

Five tests before expanding AI across a property portfolio

USE BEFORE A PILOT
USE AGAIN BEFORE EXPANSION

COMMERCIAL PROPERTY OPERATORS
PROPERTY MANAGERS / PORTFOLIO LEADERS

Evaluate completed intake and handoff. Repair work may remain open. A convincing response alone does not pass.

01 COMPLETE

02 MISSING

03 CONFLICT

04 DUPLICATE

05 APPROVAL

01-06 / TEST THE WORK

- 01 What exact workflow starts here, where does this test stop, and who owns the completed intake and handoff?
- 02 What is today's baseline for volume, elapsed time, rework, exceptions and service outcome?
- 03 Would a clearer form, better rule or simpler workflow solve the problem with less risk and cost?
- 04 Did the system pass complete, missing, conflicting, duplicate and approval cases against pre-set rules?
- 05 Can we inspect the original input, actual behavior, corrections, owner, timestamps and resulting intake record?
- 06 How much staff review, correction, follow-up and exception time remains?

07-12 / TEST THE OPERATING MODEL

- 07 Which roles must change their daily work, and who monitors unresolved or failed items?
- 08 Where are data processed and retained, which providers can access them, and how are permissions and property boundaries enforced?
- 09 What happens during a model, integration, network or vendor outage, and who receives the exception?
- 10 What are the full setup and ongoing costs, including integration, cleanup, training, security, hosting, models, support and human review?
- 11 Which benefits were observed, which remain forecasts, and does released staff time create cash savings or added capacity?
- 12 What evidence means continue, change or stop, and what owner, rollback path and review date govern expansion?

ONE RULE

Test one narrow workflow. Save the input, expected behavior, actual behavior, corrections, owner, timestamps and resulting record. Separate observed benefits from forecasts.

AI WITHOUT THE
BULLSHIT