# AI in (Operational) Buildings: A 10-20-30 Framework for Measurable Outcomes

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# The next decade will be about Autonomy



More than **75%** of organisations now use AI is at least one business function, but many struggle to scale AI and create enterprise-wide value[1]



We are at the cusp of the **Agentic AI era**. Automation is evolving from task execution to outcome delivery



By 2028, one third of enterprise software is expected to include agentic AI and **15% of decisions** will be made autonomously[2]

*1 (Source: McKinsey, The State of AI), 2 (Source: Gartner)*

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# Building AI is different

*Beyond general-purpose AI, buildings require:*



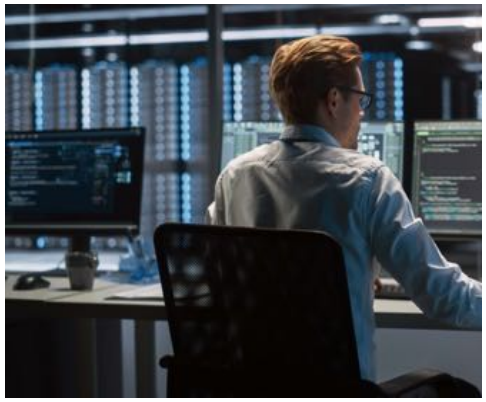
## Building data

*Multiple sources, frictionless and secure*



## Operations

*Knowledge of how the building operates*



## Determinism

*Greater determinism, less reliance on probabilities*

# Three priorities for autonomous buildings

## Scale

***Overcome scaling constraints***

- Portfolio beyond pilots
- Auditable business case
- FM leader sponsorship

## Skills

***Address skill shortages***

- Mechanical engineering
- Building operations
- Cyber security

## Speed

***Accelerate execution***

- Design for the portfolio
- Reusable engineering
- Centralized resource

**Focus on Verifiable Outcomes**

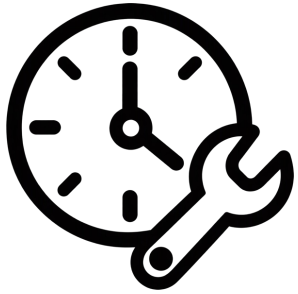
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# **10-20-30*** | Benefits of an autonomous HVAC use case within a cognitive building



**Up to 10%**

*Less energy consumption*



**Up to 20%**

*Less unplanned downtime*



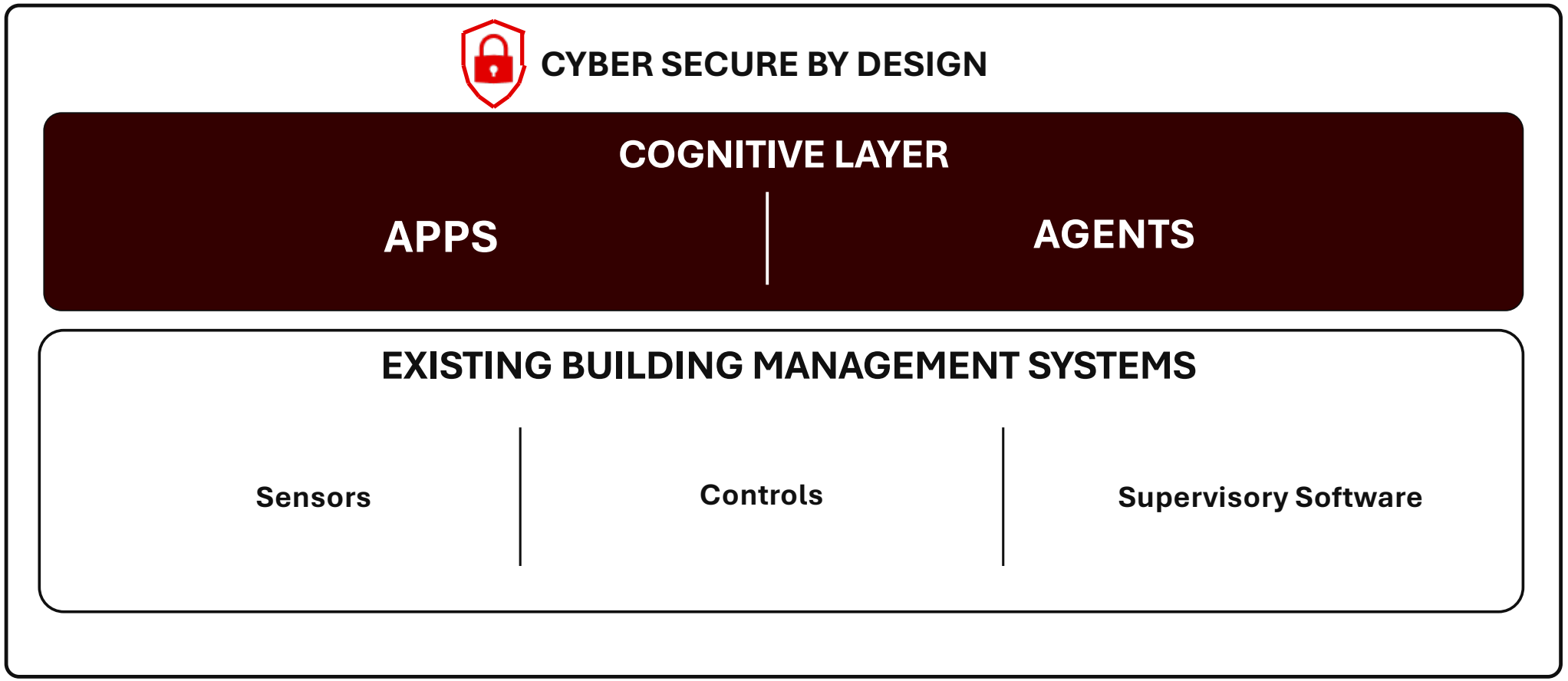
**Up to 30%**

*Fewer HVAC-related complaints*

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*Results illustrated are use-case specific and depend on building conditions, installed systems and operational configuration.

# Enabling bold business cases, securely and at scale



# Q&A

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