



“*AI* is not the *future*
of facility management,
it’s the *now*.”

How the world is moving from SAAS to AI Agents

Edward Boute, CEO FixForm



Agenda

- 01** The big picture
- 02** But what is AI?
- 03** AI in Real Estate
- 04** AI in Facility Management
- 05** How fixForm walks the talk

The big picture

REAL ESTATE IS SUFFERING.



01

Retail RE is suffering
due to e-commerce

02

Office RE is suffering
due to home work.

03

Residential care & social housing are suffering
due to cut in subsidies.

04

All the rest is suffering...
due to inflatory cost of materials and manpower
... and permits!

Disruption = Opportunity

Every industry has its moment of transformation. Remember when traditional taxis dominated transport, hotels controlled accommodation, and CDs ruled music?

The Uber logo, consisting of the word "Uber" in a black, sans-serif font.

Transport

Uber transformed how
we move



Hospitality

Airbnb redefined
accommodation



Entertainment

Spotify revolutionised
music

Why should real estate industry be any different?



The question isn't *whether*
AI will transform RE,
it's *whether you'll lead or*
follow.

BANKRUPT

Disrupt or be disrupted

Every industry has its moment of transformation. Remember when traditional taxis dominated transport, hotels controlled accommodation, and CDs ruled music?



Will you change or be overtaken?

Platforms & their shifts

Every 10-15 years, a platform shift reshapes the tech industry



Mainframes

Platforms & their shifts

Every 10-15 years, a platform shift reshapes the tech industry



Mainframes

PCs

Platforms & their shifts

Every 10-15 years, a platform shift reshapes the tech industry



Platforms & their shifts

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AI

But what is AI?

How would we do this without ML?



How would we do this without ML?



What about a dog and a mop? Easy, right?



Not so fast...



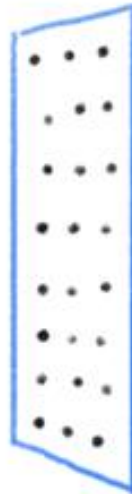
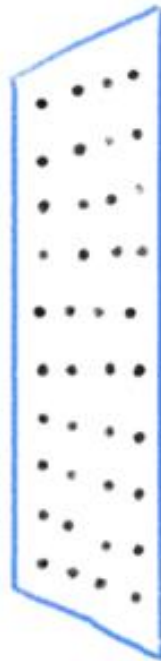
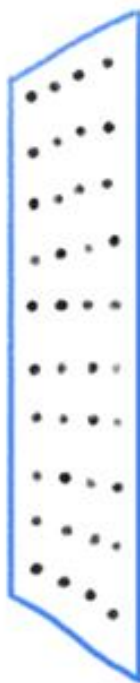


How about this?

CAT

(Labeled
PHOTOS)

DOG



OUTPUT

AI examples

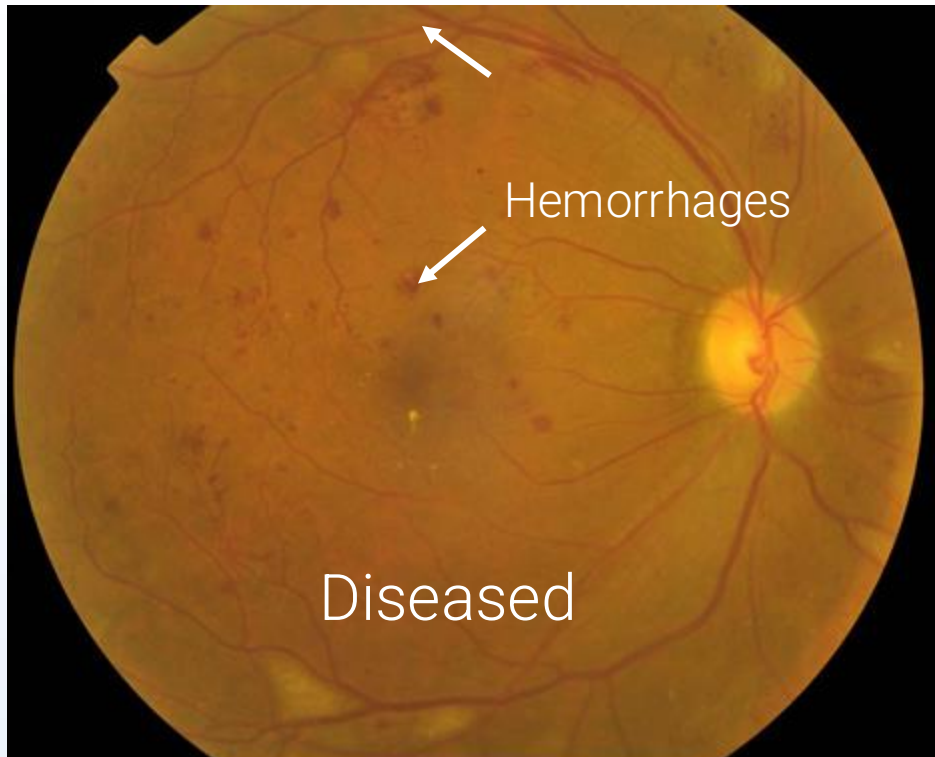


Google Photos

[beach]



AI is as good or better than ophthalmologist



The background is a deep blue with a complex pattern of fine, curved lines that create a sense of motion and depth. A faint grid of horizontal and vertical lines is visible in the background, adding a technical or digital feel to the overall aesthetic.

LLM'S

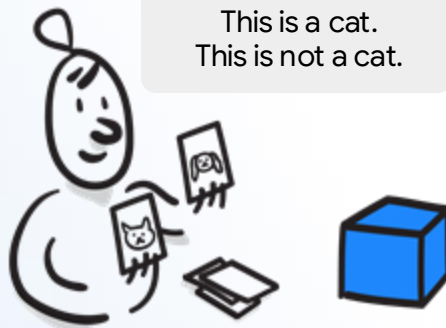
WHAT ARE LLM'S

```
Cat:  
  type: animal  
  legs: 4  
  ears: 2  
  fur: yes  
  likes: yarn, catnip
```

(etc ...)

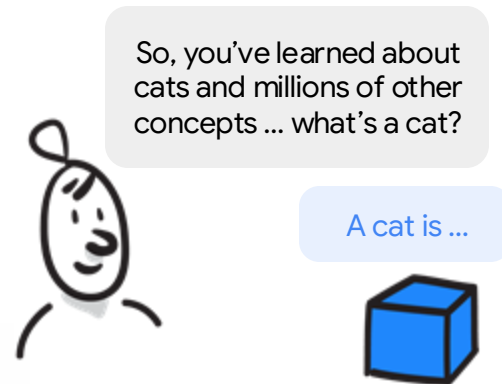
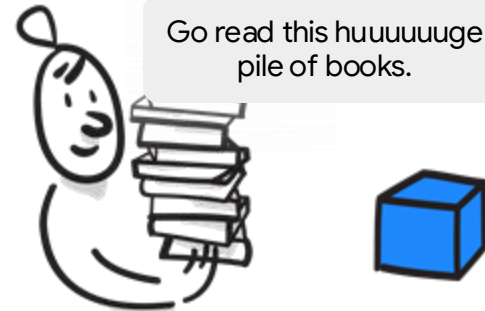


Traditional programming



Wave of neural networks

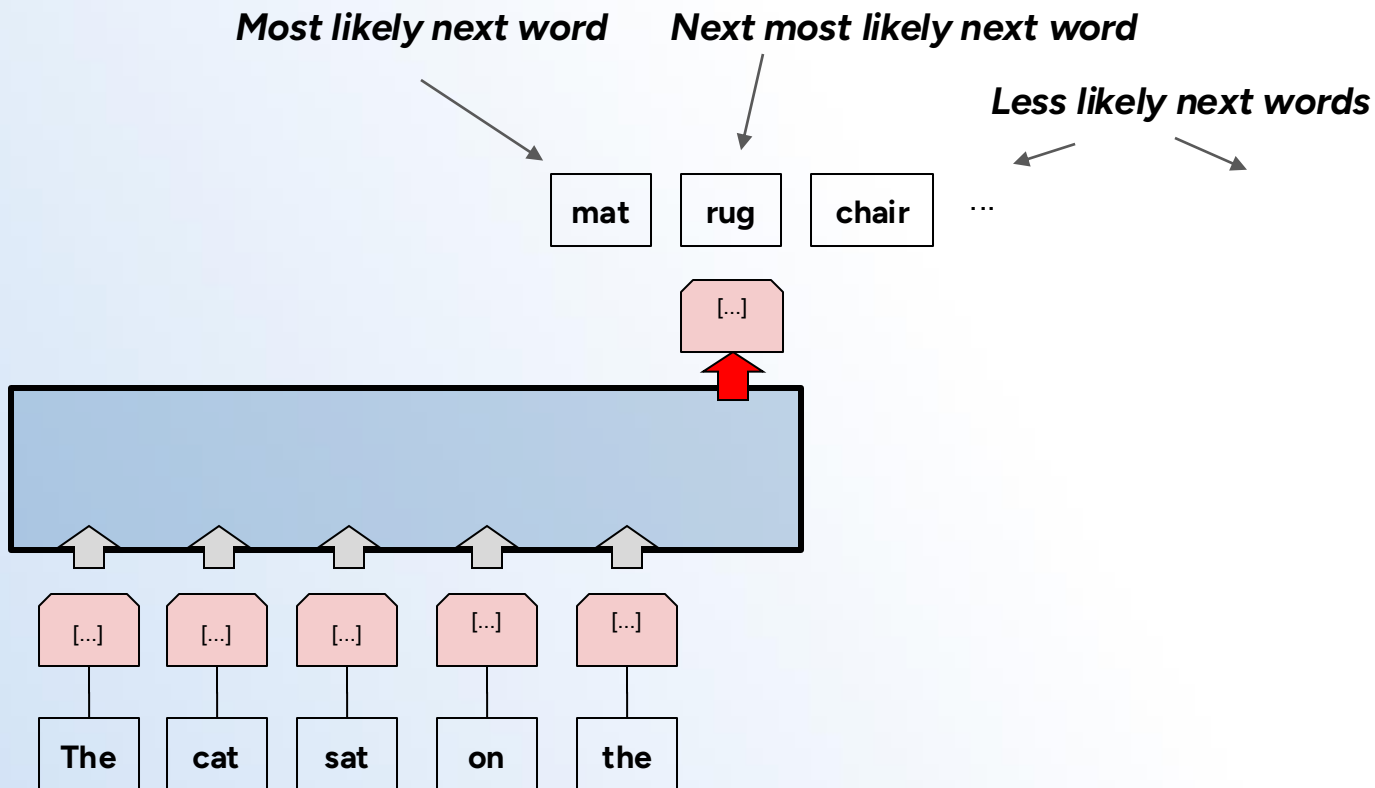
~2012



Generative language models

LaMDA, PaLM, GPT-3, etc.

What is a language model?



What is a language model?

It's raining cats and **dogs**.

To be or not **to be**.

It was the best of times, **it was the worst of times**.

I have two apples and I eat one. I'm left with **one**.

Paris is to France as Tokyo is to **Japan**.

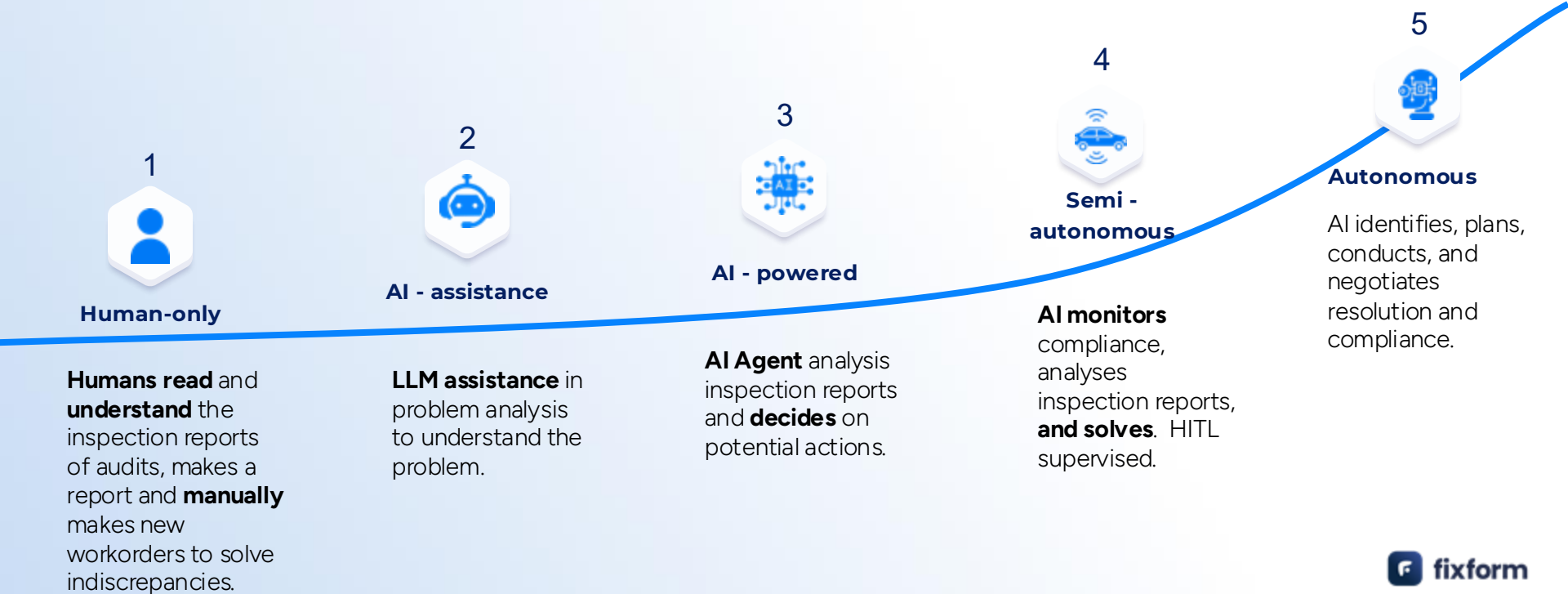
Pizza was invented in **Naples, Italy**.

AI Agents: a roadmap to higher levels of autonomy

Just as autonomous driving has evolved, we'll see a progression from AI-powered elements that offer near term benefits (similar to adaptive cruise control and assisted parking in vehicles) to the ultimate goal of more autonomous processes



The maturity model at work for Compliance in Facility Management



AI Revolution in Real Estate



Gen AI can be a game-changer



Enhancing Customer Experience

Developing AI-powered chatbots for customer interactions, personalizing property recommendations, and providing virtual assistance.



Innovation

Exploring new business opportunities through AI-driven product development and service offerings.



Optimizing Operations

Analyzing large datasets to predict maintenance needs, optimize energy consumption, and improve occupancy rates.



Accelerating Decision Making

Generating insights and recommendations based on real-time data to support strategic decision-making.



Optimizing Operations

- Operation and maintenance consume 50–70% of a building's annual costs
- Significant portion of FM budget (30–40%) is allocated to staff expenses
- Increasing compliance & regulatory needs
- Inefficient property & maintenance Staff



Struggles of facility teams

Not just a bad day

Task Overload

Scheduling becomes a daily struggle.

No Transparency

No clear overview of what's going on.

Compliance Woes

Stay on top of regulations.

Admin Burden

Too much time on paperwork.



Autonomous agents: Your strategic team



Compliance & Safety

- Inspection follow-up
- Safety audits
- Certification tracking
- Regulatory reporting



Maintenance & Operations

- Preventive maintenance scheduling
- Work order management
- Contractor coordination
- Emergency response



Space & Environment

- Space allocation
- Move management
- Energy monitoring
- Environmental controls



Finance & Procurement

- Budget tracking & forecasting
- Invoice processing
- Vendor management
- Contract administration



Asset & Data Management

- Asset registry updates
- Warranty tracking
- Documentation management
- Performance reporting

The autonomous agents ecosystem

Facility manager orchestration 5 specialized agents working 24/7



"Artificial intelligence is not a substitute for human intelligence; it is a **tool to amplify human creativity and ingenuity.**"

- Fei-Fei Li
Computer Scientist



AI Won't Replace Accountants — But Accountants Who Use AI Will Replace Those Who Don't



Linus + Ekenstam
@LinusEkenstam

AI will not replace humans, but humans with AI will replace humans without AI.

AI will not replace humans, but humans with AI will replace humans without AI.



AI won't replace facility managers, but **FMs who use AI will replace those who don't.**

Edward Boute, FixForm.

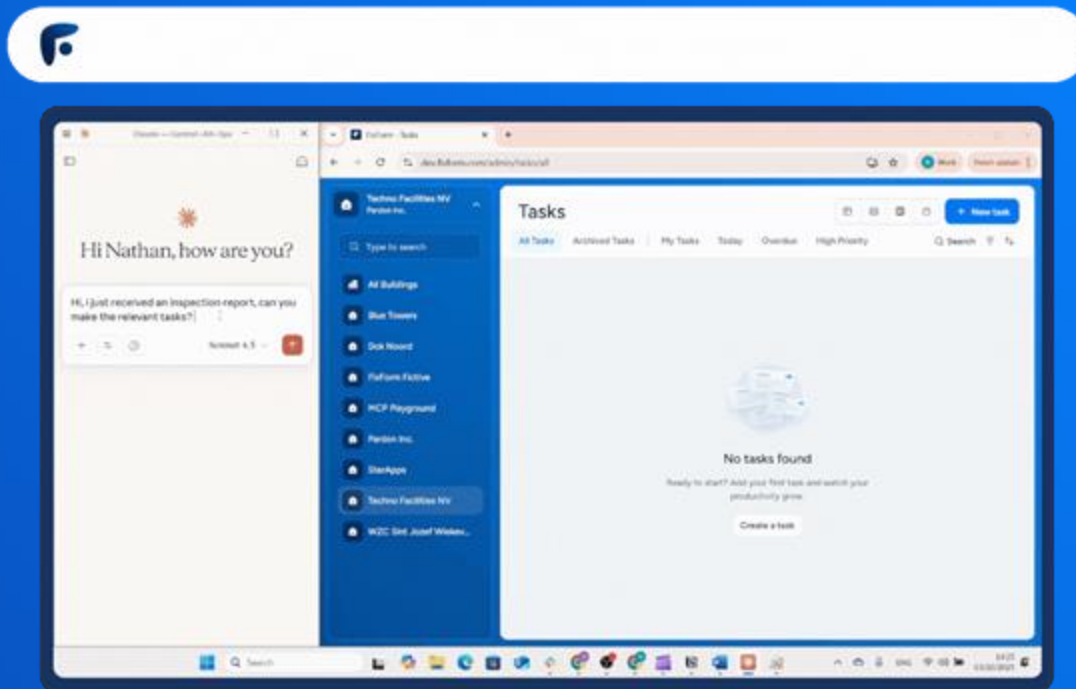
In a world where you are bombarded with non-human ai messages, only the human messages will be read.



FixForm: we start from the human, we automate the back-end and the admin through AI

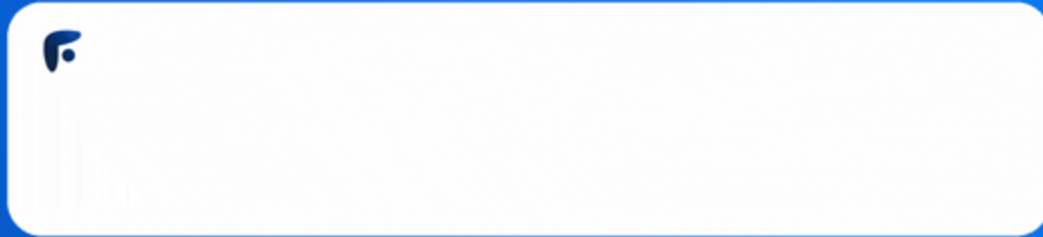


Who in this room likes to read 12-page inspection reports and detect the actions that are required for compliance?



**Who in this room likes to answer tedious question from
management / board about your real estate status?**

FixForm Insights agent

A white rounded rectangular box representing the FixForm Insights agent interface. It features a small dark blue 'F' logo in the top-left corner and a large, empty white area for text or data.

Who in this room likes 12 month projects that cost 1M+?

Our structured approach ensures a smooth transition through three key phases



Week 1-2

Kick-off meeting &
start onboarding



Week 3-4

Training &
implementation



Week 5-6

Launch & Communication
to users



"We can accurately track how many tasks come in per house. This allows us to strategically deploy our technicians, ensuring optimal support for each home."

— Evelien Liebrecht, Deputy Director

43%
Faster task
follow-up

1/2 FTE
Saved per
building

80
Unique
locations

100%
More satisfied
residents

We walk the talk



AI agent transformation

We, FixForm, are transforming from a SAAS platform into an AI Agents platform.



AI agents on top!

We are developing these agents on-top-of our SAAS platform.
We think and hope this will give us a competitive edge.



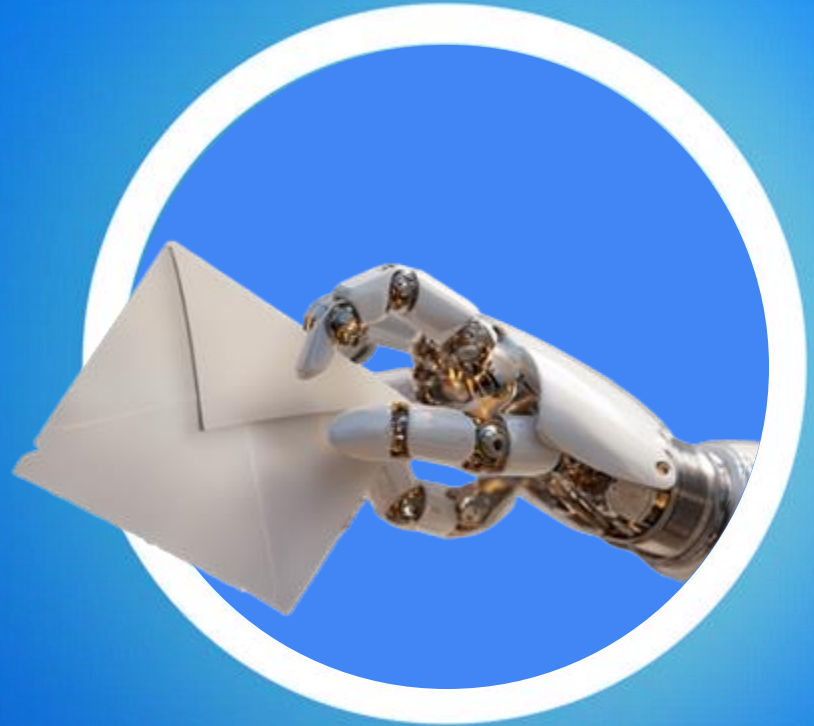
Integrated agents

At the same time, we are building these agents so they can be used on-top-of ANY other SAAS platform.

This is an invitation to the future

If YOU would like to collaborate, to TEST these agents, EVEN if you have a different SAAS platform

OR if you would like to collaborate in any form, you are welcome to talk to Isabelle and myself.



**Let's get you
started today!**

