

SuperByte™

# Corporate Real Estate's Digital Divide

CRE Digital Readiness Report - Jun 2026

# What is Digital Readiness?

In Spring 2026, SuperByte surveyed corporate real estate leaders to understand how digitally prepared organisations are for increasingly data-driven ways of working.

Participants were scored across governance, reporting, and day to day digital operations, with a maximum of 40. The average score of 19.2 reveals a significant gap between leading organisations and those lagging behind.

Visibility and governance consistently separated the most digitally mature organisations from those with the lowest readiness scores.

The average score of participants was...

**19.2** Out  
of **40**

# Score Meaning?

## Under 15

### Reactive

Digital foundations need attention. Data gaps, fragmented systems and unclear governance are making it harder to execute strategy consistently and they'll make AI adoption almost impossible without addressing them first.

## 15 - 25

### Developing

Some digital foundations are in place but significant gaps remain. Progress is being made in places, but inconsistency across regions, systems or teams is likely holding you back.

## 25 - 35

### Connected

Ahead of most. Data, processes and governance are largely in place and teams have real operational visibility. The challenge now is scaling what's working, closing the remaining gaps and building the AI-ready foundation that will separate leaders from the rest over the next three years.

## 35 - 40

### Intelligent

Operating at the leading edge of global CRE. The foundations are strong, governance is embedded and well positioned for AI-driven decision making.

# Corporate Real Estate's Digital Divide.

**The findings reveal a clear gap between ambition and readiness.**

The organisations and professionals leading the digital space are not necessarily investing in more technology. Instead, they are building more connected operating environments, strengthening governance, and improving visibility.

Most organisations continue to face challenges with fragmented systems, inconsistent data, limited visibility and governance gaps.

In this report, we explore why organisations are falling behind, what they're missing, and how digital leaders are staying ahead.





# What the Digital Leaders do **Differently**

Digital leaders share three common characteristics  
The highest-scoring organisations consistently demonstrate:

## **Strong governance**

Clear ownership, accountability and standards.

## **Connected data**

Reduced fragmentation across systems and teams.

## **Operational visibility**

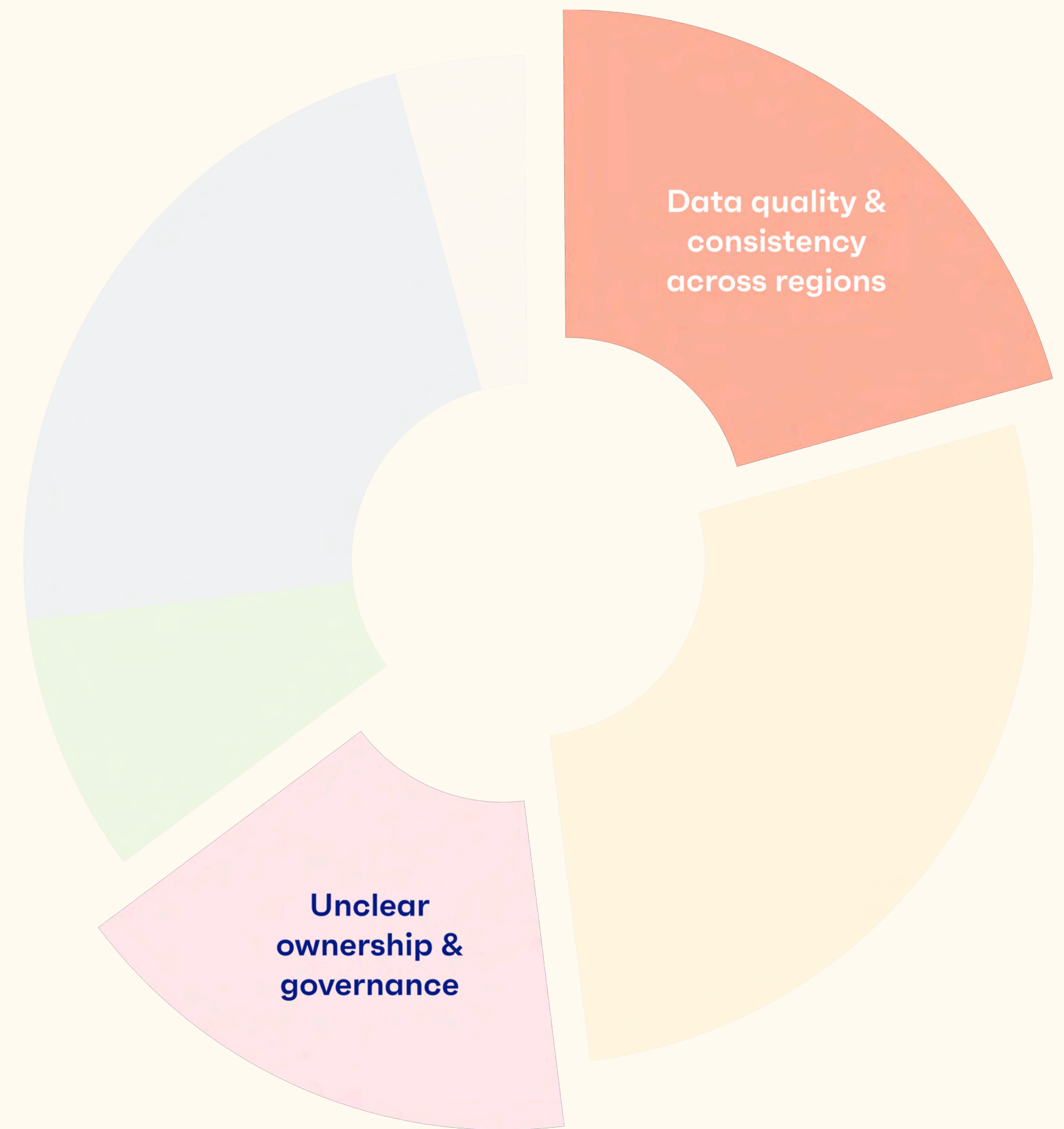
The ability to identify issues quickly and act decisively.

**These capabilities reinforce one another and create the conditions required for scalable AI adoption.**

# Stronger Organisations Recognise the **Data** **Challenge**

The survey's highest-performers repeatedly identified data quality and consistency as their biggest challenge.

**More mature organisations appear better able to recognise the underlying causes of performance challenges and tackle them.**



# Visibility is Built on Governance

Organisations with stronger governance consistently reported higher levels of visibility across their CRE operations.

Visibility is more than having access to dashboards or live data. It is understanding where data comes from, when it was last updated, and whether it can be trusted to support decision making.

Where governance is weak, teams often spend valuable time locating, validating and reconciling information instead of acting on it.

Strong governance creates confidence in the data, enabling faster decisions, earlier issue identification and greater operational control.

Visibility is therefore not simply an outcome of technology. It is a defining characteristic of digitally mature organisations.

## Real-time visibility correlates with:

- **Higher digital readiness**
- **Stronger governance**
- **Faster issue identification**
- **Greater operational confidence**
- **Reduced operational risk**

# Integration Over Volume

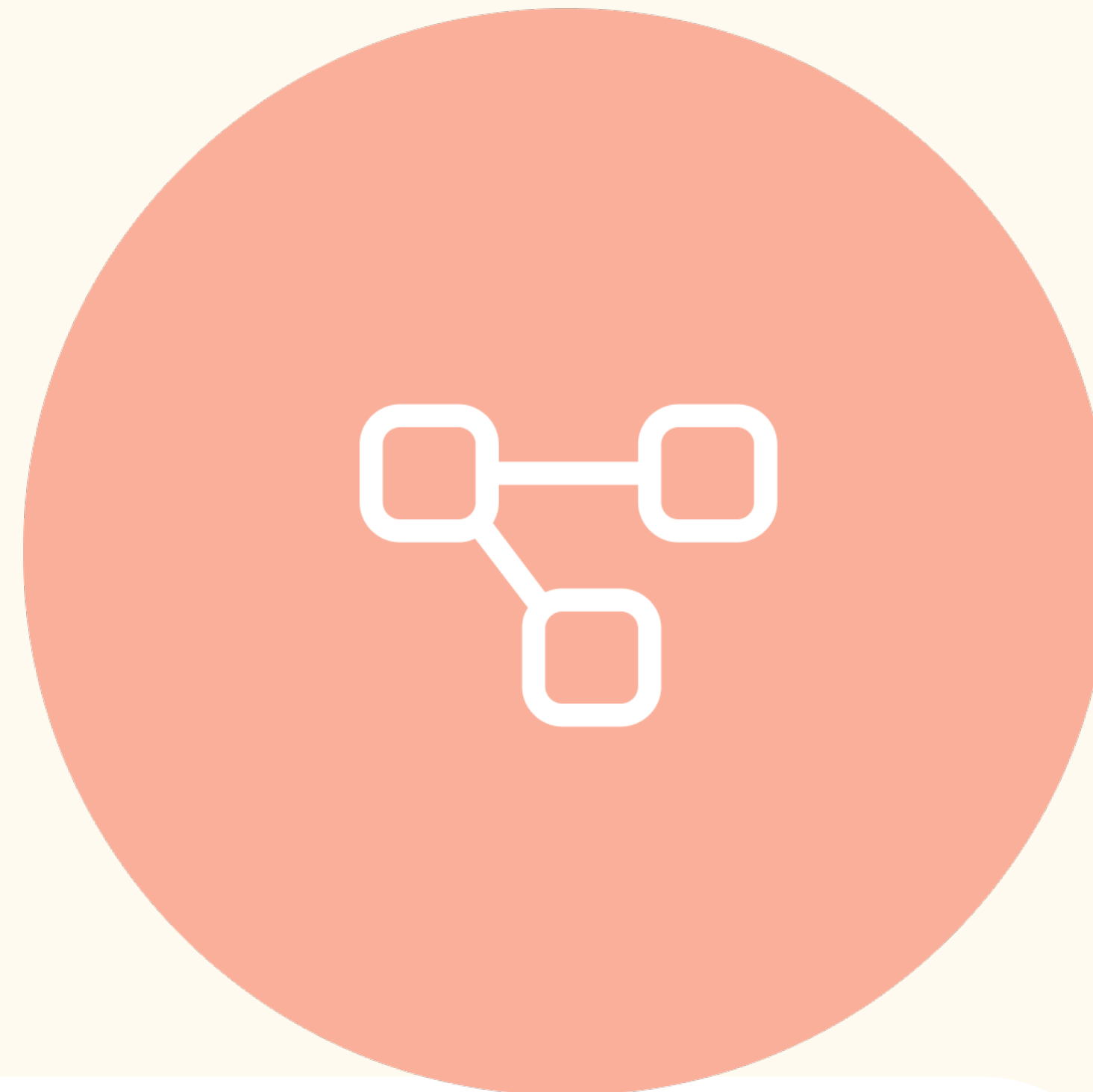
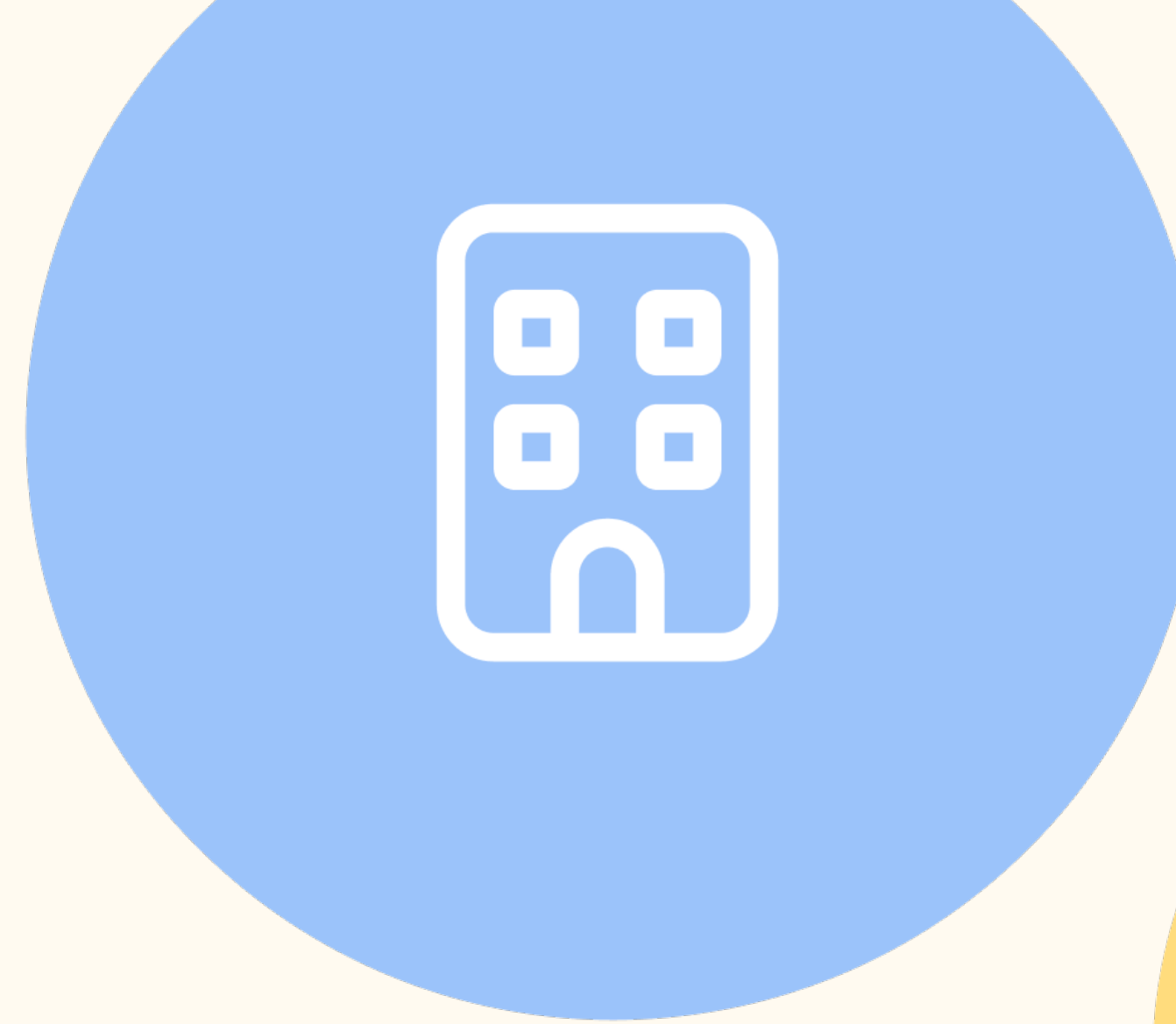
Participants reported using multiple systems to manage portfolio, space, facilities and wider business operations. On average, organisations rely on nearly 4.8 different systems, with some using as many as eleven.

Yet the number of systems in use showed little relationship to maturity outcomes.

Connected systems create a shared operational picture and support faster execution.

Whereas disconnected systems can lead to lost data and risk of missing key information.

**The challenge is not how many systems are used, but how well they work together.**



# Why are Organisations Digitally Constrained?

## Fragmentation is the biggest barrier to progress

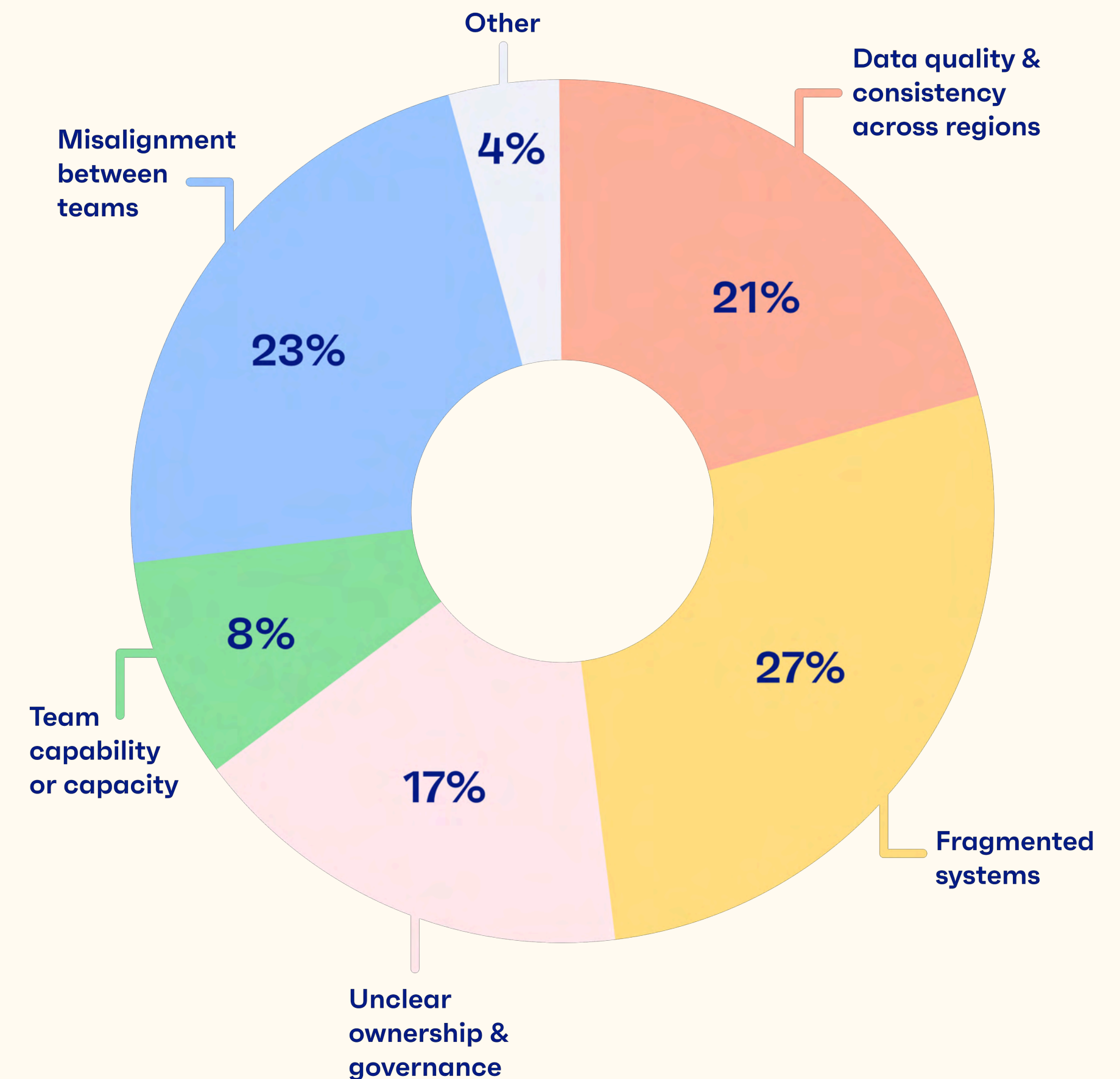
When asked to identify the single biggest gap between strategy and execution, respondents pointed overwhelmingly towards structural issues.

The three leading challenges were:

- Fragmented systems
- Team misalignment
- Data quality and consistency

**88% identified a system, data or process-related issue as their primary barrier.**

AI cannot deliver value where information remains disconnected, inconsistent or difficult to access. When information is difficult for people to find and validate, AI systems take on the same limitations.



**The single biggest gap between your CRE strategy and your team's ability to execute it**

# Visibility is Limited Across Most Portfolios

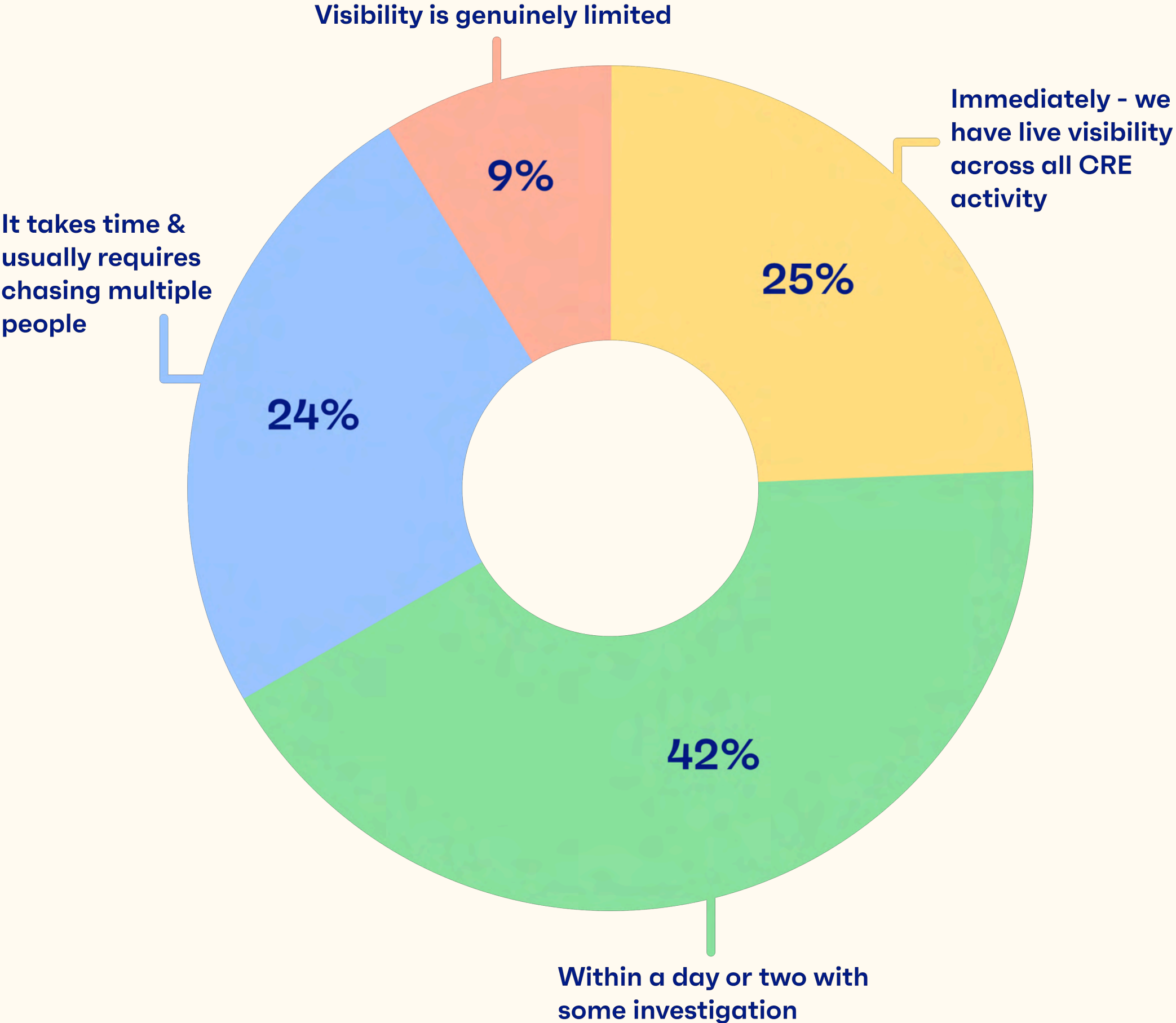
**Most CRE teams cannot identify issues immediately.**

When projects stall or decisions are delayed, organisations need to quickly identify the bottlenecks.

Delayed visibility means organisations spend valuable time identifying what has happened, rather than responding to it. This creates unnecessary manual effort, slows decision making, reduces confidence in reporting and increases governance risk.

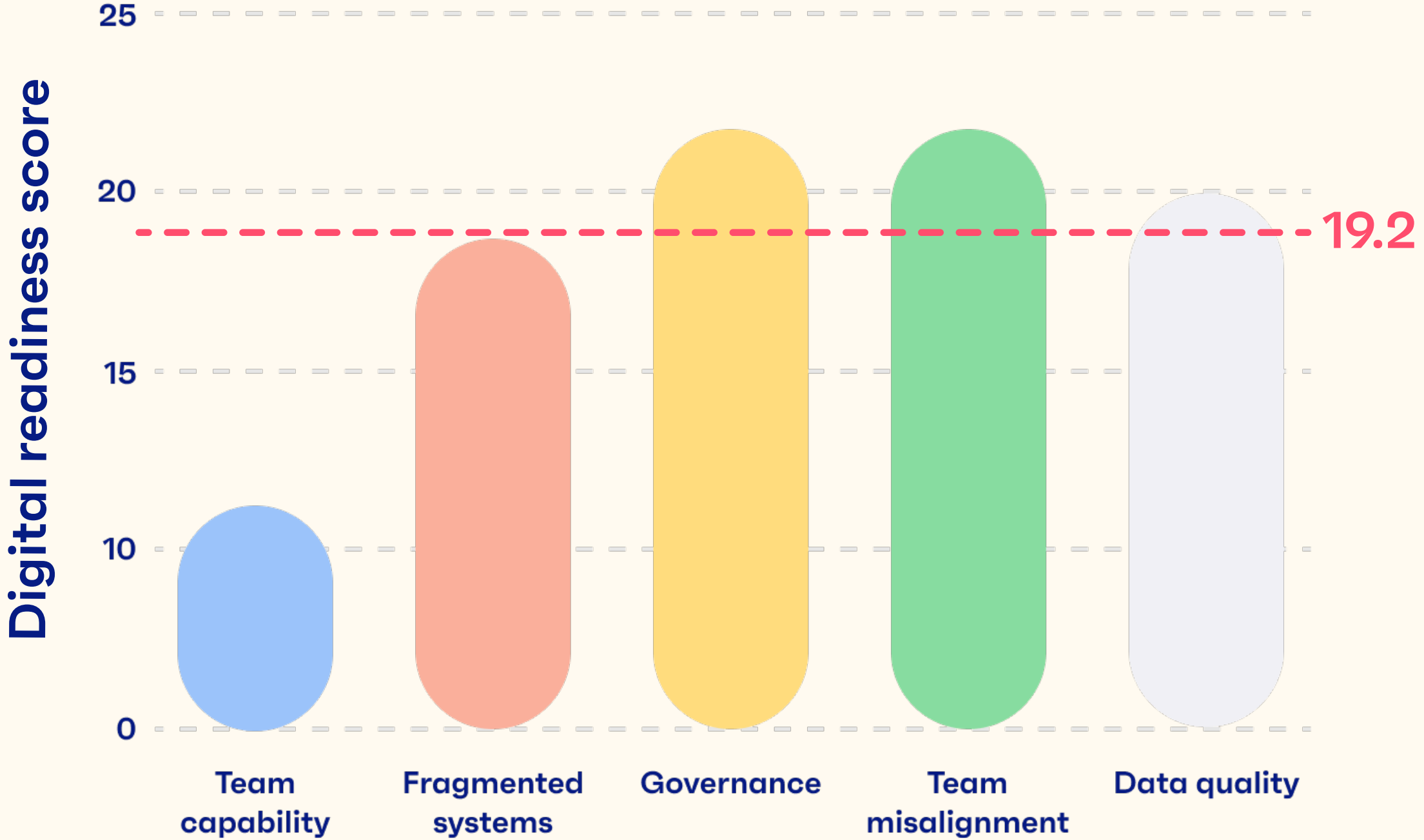
**76% cannot identify issues immediately across their portfolio.**

Instead, teams rely on investigation and manual coordination to understand what has occurred.



**When a project stalls, how quickly can your team identify where the specific issue or hold up is?**

# Talent Still Matters



Digital readiness score grouped by respondents' biggest challenge

Respondents who identified team capability as their primary challenge scored significantly lower in digital readiness than the survey average.

This suggests the challenge is not just skills alone. From SuperByte's experience, organisations rarely struggle because teams are unwilling to adopt new technology. More often, they are constrained by established processes and competing priorities. Manual work always will have to contend with human nature (holiday, sick day, busy schedule, etc).

Furthermore for Teams to adopt a new way of digitised working they require internal sponsorship, investment, confidence, capacity to make the change this might not be forthcoming at a organisational level.

As a result, digital maturity becomes limited by organisational readiness as much as technology itself.

**The organisations who identified team capability as their primary challenge scored 8, versus the survey average of 19.2, approximately 58% below the average.**

# Personal AI Tools

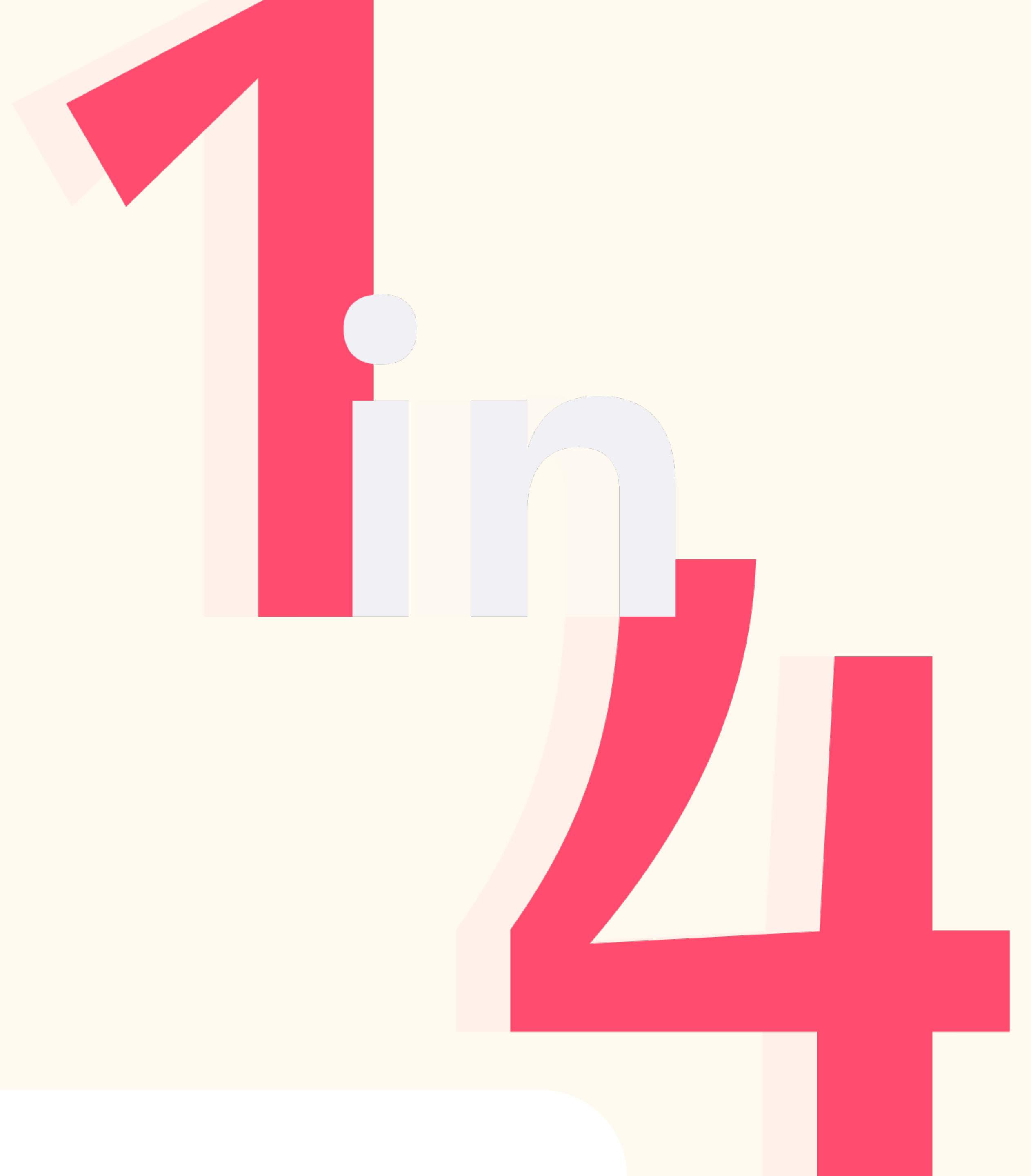
## Create Exposure

Nearly 1 in 4 CRE leaders in this survey are using personal AI tools daily for work. Of those, the majority work in organisations where formal AI adoption hasn't progressed beyond conversation or early exploration.

Talent want their company AI to perform well, so they can stay ahead of the curve.

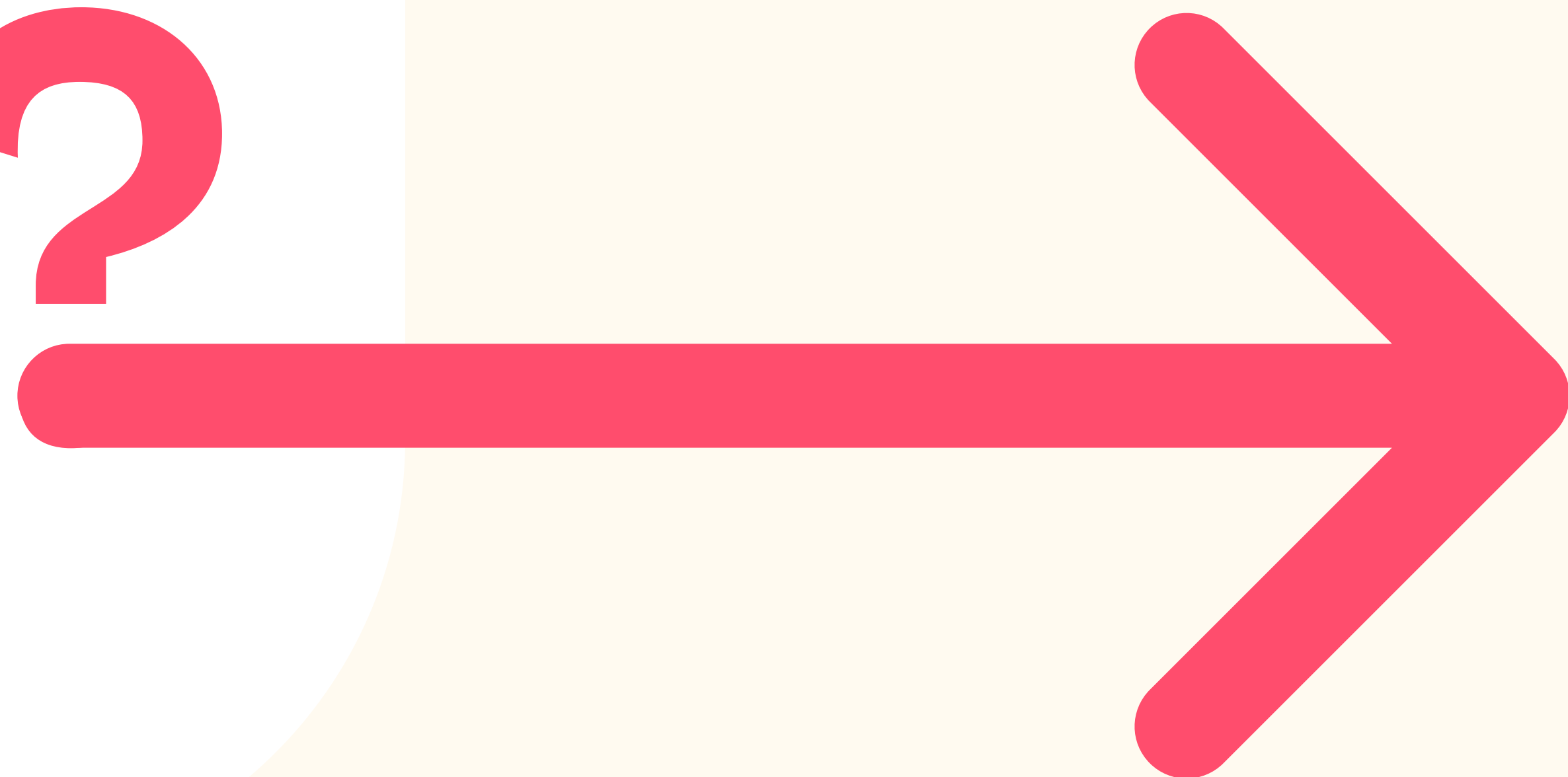
We see team members turning to generic or personal AI tools to benefit from this technology when their organisation is not supporting them. This creates risk of sensitive information and data being shared, going companies data policies

**24%** actively use personal AI tools for work



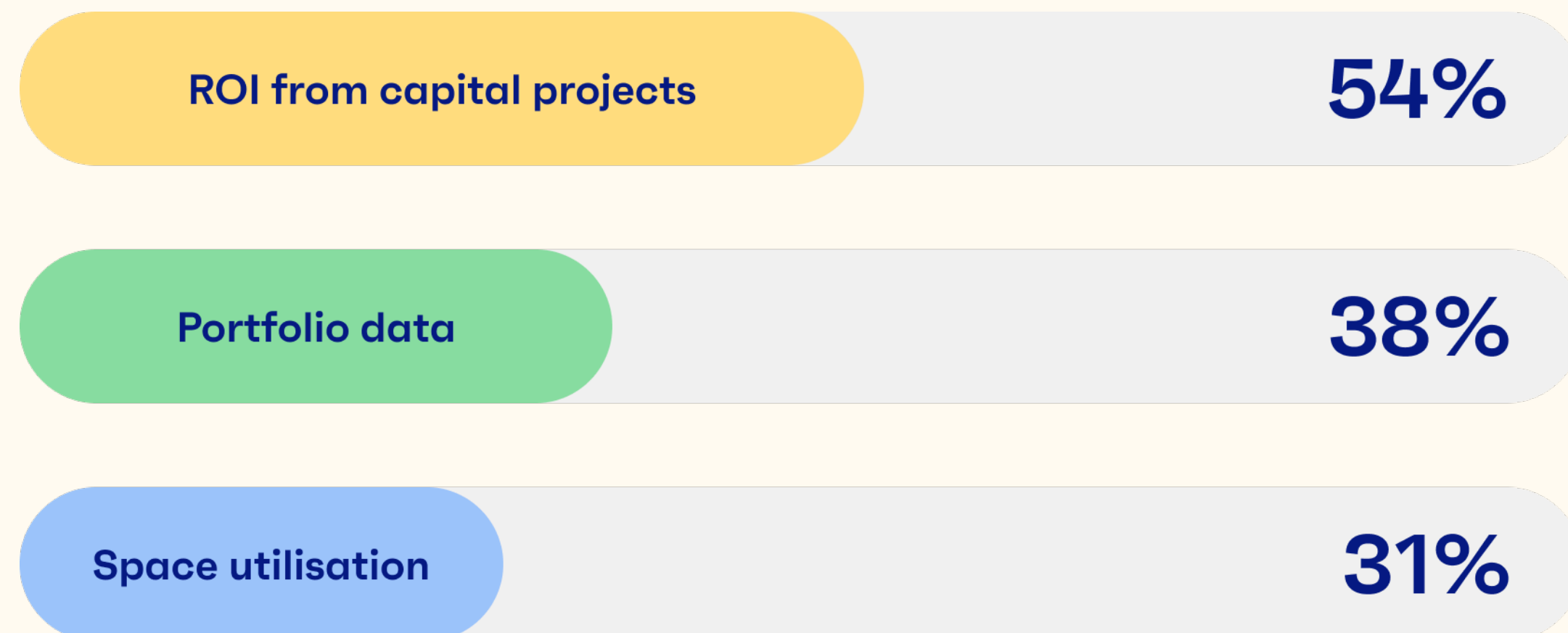
**What**

**Now?**



# Our Industry's Most Important Metrics...

## Percentage not consistently reported by metric



Participants identified the three metrics they believe deliver the greatest business value:

1. Portfolio data
2. Space utilisation
3. ROI from capital projects

Different as they are, these metrics share a common requirement: data from multiple sources, and consistent governance to make it meaningful.

When measured against how effectively organisations actually report on them, scores dropped significantly.

The challenge is not knowing what matters. It's having the data in place to measure it.

Whether that means aggregating portfolio information or calculating project ROI, most organisations are still spending more time assembling data than acting on it.

**That limits confidence in reporting today. And it limits the ability to apply AI where it would matter most.**

# Organisations have Not Operationalised AI

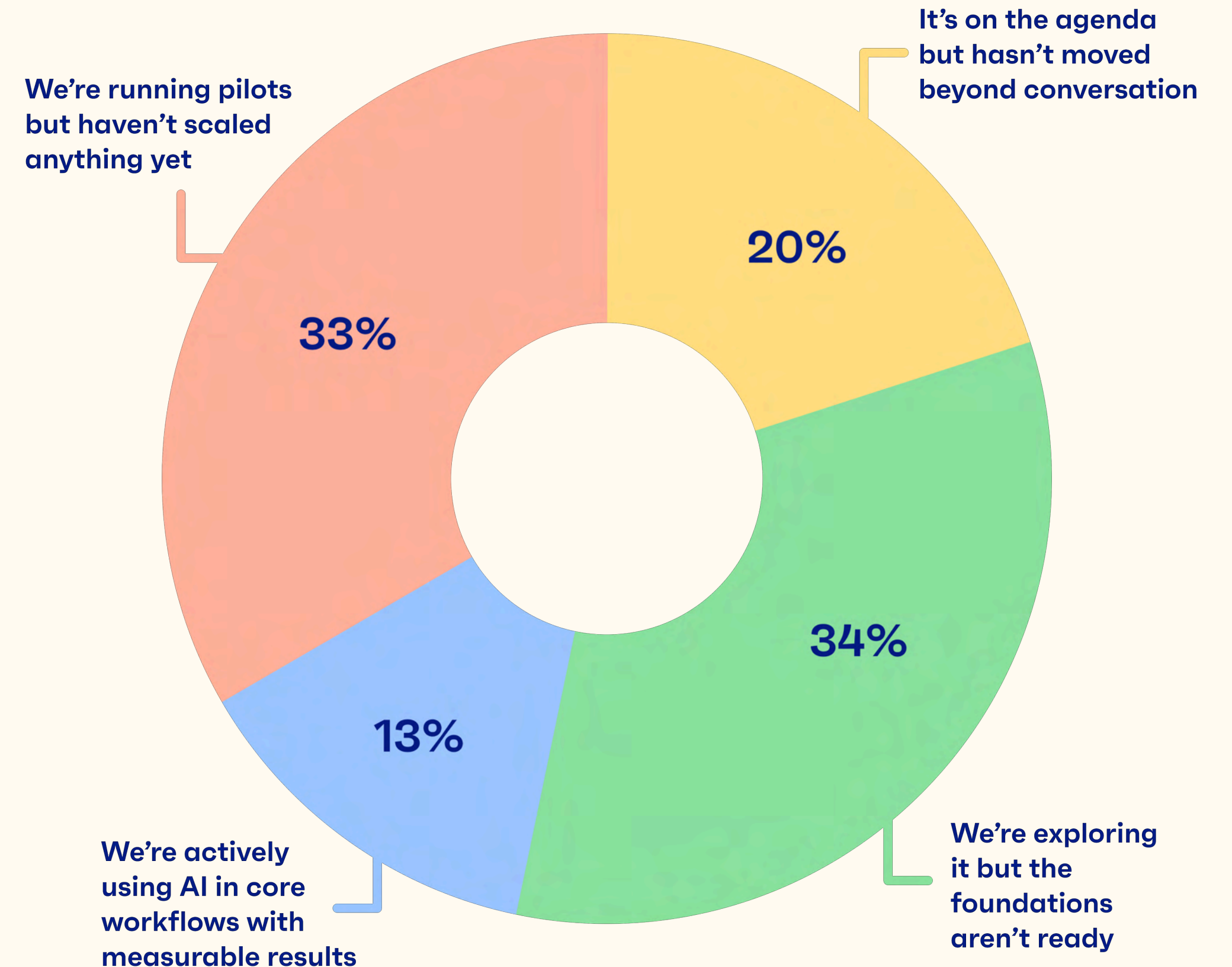
Despite growing interest in AI, very few organisations have embedded it into their core CRE operations.

While AI is firmly on the strategic agenda, most respondents remain in the discussion, exploration or pilot stage. Only 13% report actively using AI within core workflows to deliver measurable business outcomes.

This suggests the challenge is no longer awareness of AI, but organisational readiness. Without trusted data, strong governance and connected processes, AI cannot be deployed consistently or at scale.

**Only 13% of organisations are actively using AI in core CRE workflows.**

AI is becoming a competitive advantage, but for most organisations the operational foundations required to realise its value are still being developed.



**Describe AI adoption across your  
CRE function right now**

# Digital Readiness

## Enables AI

The small group of organisations actively using AI had markedly stronger digital maturity, compared with organisations still discussing or exploring AI.

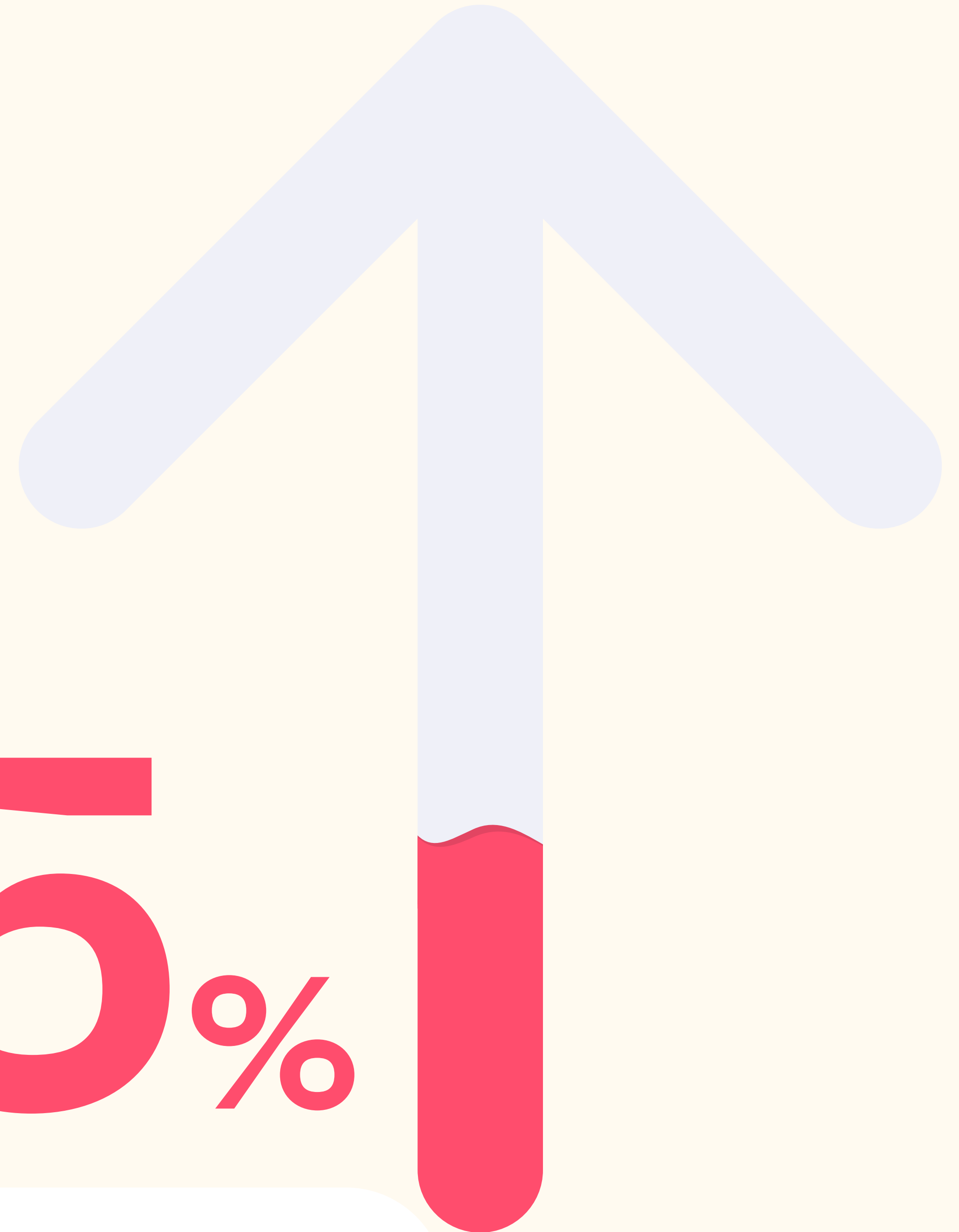
Organisations using AI performed significantly better overall with their digital readiness score. AI-active organisations score **35%** higher on digital readiness.

Overall they show:

- Stronger governance practices
- Greater reporting consistency

**The findings suggest AI success is not created by AI alone.**

**35%**



# Governance Maturity is Linked to **AI Readiness**

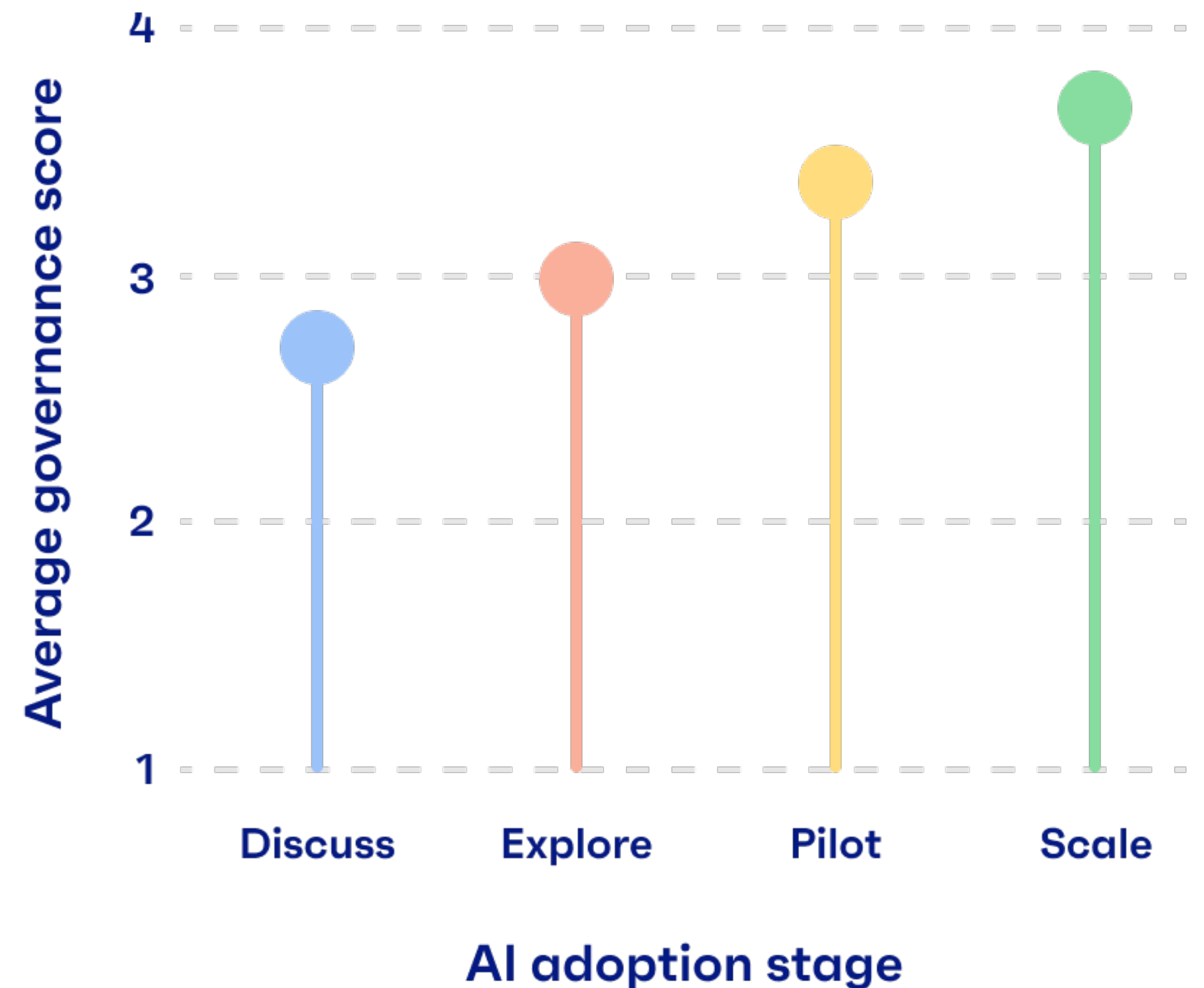
Strong governance emerged as one of the clearest predictors of AI progress.

Organisations with higher governance scores are significantly more likely to:

- Run AI pilots
- Deploy AI within operational workflows
- Achieve measurable outcomes

**By contrast, organisations with weaker governance remain largely in discussion or exploration phases.**

Average governance score by AI adoption stage



# The Next Phase of CRE Transformation is **Data Governance**

This research suggests the biggest opportunities for CRE leaders are not found in new technologies alone, but in improving governance, visibility and data consistency across the organisation.

**The organisations that address these challenges today will be best positioned to unlock the next generation of AI-driven decision making tomorrow.**

SuperByte™

**Delivering the right data,  
to the right people,  
at the right time**

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