

10 QUESTIONS WITH....

In each issue we ask an FM professional the Tomorrow's FM 10 Questions.
This month we spoke to Luis De Souza, CEO of NFS Technology Group.



Q1 WHAT WAS YOUR FIRST JOB?

I started out as a scientist – a chemical engineer – but then did an MBA in marketing and finance and got into consulting in the field of business strategy. I launched NFS 20 years ago.

Q2 HOW DID YOU GET INTO THE FACILITIES MANAGEMENT INDUSTRY?

Facilities management became an important part of my world when NFS launched the meeting room and desk booking solution, Rendezvous, which I'm glad to say is now used by many leading global companies.

Q3 WHO, IN ANY OTHER INDUSTRY, DO YOU MOST ADMIRE?

I admire the Microsoft CEO for the manner in which he has given the company clarity of vision and direction over the last few years – it's a crucial plank of their success.

Q4 IF MONEY WAS NO OBJECT, WHAT CAR WOULD YOU BUY?

The new F Type Jaguar – definitely!

Q5 HOW WOULD YOU IMPROVE THE FM INDUSTRY?

I believe it's important to attract high quality talent to the profession - good, skilled people who are able to engage at board level to drive improvement and innovation.

Q6 WHAT DID YOU WANT TO BE WHEN YOU WERE GROWING UP?

I had no idea till I started working – then through my first few roles in larger companies I realised I wanted to be in business as an entrepreneur.

Q7 IF YOU COULD HAVE A SUPER POWER FOR A DAY, WHAT WOULD IT BE AND WHY?

I'd like my super power to be the ability to bring enlightenment to current world leaders, so that we can create a better more inclusive society than we have today. That's got to be more useful than invisibility or laser beam eyes!

Q8 IF YOU COULD HOST A DINNER PARTY WITH ANY THREE GUESTS, DEAD OR ALIVE, WHO WOULD THEY BE AND WHY?

I'd choose Billy Connolly, for his sense of humour, Nelson Mandela for his vision and humanity and Richard Branson, for his daring spirit and perspectives in business. I think the dinner conversation would definitely be enlightening – and amusing, too.

Q9 WHAT DO YOU THINK IS THE FUTURE OF THE FM INDUSTRY?

FM has the potential to be an important catalyst for change in the workplace if elevated to the right level where the big decisions are being made that impact so many aspects of life at work. Only the right talent joining the FM community and make this a reality.

Q10 CHRISTIAN BERENGER, MD OF EZITRACKER ASKS: APART FROM INNOVATION, HOW CAN YOU DEMONSTRATE VALUE WITHIN THE AGREED COMMERCIALS AND MAINTAIN OR EVEN INCREASE PROFIT MARGINS?

Maybe start the commercial process by truly understanding what the client is seeking in term of outcomes, on services and other aspects, then one may have a better opportunity to create/deliver a value proposition before the price conversation begins.

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