



# Doing More with Less

The Evolution of Facility Operations Through People, Systems,  
and Technology



About Me

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Apple · Cisco · Google · Meta

# Basement Function

The image shows a dimly lit basement storage room. The space is filled with various items, including large stacks of papers and documents, some of which are organized into neat piles on a table in the center. There are several cardboard boxes scattered throughout the room, some stacked on top of each other. In the background, there are metal shelving units, some of which are also filled with papers. The ceiling is visible, showing wooden beams and some electrical wiring. The overall atmosphere is one of a busy, somewhat chaotic storage area.

# Internal Logistics Hub



A photograph of a hotel lobby. The room features dark wood paneling on the walls and large windows on the left. In the center, there is a large potted plant. The seating area includes several striped armchairs and a sofa, arranged around a round wooden table. In the background, there is a desk with a lamp and a horse sculpture. The overall atmosphere is warm and elegant.

**5-star service**  
on a utility closet budget

**DOING MORE  
WITH LESS**


**Intuition**

**Infrastructure**

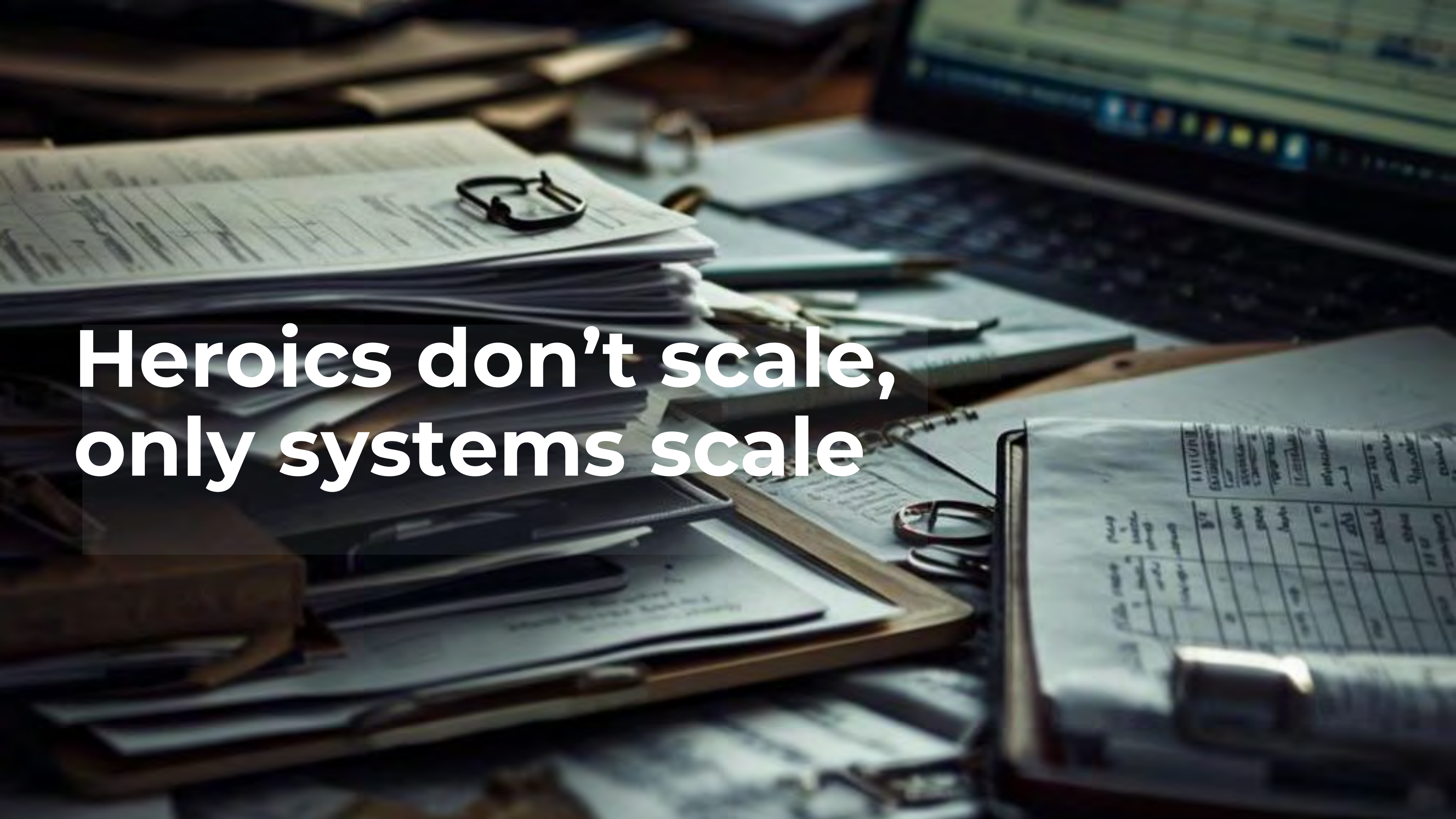
**Intelligence**

# The 'Pen & Paper' Era

A close-up, slightly blurred photograph of a desk. In the foreground, there's a stack of papers with a pen resting on top. To the right, a typewriter is partially visible. In the background, a computer monitor with a few lit-up buttons is seen. The overall scene suggests a workspace from the late 20th century.

A close-up, slightly blurred photograph of a desk. In the foreground, there's a stack of papers with a metal binder ring. To the right, a laptop is partially visible with its keyboard and trackpad. A pen lies across the papers. The lighting is soft, creating a sense of a busy workspace.

Binders and spreadsheets  
Tribal knowledge  
Memory

A photograph of a cluttered desk with various office supplies, including stacks of papers, a keyboard, a mouse, and a pen. The scene is dimly lit, with a focus on the foreground papers. A semi-transparent dark box is overlaid on the left side of the image, containing white text.

**Heroics don't scale,  
only systems scale**

# Black Hole of Transit





**Did it  
arrive?**

**Where in the  
building?**

A warehouse worker in a blue uniform is using a handheld scanner to scan a barcode on a pallet rack. The rack is filled with cardboard boxes, some wrapped in clear plastic. The worker's hand is visible, holding the scanner. The background shows more of the warehouse structure, including other racks and boxes. The text "Standardization leads to Visibility" is overlaid in white on a semi-transparent red background.

# Standardization leads to Visibility

A person wearing a light blue short-sleeved shirt with a small, colorful pattern is holding a rectangular cardboard box. The box is light brown and has a shipping label on top. The person's hands are visible, holding the box from the bottom and sides. In the background, a white laptop is partially visible on a desk. The overall scene suggests a workplace or office environment.

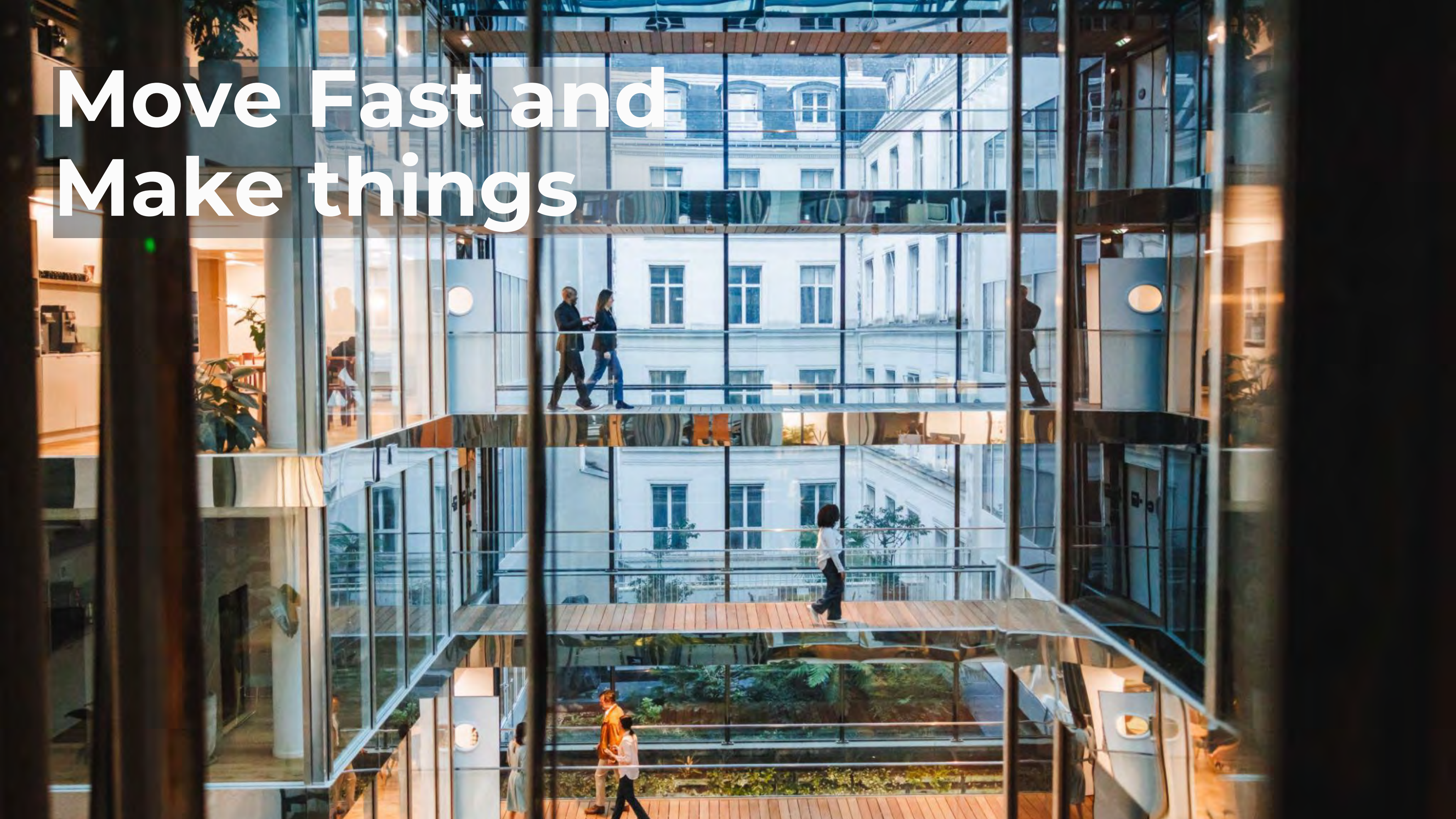
**Employees as  
Customers**

**Operations as  
Product**

A person wearing a white long-sleeved shirt and a dark apron is using a handheld black barcode scanner. They are holding a brown cardboard box with their left hand while scanning it with the scanner in their right hand. The scene is set on a wooden table. In the background, there are more cardboard boxes stacked. A pen is visible on the table in the foreground.

**High speed**  
**High touch**  
**High transparency**

# Move Fast and Make things



**Efficiency as a mindset,  
not a metric**

**The  
n**

Conveyor belts, fixed sorters

Industrial OCR tunnels

Dedicated large mailrooms

**High Capex  
Low Flexibility**

**Now**

Mobile modular sorting

App-based scanning

Flexible logistics hubs

**Low Capex  
High Scalability**

A photograph of a mail sorting facility. In the foreground, a conveyor belt is filled with stacks of mail, including envelopes and boxes. Several workers in blue uniforms are visible in the background, working at the conveyor. The scene is dimly lit, with a focus on the mail in the foreground.

**Physical mail  
is a liability**

# Digital Mail is an Asset



# Beyond the AI Hype

Routing

OCR

Prediction

```
mirror_mod.use_x = False
mirror_mod.use_y = True
mirror_mod.use_z = False
elif operation == "MIRROR_Z":
    mirror_mod.use_x = False
    mirror_mod.use_y = False
    mirror_mod.use_z = True
```

```
#selection at the end -add back the deselected mirror modifier
mirror_ob.select= 1
modifier_ob.select=1
bpy.context.scene.objects.active = modifier_ob
print("Selected" + str(modifier_ob)) #modifier ob is the active ob
mirror_ob.select = 0
```

```
mirror_mod.use_x = Fa
mirror_mod.use_y = Fa
mirror_mod.use_z = Fa
elif operation == "MIRRO
mirror_mod.use_x = Fa
mirror_mod.use_y = Tr
mirror_mod.use_z = Fa
elif operation == "MIRRO
mirror_mod.use_x = Fa
mirror_mod.use_y = Fa
mirror_mod.use_z = Tr
```

```
selection at the
mirror_ob.select= 1
modifier_ob.select=1
bpy.context.scene.objects
print("Selected" + str(mod
mirror_ob.select = 0
```

```
errorX(
this all
name
object
activ
object
```



**You lead,  
AI assists**

# Doing more with less

## People

Empowered by  
tech, not replaced

## Process

Global standards,  
locally flexible

## Technology

Y  
Light Weight,  
data rich



**Don't build for the  
'Average' Day  
Build for Elasticity**

# Hardware Breaks

## Data Scales



**Marathon, not a sprint**  
**Enjoy the process**

**Doing more with less**  
Thank you – let's  
talk