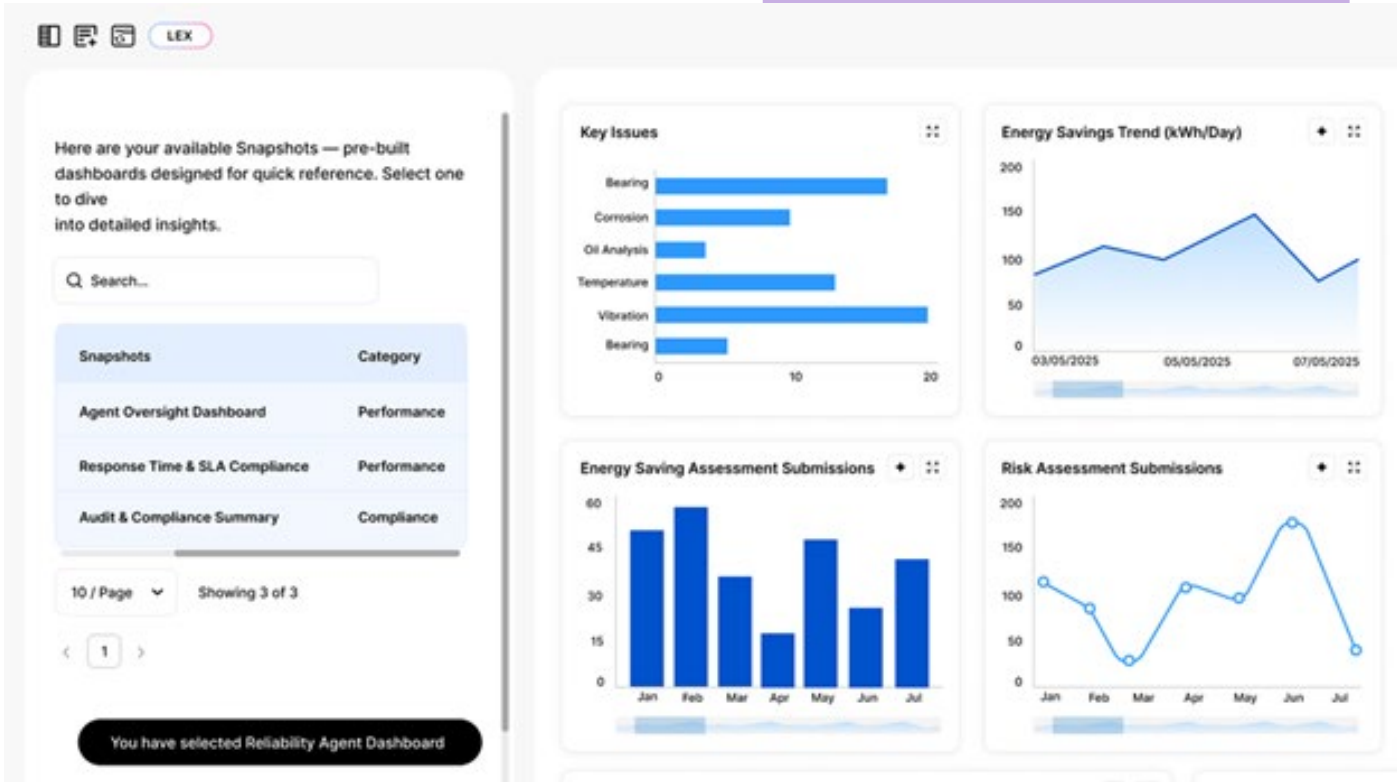
Fragmented data on critical assets hinders proactive maintenance, impacts performance, reliability and optimised energy utilisation.

Autonomous Maintenance - Powered by AI



The award-winning¹ Sodexo Xempla solution is an intelligent and collaborative asset performance management software with powerful AI agents that help O&M teams make smarter decisions for increased efficiency, sustainability and cost savings. It supports Functional Design Data, Anomaly Detection, Energy Optimisation, Predictive Analytics and Maintenance Optimisation.

AI-powered autonomous maintenance builds the operational intelligence your hospital needs, creating a central system that learns, adapts, and optimises performance for safer, more efficient and sustainable patient care.



¹Innovation in Tech & Services and Sustainability Impact Award, Facilities Management Awards UK 2025

How does the solution *really* work?

What assets does Xempla cover?

Any electrical or mechanical asset that is streaming operational data can be integrated with Xempla.

A diverse group of asset classes are covered across the built environment:

HVAC Assets - Chillers

Cooling Towers

AHUs

Pumps

Motors

VAVs

FCUs

Heater Batteries

UPSs

Solar PV (Roof Top)

Most processes run automatically or with minimal supervision until manual asset access is needed.

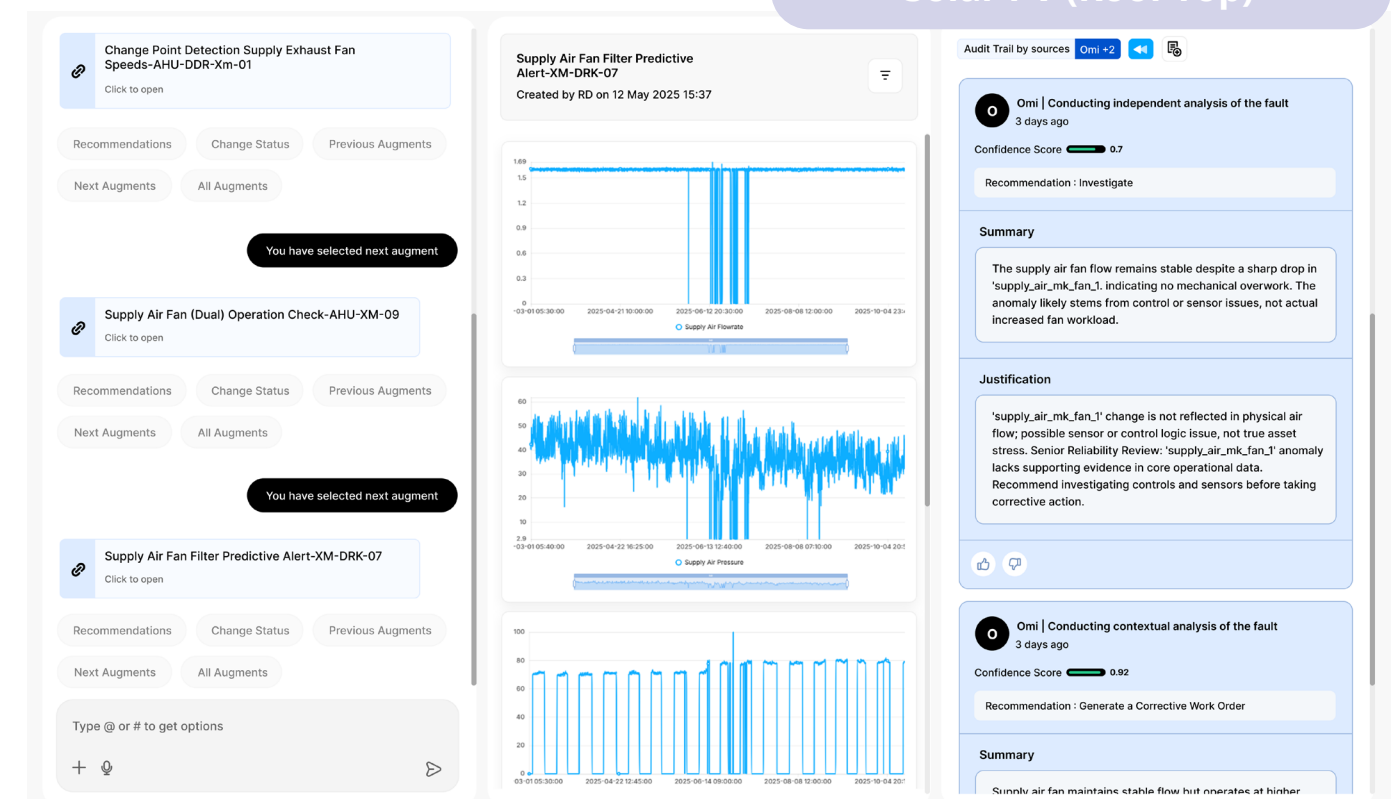
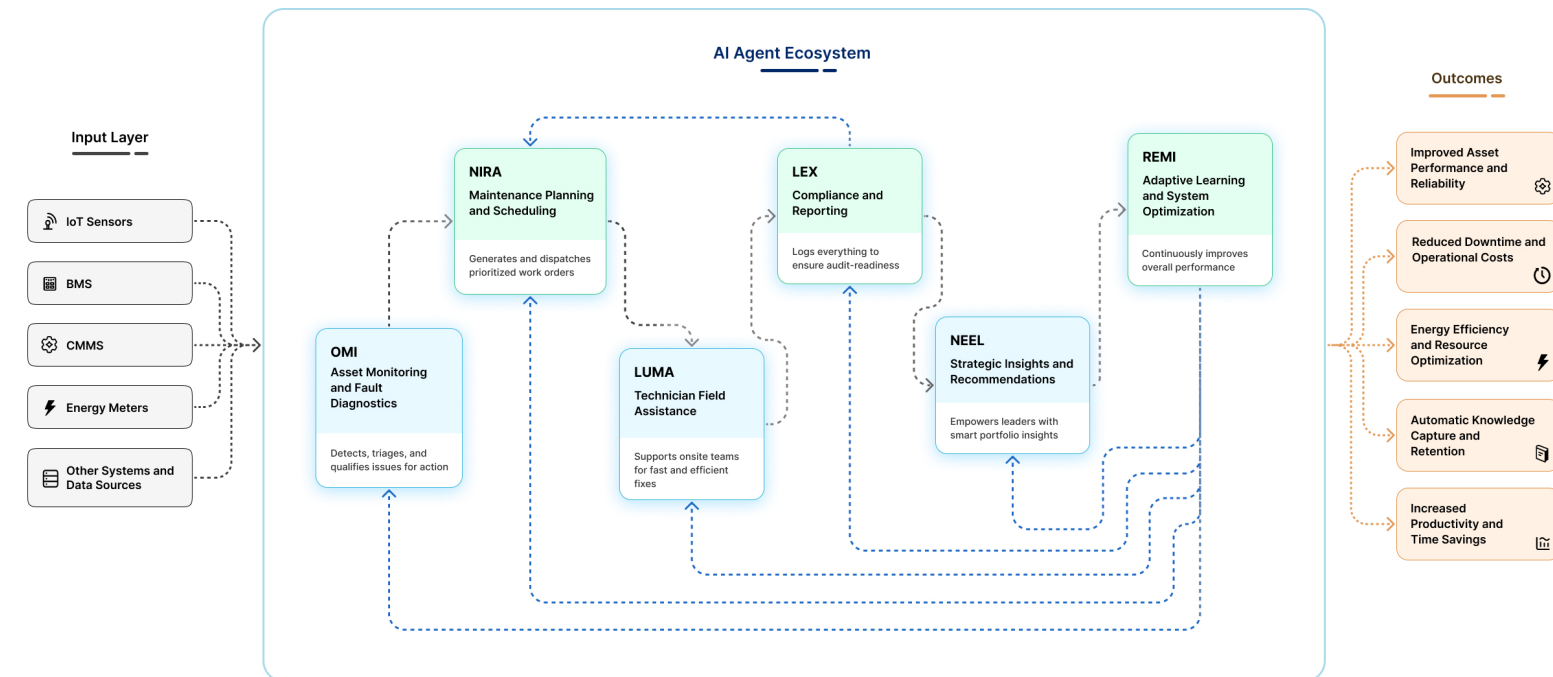
Xempla integrates with your existing systems (BMS, CMMS, IoT sensors, metering systems, and other data sources) to centralise operational, historical, and contextual data.

Over time, it learns from agent behaviour, team responses and outcomes to refine decision logic, improve accuracy, strengthen coordination and deliver smarter recommendations.

Less downtime of your facilities enables consistent availability to treat and care for your patients, while spending less on your electrical energy.

The system enables intelligent operations by:

- Identifying and triaging performance anomalies and energy inefficiencies.
- Predicting failures and translating complex signals into actionable diagnostic summaries.
- Assessing fault criticality, impact and site constraints.
- Running compliance checks to prioritise actions (immediate, deferred, or unnecessary).
- Automatically generating work orders to ensure critical issues are resolved quickly.



The 3 Key Benefit Pillars:

Avoid, Reduce & Optimise

Learned algorithms enable future failures to be avoided and corrective actions rapidly deployed. Our solution is designed to help **avoid** critical asset failure, **reduce** energy consumption and **optimise** maintenance workloads.

Pillar	Key Benefits
Avoids	Facility unexpected downtime
	Potential contract penalties
	Asset premature lifecycle
Reduces	Energy consumptions/ Carbon Footprint
	End User Reactive breakdown calls
	Facility downtime
Optimises	Asset Performance and Critical Facilities uptime
	Workforce scheduling & corrective actions
	Climate Change / UK Net Zero Targets
	Proactive maintenance interventions

This approach enables you to unlock the following savings across:



Running a more reliable and data-led O&M service also contributes to:

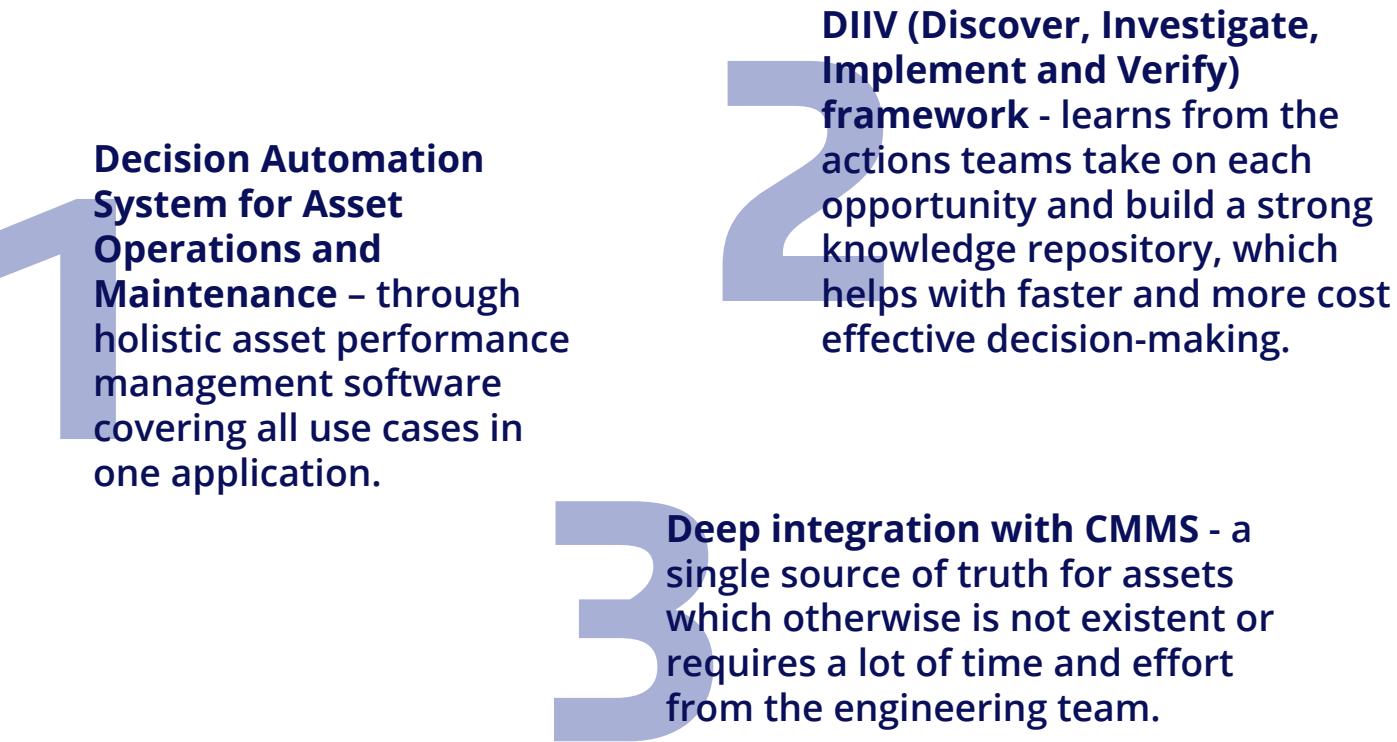
- Better thermal/occupant comfort
- Operational excellence (avoiding hand back risks etc.)

What makes Xempla

different ?



Xempla unlocks clarity, coordination and autonomous action across your entire O&M workflow.



Designed for NHS Standards:

- Fully aligned with NHS HTM, HBN, and CQC standards
- Certified to ISO 27001 Information Security
- Cyber Essentials Plus certified
- Fully GDPR-compliant data handling
- Data hosted on UK-based, secure servers
- Built to NHS Digital/IG Toolkit requirements
- Role-based access control and end-to-end encryption



Your Digital FM Team — The AI Agent *Ecosystem*

Six specialist agents work together as a virtual Estates & FM team.

Agent	Focus	Delivers
OMI	Reliability & Energy Monitoring	Detects anomalies, optimises energy
LEX	Compliance & Reporting	Automates HTM compliance and audits
NIRA	Planning & Scheduling	Balances workload, reduces backlog
LUMA	Technician Support	Step-by-step mobile diagnostics
NEEL	Strategic Analytics	Lifecycle and capital insights
REMI	Continuous Learning	Constant optimisation and efficiency



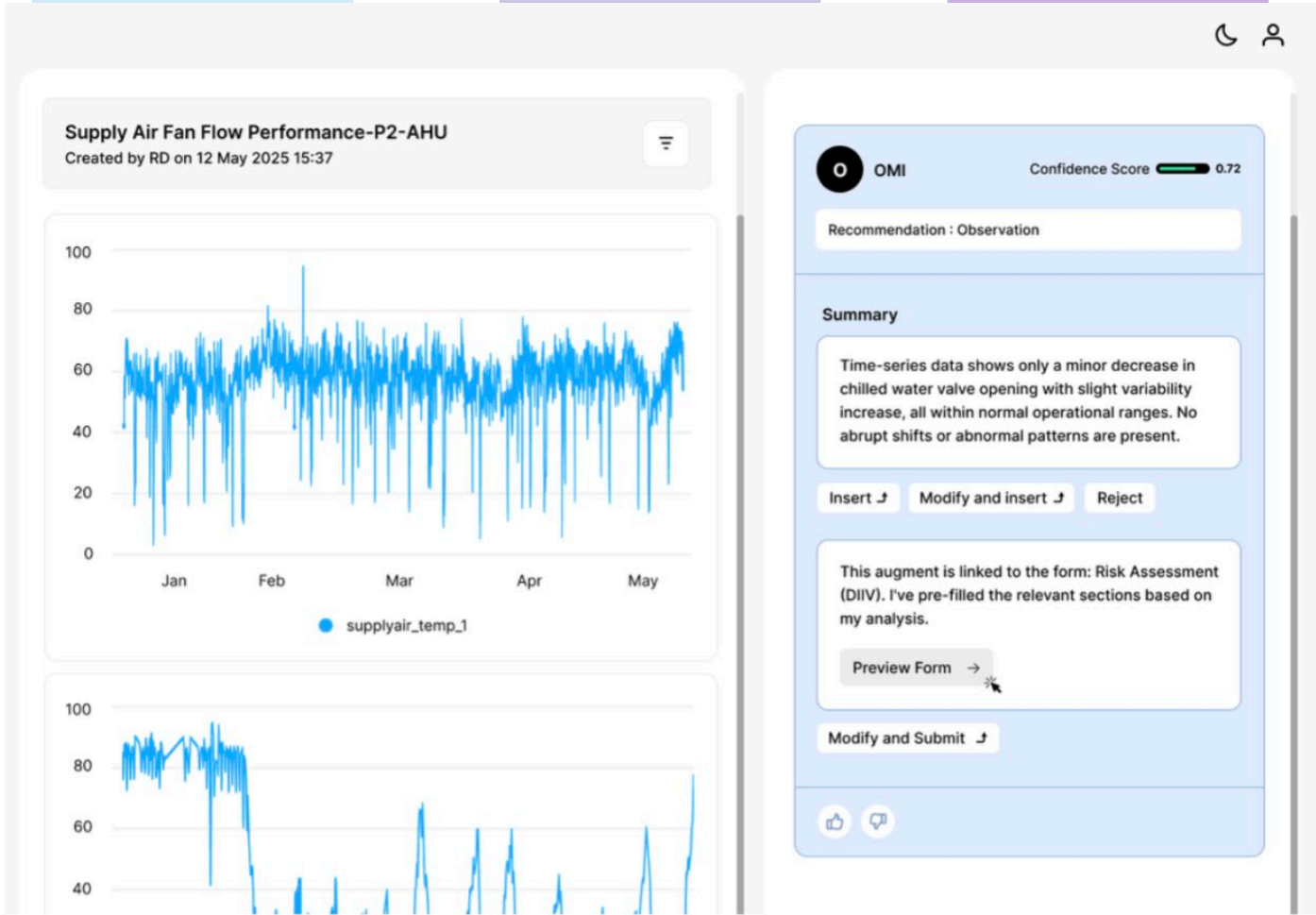
OMI — Asset Reliability & Energy Monitoring



Detects hidden issues before failures

Flags anomalies and energy waste in real time

Integrates with BMS / IoT / Maximo



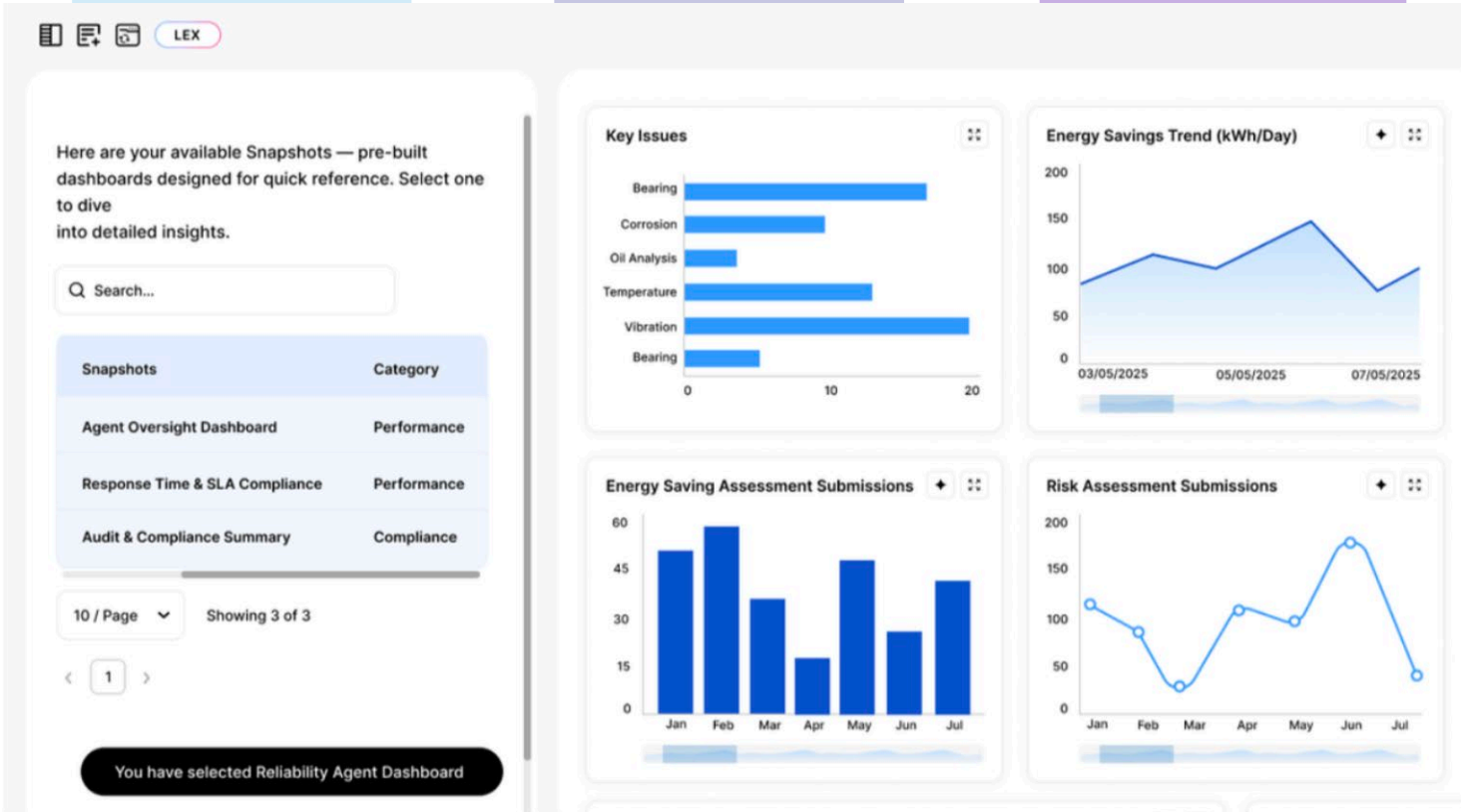
- IMPACT:**
- Reliable systems
 - Fewer outages
 - Lower energy use

LEX — Compliance & Reporting Automation

Tracks PMs, inspections & SLAs automatically

Creates audit-ready HTM & CQC reports

Eliminates manual documentation



IMPACT:

- Always compliant
- Always audit-ready

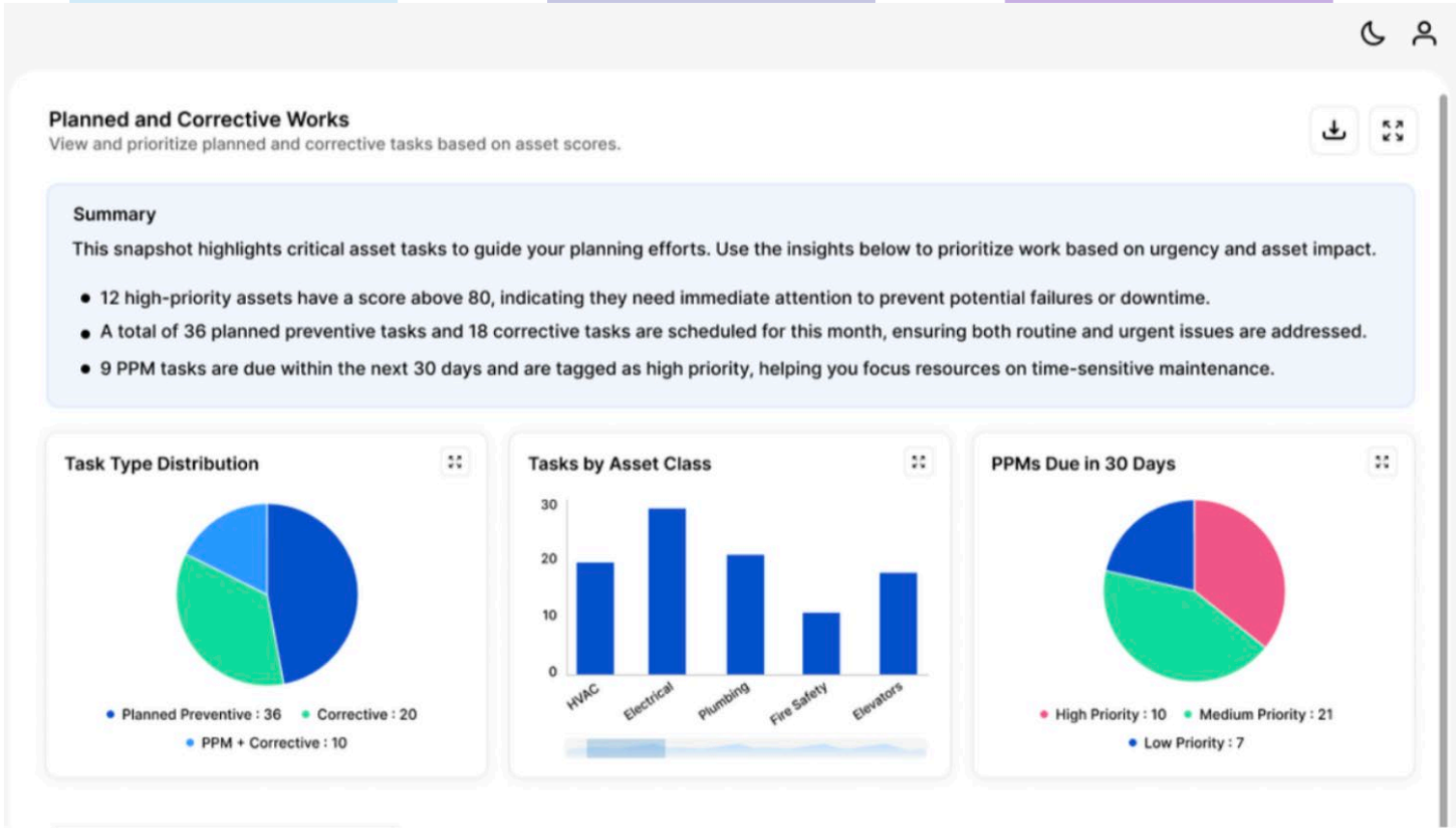
NIRA — Maintenance Planning & Scheduling



Converts insights into prioritised work orders

Dynamically adjusts schedules

Optimises technician and parts availability



IMPACT:

- Reduced backlog
- Improved SLA performance

LUMA — On-Site Diagnostics & Technician Support

Delivers repair guidance on mobile

Shows live asset data & history

Standardises procedures and safety

LUMA

Aspect	Text	Last Updated
General Maintenance Log	Last maintenance for Maintenance Category - 3M conducted on 03/06/2025	03/06/2025
Annual Maintenance Log	Last maintenance for Maintenance Category - 12M conducted on 03/06/2025	03/06/2025
Performance Issues	Duct Leakage causing hot air infiltration, Supply fan on Hand mode	03/06/2025

Open Investigations

Open Work Orders

Work Order Verification

Trends

Select Another Asset

IMPACT:

- Faster fixes
- Consistent quality
- Safer work

NEEL — Strategic Analysis & Recommendations



Analyses long-term performance trends

Highlights high-cost / low-reliability assets

Informs lifecycle & capital decisions

Strategic Maintenance Dashboard

Continuous Improvement Analytics for Autonomous Maintenance Operations

ROI Ratio 4.1:1

Annual Savings \$180K

Prevented Shutdowns 23

Portfolio Health 87%

Efficiency Gain 15%

Efficiency Gains by Asset Class

Asset Lifecycle Distribution

Strategic Replacement Timeline

Strategic Insights & Recommendations

IMPACT:

- Smarter investment
- Improved ROI

REMI — Continuous Learning & System Optimisation



IMPACT:

- Ongoing optimisation
- Continuous improvement

Powers greater confidence and enhanced performance

Sodexo has been working exclusively with Xempla to test and scale their solution in a UK healthcare setting. In less than three years, in one site alone:

Avoidance	135 asset early lifecycle events avoided
Avoidance	110 critical asset outages prevented
Reduction	£444k reduction in energy costs
Reduction	1.5m kWh reduction in electricity consumption
Reduction	Over 3k tonnes less carbon in the atmosphere
Optimisation	RoI of £2.25m over 10 years ²

Our solution enables greater confidence and actual performance measurement in the critical assets’ reliability as well as user areas environmental comfort, while significantly contributing to your Net Zero targets.



² Confirmed from the accumulation of the electrical energy savings.

Discover the power of autonomous maintenance for your hospital!

Your success roadmap:

Identify your goals and challenges. Define success metrics. Align use cases. Build your roadmap.

Connect with your existing systems, ensuring smooth and secure data integration process.

Phased implementation that delivers ROI at every stage.

Scale to hospital-wide impact across your assets, and teams.



Contact:

Please contact us for an initial discussion around your needs. Email us on:

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Find out more:

<https://uk.sodexo.com/brands-services/facilities-management/hard-fm/health-care>