

# 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:

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Read the full article:

[axiomova.com/agentic-ai-facilities-management-mckinsey-lessons](https://axiomova.com/agentic-ai-facilities-management-mckinsey-lessons)