



JLL

The Wave Is Coming

AI & the Future of Commercial Real Estate

NYU Stern

March 2026

*The wave is
coming.*

*Are you on your
board,
paddling?*

This is not theoretical anymore.

50K+

monthly active users

20K+

daily active users

The experience curve is compressing. A first-year analyst with the right AI skills can produce work that used to take a VP five years to learn.

This is what it looks like when a Fortune 500 firm goes all-in.

Talk to people.

Manage agents.

Do things in the real world.

That is the future of work.

Everything else is getting automated.

I know because it already happened to me.

Daniel Fenton

Head of AI Platform, JLL



Then

Economics degree, research analyst.
Taught myself to code. Built the platform that changed how JLL makes CRE decisions.

Detour

Left for Esri. Lead engineer on ArcGIS Hub, now the largest government data platform. MS in Computer Science.

Now

Back at JLL leading AI. 50K+ monthly users. Still write code daily, but now I build with agents, not alone.

I started as an analyst doing the work. Now I manage agents that do the work.

Inside the Machine

What JLL built



JLL GPT

AI assistant for all employees. Chat, docs, custom agents, web search.



Pulse

AI agent in Microsoft Teams. Email, calendar, chats, files. April 2026.



MCP Gateway

Open protocol connecting AI to JLL systems. Vendor-portable.



JLL Falcon

Internal API platform. Proprietary data connected to AI.

Key insight

Not a chatbot. AI connected to JLL data. A broker asks about a client and gets CRM, deal history, market data, and email in one response.

By the numbers

| | |
|-------------|----------------------|
| 50K+ | monthly active users |
| 20K+ | daily active users |
| 3 | vendors evaluated |
| MCP | open, not locked in |

AI Where You Already Work

Claude for Excel & PowerPoint

Reads Your Workbook

Nested formulas, multi-tab dependencies, cell-level citations.

Shared Context

One session across Excel and PowerPoint. DCF to pitch deck, no re-explaining.

Skills

One-click workflows your team can share. Standardized analysis, approved templates.

At JLL: A first-year analyst builds a DCF with AI, then creates the pitch deck from the same session. The floor of competence is rising in real time.

From Copilot to Coworker

Claude Cowork, Dispatch, and Computer Use

Cowork

Describe an outcome. Claude plans, executes, delivers. Reads and writes your local files. Sub-agents handle parallel workstreams.

Computer Use (launched this week)

Opens apps, navigates your browser, fills spreadsheets. When there is no connector, Claude controls the screen directly.

Dispatch

Message Claude from your phone. It works on your desktop using your files and connectors. Come back to finished work.

CRE Scenario

Running between showings. From your phone: export the deck as PDF, attach to the meeting invite, pull latest comps into the model.

By the time you sit down, it is done.

The Developer Layer

Claude Code + Codex

Claude Code

Command-line agent. Reads codebases, writes files, executes commands.

Anthropic built Cowork with Claude Code in two weeks.

OpenAI Codex

2M+ weekly users. Cloud agents running in parallel. GPT-5.3-Codex pushes beyond code.

Every major AI lab is converging on agents.

You do not need to be a developer. But the same agentic pattern is reshaping every workflow.

The Open Source Wild Card

OpenClaw: 200K+ GitHub Stars in 90 Days

What CRE pros are building:

Morning client briefings

Calendar, LinkedIn, conversations, property history

Lead response in under 5 min

Industry average: 1hr 45min

Pipeline monitoring

Overdue follow-ups, listing-buyer matching

Deal coordination

Inspections, lenders, title across email/CRM

OpenClaw

Open-source AI agent. Runs locally. Connects via WhatsApp, Telegram, Slack. 200K+ GitHub stars. Creator joined OpenAI in February.

Brokers and analysts automating entire workflows without waiting for IT. Skills marketplace lets agents learn new capabilities on the fly.

The Wave Has a Riptide

AI Governance in CRE

"From a capability perspective, OpenClaw is groundbreaking. From a security perspective, it's an absolute nightmare."

Cisco Systems Security Research

Data Sovereignty

21,000 OpenClaw instances found exposed on the public internet, leaking API keys and chat history.

Compliance Risk

Cisco scanned 31K agent skills: 26% had vulnerabilities. Malicious skills stole credentials and crypto wallets.

Competitive Moat

China banned OpenClaw from government agencies. Understanding both opportunity and risk is the differentiator.

Everyone Is Converging

The AI Agent Landscape, March 2026

| | Chat / Copilot | Office Plugins | Agentic / Autonomous | Open Source |
|--------------------|----------------|--------------------|------------------------|----------------|
| Anthropic | Claude.ai | Excel, PowerPoint | Cowork + Computer Use | Agent SDK, MCP |
| OpenAI | ChatGPT | Copilot (via MSFT) | Codex (2M+ users) | Codex CLI |
| Google | Gemini | Workspace AI | Gemini Agents | — |
| Open Source | — | — | OpenClaw (200K+ stars) | OpenClaw |

Not about which model wins benchmarks. About which tools enterprises trust for real work.

JLL: Evaluated all three head-to-head with 150 pilot users. Decision based on data connectivity, not benchmarks.

Connected AI Changes Everything

Why giving everyone a chatbot is not a strategy

Generic AI

Generic answers. No data access. Copy-paste into email. Re-explain context every time.

Connected AI

Reads email, calendar, CRM, pipeline, market data. Acts on your behalf: drafts, pulls comps, updates trackers, schedules meetings.

The Centaur Thesis

A human fundamentally more capable through deep AI integration.

You cannot predict who becomes one. Deploy to everyone, let the centaurs emerge.

Platform quality determines how many cross the threshold.

What Paddling Looks Like

Three things to do before you graduate

01

Get Fluent in AI-Augmented Tools

Claude in Excel and PowerPoint. \$20/mo. Build models, debug formulas, create decks with AI. This is the new baseline.

02

Build Something Small with an Agent

Set up Cowork. Automate a weekly task. Try OpenClaw. Working with autonomous AI is a skill that compounds.

03

Develop a Point of View on Governance

Every employer needs people who think about AI risk, compliance, data sovereignty. Not just use the tools.



Q & A

*The wave does not care if you are ready.
But the board is free and the ocean is open.*

