



Beyond Point Solutions:

# 9 AI Workflows

CRE Teams Already Use In  
Production

## INTRODUCTION · WHAT THIS GUIDE COVERS

# Most one-off AI pilots never compound into value.

Real estate is drowning in documents, and the manual, compliance-heavy workflows it runs on are time-consuming and error-prone. AI and automation, the typical pitch goes, are the obvious fix. The pitch isn't wrong — but here's the rub: most one-off AI pilots aren't offering operators compounding value, and the research confirms it.

After surveying over 1,000 senior CRE leaders across 16 markets, JLL's 2026 Global Real Estate Technology Survey found that **only 5% of CRE companies piloting AI are actually achieving their goals.**



## THE COMMON SCENARIO

A vendor shows a clean output on a synthetic dataset. The client tries it on their actual lease portfolio or T-12 stack, but the system breaks or the pilots stall in compliance review.

## WHAT SEPARATES THE 5% FROM THE 95%

Workflows that actually function with messy CRE data, plus an orchestration layer that compounds the value. When your workflows “talk” to one another:

→ Lease intelligence feeds the next acquisition's underwriting, which then feeds portfolio reporting.

→ Finance operations populate the same reporting layer the executive team queries on demand.

Before this “talking” can occur and the value can compound, the data must be right and the workflows must be connected. In this guide, we focus on the top nine workflows FLS builds repeatedly inside enterprise CRE and multifamily firms.

Find the workflows that match the operational reality you are wrestling with — then jump to [How We Work](#) to connect with our team.

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# Nine workflows, in production.

Each lane solves a discrete operational pain — and each is built to feed the next.  
Jump to any workflow.

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## HOW WE THINK

# Four principles that make workflow-level AI work

The difference between the 5% who succeed and the 95% who stall comes down to four commitments — the foundation under every workflow in this guide.

## 01

### **Workflows are the product. AI is the enabler.**

Workflow-level AI is a complete operational lane that ingests messy inputs, applies CRE-specific logic, integrates with the systems of record, and produces auditable outputs.

## 02

### **Data must be right before AI can work.**

Every workflow sits on the Unstructured Data Platform (UDP), which reads CRE documents with real estate context. Generic OCR cannot differentiate base rent from CAM recovery — UDP can.

## 03

### **Client owns the workflow, the data, the IP.**

FLS is a neutral delivery arm. Everything runs inside the client's environment under the client's controls. No platform lock-in, no data leaving the perimeter. The working solution is yours on day one.

## 04

### **Value compounds when workflows connect.**

Each workflow we ship is built to feed the next. The benefits of each AI-powered workflow only amplify when they work together as a governed system.

## THE NINE WORKFLOWS AT A GLANCE

# Nine lanes, one governed system.

Each workflow solves a discrete operational pain — and each is built to feed the next. Read across for the core pain, the metric that moves, and the systems of record it plugs into.

WORKFLOW	CORE PAIN	KEY METRIC	INTEGRATES WITH
<b>01 Lease Intelligence</b>	PDF graveyard, manual abstraction	<b>80–90% faster</b>	Yardi, MRI, Argus
<b>02 Deal Underwriting</b>	Analyst time lost to data prep	<b>40–60% less prep time</b>	Excel, Argus, DealCloud
<b>03 Portfolio Reporting</b>	Manual aggregation across systems	<b>40–50% faster close</b>	Yardi, MRI, Power BI
<b>04 Risk &amp; Covenant Monitoring</b>	Late breach detection	<b>Quarterly → continuous</b>	Cherre, Snowflake
<b>05 Finance Ops Automation</b>	AP keying, GL reconciliation	<b>70–80% touchless</b>	Yardi, MRI, SAP
<b>06 Property Operations</b>	Fragmented work-order systems	<b>30–40% less coordination</b>	SmartRent, Building Engines
<b>07 PM Experience</b>	Front-door bots disconnected	<b>Connected stack</b>	EliseAI, LeaseHawk, RealPage
<b>08 Compliance &amp; QC</b>	Pilots stuck in audit review	<b>Pilot → production</b>	Wraps all 7 workflows
<b>09 Talk to Data</b>	LLMs on ungoverned warehouses	<b>Trusted insight</b>	Sits on stacked outputs

**Data must be right**



**Workflows connected**



**Value compounds**

The sequence matters. Most clients begin with Lease Intelligence or Finance Ops — the workflows that produce the governed data every other lane depends on.

# 01 Lease Intelligence

From PDF graveyard to governed lease truth.

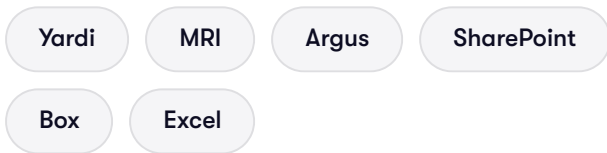
## HOW IT WORKS NOW

Lease data exists across amendments, estoppels, side letters, and PDFs, but stays locked inside documents. Asset management re-reads leases for co-tenancy questions, acquisitions re-abstracts during diligence, and finance manually re-keys CAM and renewal data into downstream systems.

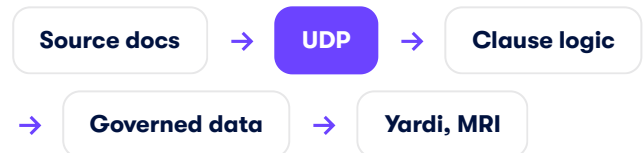
## WHAT FLS BUILDS

A governed lease intelligence layer built on FLS’s UDP platform, which reads CRE lease language with real estate context rather than generic OCR. It classifies co-tenancy clauses, CAM exclusions, renewal rights, restoration obligations, and amendments, then writes validated outputs directly into Yardi, MRI, Argus, or underwriting models with full source traceability and automated critical-date alerts.

## INTEGRATES WITH



## DATA FLOW



**80–90%**  
Faster lease abstraction

**<1%**  
Error rate (from 4–7%)

## FROM THE FIELD

A national multifamily operator. **14,000 units across 11 states.** Lease abstraction was a 30-day cycle for new acquisitions, with a 4 to 7 percent error rate flagged in audit. We replaced manual abstraction with a governed extraction layer integrated into their PMS. **Cycle compressed to four days. Error rate dropped to a fraction of one percent.**

## KEY RESULTS

- ✓ **80–90%** faster lease abstraction
- ✓ **<1%** error rate (down from 4–7%)
- ✓ Automated critical-date alerts
- ✓ Full source traceability

**Lease Intelligence (01)**



**Deal Underwriting (02)**

**Portfolio Reporting (03)**

**Risk & Covenant (04)**

**Orchestration map.** Lease data feeds acquisition diligence, populates reporting packs, and drives tenant exposure for covenant tracking.

# 02 Deal Underwriting

From source documents to IC-ready in days.

## HOW IT WORKS NOW

Analysts spend hours normalizing broker OMs, rent rolls, T-12s, and Argus exports before underwriting can begin. Small reconciliation errors bounce models back from senior review, making throughput dependent on analyst capacity instead of deal flow.

## WHAT FLS BUILDS

An underwriting acceleration lane that ingests deal-room documents, normalizes them against the firm’s GL taxonomy, and writes directly into underwriting models with assumption logs and source-linked audit trails. Analysts shift from data preparation to investment decision-making.

## INTEGRATES WITH



## DATA FLOW



**40–60%**  
Reduction in prep time

**160–240**  
Analyst hours freed monthly

## FROM THE FIELD

A top-five debt brokerage processing **more than 200 deals per quarter** had analysts spending most of their time on underwriting prep. FLS implemented a workflow that **reduced preparation effort to roughly one-third of the original cycle** while improving reviewer confidence through source-linked validation.

## KEY RESULTS

- ✓ **40–60%** reduction in prep time
- ✓ **160–240** analyst hours freed monthly
- ✓ More IC-ready deals without added headcount
- ✓ Reviewer trust increased through source traceability



**Orchestration map.** Abstracted leases are a diligence input, new acquisitions fold into portfolio reporting, and the loan covenants set at close flow into ongoing monitoring.

# 03 Portfolio Reporting

Quarterly reporting as a governed operating workflow.

## HOW IT WORKS NOW

Reporting cycles depend on manual aggregation across ERP, PMS, BI, and property-level spreadsheets. Finance teams reconcile numbers across systems, while variance commentary is written separately and often lacks clear traceability back to source data.

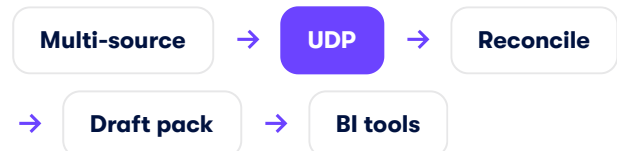
## WHAT FLS BUILDS

A governed reporting workflow that reconciles financial and operational data across ERP, PMS, and BI systems into a unified reporting layer. FLS generates draft reporting packs with source-linked variance explanations, validated narratives, and audit-ready supporting data so executives, IR teams, and asset managers operate from the same numbers.

## INTEGRATES WITH



## DATA FLOW



**40–50%**  
Reduction in reporting cycle

**7 funds**  
Unified reporting layer

## FROM THE FIELD

A vertically integrated REIT managing **seven funds across multiple strategies** spent up to 11 days per fund producing quarterly reporting packs. FLS unified the data layer and automated reconciliation and commentary generation, **significantly reducing close cycles** while improving confidence in reported figures.

## KEY RESULTS

- ✓ 40–50% reduction in reporting cycle time
- ✓ Unified reporting layer across funds
- ✓ Source-linked variance commentary
- ✓ Faster executive and LP reporting turnaround

**Portfolio Reporting (03)** → **Lease Intelligence (01)** **Finance Ops (05)**

**Risk & Covenant (04)**

**Orchestration map.** Lease data is a core input; GL data is the financial backbone, and the same governed data driving reporting drives quarterly risk commentary.

# 04 Risk & Covenant Monitoring

From a quarterly project to a continuously operating workflow.

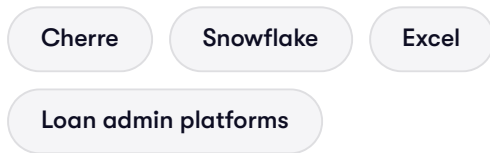
## HOW IT WORKS NOW

Covenant monitoring is often reactive and tied to quarterly review cycles. Teams scramble to gather supporting data when compliance deadlines approach, while potential issues remain hidden until borrowers surface them directly.

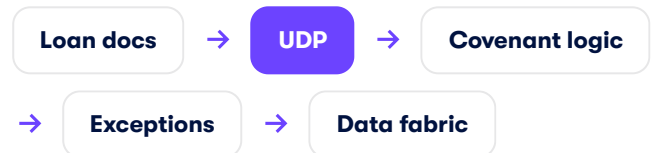
## WHAT FLS BUILDS

A continuously operating monitoring workflow that extracts covenant logic directly from loan documents and applies it against incoming financials, occupancy data, and valuation changes. Scenario analysis and exception-driven reviews surface risks early while maintaining traceability back to source loan documentation.

## INTEGRATES WITH



## DATA FLOW

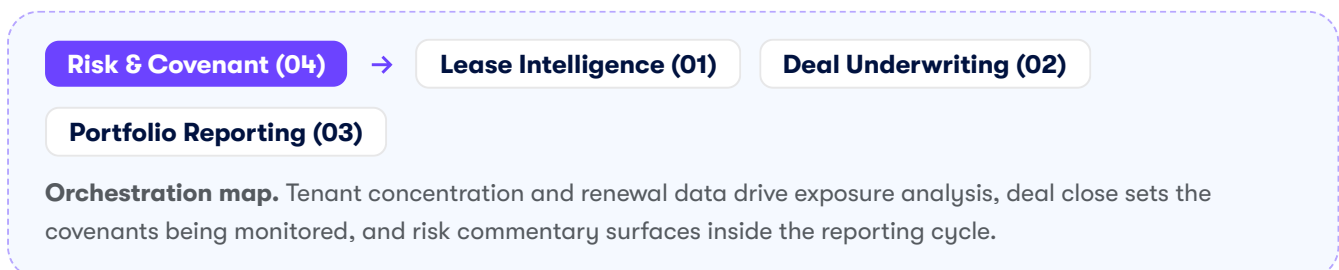


## FROM THE FIELD

A mid-market lender with **more than \$3B in CRE exposure** relied on quarterly covenant reviews that routinely became compliance fire drills. FLS implemented a monitoring workflow that continuously evaluated borrower financials against covenant thresholds, **giving relationship managers earlier visibility into emerging risks.**

## KEY RESULTS

- ✓ Continuous covenant monitoring
- ✓ Reduced compliance exposure
- ✓ Early warning weeks ahead of potential breach
- ✓ Exception-driven review instead of manual audits



# 05 Finance Ops Automation

Invoice to GL, coded and posted.

## HOW IT WORKS NOW

Invoices, utility bills, and adjustments arrive through fragmented channels including email, portals, and paper scans. AP teams manually code transactions, route approvals, and reconcile discrepancies during month-end close, consuming time that should be spent on financial analysis.

## WHAT FLS BUILDS

An operations-to-GL workflow that extracts invoice data, applies GL coding logic aligned to the client’s chart of accounts, and integrates directly into ERP and PMS environments. Existing AP automation tools remain in place where appropriate, while FLS extends coverage across invoices, utilities, rents, work orders, and adjustments with human review reserved only for exceptions.

## INTEGRATES WITH



## DATA FLOW



**70–80%**  
Touchless processing

**96%**  
Coding accuracy in 3 months

## FROM THE FIELD

A multi-state owner-operator processing **more than 6,000 invoices monthly** across two PMS platforms relied on manual coding that consumed two full-time accounting resources. FLS deployed an integrated AP workflow that learned historical coding patterns and **routed only ambiguous transactions for review.**

## KEY RESULTS

- ✓ **70–80%** touchless invoice processing
- ✓ **96%** coding accuracy within three months
- ✓ Reduced month-end reconciliation burden
- ✓ Finance teams redirected toward analysis work

Finance Ops (05)



Portfolio Reporting (03)

Property Operations (06)

Risk & Covenant (04)

**Orchestration map.** Clean GL data feeds reporting, work orders generate invoices that route back through AP, and borrower financials drive covenant tests.

# 06 Property Operations

Work order triage as a proactive operating lane.

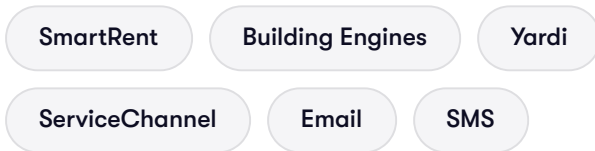
## HOW IT WORKS NOW

Work orders flood in by phone, portal, text, and email, and site teams triage them manually. Vendor coordination is back-and-forth across email and phone. Preventive maintenance is theoretically scheduled, but practically reactive. SmartRent, Building Engines, and similar tools streamline parts of this, but the view stays fragmented — 30 to 60 minutes of coordination per work order.

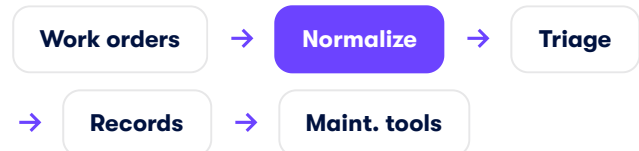
## WHAT FLS BUILDS

An operations coordination layer that sits on top of existing maintenance platforms: intake normalization across phone, portal, text, and email; triage logic that routes by asset, system, severity, and vendor history — turning reactive maintenance into a proactive operating lane.

## INTEGRATES WITH



## DATA FLOW



**30–40%**  
Less coordination time

**92%**  
PM compliance, stabilized

## FROM THE FIELD

A national industrial portfolio operator with **200+ assets** ran three different work-order systems across regions, with preventive maintenance compliance ranging from 60 to 90 percent. We built an operations layer that read from all three systems, normalized intake, and routed work consistently. **Preventive compliance stabilized above 92 percent across regions within six months.**

## KEY RESULTS

- ✓ **30–40%** reduction in coordination time per work order
- ✓ **92%** preventive maintenance compliance across regions
- ✓ Unified operating picture across fragmented systems
- ✓ Site teams freed from manual triage and vendor back-and-forth

Property Operations (06)



Finance Ops (05)

PM Experience (07)

Portfolio Reporting (03)

**Orchestration map.** Work orders generate the invoices AP processes, tenant requests become work orders, and OpEx and preventive maintenance metrics roll up into reporting.

# 07 PM Experience

Front-door automation, finally connected to the investment stack.

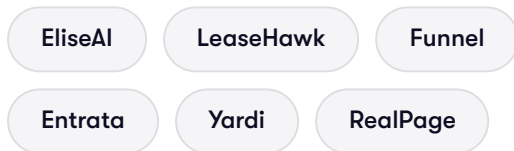
## HOW IT WORKS NOW

Leasing inquiries, renewal conversations, and delinquency outreach are labor-heavy. EliseAI, LeaseHawk, and others have built capable leasing assistants — but they work as front-door bots. The data they generate often does not flow into the asset management dashboard, the renewal projection model, or the FP&A system in usable form.

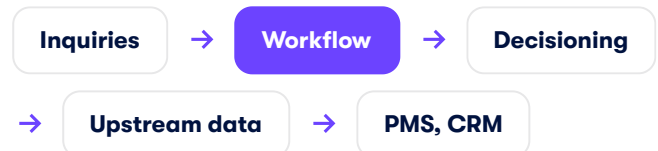
## WHAT FLS BUILDS

An inbound communication workflow that connects leasing, renewal decisioning, delinquency follow-up, and escalation across the client’s stack. Cross-system integrations span PMS, CRM, GL, data warehouse, and document repositories — front-door automation finally feeding usable upstream data to asset management, FP&A, and revenue teams.

## INTEGRATES WITH



## DATA FLOW



**Connected**  
Stack, no rip-and-replace

**Lead → lease**  
Into asset mgmt dashboard

## FROM THE FIELD

A regional multifamily operator running EliseAI for leasing had a strong tool, but renewal data was not reaching the asset management team in usable form. We built a workflow layer that pulled lead-to-lease data into the dashboard and fed renewal projections into the FP&A model. **The leasing tool stayed. The data finally reached the people who needed it.**

## KEY RESULTS

- ✓ Lead-to-lease data connected to the asset management dashboard
- ✓ Renewal projections feeding the FP&A model in usable form
- ✓ Delinquency patterns linked to leasing and pricing strategy
- ✓ Existing front-door tools preserved — no rip-and-replace

PM Experience (07) →

Lease Intelligence (01)

Portfolio Reporting (03)

Property Operations (06)

**Orchestration map.** New leases flow into abstraction, renewal projections feed FP&A inside the reporting layer, and tenant inbound requests become work orders.

# 08 Compliance & QC

Governance built into every workflow.

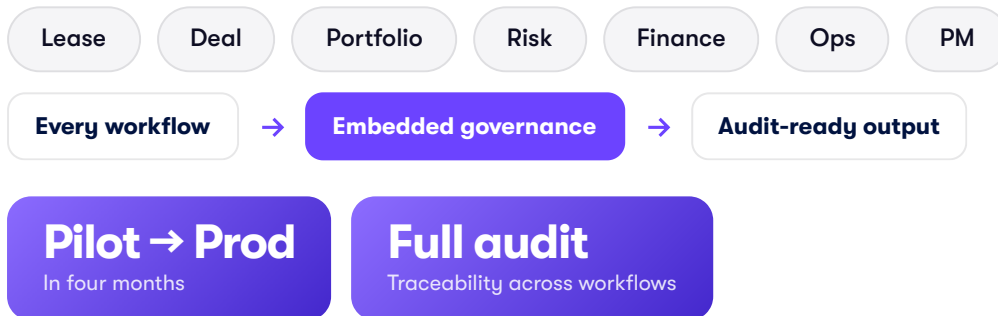
## HOW IT WORKS NOW

AI pilots often stall in compliance review because outputs cannot be traced, validation logic is unclear, and governance was added after the workflow was already built. Firms struggle to scale systems they cannot audit confidently.

## WHAT FLS BUILDS

A governance and QC layer embedded directly into every workflow from day one. Audit logs, source linking, validation rules, exception queues, and policy enforcement operate inside the client's security model across lease, deal, reporting, finance, and operations workflows.

## GOVERNANCE SCOPE



## FROM THE FIELD

A national appraisal firm operating under **USPAP requirements** could not move AI pilots into production because regulatory reviewers required full traceability. FLS rebuilt the workflow infrastructure with embedded governance controls, **allowing pilots to move into production within four months.**

## KEY RESULTS

- ✓ Pilots moved into production
- ✓ Enterprise risk reduced
- ✓ Compliance approval accelerated
- ✓ Full audit traceability across workflows

**Lease & Deal & Portfolio & Risk & Finance & Ops & PM** → **Audit-ready, every lane**

Compliance & QC is not a standalone workflow — it wraps all seven operational lanes, embedding traceability and policy enforcement into each.

# 09 Talk to Data

A conversational window into your orchestrated system.

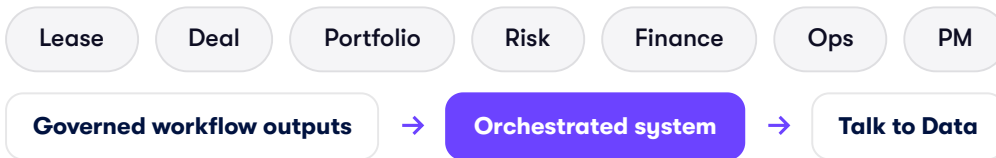
## HOW IT WORKS NOW

To give executives faster insights, the data team wires up an LLM against the data warehouse. Results look impressive in the demo, then collapse under real questions because the underlying data is not governed. Hallucinations creep in, trust erodes, and the tool becomes a failed pilot that gets shut down.

## WHAT FLS BUILDS

Only when a firm has stacked workflow wins is Talk to Your Data the next step: a secure conversational layer grounded in validated workflow outputs and governed data products. Once lease, financial, and operating data are all governed, the conversational layer can answer with confidence – client-specific, inside the security model, with source-linked answers.

## SITS ON TOP OF



**Seconds**  
Executive questions answered

**Source-linked**  
Across all governed data

## FROM THE FIELD

A REIT had stacked four FLS workflow lanes over 18 months: lease intelligence, portfolio reporting, finance ops, and covenant monitoring. We added a conversational layer trained on those governed outputs. Executive questions like **“show me lease expirations weighted by NOI contribution by region for Q3”** now return audit-traceable answers in seconds.

## KEY RESULTS

- ✓ Executive questions answered in seconds
- ✓ Source-linked answers across lease, finance & operating data
- ✓ Conversational access without ungoverned LLM risk
- ✓ Earned capability built on stacked workflow wins



Talk to Data is the earned capstone: it only works once the workflows beneath it produce governed, validated outputs.

## HOW WE WORK · WHERE TO START

# Proof before commitment. Ownership on day one.

We designed our delivery model for institutional CRE firms who need security, ownership, and proof before scale — and operations that compound over time. Managed AI Services (MAIS) runs as a four-phase engagement.

**01****Workflow & Data Assessment****2–4 WEEKS**

Map current workflows, document landscape, and the highest-value automation opportunity. Identify the data foundation work required.

**02****Proof of Value on Real Documents****4–8 WEEKS**

Choose one workflow from this guide. Run a workflow-sprint built on your actual documents and data. If it does not perform on your real material, it does not ship.

**03****Production Rollout****3–6 MONTHS**

Deploy, integrate, and scale the proven workflow across the portfolio. Connect to systems of record. Build the audit and governance layer.

**04****Operational Intelligence Layer****ONGOING**

Managed operations with SLA-based commitments. Continuous tuning as patterns evolve and adjacent workflows come online.

**ABOUT OUR REAL ESTATE PRACTICE**

First Line Software's Real Estate Practice is a delivery arm built specifically for institutional CRE. We partner with owners, operators, lenders, developers, REITs, and advisory firms to design and deploy AI workflows on their actual data, inside their security perimeter, integrated with their systems of record.

We are **not a platform vendor**. We do not sell software licenses. We build production workflows the client owns on day one — code, data, models, and IP — running inside the client's environment under the client's controls.

# Start with the Workflow & Data Assessment

Find the workflow that matches the operational reality you are wrestling with. We'll map it to your data and prove it on your real documents — before any commitment to scale.

## PRACTICE LEAD

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