

AI Triage in Global Building Operations

How a global command center turned alarm volume into operational priorities and measurable business value.

More data does not automatically produce better operations. Better decisions do.

The most valuable AI in building operations did not replace technicians. It helped them decide where to look first.

At JLL, I helped build a global command center for a complex real estate portfolio. Building systems generated enormous volumes of alarms, alerts, work orders, and operating data. The problem was not collecting more data. It was identifying what actually required attention.

The operating model

1. Centralize visibility

Create one operating view across the covered portfolio.

2. Triage by impact

Prioritize alerts according to operational and business consequences.

3. Identify patterns

Recognize recurring signals before they become larger problems.

4. Direct the work

Guide operating teams toward the issues that matter most.

5. Measure outcomes

Evaluate operating performance rather than technology activity.

The result

AI-assisted triage helped prioritize potential problems and guided teams toward the issues with the greatest impact. Across the portfolio covered by the command center, the program contributed to a 25 percent reduction in operating costs.

AI creates value when it improves decisions inside a clear operating model. It still requires experienced people, accountable owners, defined workflows, and measurable outcomes.

Randy Storch is a former JLL CTO, technology and product executive, entrepreneur, and strategic advisor focused on AI, enterprise platforms, smart buildings, and complex physical operations.