SMART BUILDING SHOW · 2026

Why Your Smart Building Still Feels Dumb to the People Inside It

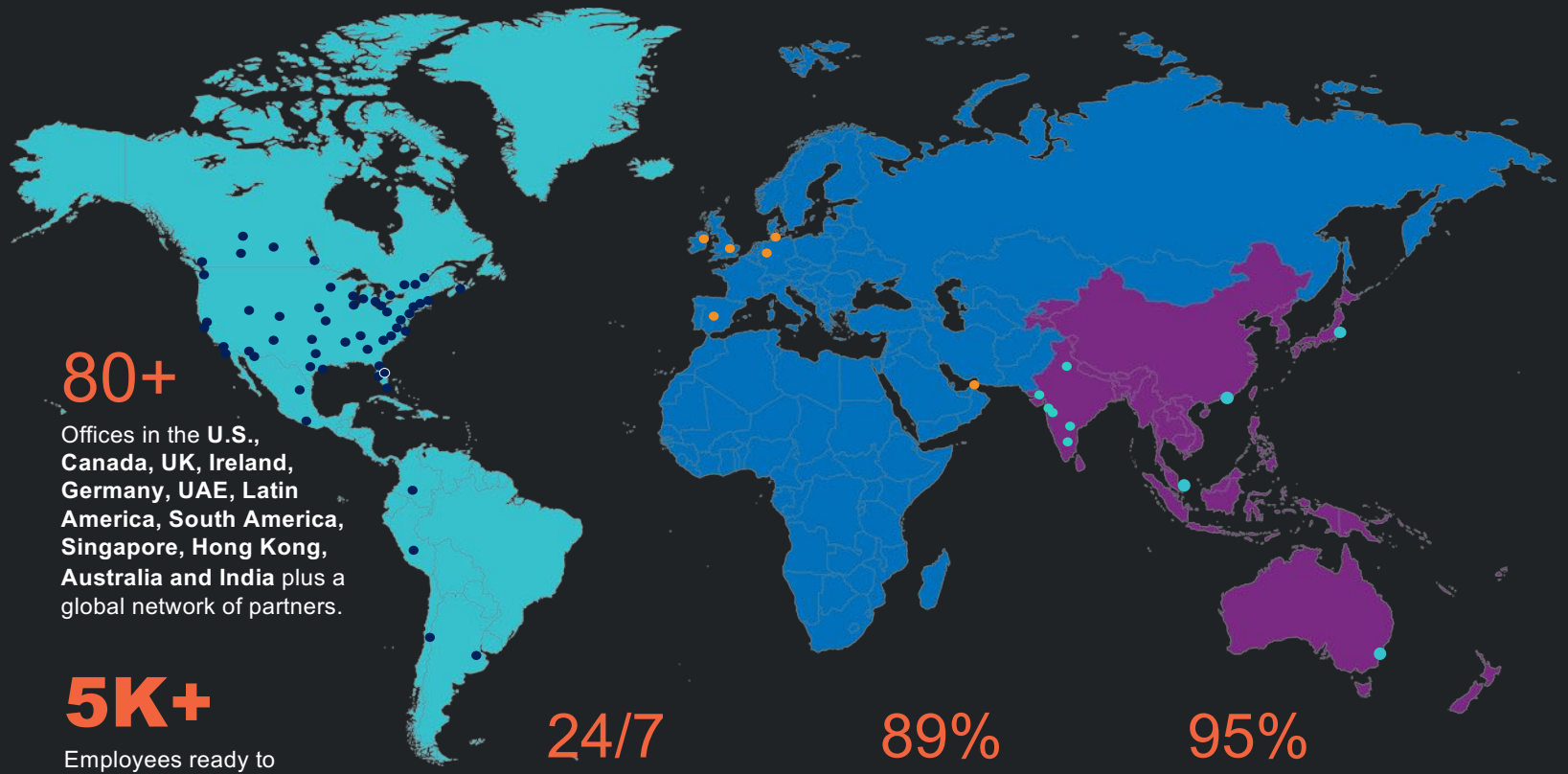


Scott Simpson & Chris Fitzsimmons

AVI SPL

AVI SPL

Digital Enablement Solutions & Services with Global Reach



80+

Offices in the **U.S., Canada, UK, Ireland, Germany, UAE, Latin America, South America, Singapore, Hong Kong, Australia and India** plus a global network of partners.

5K+

Employees ready to support you, with **largest technically certified team in the industry**.

24/7

technical support from our **Global Service Operations Centers**.

89%

Business from repeat customers. When you grow, we grow.

95%

Customers satisfaction for our service and delivery.

#1

World's Largest Systems integrator

Frost & Sullivan **Best Practices Award for Global Growth Excellence Leadership** in the Managed Video Conferencing Industry

86

of the Fortune 100 are our customers

THE SMART BUILDING PARADOX

Buildings are getting smarter. Experiences aren't.

Organizations have spent millions making buildings smarter. Very few have spent time making the experience simpler for the people inside them.

Why Do Our Cars Feel Smarter Than Our Buildings ?



THE AVERAGE BUILDING EXPERIENCE

ONE PIECE AT A TIME



THE SMART BUILDING PARADOX

Raise your hand if your building has…



Occupancy sensors

Room scheduling

Visitor management

Access control

Digital signage

Workplace apps

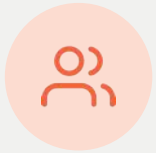
Environmental monitoring

THE SMART BUILDING PARADOX

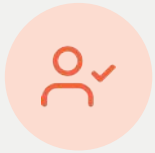
Keep it up if your people still…



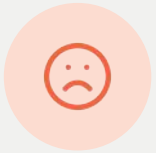
Can't find a meeting room



Don't know where colleagues are sitting



Struggle with guest registration



Complain about workplace technology

Have separate interfaces for AV, Lighting, HVAC, Access Control

Have trouble getting meetings started on time.

Work in facilities on the OT network and have no visibility of sensors and asset performance on the IT network.

Work on the IT network and have no access or visibility of sensors and systems on the OT network.

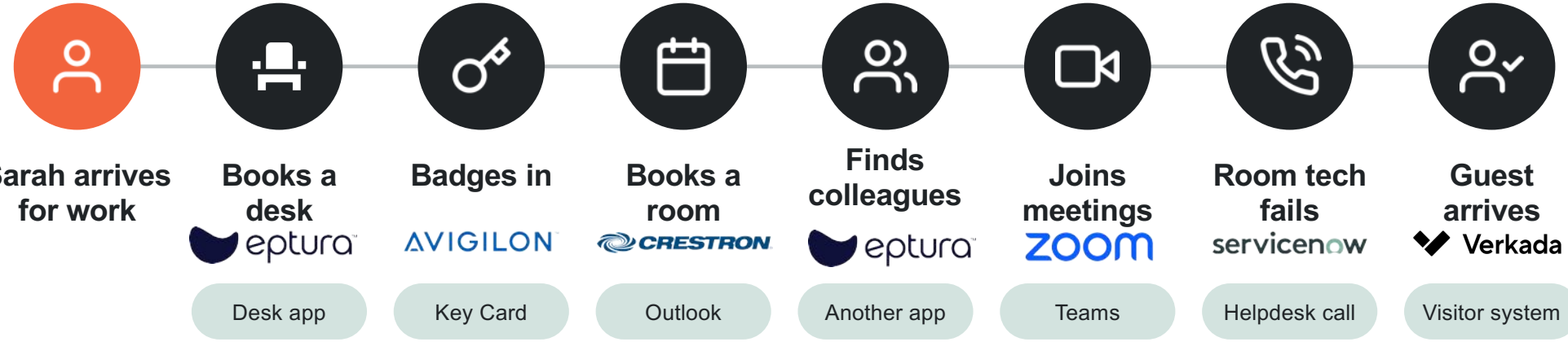
Organizations buy systems, not experiences

- Access control
- Room booking
- Visitor management
- Digital signage
- Occupancy sensors
- Environmental controls
- AV systems
- Workplace apps
- Service ticketing

Each system works individually.

The employee experience does not.

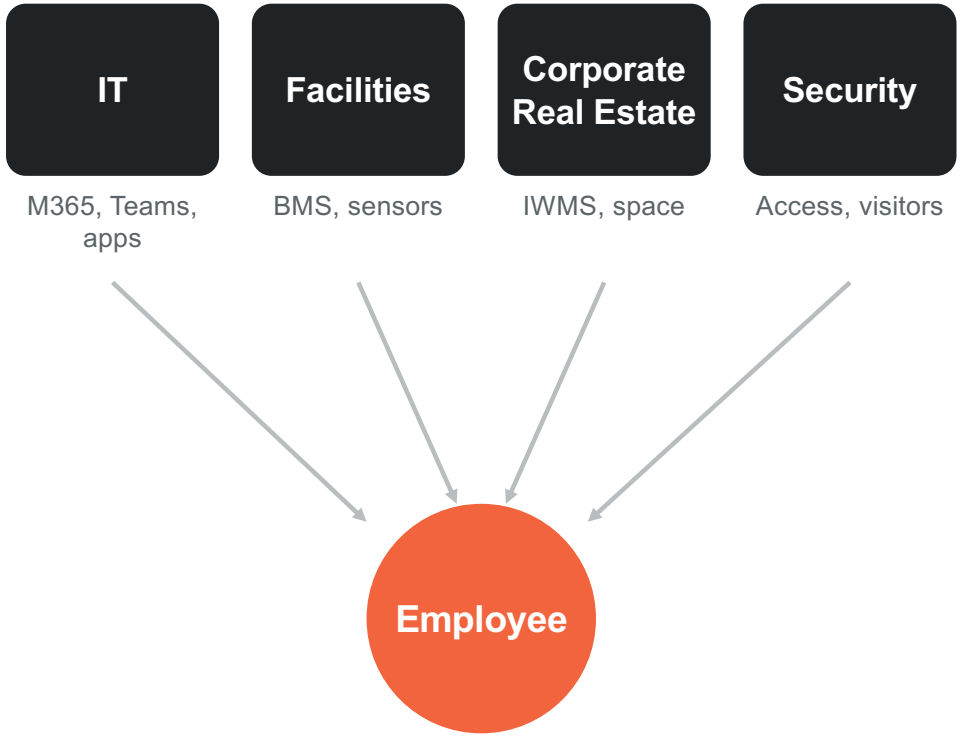
A day in the life of Sarah



Why does Sarah need seven different experiences to do one job?

The employee became the integration layer

Most organizations have unintentionally made **employees responsible for integrating** all the systems that IT, Facilities, Corporate Real Estate and Security purchased separately.



THE HIDDEN COST OF FRAGMENTATION

Fragmentation costs more than convenience

Lost productivity

Time lost finding rooms, finding people, managing guests and troubleshooting technology.

Poor adoption

Organizations buy workplace solutions. Employees ignore them.

Incomplete data

Every platform collects information. Very few share it.

Lower satisfaction

People judge the workplace as a whole, not system by system.

ASK THE ROOM

Have you ever bought a new workplace app to solve a problem that was actually caused by another disconnected system?

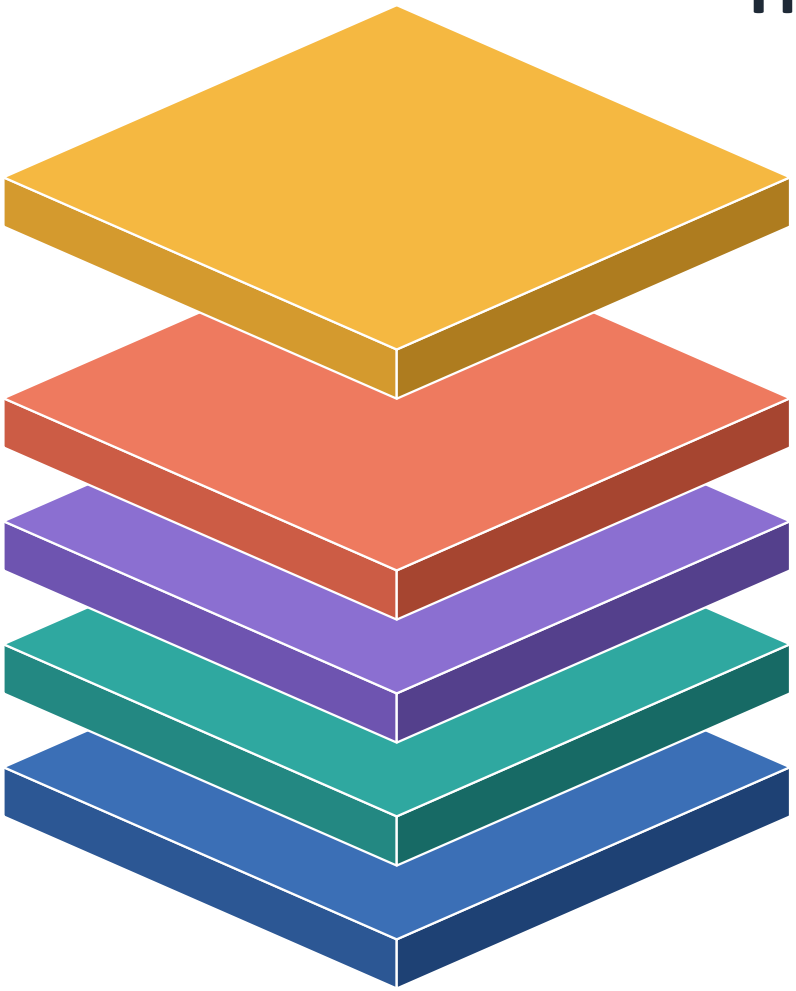
The Experience Stack

Making the Workplace a Destination
Worth Traveling To



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The Intelligent Workplace Smart Stack



The Experience Application Layer

Where employees can access tools to communicate, collaborate, control and improve the workplace experience, manage, reserve and navigate spaces, access digital services, report issues, and leverage agentic workflows.





APPSPACE

Microsoft Places

spaceti

poppulo

cisco SPACES

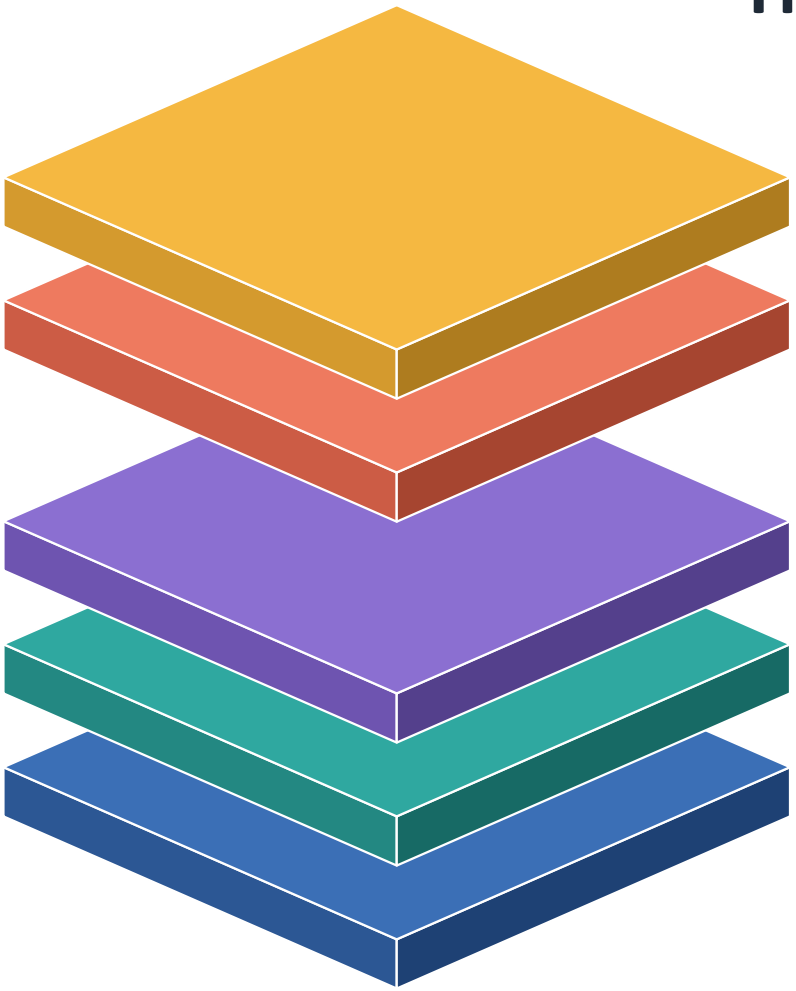
alleo







The Intelligent Workplace Smart Stack



The Application Layer

The Digital Management Layer

The source of truth for workplace technology performance, meeting room health, space utilization, environmental metrics, and energy management for systems. All building data shared between IT and OT. Automated CRE and ESG reporting.

IT/AV Monitoring and Automation

SYMPHONY



Digital Twin Platforms



Agentic and Model Management

SIEMENS
Building X

ATRIUS

Johnson Controls Cloudvue

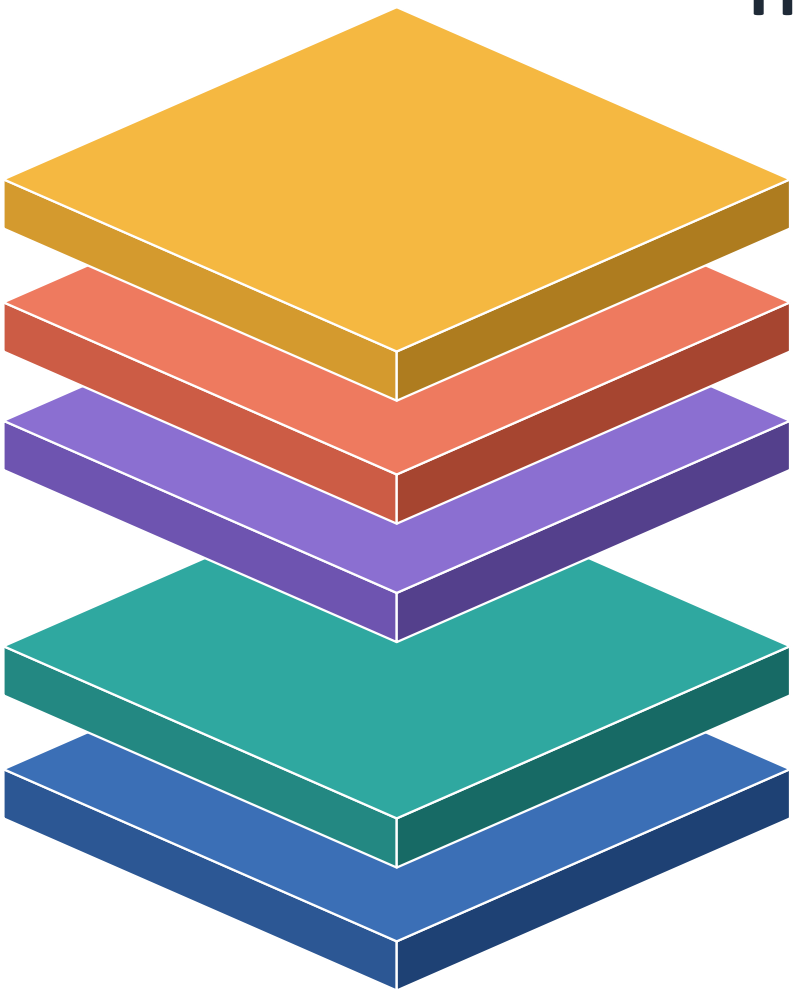
BARCO





Facilities

The Intelligent Workplace Smart Stack



The Application Layer

The Experience Management Layer

The Independent Data Layer

A vendor-neutral, protocol-agnostic software layer that sits between physical building systems and upper-level applications to normalize and unify operational data.

Master Systems Integrator (MSI)

Adaptive Buildings

Building Operating System (BOS) and Bridge for Siloed IT and OT Networks

novant

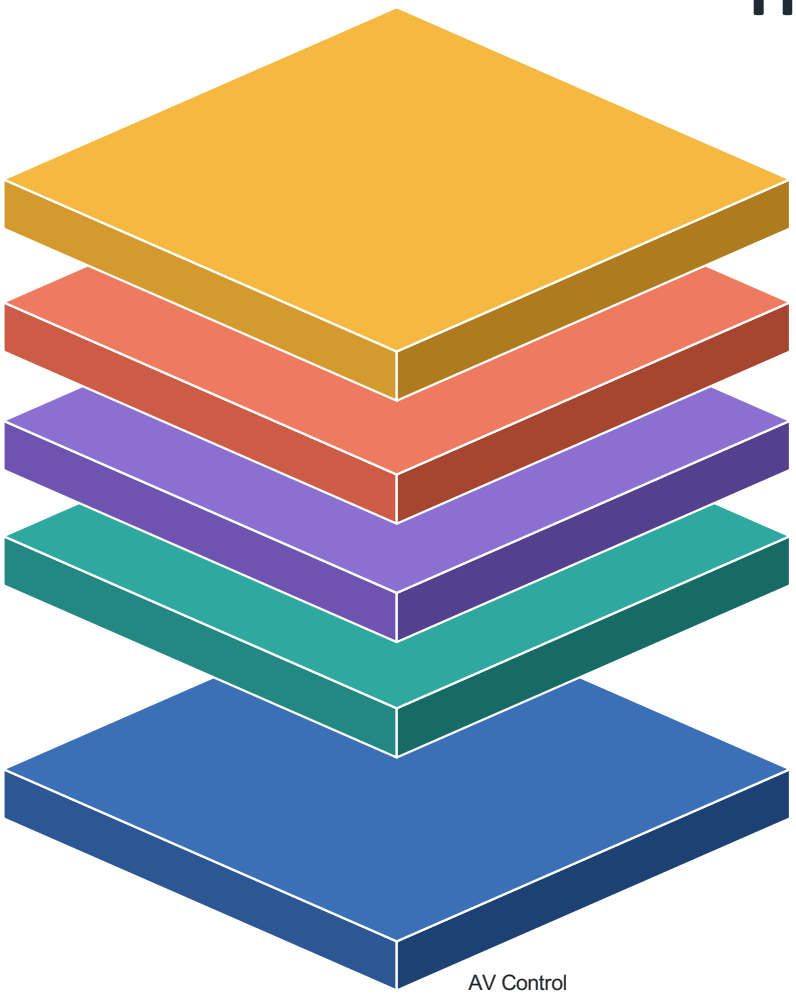
kodelabs

Data Normalization Ontology Tagging

Brick Schema

Project Haystack

The Intelligent Workplace Smart Stack



The Application Layer

The Experience Management Layer

The Independent Data Layer

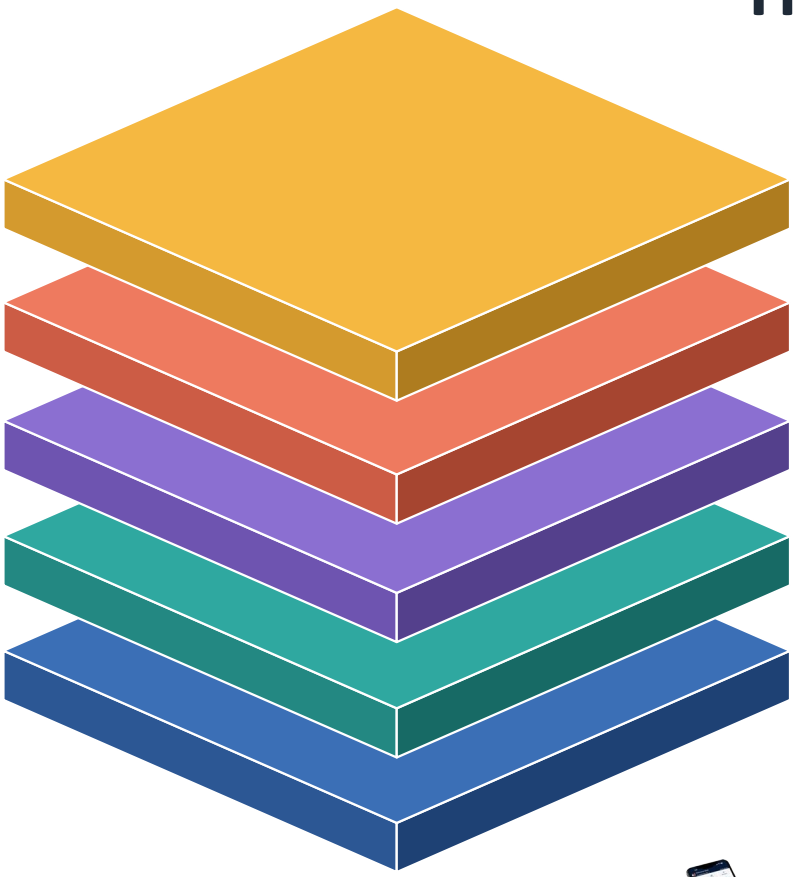
The Network Connectivity Layer

The communication layer between systems, and controls. The preference is for a converged network, eliminating silos created by segregated IT and OT networks. Open Communications protocols preferred, include BACnet, Modbus, HTTP, MQTT, Zigbee, and Dali.

Converged Network Preferred

IT Network *OT Network*

The Intelligent Workplace Smart Stack



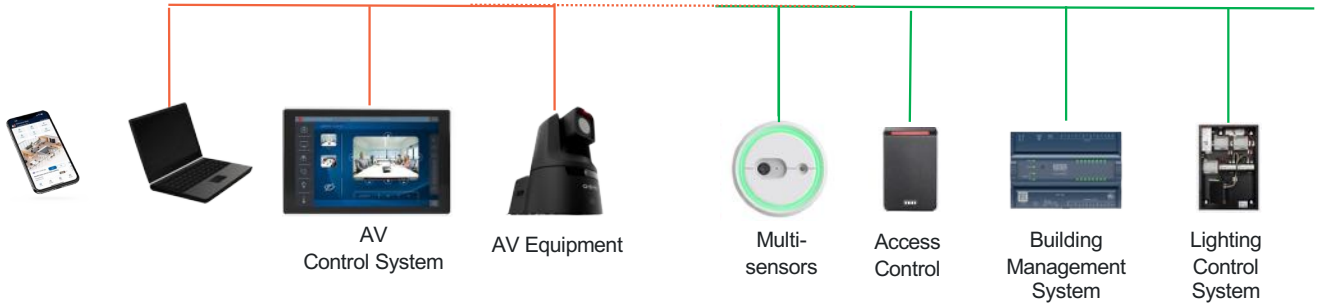
The Application Layer

The Experience Management Layer

The Independent Data Layer

The Network Layer

The Device and Sensor Layer



The Hidden Cost of Fragmentation

Making the Workplace a Destination
Worth Traveling To



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UNLOCKING THE VALUE OF WHAT YOU ALREADY OWN

Why should facilities and CRE care about AV?



Direct View LED Wall
15.9m x 3.7m

- 100% Brightness = £91,750 a year
- 20% Brightness = £18,350 a year
- Power Managed 10hrs = £7,645 a year

How much money are you leaving on the table?

UNLOCKING THE VALUE OF WHAT YOU ALREADY OWN

More technology isn't the answer

THE USUAL REFLEX

New problem

~~= new platform~~

A BETTER ANSWER

New problem

= better orchestration

Before buying another platform, look for the value trapped between the ones you already have.

UNLOCKING THE VALUE OF WHAT YOU ALREADY OWN

You likely already own what you need

- Microsoft 365
- Teams
- Room scheduling
- Identity management
- Access control
- Occupancy data
- Sensors
- Digital signage

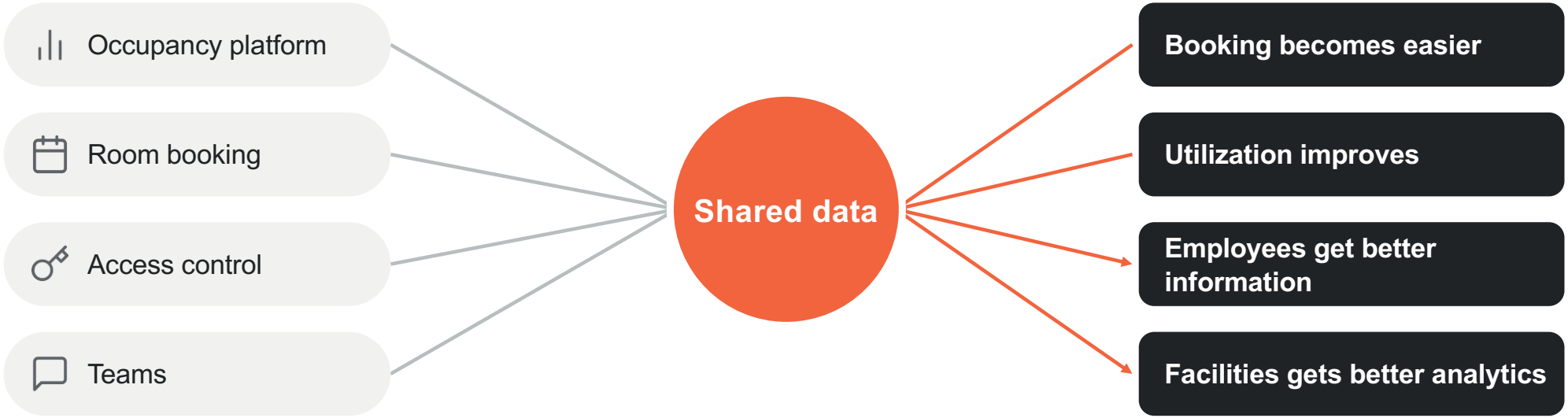
Are all of these exchanging information?

Usually not.

The biggest ROI opportunity isn't buying more technology. It's connecting the technology you already have.

UNLOCKING THE VALUE OF WHAT YOU ALREADY OWN

What happens when four systems share data



…without deploying an entirely new ecosystem.

Most organizations are sitting on unrealized value, not missing functionality.

WHAT A UNIFIED WORKPLACE EXPERIENCE LOOKS LIKE

From system-centric to experience-centric

SYSTEM-CENTRIC

“What systems do we have?”

EXPERIENCE-CENTRIC

“What journey is the employee trying to complete?”

Design the journey first. Then decide which systems need to talk to make it happen.

WHAT A UNIFIED WORKPLACE EXPERIENCE LOOKS LIKE

One journey, not five apps

BEFORE · FIVE APPS

- Open the desk app — App 1
- Search for a room — App 2
- Find a colleague — App 3
- Register a guest — App 4
- Launch the meeting — App 5

AFTER · ONE EXPERIENCE

- Find space
- Locate team
- Navigate building
- Register visitor
- Start meeting
- Request support

WHAT A UNIFIED WORKPLACE EXPERIENCE LOOKS LIKE

Sarah's day, connected

1. Plans her office day
2. Sees where teammates are sitting
3. Reserves a desk
4. Parking is assigned
5. Visitor is preregistered
6. Wayfinding is available
7. Meeting room is automatically prepared
8. Support is available in context

The employee shouldn't care which platform is doing what behind the scenes. They only care that it works.

What changes when systems talk

Employees

- Less time hunting for rooms, people and support
- One place to plan the day

Facilities & CRE

- Utilization data from real occupancy, not bookings alone
- Better analytics for space decisions

IT

- More value from platforms already licensed
- Higher adoption of existing tools

Security

- Visitors preregistered before they arrive
- Access tied to who is actually expected

Same integration work. Every function in the room gets something back.

Do we have to talk about AI?

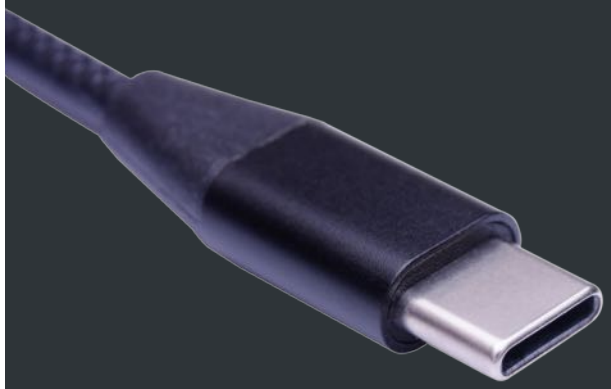
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MODEL CONTEXT PROTOCOL (MCP)

The USB-C for AI



Claude Llama OpenAI Gemini

MCP

APIs Databases

Q-SYS CRESTRON SHURE

Book a meeting, the energy smart way

06 · CLOSING

Three takeaways

1

Smart infrastructure ≠ smart experience

Most organizations already have smart technology. The experience layer is missing.

2

Integrate before you procure

Look for value trapped between systems before buying another platform.

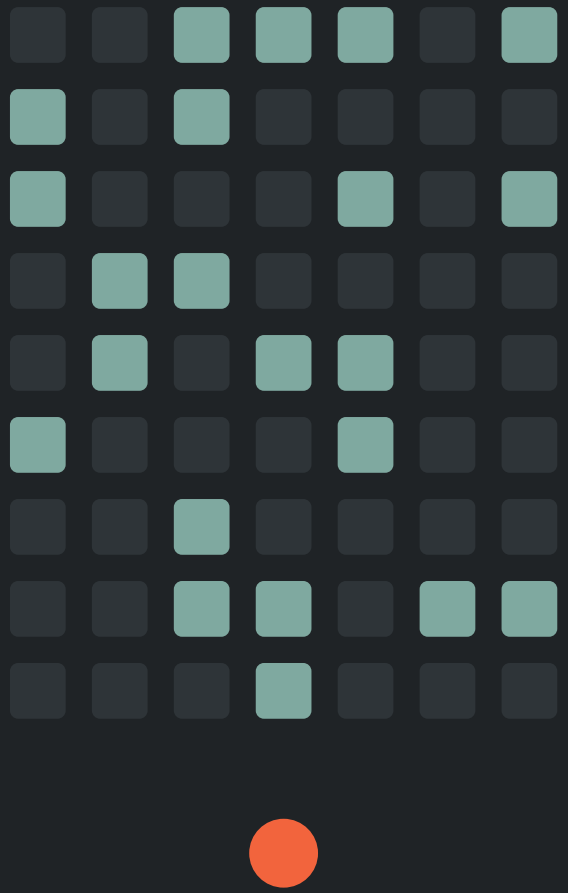
3

Design around people

Employees don't experience individual systems. They experience the workplace.

THANK YOU

Questions?



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