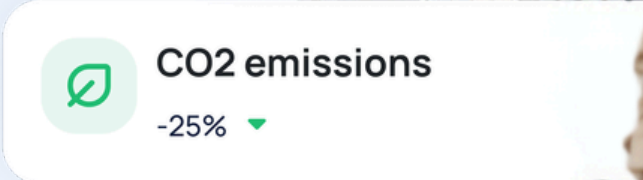


The Building Operations Manager's AI Portfolio Playbook

A guide for the portfolio operations manager who sits between boardroom strategy and on-site delivery

A white rounded rectangular card with a blue lightning bolt icon on the left. The text reads 'Energy use' followed by a right-pointing chevron, and '-23% YoY' followed by a green downward-pointing chevron.

⚡ Energy use >
-23% YoY ▼

A white rounded rectangular card with a green leaf icon inside a circle on the left. The text reads 'CO2 emissions' followed by a right-pointing chevron, and '-25%' followed by a green downward-pointing chevron.

🌱 CO2 emissions >
-25% ▼



Contents

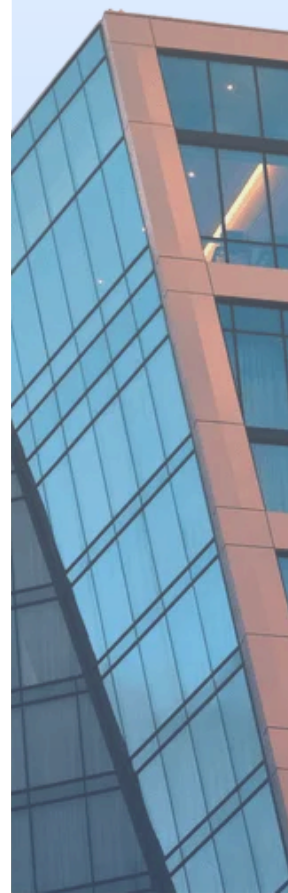
The role that holds it all together

6 levers for portfolio improvement

1. Contractor and supply chain performance
2. Planning across short, medium and long-term horizons
3. Finding operational efficiency gains
4. Ratings, reporting and governance
5. Faster fault resolution
6. One operating system for your portfolio

PEAK Platform introduction

The Five A's: What PEAK Delivers



The role that holds it all together

Why the Operations Manager matters more than ever

Between boardroom strategy and what happens on-site, the National Operations Manager connects the two. This is the person accountable for whether a portfolio of buildings actually performs: energy targets, tenant comfort, contractor delivery, and capital allocation.

The outcomes vary by asset type. In a premium office, it is tenant experience. In a shopping centre, supply chain management. In a hospital, environmental control. But the discipline is the same: coordinating dozens of moving parts across multiple sites, contractors, and time horizons simultaneously.

The tools most operations teams rely on have not kept pace. Spreadsheets. Reactive BMS alarms. Manual site visits. Email chains chasing contractor updates. These worked when portfolios were smaller and expectations lower.

According to [JLL's 2025 Global Real Estate Technology Survey](#), 88% of real estate investors and owners have started piloting AI, up from just 5% in 2023. But only 5% report achieving all AI programme goals. [McKinsey estimates](#) AI could generate \$110 to \$180 billion in value across real estate. Most remains unrealised.

This guide is structured around six levers that define great portfolio operations. For each, it shows how AI-powered analytics turn good intentions into measurable outcomes.

“Here's what I've seen. Organisations spending millions across dozens of buildings with no **single point of accountability** for how efficiently that money converts into outcomes. Contractors duplicating effort across sites. Reactive maintenance eating budgets. Tenants frustrated by the same problems showing up quarter after quarter. **A strong National Operations Manager changes that equation completely.**”

David Wright
Co-CEO, CIM

The numbers that matter

The current AI state of play in real estate

88%

of commercial real estate owners have started piloting AI

JLL, 2025

5%

have achieved all of their AI goals

JLL, 2025

\$110-180B

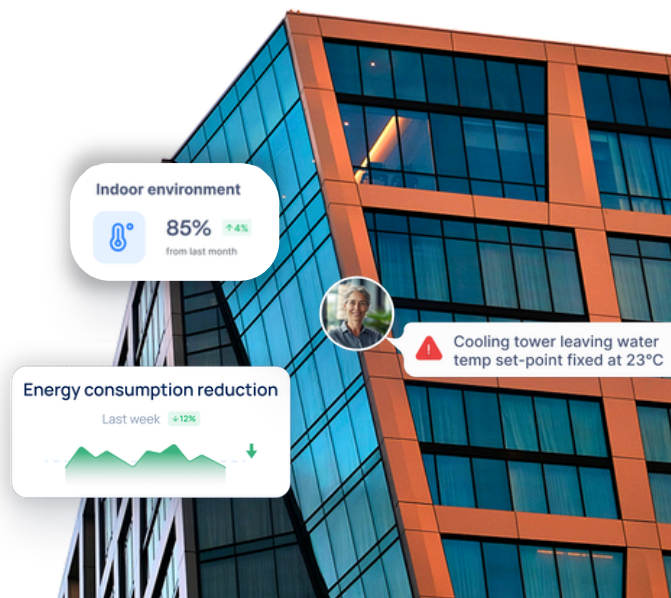
potential value from AI in real estate

McKinsey, 2024

15-25%

efficiency gains possible via AI software

CIM portfolio data



Lever 1

Contractor and supply chain performance

From paying for inputs to measuring outcomes

Most FM and maintenance contracts are structured around inputs: hours on-site, scheduled tasks completed, quarterly reports filed. Whether the building actually performs better is, at best, an assumption. AI-powered fault detection and diagnostics (FDD) changes this. Instead of waiting for a contractor to report a problem, the building tells you directly: which equipment is faulting, how severe it is, the likely root cause, and whether the fix worked.

This shifts the operations manager's role from managing schedules to managing performance. You are no longer asking "did they show up?" but "did the problem get resolved, and can I prove it?". The [FDD software market](#) is projected to grow from \$4.2 billion (2024) to \$12.7 billion by 2033, driven by operations teams who have seen what is possible when accountability is built on quantifiable data in what is known as data-driven maintenance.

The three phases of data-driven maintenance implementation

Phase 1: Overlay

Analytics added alongside existing PPM contracts. Cost is additive, but fault visibility is immediate.

Phase 2: Evolution

Contracts renegotiated around outcomes. PPM schedules reduced where data shows they are unnecessary.

Phase 3: Mastery

Ongoing optimisation with reduced maintenance backlog, condition-based scheduling, and continuous improvement.

Result: 20% average reduction in maintenance costs, two-year average extension of equipment lifecycle.

Lever 2

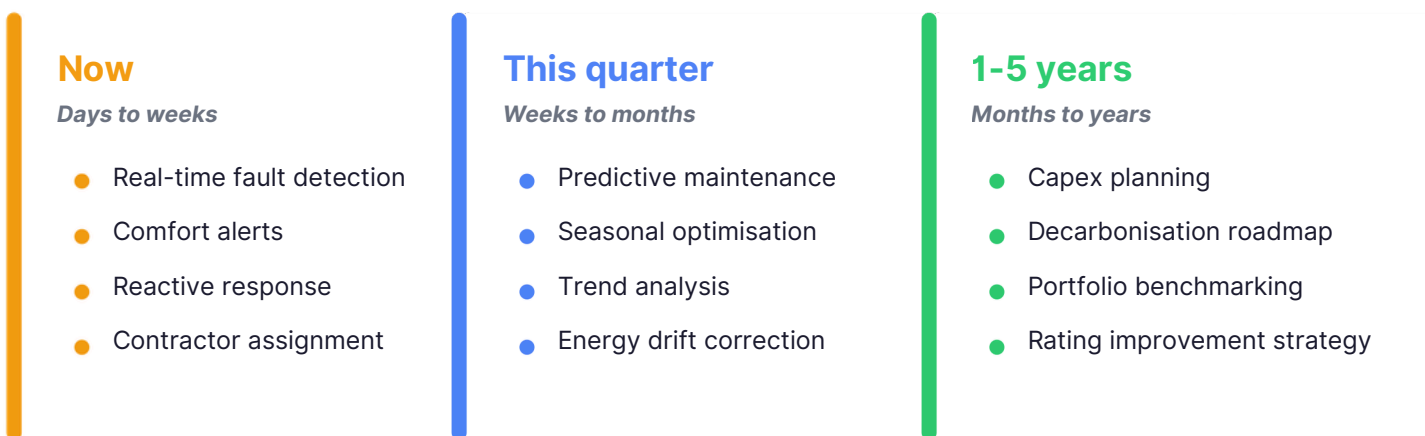
Planning across three time horizons

One view across the short, medium and long-term

Great operations managers coordinate across three horizons simultaneously: what is happening right now (a fault, a comfort complaint), this quarter (planned maintenance, seasonal changeovers), and the next one to five years (capital planning, decarbonisation targets).

Most tools only serve one horizon. The BMS handles real-time alarms. The CMMS tracks scheduled maintenance. The spreadsheet models capex. These systems do not talk to each other, making the operations manager the integration layer.

AI-powered analytics provide that unified view. Research from CIM partner [Lawrence Berkeley National Laboratory](#) shows buildings lose 10 to 30% of their energy efficiency within one to two years of commissioning without continuous monitoring.



PEAK Platform: one view across all three horizons

Lever 3

Finding efficiency gains without capital spend

Operational improvement before capex

HVAC systems account for the largest share of a commercial building's energy consumption, and a significant proportion is generally wasted. Control strategies set at commissioning are rarely reviewed. Setpoints drift. Manual overrides are left in place.

AI-driven optimisation identifies specific interventions: adjust chiller setpoints, lock out outside air dampers below certain temperatures, extend economy mode during shoulder seasons. These deliver 15 to 25% energy savings with payback in months, not years.

Across CIM's vast portfolio, the average observed energy saving is 19%. At [193 North Quay](#) in Brisbane, the building went from a zero to five NABERS Energy stars, with a 32.3% drop in base building energy costs and ROI within 18 months.

"The results you'll get from using your current equipment more intelligently are much better than simply throwing money at capital upgrades."

Source: CIM's Guide to Improving Your NABERS Rating

7 HVAC optimisation questions to ask

- 1 **Outside air temperature lockouts**
Are systems locking out at the right temperatures, or running unnecessarily in mild conditions?
- 2 **Cooling tower reset**
Is condenser water temperature reset dynamically based on wet-bulb, or at a fixed setpoint?
- 3 **Chiller and boiler call thresholds**
Are calls triggered by actual valve demand, or by fixed time schedules?
- 4 **Zone temperature alignment**
Are setpoints consistent across adjacent zones? Conflicts cause systems to fight each other.
- 5 **Economy mode / free cooling**
Is outside air used for free cooling during shoulder seasons? Up to 20% savings possible.
- 6 **Night purge operation**
Is the building pre-cooled overnight using outside air rather than mechanical cooling?
- 7 **Chilled water temperature reset**
Is CHW temperature reset dynamically based on actual load, or fixed year-round?

Lever 4

Ratings, reporting and governance

You can't report what you can't trust

Operations managers are increasingly accountable for sustainability outcomes: NABERS ratings in Australia, BREEAM and EPC ratings in the UK, GRESB submissions for institutional investors, and sustainability-linked loan covenants with real financial penalties.

In most portfolios, data needed for these commitments is collected manually, fragmented across BMS systems that do not interoperate, and hard to audit. AI-powered platforms automate this end to end: continuous collection, validation, benchmarking, and real-time anomaly flagging.

[CBRE research](#) confirms green-certified buildings command 6 to 10% rental premiums and 94% average occupancy vs 89% for non-certified stock. In Australia, from 1 July 2025, new government leases for 1,000 sqm+ require a minimum 5.5-star NABERS Energy rating. The [City of London now requires a minimum 5-star NABERS UK rating](#) for major office developments. [Savills Q4 2024 data](#) shows BREEAM Excellent buildings in Central London achieving rents 15% higher than lower-rated stock.

6-10%

green-certified buildings command 6 to 10% rental premiums

CBRE, 2024

94%

average occupancy for green-certified buildings vs 89% for non-certified stock

Kingsley Research

35%

energy reduction since NABERS mandatory disclosure began in Australia

NABERS

15%

rent premium for BREEAM Excellent in Central London

Savills, 2024

Lever 5

Faster fault resolution

Every bottleneck is a cost

In most portfolios, the path from "something's wrong" to "it's fixed" takes days or weeks. BMS alarm, manual check, work order, contractor scheduled, on-site diagnosis, parts ordered. Meanwhile: wasted energy, uncomfortable tenants, email chains.

AI compresses this cycle. Predictive maintenance catches issues [four to eight weeks before breakdown](#). Automated prioritisation cuts alarm fatigue. Digital assignment eliminates handoffs. Closed-loop tracking proves the fix worked.

AI-powered predictive maintenance reduces unplanned downtime by 30 to 50% and cuts unexpected equipment failures by up to 90%, with ROI within eight to fourteen months.

From CIM's portfolio: a [hidden fan fault in a 6-star rated building](#) was identified by PEAK while invisible to the BMS and facilities team. PEAK's real-time anomaly detection prevented an 8% energy spike from manual overrides left in place.

Just some of the faults and anomalies picked up by promptly AI-powered FDD:

<p>Energy</p> <p>Left running overnight</p> 	<p>Energy</p> <p>VFDs overridden</p> 	<p>Availability</p> <p>Fan belt snapped</p> 	<p>Air Quality</p> <p>Ducts are blown</p> 
<p>Availability</p> <p>Chiller control arm broke.</p> 	<p>Air Quality</p> <p>Outside Air Damper broke.</p> 	<p>Availability</p> <p>Tenant cut the wires.</p> 	<p>Air Quality</p> <p>Who #@#! left this here?</p> 

Lever 6

One operating system for your portfolio

A system approach, not fragmented and ad hoc

Most portfolios have a BMS from one vendor in one building, a different vendor in another, a separate CMMS, a spreadsheet for energy tracking, and a manual process for sustainability reporting. Data sits in silos. When analytics do exist, they often come from the equipment vendor, creating a conflict of interest.

JLL's 2025 survey found organisational readiness remains the primary barrier to scaling AI in real estate. Deloitte warns against "quick-fix technology solutions placed on top of legacy systems" that fail to deliver ROI.

The alternative: a vendor-independent platform above the BMS layer, normalising data across every building regardless of make, model, or age. Independent analysis. Portfolio-wide insights that compound. This is where CIM's PEAK Platform sits.

"With high-quality data integrated into a single ecosystem, our clients benefit from operational and energy efficiencies while improving uptime and increasing reliability."

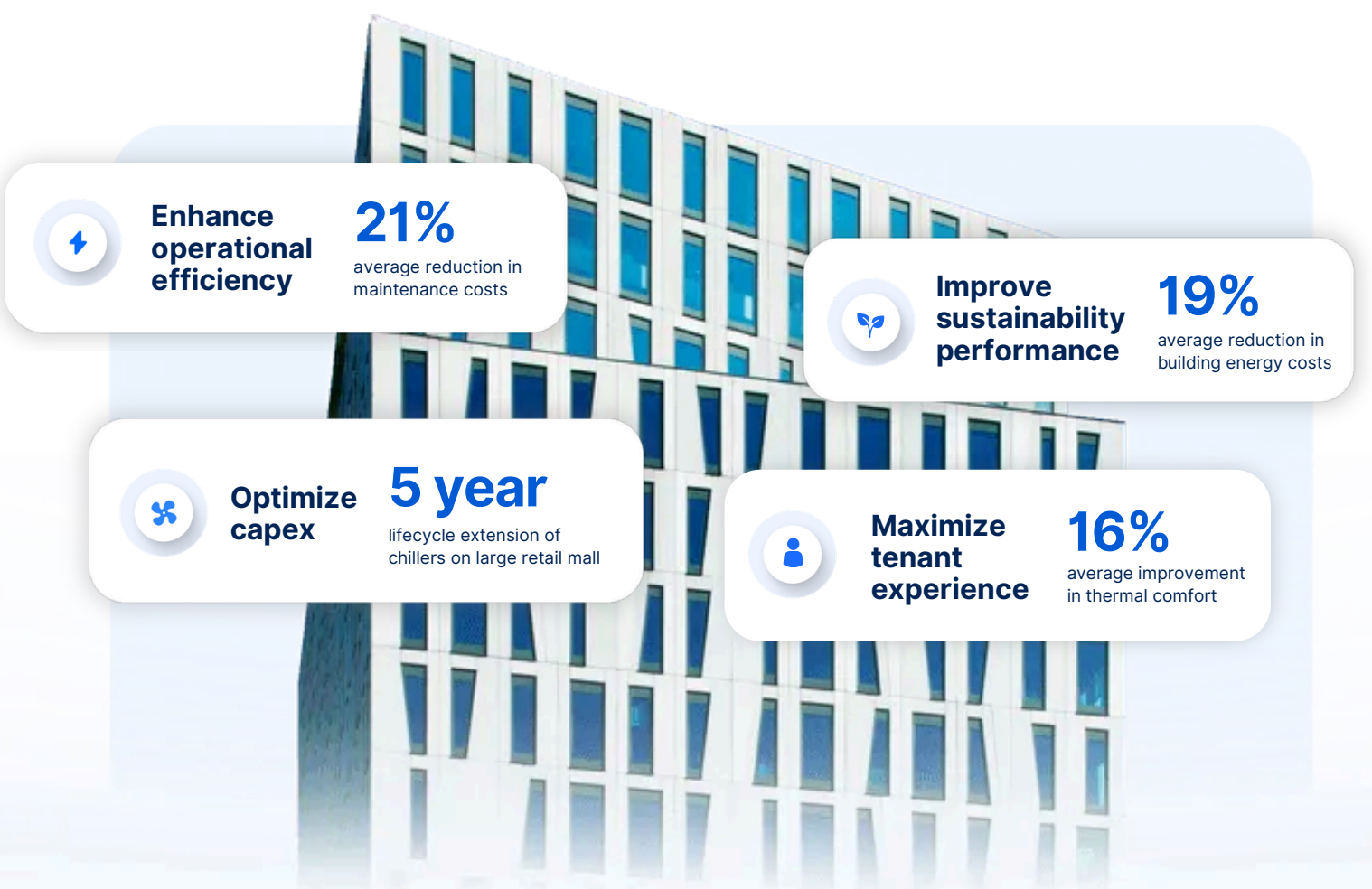
Paul Saville-King, Chief Product Officer, Global Workplace Solutions, CBRE


The PEAK Platform

CIM’s PEAK Platform is an AI-powered building analytics and automation platform that enhances the financial and environmental performance of commercial portfolios, providing owners with unparalleled visibility into property operations. By minimizing utility consumption and maintenance costs, as well as boosting team and vendor productivity, it significantly improves net operating income, asset value, and tenant satisfaction.

Proven benefits to unlock a buildings’ potential


- Real-time portfolio visibility
- Contractor accountability
- Rapid rectification of issues
- Critical equipment confidence
- Improved tenant comfort
- Improved workflow
- Elimination of utility wastage
- Extended equipment lifetime
- Reduced maintenance spend






Enhance operational efficiency

21%
average reduction in maintenance costs




Improve sustainability performance

19%
average reduction in building energy costs



Optimize capex

5 year
lifecycle extension of chillers on large retail mall



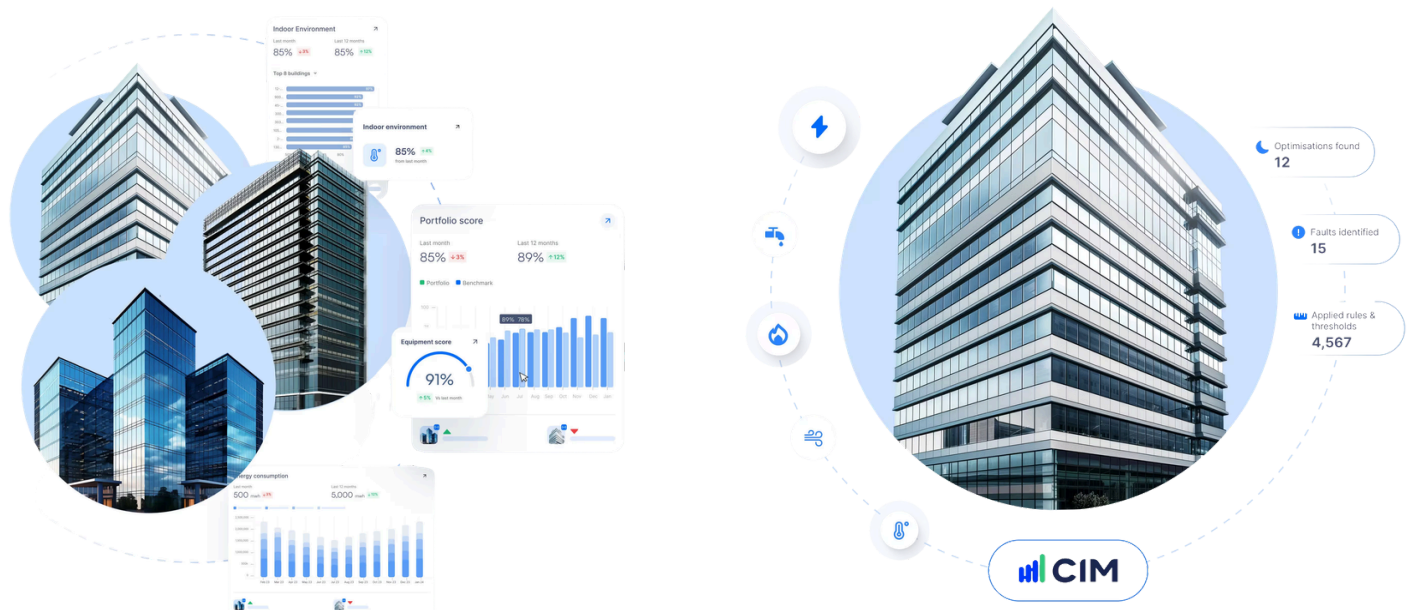
Maximize tenant experience

16%
average improvement in thermal comfort

The five A's: What PEAK delivers

PEAK improves labour productivity using AI, structured around five capabilities

- 1 Acquisition**
 Reliable, auditable data from every site, without capital expenditure. Connects to any BMS regardless of vendor.
- 2 Analytics**
 Raw data becomes business intelligence: assessments, trend analysis, benchmarking, and prioritised recommendations.
- 3 Action**
 Automation replaces manual tasks. Augmentation helps skilled people get to value faster: insights surface so engineers solve, not search.
- 4 Accountability**
 Full tracking: faults raised, assignments, responses, fix verification. Enables benchmarking, ratings, and governance.
- 5 Alignment**
 A systems approach that replaces fragmented, ad-hoc efforts with an aggregated, predictable, low-risk path to measurably higher performance.



What's included in CIM's offering?

PEAK Platform

Features

- Utility monitoring
- Equipment monitoring
- IEQ monitoring
- AFDD rules engine
- Alert notifications
- Digital workflow
- Sustainability ratings
- Dashboards and reports

Services

- Dedicated Analytics Engineer
- Data onboarding & commissioning
- AFDD Rules deployment & tuning
- Custom alert notification set-up
- Site team & contractor training
- Data-driven maintenance adoption
- Objective-setting and ongoing site alignment
- Quarterly sponsor meeting

Building Optimization

- Dedicated Building Performance Engineer
- Energy efficiency audit
- Quantified saving opportunities
- Bespoke HVAC controls strategy
- Optimisation workshops
- Seasonal tuning
- Measurement and verification reporting

Proven track record with world-leading companies

"This software improves asset value on a number of levels. First, it enhances building efficiency and delivers electricity savings, resulting in significant cost benefits and improved NOI. It also aligns with our focus on achieving Net Zero carbon emissions without compromising tenant comfort."



Simon Howard
Co-Head of region



"We asked CIM to get involved so they could give us the oversight we needed across all sites and assist our team to continually achieve the highest levels of performance, collaboration and site optimisation possible. The partnership has enabled us to achieve best practice across our portfolio faster than anticipated."



Scott Crellin
National Operations Director



Talk to the experts at CIM to see how our AI software can unlock the potential of your portfolio.

 Email us at smarterbuildings@cim.io

 Request a callback

 Learn more at cim.io

