Places for People

AI, IoT and Housing

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What Is Our Purpose?

01

To change forever, the way places are designed, built and managed

02

To widen housing access

03

To meet future housing demand

04

To help customers achieve their aspirations

Our Markets

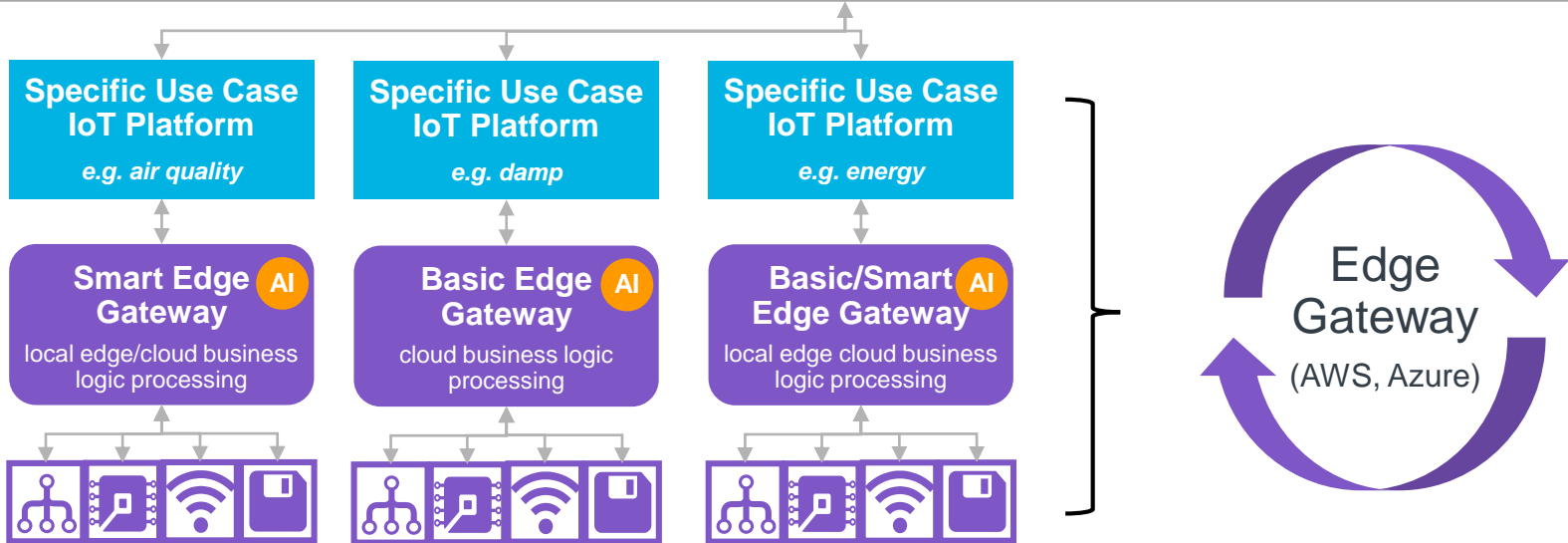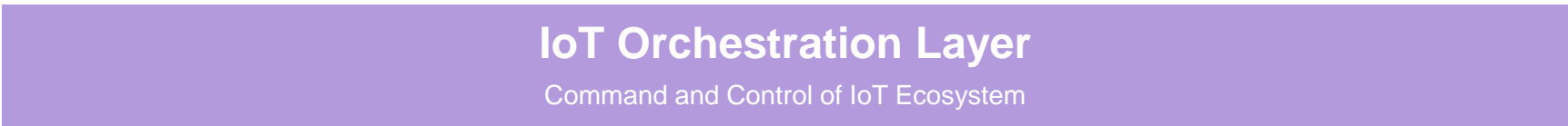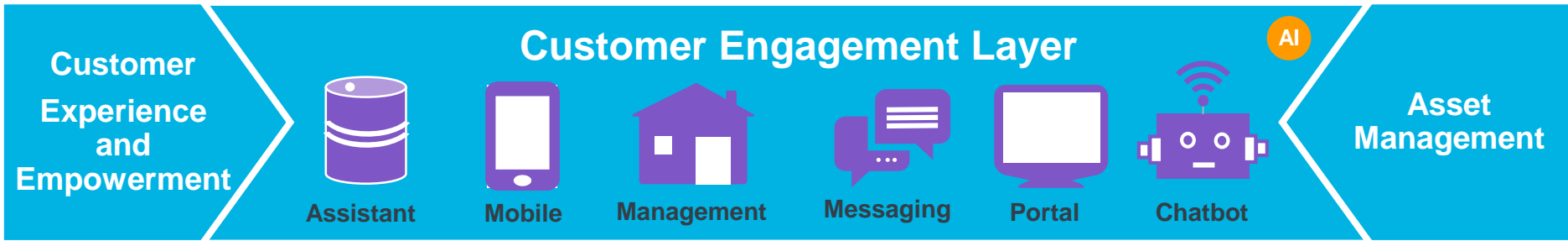| Affordable housing & support	Management companies	Development & construction	Placemaking & regeneration	Leisure	Retirement	Growth / incubation	Fund management
Regulated businesses	Commercial businesses	Development & construction capability	Large scale master planning, regeneration & development capability	116 leisure facilities in management	Commercial businesses	Green services business	Fund management business
Over 62,000 affordable rented homes & 20,000 student properties in management	Over 98,000 properties managed by Touchstone & RMG	Developing across all tenures	Joint ventures	50 million customer visits to our centres annually	Around 2,500 retirement rental homes	Emerging international activity	
Living+ supported housing services	Commercial Property Management	Over 16,000 homes in pipeline			Retirement villages under construction	Assets and Investments	

- There is a clear intersection between the Internet of Things (IoT) and Artificial Intelligence (AI).

  - IoT is about connecting 'things'

  - AI (machine learning) is about simulating intelligent behaviour in 'things'

IoT + AI = connected intelligence

(and not just connected devices)

		Customer Experience
Connected Intelligence	=	Customer Empowerment
		Asset Management

Machine learning is a subset of AI, which is an umbrella term for any computer program that does something smart. In other words, all machine learning is AI, but not all AI is machine learning

Customer Engagement Layer — AI

Customer Experience and Empowerment

- Assistant
- Mobile
- Management
- Messaging
- Portal
- Chatbot

Asset Management

Data Platform — AI

AI and Machine Learning

IoT Orchestration Layer

Command and Control of IoT Ecosystem

API Integration Layer

Specific Use Case IoT Platform
e.g. air quality

Specific Use Case IoT Platform
e.g. damp

Specific Use Case IoT Platform
e.g. energy

Smart Edge Gateway AI
local edge/cloud business logic processing

Basic Edge Gateway AI
cloud business logic processing

Basic/Smart Edge Gateway AI
local edge cloud business logic processing

Edge Gateway
(AWS, Azure)

- With AI embedded into an IoT environment we get connected intelligence:

  - Post-event processing – identifying patterns in data sets

    - Predictive analytics – '*What might happen?*'

  - Real-time processing – responding quickly to conditions and/or events

    - Prescriptive analytics – '*What actions should we take?*'

Customer Experience
Customer Empowerment
Customer First

Places
for People

Q&A