

McKinsey Analyzed 50+ AI Deployments.

Here's What Actually Works in Facilities Management.

A practical guide based on real research, not vendor hype

! The Hard Truth

- Companies are rehiring people where AI agents failed
- Most FM teams see no ROI from AI investments
- The difference? Not the technology—it's the approach.

MCKINSEY'S 6 LESSONS — APPLIED TO FM



1

X Don't: Drop agents into chaos

✓ Do: Redesign workflows first
Email triage → Auto-classify →
Smart routing

2

X Don't: Deploy and hope

✓ Do: Onboard agents like
employees
Train on YOUR scenarios, not
generic data.

3

X Don't: Build 50 different
agents

✓ Do: Build once, reuse
everywhere
One classifier for all building
types.

4

X Don't: Use AI everywhere

✓ Do: Mix agents + rules +
automation
Rules for PO matching, agents for
emergencies.

5

X Don't: Accept black boxes

✓ Do: Make every step traceable
Full audit trail for compliance

6

X Don't: Replace humans

✓ Do: Keep them in strategic
control
Managers approve, agents
execute.

BENEFITS



Traditional Approach

- 200+ emails/day in shared inbox
- Manual triage and forwarding
- Average 4-6 hours to first response
- Lost requests, compliance gaps
- Facility managers as human routers

McKinsey's Blueprint in Action

- Auto-classification of all requests
- Smart routing with full audit trail
- Target 45-minute response SLA
- Every decision documented
- Facility managers as strategic decision-makers

PROJECTED IMPACT (BASED ON WORKFLOW ANALYSIS)



85-90%

Reduction in manual triage



10x

Faster response to urgent issues



100%

Audit-ready documentation



€40-50K

Potential annual savings



Axiomova: Built on McKinsey's Proven Blueprint

We're working with forward-thinking FM teams to validate this approach in real operations.

See It In Action:

- ✓ Watch our 3-minute demo video
- ✓ See McKinsey's blueprint in your environment
- ✓ No lock-in—explore at your own pace



Request demo video:

amal.nozieres@axiomova.com

Read the full article:

axiomova.com/agent-ai-facilities-management-mckinsey-lessons