

# The Future of Facility Management: AI-Powered Insights for Resilient Operations







Facilities are full of changing situations and scenarios. Teams evolve, equipment ages, and facilities often include a mix of newer and decades-old infrastructure. With only so many hours in a day and a seemingly endless workload, how can facilities teams continue to adapt and improve facilities? AI offers a solution by testing scenarios, identifying efficiencies, and driving continuous improvement, keeping FM teams motivated, engaged, and ready to tackle challenges.

### **AI: A Strategic Asset for Financial Health and Business Continuity**

Ensuring the financial health and strategic growth of an organization and supporting facility teams in leveraging AI can lead to significant cost savings, efficiency improvements, and risk mitigation. AI-driven solutions can optimize energy use, reduce maintenance costs through predictive analytics, and enhance space utilization, directly impacting the bottom line. Additionally, AI can streamline operations, minimize downtime, and improve compliance, reducing financial and operational risks. By championing AI adoption in facility management, a CFO enhances asset performance and drives long-term value, ensuring the organization remains competitive and resilient in an evolving business landscape.



### **Boots on the Ground, Fine-Tuning Problem Solving**

While some technicians may worry about AI replacing their roles, industry leaders emphasize that AI acts as an assistant, not a replacement. By simplifying repetitive tasks, AI enables technicians to focus on higher-value activities, making their work more impactful.

As buildings grow more complex, AI offers exciting opportunities to improve precision, and responsiveness. Facility managers are no longer limited to reactive maintenance and manual processes. AI-powered tools enable them to anticipate issues, optimize resources, and create environments that are safer and more comfortable.

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**David Trask, National Director at ARC Facilities and host of the Facility Voices podcast, highlighted the transformative potential of AI during a recent IFMA conference. He asked attendees, “Raise your hand if you use ChatGPT or AI,” and nearly all hands went up. When he asked if they were using AI five years ago, all the hands dropped.**  
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## Key Applications of AI in Facility Management

AI's transformative power lies in its ability to simplify complex processes and deliver tangible benefits. Key applications include:

### Predictive Maintenance:

By using data from sensors and historical trends, AI forecasts equipment failures before they occur. This reduces downtime, lowers maintenance costs, and extends the lifecycle of critical assets. For instance, one facility leader noted, "In our building, we're one mechanical failure away from not being able to heat or cool the building." AI helps teams stay ahead, preventing a snowball effect of failures.

### Troubleshooting:

By using voice commands, technicians can instantly access insights such as filter sizes or inventory levels, recall past maintenance actions to ensure continuity across different technicians, and receive troubleshooting support through suggested resources like YouTube links or external guides.

### Energy Management:

AI dynamically adjusts building systems – such as heating, cooling, lighting, and ventilation – based on occupancy, weather, and usage patterns. This reduces energy consumption, aligns with sustainability goals, and minimizes the carbon footprint.

### Routine Task Automation:

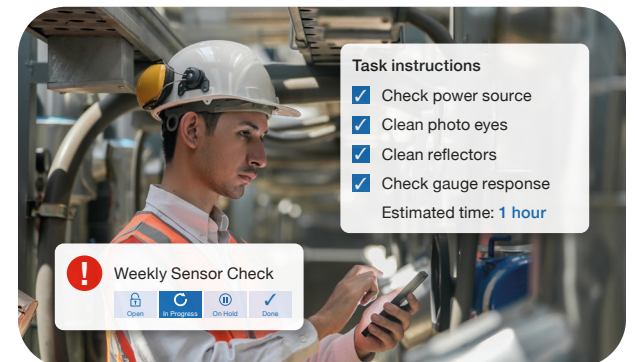
AI automates scheduling maintenance, generating reports, and prioritizing work orders, freeing facility teams to focus on strategic initiatives. Integrating with IoT devices, AI manages building systems, security, and resources in real time, enhancing user comfort and operational efficiency.

### Legacy Information Preservation:

Suri Suriyakumar, CEO of ARC Facilities, emphasized AI's ability to preserve legacy building information. "Many facilities rely on outdated or incomplete documentation," he said. "AI can process architectural drawings, maintenance logs, and inspection reports to create a comprehensive digital database, reducing the risk of operational disruptions due to missing or inaccessible data."

### Emergency Preparedness:

AI tailors emergency plans for specific scenarios by analyzing historical data and environmental factors. It optimizes resource allocation during crises, ensures operational continuity through predictive maintenance, and safeguards critical services in facilities like hospitals.





### Aligning AI with Organizational Goals in Facility Management

AI in facility management goes beyond operational improvements, helping organizations achieve strategic goals like sustainability, cost efficiency, and tenant satisfaction.

#### Sustainability:

AI optimizes energy use, tracks resources, and enables predictive maintenance, reducing environmental impact and waste.

#### Cost Efficiency:

By automating tasks, predicting maintenance needs, and managing assets effectively, AI minimizes expenses and boosts ROI.

#### Tenant Satisfaction:

AI enhances comfort, safety, and proactive service delivery, creating better experiences for occupants.

With AI, facility management becomes a key enabler of organizational success, bridging daily operations with long-term objectives.

### Data and Governance

The adoption of artificial intelligence (AI) relies heavily on robust data frameworks that prioritize data quality, governance, and preparation. Data quality ensures that AI systems are fed accurate, consistent, and relevant information, which is critical for producing reliable outcomes. Poor-quality data can lead to biased models, inaccurate predictions, and costly errors. A robust data framework includes processes for validation, deduplication, and real-time updates to maintain the integrity of the data pipeline. Without these measures, even the most advanced AI models may fail to deliver meaningful insights.

### AI Adoption Challenges and Opportunities

While AI's potential is immense, adoption rates remain a challenge. According to FacilitiesNet, approximately 59.1% of facility managers report having no AI strategy in place. High initial costs, skill gaps, and data privacy concerns are barriers. Partnering with technology providers for tailored solutions and offering comprehensive training can bridge these gaps.



Perspectives on AI adoption can vary among technicians. Some may view AI with skepticism, fearing it could replace their roles, while others see it as a valuable tool to enhance creativity and efficiency. Research indicates that professionals who are more accustomed to technology tend to adopt AI more readily.

**“AI is not just about automation; it’s about empowering facility managers to make smarter, faster, and more informed decisions. Integrating AI into our workflows unlocks new efficiency, sustainability, and tenant satisfaction levels while transforming buildings into truly intelligent environments,”**

said Dean Stanberry,  
SFP, CFM, Immediate Past-Chair, IFMA Global Board of Directors.

### The Role of Data in AI-Driven Facilities Management

AI thrives on data from sensors and IoT devices. It learns operational patterns, identifies normal versus abnormal behavior in building systems, and predicts potential failures or inefficiencies.

For example, in winter building maintenance, AI can adjust chemical dosages for water treatment automatically, reducing supply waste. It can also predict supply chain challenges during unexpected weather conditions, ensuring access to essential materials at optimal prices.

Experts agree that there are several key strategies for overcoming resistance to AI, including training programs, leadership support, and the designation of AI change agents.

According to Timothy T. Burdge, MSFM, FMP, author of *From Prompts to Prosperity*:

**“When it comes to overcoming resistance to AI adoption, change management is critical to success. First, training programs are essential, but they need to go beyond just teaching technical skills. Training should demonstrate how AI integrates into existing workflows and solves real-world challenges. I’ve found that simulations or role-specific examples and exercises are especially effective in building confidence and showing immediate value,”** he said.

**Tim explained that when leaders actively use AI and share their learning journeys – challenges and all – it creates a powerful ripple effect. He said that this visible endorsement sets a tone of openness and reassures teams that AI adoption is a shared experience, not just a directive handed down. He emphasized that AI change agents are a great strategy. To be truly effective, he said, they should have clear goals (KPIs) and be empowered to provide honest feedback on what’s working and what isn’t.**

Tim believes that employees are much more likely to embrace AI when they understand the why. What specific problems will it solve, and how does it align with organizational goals? Communicating this clearly builds trust and enthusiasm.

He added that starting with small, pilot projects allow for early wins and the opportunity to refine strategies before a broader rollout to build momentum and show tangible success.

**“People need to see that AI can enhance their careers and provide opportunities for personal growth,”** he said.

**“Framing AI as a tool for empowerment and coupling it with success stories builds excitement.”**



## The Future of AI in Facility Management

The next decade will see greater integration of AI in FM, with trends like autonomous facilities and data-driven approaches to sustainability.

Gwen Dean, Facilities Director at Sirius XM, described a compelling vision:

**“At the close of construction, all closeout documentation – operations schemes, O&Ms, commissioning reports, asset lists – is combined with real-time data like weather conditions and labor market forecasts. AI reconciles these factors to create an actionable operational roadmap, allowing unparalleled accuracy in forecasting and adaptation.”**

As AI technologies advance, they will become increasingly accessible and affordable, transforming FM into a proactive, strategic discipline.

Jonathan Styrlund summarized it best:

**“Once organizations see the transformative impact of AI, the shift will be akin to transitioning from paper memos and snail mail to instant messaging.”**

AI is revolutionizing facility management by enhancing efficiency, sustainability, and user satisfaction. From predictive maintenance and energy management to workforce optimization and emergency preparedness, AI empowers teams to tackle challenges with confidence and precision. By embracing AI, facility managers can ensure their buildings are not just spaces, but dynamic environments optimized for the future.

## ARC Facilities: Where AI Meets Empowerment

ARC Facilities leverages AI technology to empower technicians in the field by providing instant access to critical information. Through an intuitive, mobile-first platform, technicians can quickly retrieve building plans, equipment manuals, maintenance records, and compliance documentation without sifting through physical files or complex systems. AI-driven search capabilities streamline the process, enabling users to locate specific details by simply typing keywords or asking questions. This reduces downtime, minimizes errors, and ensures that technicians have the data they need to make informed decisions on-site, leading to faster issue resolution and increased operational efficiency.

To learn more about ARC Facilities, visit [www.arcfacilities.com](http://www.arcfacilities.com).

**Request a demo** to speak with a team member.

Email us at [solutions@arcfacilities.com](mailto:solutions@arcfacilities.com)

