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New report: AI is becoming part of day-to-day operations in facility management

A new Nordic report from Coor shows that AI is set to become an integral part of facility management. 43 per cent of decision-makers in Real Estate and Facility Management believe that AI will transform the way workplaces, buildings and services are planned, managed and delivered. Half of responding decision-makers are already testing or using advanced autonomous AI solutions. However, the report's clear conclusion is that the greatest value lies not in the most visible tools – but in the day-to-day operations where FM is carried out every day.

The report, which is based on responses from around 500 decision-makers in Real Estate and Facility Management (REFM) and 500 office workers in Sweden, Norway, Denmark and Finland, shows that AI is rapidly moving from hype and pilot projects to practical business development. At the same time, progress is uneven. Only 15 per cent of decision-makers state that their organisation is actively investing in and scaling up AI, whilst 31 per cent do not yet use AI in any area of facility management.

"AI in facility management is now entering a new phase. It is no longer primarily about testing individual tools, but about linking AI to data, workflows and decisions in day-to-day operations. That is where the real benefits arise," says Ola Klingenborg, President and CEO of Coor.

When AI is used in workplaces, in buildings and in safety-critical environments, issues of trust, privacy, governance and human oversight become central. The report therefore emphasises the importance of AI being developed and used responsibly, with clear ownership, transparency and control.

The first wave of AI in Facility Management (FM) has primarily focused on visible applications such as digital assistants, service interactions and administrative support. Coor's report now points to the next shift: AI that strengthens operations themselves – through better use of service data, work orders, building systems, user feedback, cleaning schedules, security incidents, supplier information and customer-specific requirements.

This means that much of the impact of AI may be invisible to the end user, but even more significant from an operational perspective. AI can contribute to better planning of facility management, faster handling of technical service requests, more accurate prioritisation of security alerts and more efficient administrative workflows. Overall, technology can contribute to more efficient, sustainable and responsive workplaces and buildings.

At the same time, the report shows that the biggest obstacles to scaling up AI are often organisational and operational rather than technical. Skills remain the primary barrier, but in more mature organisations, data quality, governance, system integration, ownership, workflow design and readiness for change are becoming increasingly important.

"FM operates right at the heart of the environments where AI must work in practice: in buildings, services, customer engagement and day-to-day operations. That is why FM plays a key role in turning AI's potential into tangible benefits – whilst ensuring that people remain in control where judgement and responsibility are required", says Ola Klingenborg.

Key findings of the report

- AI is moving beyond the pilot phase. FM organisations are transitioning from isolated trials to concrete operational development – though the level of maturity varies significantly between markets and companies.
- The greatest value does not lie in the visible tools. The real potential lies in using data, systems and workflows to improve day-to-day operations.
- AI is becoming a new operational capability. Used correctly, the technology can enhance planning, prioritisation, service delivery and real-time decision-making.
- Scaling is determined by the organisation – not by the tools. Expertise, data quality, governance, integration and clear ownership are crucial to integration and clear ownership are crucial to creating a real impact.
- Trust and human oversight are crucial. As AI moves into workplaces and buildings, the technology must be used responsibly, transparently and within clear frameworks.

About the report

The report forms part of Coor's 'Join the Workplace Revolution' series and examines how AI is beginning to impact Real Estate and Facility Management (REFM) in the Nordic region. The study combines quantitative survey data, industry perspectives and operational examples. The survey covers approximately 500 REFM decision-makers and 500 office workers in Sweden, Norway, Denmark and Finland.

Coor is one of the Nordic region's leading providers of facility management services. With approximately 12,000 employees, Coor delivers service solutions that create value for people and businesses throughout the Nordic region.
Download the report here Join the Workplace Revolution | Future Workplace Reports | Coor

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About Coor:
As the leading provider of facility management services, Coor aims to create the happiest, healthiest, and most prosperous workplace environments in the Nordic region. Coor offers specialist expertise in workplace services, property services and strategic advisory services. Coor creates value by executing, developing, and streamlining our customers' service activities. This enables our customers to do what they do best.
Coor's customer base includes many large and small companies and public-sector organisations across the Nordic region, including ABB, Aibel, the Danish Building and Property Agency, DSB, Equinor, ICA, IKEA, Karolinska University Hospital in Solna, PKA - "Danish Police, Public Prosecution Authority and Prison and Probation Service", PostNord, SAS, Skanska, Swedbank, Vasakronan and Volvo Cars.

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