

Global CRE outsourcing trends: 15 key areas of focus for top companies

In this rapidly evolving CRE marketplace, companies are increasingly turning to outsourcing to achieve their business goals. More than 70 percent of respondents to JLL's global Future of Work survey reported using external CRE providers, and the most forward-looking companies reported higher outsourcing trends across the board.

"Future Fit" companies—the best-in-class organizations with the highest profitability that the survey identified—are taking a unique approach to outsourcing. They embrace outside providers as collaborative partners to drive growth and outsource more CRE activities than other companies.

Future Fit companies embrace outside partners

Among companies who outsource half or more of their CRE activity, Future Fit companies outpace others at a rate of nearly 2-to-1 when it comes to outsourcing lease administration, change management and capital planning and budget. They outsource more in every area surveyed, and the results are paying off: Future Fit companies have seen a 31-percent profit growth over three years compared to 19 percent for everyone else.

Outsource half or more of CRE activity



Strong outsourcing growth projected

Additionally, outsourcing is expected to increase over the next three years. Companies plan to invest even more in well-established outsourcing solutions like facilities management and project and construction management, as well as highly specialized services like technology solutions, human experience services and data.

The top **10** CRE outsourcing activities anticipated to grow in the next three years:



1. Facilities and property management



2. CRE technology solutions



3. Energy management



4. Project and construction management



5. Employee experience services



6. Data analytics and BI



7. Transaction management



8. Lease administration



9. Occupancy planning



10. Change management

Whether you have an established partnering strategy or are just getting started, CRE outsourcing will likely be an important part of achieving your goals moving forward. Digital disruption makes it difficult to stay on top of technological advances—partners can help. Growing expectations for CRE to add more strategic value leaves less time for your team to manage normal operations—partners can help. Contributing to broader business goals like attracting and retaining talent require specialized expertise around human experience—partners can help. Developing an outsourcing strategy that aligns to business goals will help you ensure growth and stability in today's changing marketplace.

Want to learn more about how JLL can help you with your outsourcing strategy?

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