

4 key findings from the 2026 AI & Digitalization Survey

Business leaders and facility managers share their plans for 2026

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Highlights

- Among organizations that have deployed AI, 42% of business leaders and 47% of FM's use it to enable predictive maintenance; the numbers are even higher for those who plan to implement AI in the next year
- Friction has emerged as technology scales: When asked what they would most like to change about their current workplace management system, 33% of business leaders cite ease of integration – by far the top response
- Organizations are prioritizing space optimization: Among those that use workplace management technology, 75% use it for space management and planning, up from 70% last year

Over the course of 2025, many organizations underwent a critical shift in how they use technology to optimize their facilities. Early on, much of the conversation still centered on return-to-office (RTO), short-term operational decision-making and whether to go all-in on AI-powered technology tools. By the end of the year, the impetus behind RTO had faded and businesses had turned their attention to improving the productivity of their employees and the performance of their facilities and workplaces, with technology playing an increasing role. The results of the [2026 AI & Digitalization in Facilities Management Report](#) capture some of the forces behind this shift and provide a glimpse at what comes next.

In December, we surveyed 750 U.S.-based business leaders across facilities, building, HR, IT and real estate, as well as 200 U.S.-based facility managers (FMs) to gauge their views.

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