

Faster briefs. Clearer communication. Real-time evidence.

AI adoption that made coordination effortless and measurable.



Challenge

A national property-services provider needed a simpler, faster way to communicate with hundreds of subcontractors and capture evidence across thousands of homes.

Every work order triggered long email threads and manually built "pre-brief" packs. Contractors often arrived on site without key details — hazards, access rules, parking, pets — while photo evidence trickled in days later under inconsistent file names.

The result? Delays in approvals, rework, and payment cycles. Leadership wanted a consistent, compliant way to brief contractors, capture evidence, and feed live status data back into the business — without adding headcount or manual admin.



Approach

MomentumIQ partnered with **SmartSpace AI** to lead a structured onboarding and adoption programme using our AI Adoption Framework. The focus: deliver measurable outcomes quickly, prove value through real use cases, and embed trust in the AI tooling.

Two high-impact pilots were co-designed with field teams and management to demonstrate tangible results and accelerate adoption.

1. Contractor Pre-Brief & Communications Assistant

- Generates multilingual, role-specific pre-brief packs directly from job data or PDFs.
- Includes scope, hazards, parking/access details, do/don't lists, key contacts, and evidence checklists.
- Translates tenant notices and automatically sends confirmations and reminders.
- Human-in-the-loop review ensures sensitive information remains internal and compliant.

2. Job Evidence Capture & Progress Dashboard

- Contractors upload photos via a secure one-time link; images are automatically named, tagged, and validated.
- Updates job status in real time and syncs to the central library.
- Optional dashboards provide live progress by region/trade and flag blockers before they impact approvals or payment.

Throughout delivery, we embedded governance, version control, and role-based access to ensure every participant – from coordinator to contractor – saw only what they needed, when they needed it.

Result

- **Pre-briefs produced in under five minutes**, freeing coordinators from manual pack assembly.
- **70% of Tenant confirmations received within 24 hours** on pilot jobs.
- **Evidence captured in fewer than five taps per room**, with automatic tagging and validation.
- **Supervisors gained real-time visibility**, of progress and blockers, reducing call volume and payment disputes.
- **Adoption momentum sustained** through clear use cases, embedded champions, and visible ROI metrics.

The business moved from fragmented, manual coordination to guided, AI-assisted workflows that combined automation with human oversight – creating transparency, speed, and consistency across every job.

Insights

The real breakthrough wasn't automation alone – it was standardising the flow of information so everyone operated from the same source of truth.

This engagement shows how structured adoption and measurable pilots turn AI into an operational advantage: Brief > Deliver > Evidence > Approve – a full loop where humans stay firmly in control and the technology quietly lifts performance.