



AI Agents

Not Software. Teammates.

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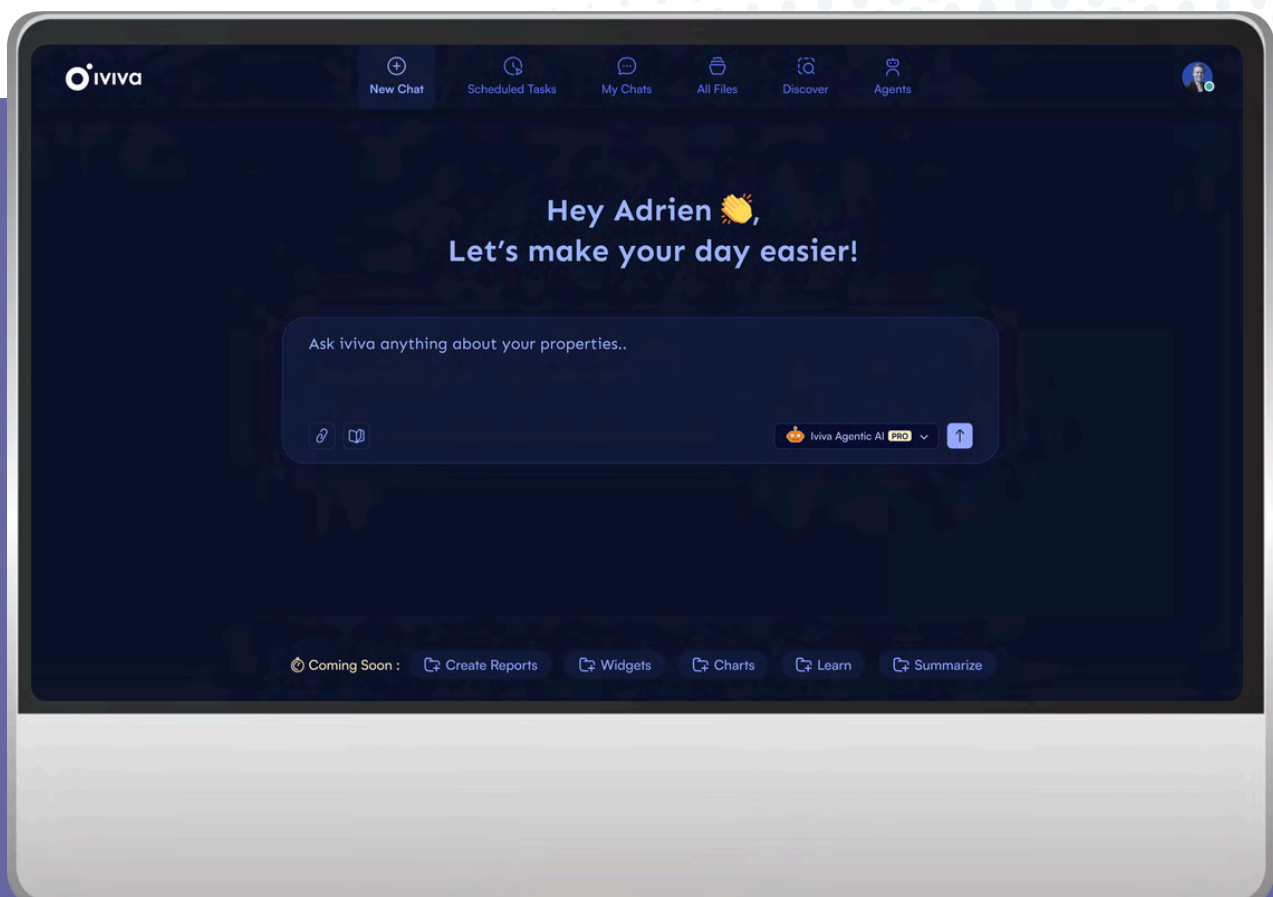
Why Now?

We are standing at a threshold moment. Not just in technology, but in how work, value, and human potential are defined.

For decades, real estate has been seen as a concrete business. Buildings, leases, utilities, rent rolls. Tangible, physical, dependable. But underneath the glass and steel is a vast, messy world of information - documents, workflows, data, communications, decisions - that determines value far more than location ever did. And today, that hidden world is being reshaped by AI.

AI isn't some future trend or theoretical tool. It's already at work. It's reading contracts, finding leaks before they happen or surfacing deal risks before human analysts can catch them.

It's becoming a second brain for the modern CRE organization.



CRE Is Data-Rich but Intelligence-Poor

Across the real estate lifecycle - acquisition, development, leasing, operations, and capital markets - we are surrounded by data. Yet most of it sits untouched or underused. Energy meters that generate thousands of data points a day, contracts with hidden liabilities, project updates buried in group chats or PDFs.

That's not just inefficiency - it's lost opportunities. Every day, decisions are delayed because someone's waiting on a report, hunting for the right clause, or unsure what the data is really saying. This lag is costing your organization money, talent, and trust.

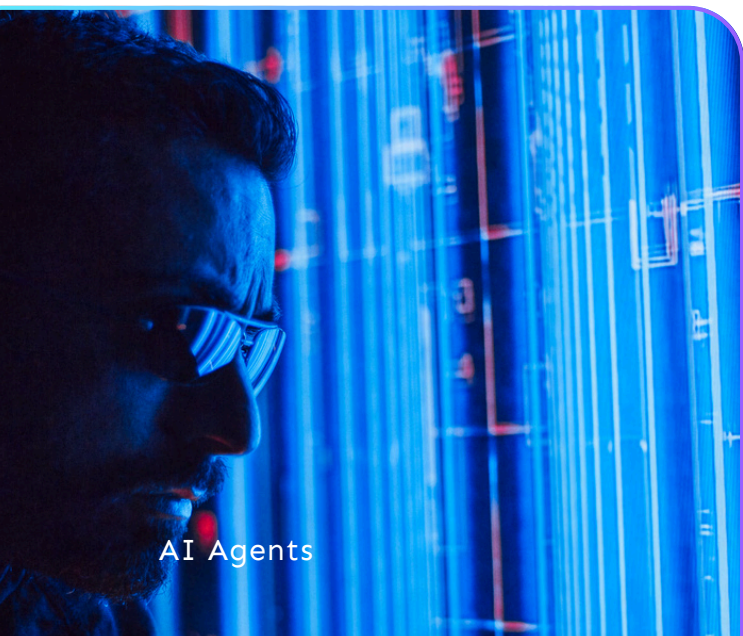
People Will Work Less, and Expect More

Bill Gates predicts a 2-day workweek within a decade. Work is being redefined: not by hours clocked, but by value created and employees will expect tools that can extend their capabilities and responsibilities.

IVIVA Agents change that by turning dormant data into real-time action. They surface insights, automate routine work, and reduce decision latency to near-zero. This isn't about replacing people: it's about unburdening them and shifting human focus from administration to analysis, from inputs to outcomes.



In CRE, where so much time is still spent chasing documents, formatting reports, or syncing disconnected systems, this shift is overdue. The best people don't want to spend their weeks copying data between systems or waiting on slow processes. They want to think, decide, and act. AI Agents make that possible.

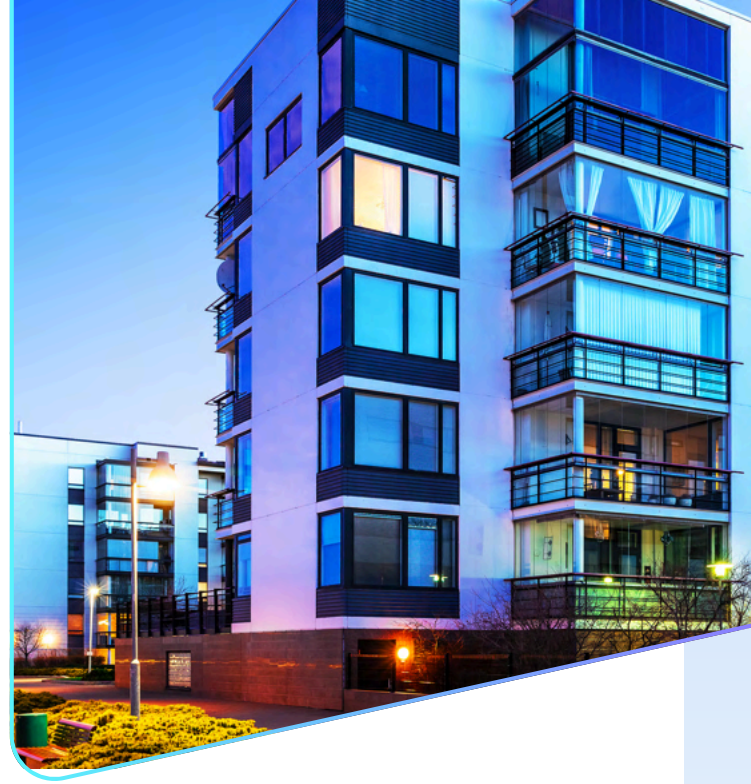


Valuation Will Shift From Location to Intelligence

What makes a building valuable tomorrow won't just be its location or yield. It will be how intelligently it operates. How fast it can adapt. How well it knows itself.

Just as smart buildings redefined facilities management, intelligent portfolios will redefine asset value. Investors, tenants, regulators are beginning to ask: can this property respond to change in real time? Can it manage risk, optimize cost, and improve experience without adding layers of complexity or headcount?

The answer won't come from more dashboards. It will come from deploying AI Agents that work behind the scenes. Always on, always improving, always learning.



The Risk Isn't in Moving Too Fast. It's in Waiting Too Long.

Companies that win in the next 2–3 years will be the ones who start, however small, and build real capability through iteration. Organisations don't need a grand plan to get going: a single use case can bring instant value.

- One IVIVA Agent
- One process
- One measurable result

That's how you start the Agent journey.

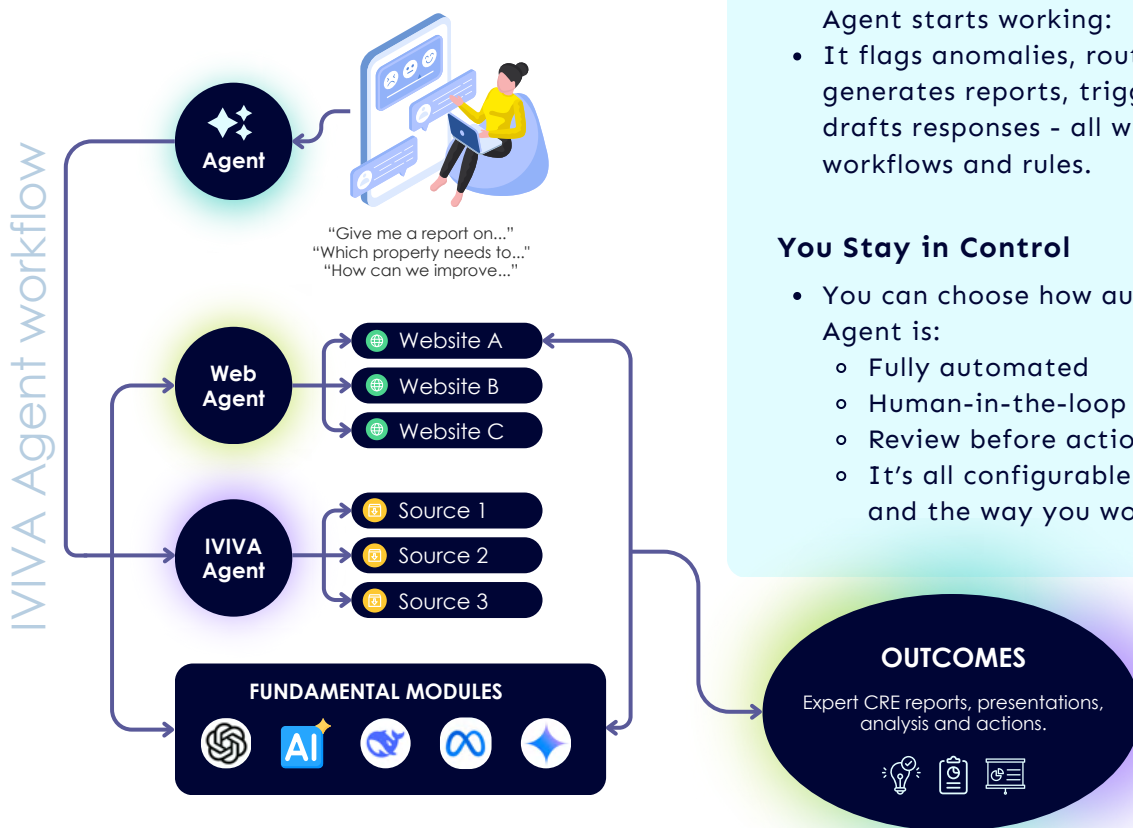


How will your **future Agent** actually work?

IVIVA Agents are purpose-built digital teammates for the CRE World that will ingest your documents, data, and systems (Excel, PDF, meters, dashboards, etc.), understand your rules, thresholds, and language, take actions, flag issues, and generate insights autonomously, or with a human in the loop.

Think of an AI Agent as a high-performing digital teammate, one that works across your systems, understands your processes, and takes action without needing you to micromanage every step.

It's not a chatbot. It's not a dashboard. It's a smart, adaptable worker that can read documents, interpret data and follow your logic to get things done.



It Ingests Data from Anywhere

- Spreadsheets, documents, dashboards: an Agent takes it all in.
- It reads, understands, and structures the information automatically, no need for manual data entry.

It Understands Your Rules

- Every organization has its own way of working: approval thresholds, SLA timelines, escalation triggers, or compliance rules.
- Your Agent learns these rules and applies them like a seasoned employee would.

It Acts

- Once it has the data and the logic, the Agent starts working:
- It flags anomalies, routes tasks, generates reports, triggers alerts, or drafts responses - all within your workflows and rules.

You Stay in Control

- You can choose how autonomous the Agent is:
 - Fully automated
 - Human-in-the-loop
 - Review before action
 - It's all configurable to the use case and the way you work

An Agent works 24/7 and it improves over time as it learns your business. Unlike large-scale IT deployments, Agents are modular, fast to implement, and immediately useful. They sit on top of your existing systems and help you extract more value from what you already have.



What type of data do Agents handle?

Most operational tasks and workflows in Commercial Real Estate rely on three types of data: structured, semi-structured, and unstructured.

Today, managing each of these often means manual work, disconnected systems, and delays that frustrate teams and customers.

AI Agents fundamentally change that.

By automating how this data is processed, validated, and actioned, Agents accelerate the pace at which tasks are performed, improve employee motivation and output by removing repetitive work, and optimize the use of human, financial, and time resources.

1 Structured Data

Think: spreadsheets, databases, sensor reading, utility meters. Data that lives in rows and columns.

What the Agent does: Interrogates real-time or historical data, flags anomalies (e.g., unexpected spikes), answers questions instantly ("what's our YTD water usage per building?"), and auto-generates monthly reports.

Example: A Utilities Management System (UMS) tracking electricity, gas, water and chilled water.

Why it matters: No more digging through dashboards or Excel: anyone can get the answer in seconds.

2 Semi-Structured Data

Think: forms, PDFs, work permits, questionnaires. The structure exists but inputs can be messy.

What the Agent does: validates inputs (is the vendor certified? Are the access dates within the approved window?), flags inconsistencies, routes for approval, and stores data in the correct system.

Example: work permit or access request forms submitted by tenants or vendors.

Why it matters: Reduces human error, speeds up approvals, and creates audit trails without burdening your team.




3 Unstructured Data

Think: contracts, emails, chat groups, handwritten notes. Highly unstructured and often underused.

What the Agent does: Extracts key terms, identifies renewal dates, surfaces obligations, answers questions ("What's our break clause on Unit 4?"), and generates new content by combining sources (draft a summary report from these 3 lease documents + 2 chat threads).

Example: Leases, service contracts, email threads, and even WhatsApp groups.

Why it matters: Unlocks knowledge trapped in PDFs and inboxes and turns it into usable, searchable, and actionable information.

| Data Type | CRE Examples | Agent Deliverables |
|---|--|---|
|  Structured | <ul style="list-style-type: none">• Utilities data (UMS)• Energy dashboards• Excel trackers | <ul style="list-style-type: none">✓ Instant answers to queries📊 Flags usage anomalies📄 Auto-generated reports |
|  Semi-Structured | <ul style="list-style-type: none">• Work permits• Vendor access forms• Compliance checklists | <ul style="list-style-type: none">✓ Validates inputs & dates⚠️ Flags errors or missing fields👤 Routes to right approver |
|  Unstructured | <ul style="list-style-type: none">• Leases & contracts• Emails & WhatsApp groups• Service agreements | <ul style="list-style-type: none">🔍 Extracts key terms & deadlines🧠 Combines info into usable insights📁 Creates summaries & content |

Unlike human teams, where departments like Legal and IT can often speak different languages, IVIVA's AI Agents are highly specialised but seamlessly collaborative. Each Agent is an expert in its task but also understands how it fits into the bigger picture, communicating effortlessly with other Agents to deliver outcomes that span teams and systems. That's the true power of Agentic AI: not just one smart Agent, but a network of digital teammates working together, without silos or delays.

How does IVIVA secure my data?

When it comes to AI adoption, data security consistently ranks as the number one concern among our customers and we have built the IVIVA Agent Framework to meet the highest enterprise standards.

- All your data stays on-premise or within your applications, with no direct access from the outside.
- Only pre-approved, anonymized metadata is sent to cloud-based foundational models, and instantly wiped after each request.
- No data is used to train models
- IVIVA and all 3rd party models are 100% GDPR compliant and ISO 27001 or SOC2 certified.
- If higher security needs are required, we can also offer fully private deployments using local LLMs from Llama or DeepSeek.

As all your data is processed securely within the IVIVA framework, sensitive information will always remain within your private environment and not sent to public AI models. Where external models, such as OpenAI, are used it's only for non-sensitive, general tasks and always routed through controlled and monitored APIs.



See your AI system as a company with two types of employees:



Your full-time staff (IVIVA): They have full access, understand your business deeply, and handle 90% of the work securely in-house.



External consultants (OpenAI): You give them redacted summaries or ask them general questions when needed but they never see sensitive documents and can only reply through your internal gatekeepers.

Creating your Agents

Our recommendation? Start simple and start now.

The fastest way to see results with Agents is to begin with a clear, focused problem that delivers measurable value. This isn't a digital transformation project. It's about solving one operational pain point quickly, cost-effectively, and with impact.

Your first Agent should take no more than 2–3 weeks to implement and produce a clear ROI within the first month.

This first success will not only prove the value of Agentic AI but also build confidence, get buy-in, and create internal momentum to scale.

This is how the IVIVA Agents Team will work with you:

✅ Step 1: Prepare your data

We start by locating the data sources your Agent will need: spreadsheets, PDFs, forms, APIs, dashboards to ensure what you have is usable.

🎯 Step 2: Define the use case & workflow

What do you want the Agent to do? Identify a task that's repeatable, time-consuming, and ripe for automation to clearly define KPIs.

🔗 Step 3: Map the inputs and outputs

What does the Agent need to do and what outcome should it deliver (alert, report, task...)? This ensures the Agent is properly "briefed" just like a human team member.

👥 Step 4: Identify the Human in the Loop

Agents work with humans that will approve actions, review outputs, or step in when needed. This ensures accountability and builds trust.

Step 5: Configure data security and access levels

Set up permissions, review how data is handled, and confirm information flows align with your internal compliance, privacy, and security protocols.

Step 6: Pilot and refine

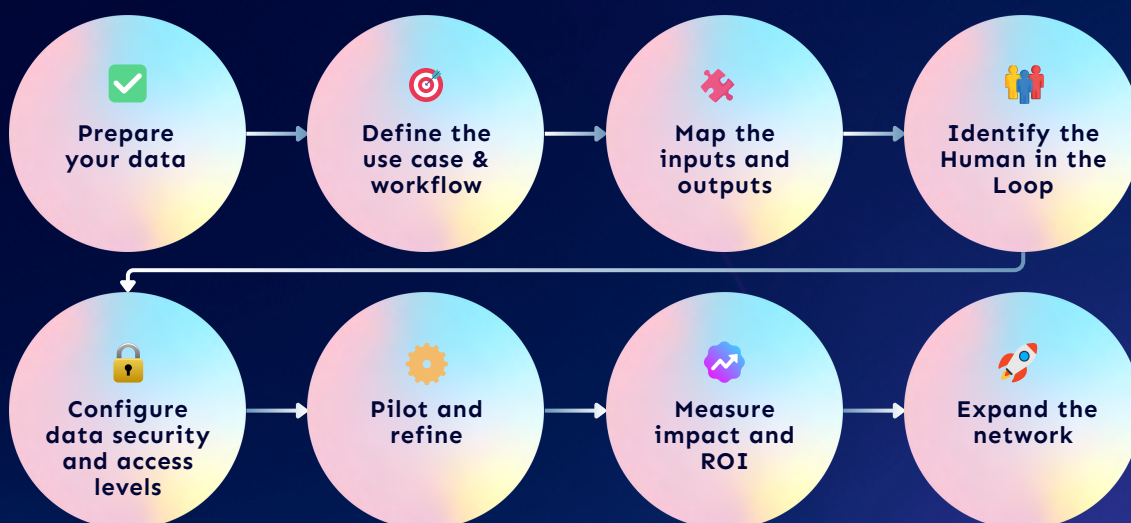
We quickly launch the 1st version in your environment to fine-tune prompts, tweak thresholds, and adapt the Agent as it learns your context.

Step 7: Measure impact and ROI

Track what changed: time saved, errors reduced, decisions accelerated, insights gained. Small wins can compound into massive value over a year.

Step 8: Expand the network

Once you've proven success with one Agent, it's time to scale. New Agents can be added to form a collaborative network like a real team.



Use Cases

Real impact comes from real-world application. This section highlights concrete scenarios where IVIVA Agents can transform your operations, boost efficiency, and unlock new opportunities. A simple AI-driven Use Case can bring significant savings to your business without reinventing the wheel.



UC#1: WhatsApp, an untapped goldmine

UC#2: Your documents already know the answer

UC#3: Your utilities data wants to talk back

UC#4: Your CMMS just got a brain

UC#5: The work permit gatekeeper that never sleeps

UC#6: Your tenants and visitors data has something to say

UC#7: Your project's integration and commissioning watchdog

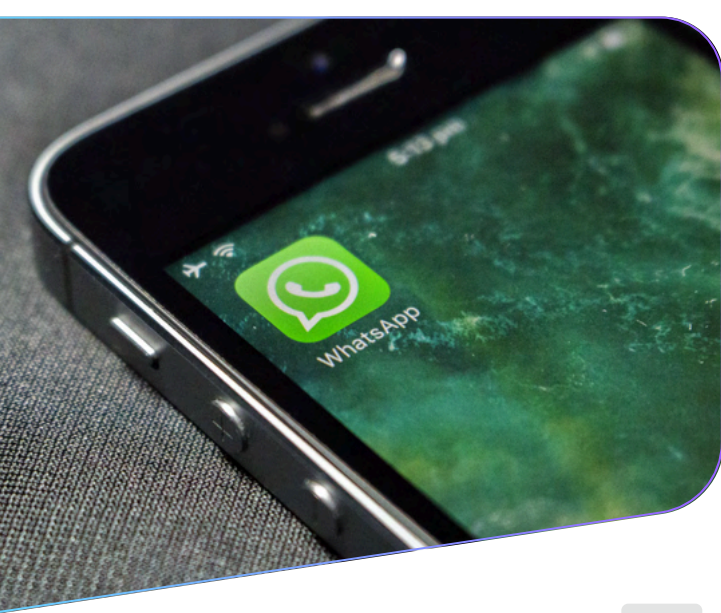
UC#8: Know what you should (and shouldn't) be paying

UC#9: Your shared inbox just got smart



UC#10: The pulse of every property, in real time

UC#1: WhatsApp, an untapped goldmine



Context

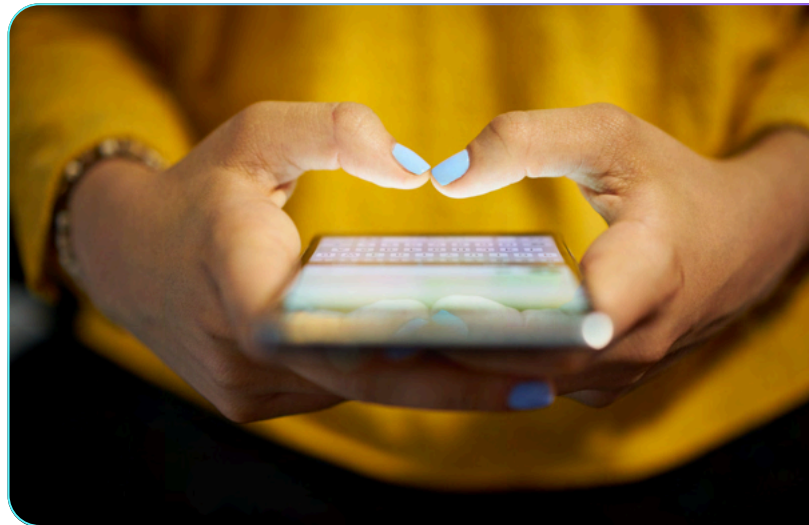
WhatsApp group messages are inherently unstructured: freeform text, images, emojis, and varied formatting with no defined schema.

Use Case

Teams constantly exchange valuable information in WhatsApp groups for project updates, tenant issues, maintenance requests, decisions or complaints just to name a few. This Agent reads, analyzes, and structures that chaos. It connects WhatsApp group data into the IVIVA Platform, so you can ask questions, trigger workflows, escalate requests, and generate live reports.

Ask the Agent

- “What issues were raised in the tenants' WhatsApp group this week?”
- “Summarize the top complaints by building and category.”
- “Create a task list based on yesterday's WhatsApp messages.”
- “Has anyone followed up on the escalated HVAC issue in Tower B?”



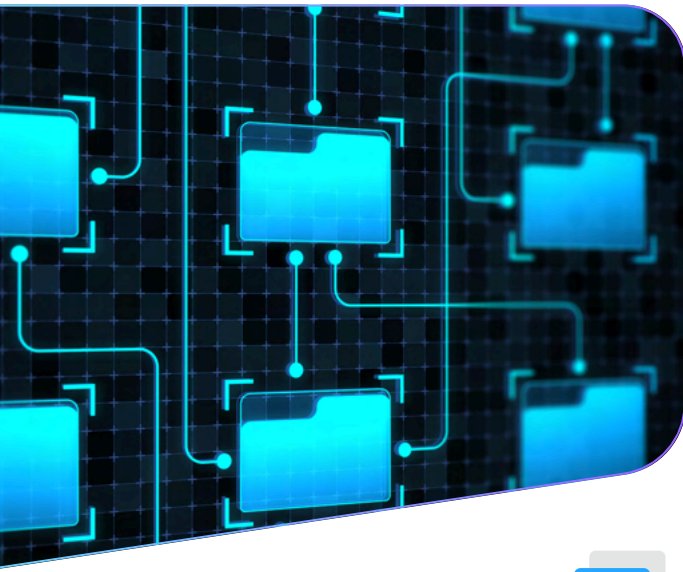
Value Proposition

- ✓ **Prioritize tenant requests** based on urgency, sentiment, or volume.
- ✓ **Track project discussions** and turn chat updates into structured milestones and accountability logs.

- ✓ **Unify team comms and action** by turning WhatsApp chaos into clean, auditable task flows.



UC#2: Your documents already know the answer



Context

Leases, service contracts, and technical manuals are buried in folders as PDFs, Word docs, and scanned images. They're packed with valuable terms, obligations, and timelines but are time-consuming to search, prone to human error, and often ignored until there's a problem.

Use Case

This Agent reads and understands your leases, contracts, and other key documents. It extracts clauses, dates, obligations, financial terms, and exceptions. All of this is made searchable, structured, and actionable inside IVIVA. Ask questions, auto-generate reports, receive alerts for critical dates, and never miss a renewal, escalation, or liability again.

Ask the Agent

- “What are the break clause dates across all retail leases?”
- “Show me all contracts with escalation clauses in the next 60 days.”
- “Which tenants have outstanding make-good obligations?”
- “Compare termination terms between Lease A and Lease B.”



Value Proposition

- ✓ **Extract critical information** (break options, rent escalation, make-good obligations) across your portfolio in seconds.
- ✓ **Compare terms across documents** to spot inconsistencies, gaps, or negotiation opportunities.
- ✓ **Trigger alerts and workflows** for key dates on renewals, rent reviews and expiry notifications.



UC#3: Your **Utilities Data** wants to talk back



Context

CRE portfolios generate massive volumes of structured utilities data such as chilled water, electricity, gas, water but it's very often underused. Spreadsheets and dashboards show what happened, but don't explain why or suggest what to do next.

Use Case

This Agent connects to your UMS and continuously monitors utility consumption across all buildings, meters, and tenants. It detects anomalies, learns usage patterns, flags inefficiencies, and suggests actions. You can ask questions and get answers, not just numbers.

Ask the Agent

- “Why did electricity usage spike in Tower A last Thursday?”
- “Which tenant has the highest water consumption per square meter?”
- “Are there any abnormal energy patterns this week?”
- “Forecast chilled water demand based on the past 30 days.”



Value Proposition

- ✓ **Compare performance across assets** and benchmark usage to identify outliers.
- ✓ **Generate tenant-facing reports** to support billing, sustainability, or green lease conversations.
- ✓ **Forecast future usage** and simulate the impact of operational changes or upgrades.

UC#4: Your CMMS just got a brain



Context

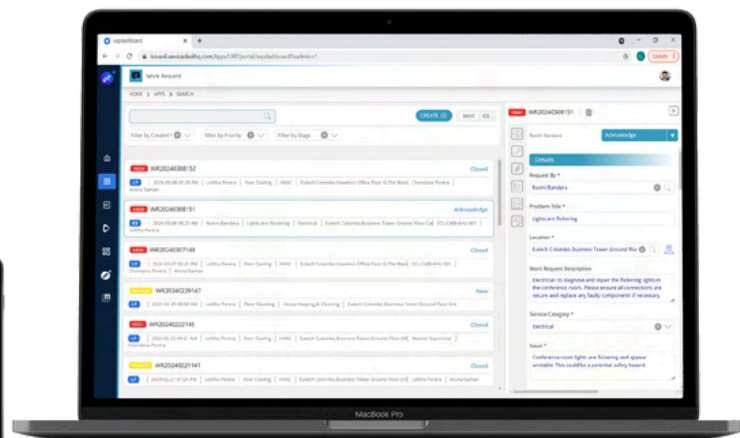
Your CMMS, from IVIVA or another vendor, is packed with work orders, maintenance schedules, service contracts, parts data, and technician activity but acting on all this data takes time, judgment, and people constantly triaging tickets. It's reactive and resource-heavy.

Use Case

This Agent connects to your CMMS and becomes your intelligent maintenance coordinator. It prioritizes work orders by urgency, asset criticality, or tenant impact. It spots repeat issues, underperforming vendors, and cost trends. It can even escalate risks automatically and suggest optimizations such as switching vendors, adjusting service intervals, or bundling tasks for efficiency.

Ask the Agent

- “Which assets are causing the most downtime?”
- “Are we overpaying for HVAC maintenance?”
- “Which technicians are closing the most / fewest tickets?”



Value Proposition

- ✓ **Prioritize maintenance** to reduce downtime and tenant disruption.
- ✓ **Identify repeat issues** to fix root causes, not just symptoms.
- ✓ **Benchmark vendor performance** by using real-time data to ensure contract SLAs are respected.
- ✓ **Trigger cost-saving actions** to shift from reactive repairs to preventive strategy.



UC#5: The work permit **gatekeeper** that never sleeps



Context

Every contractor or vendor must submit a work permit before starting any job, whether in an office tower, data center, or shopping mall but permits are often incomplete, non-compliant, or submitted too late. That creates risk, delays, and frustration for tenants, vendors, and property teams alike.

Use Case

This Agent acts as your intelligent compliance gatekeeper. It reviews every submitted work permit to ensure it's complete, correct, and aligned with property rules and regulations. It checks vendor credentials, validates insurance and licenses, cross-references scope of work, and flags non-compliance instantly.

Ask the Agent

- “Which permits are non-compliant today?”
- “Is the electrical contractor's license still valid?”
- “Who hasn't submitted permits for upcoming weekend work?”



Value Proposition

- ✓ **Enforce compliance without manual effort** by allowing the Agent to catch gaps in real time.
- ✓ **Reduce risk exposure** by ensuring no uninsured or unauthorized work slips through the verification process.
- ✓ **Accelerate vendor onboarding and approvals** by guiding them through what's missing.
- ✓ **Maintain a digital audit trail** that is always complete, timestamped, and ready for inspections.



UC#6: Your **tenants and visitors data** has something to say



Context

Thousands of people enter and exit commercial and retail properties every day: tenants, visitors, vendors, contractors. Most Visitor Management Systems just log this movement for security. But hidden inside that data are patterns, inefficiencies, and insights that property teams rarely act on.

Use Case

This Agent can bring together Visitor Management, Access Control and Parking systems to continuously analyze footfall, visitor patterns, peak times, and queue congestion. It identifies trends across days, tenants, and zones and pushes smart insights and recommendations directly to property managers.

Ask the Agent

- “What are peak congestion times by lobby?”
- “Which tenants receive the most unscheduled visitors?”
- “Should we reassign lifts during lunch hours?”
- “Notify Tenant A when their visitor queue exceeds 10 people.”

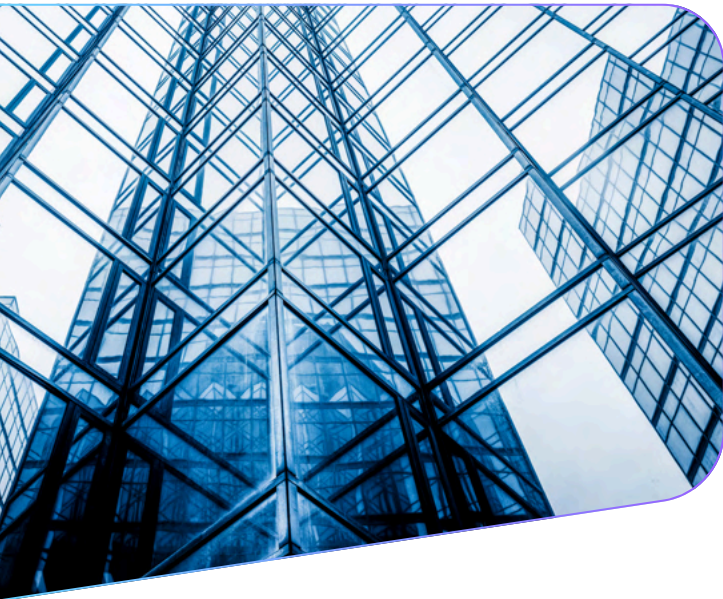


Value Proposition

- ✓ **Optimize people flow** to dynamically reallocate security, lifts, and entry points.
- ✓ **Drive tenant satisfaction** by reducing wait times and provide tenants live visibility.
- ✓ **Enable proactive operations** by spotting irregular patterns before they cause bottlenecks.
- ✓ **Feed building insights back** into the mobile app to inform, notify, and guide tenant behavior in real time.



UC#7: Your project's integration and commissioning watchdog



Context

System integration and commissioning are critical stages in property development, handover, and management. Ensuring MEP systems, BMS, security platforms and all other critical systems are fully connected, configured, and tested is often manual, fragmented, and error-prone, especially when multiple sub-vendors are involved.

Use Case

This Agent works behind the scenes to verify that every connected system (HVAC, lighting, lifts, water meters, access control, BMS etc) is properly integrated and commissioned. It reads integration logs, cross-checks expected device lists, flags missing data points or failed connections, and ensures that what was promised is actually operational.

Ask the Agent

- “Which systems are still pending integration in Tower 2?”
- “Have all CCTV cameras reported data in the last 24 hours?”
- “List BMS points that failed to respond.”
- “Are any meters not pushing data to the central platform?”

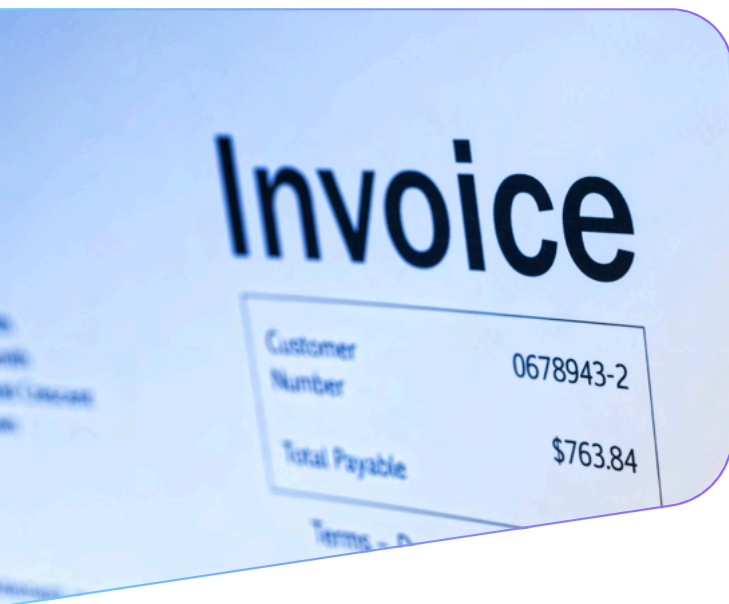


Value Proposition

- ✓ **Catch integration gaps early** to avoid delays during handover or final sign-off.
- ✓ **Eliminate manual checklisting** and let the Agent constantly validate real-time data flows.
- ✓ **Hold vendors accountable** by getting a clear view of what's live, tested, and what's not.
- ✓ **Create a clean audit trail** for clients, insurers, or regulators to check every system has been tested and verified.



UC#8: Know what you should (and shouldn't) be paying



Ask the Agent

- “Is this month’s cleaning invoice aligned with last quarter’s average?”
- “Flag any utility bills with a >10% month-over-month increase.”
- “Has Vendor X ever charged for the same service twice?”
- “Send cost data from approved invoices to our ESG dashboard.”

Context

Invoices from vendors (utility providers, security companies, contractors etc.) come in daily, often as PDFs or emails. Property teams manually review them, check for errors, compare against past bills, and then route them for approval. It’s repetitive, error-prone, and time-consuming, particularly across a large portfolio.

Use Case

This Agent automatically ingests and analyzes incoming invoices. It extracts key details (vendor, scope, amount, period), compares them against historical trends or contracts, and flags anomalies such as overbilling, unexpected surcharges, or double entries. It then routes the data to the right stakeholders or systems: from finance teams to an ESG reporting platform.



Value Proposition

- ✓ **Save hours on invoice validation and approval**, especially across high-volume vendors.
- ✓ **Automate ESG and OPEX reporting** with accurate, real-time cost data.
- ✓ **Catch overbilling and anomalies** before they’re paid.
- ✓ **Close the loop** between procurement, operations, and sustainability with zero manual data entry.

UC#9: Your shared inbox just got smart



Context

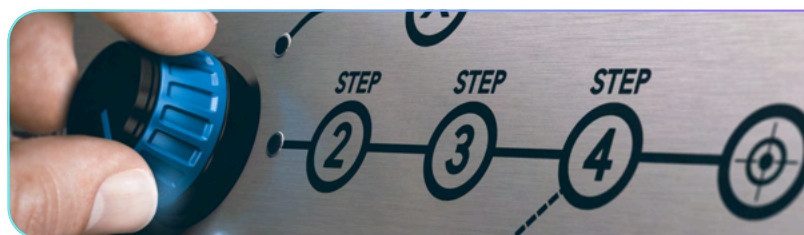
Shared inboxes like towerb@yourproperty.com or helpdesk@mall.com are the frontline of communication with tenants and vendors. These generic email addresses receive hundreds of messages (work requests, complaints, access queries, reports etc.) and it's up to stretched ops teams to manually triage and act. It's slow, reactive, and hard to track.

Use Case

This Agent connects to designated inboxes to process emails securely within a defined scope. It classifies each message (e.g., "access request," "lift complaint," "cleaning issue"), extracts structured info (date, location, urgency, sender type), and triggers the right workflows or assignments. It works on pre-approved, low-risk data sources to remain compliant with GDPR and your internal data policies.

Ask the Agent

- 🗨️ "Summarize this week's issues from towerb@yourproperty.com by category."
- 🗨️ "Create work orders for all cleaning-related emails sent to helpdesk@mall.com"
- 🗨️ "Which contractors have emailed about permit issues this month?"
- 🗨️ "Escalate unresolved emails older than 48 hours."



Value Proposition

- ✓ **Triage and route shared inbox** emails automatically, reducing manual effort.
- ✓ **Spot patterns and delays** across teams, towers, or vendor categories.
- ✓ **Respect data boundaries** by only analyzing approved, non-personal communication channels.
- ✓ **Improve transparency and service levels** without compromising privacy or security.

UC#10: The pulse of every property, in **real time**



Context

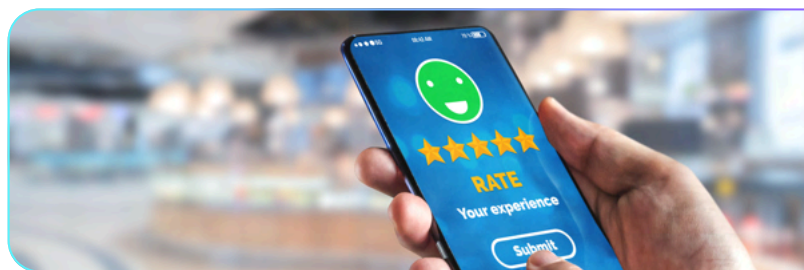
A property manager running multiple assets with hundreds of tenants and thousands of occupants faces a massive challenge: knowing how people really feel about their experience in each building. Feedback is scattered, inconsistent, or missing entirely even though experience is what drives retention, reputation, and revenue.

Use Case

This Agent acts as your always-on Occupant Sentiment Analyst. It can work within the property's mobile app used for access control, news, and promotions and unobtrusively gather insights into how occupants experience the space. It analyzes engagement patterns (e.g. app usage, access timing, service requests), correlates those with opt-in micro-surveys, feedback forms, and sentiment signals from optional chat inputs. It also detects drop-offs in engagement and proactively suggests actions to improve satisfaction and loyalty, all while maintaining strict GDPR compliance.

Ask the Agent

- “Which buildings have declining user engagement over the past month?”
- “What are the top complaints or suggestions from Tower C’s tenants?”
- “Generate a 2-question satisfaction pulse for all users in the North Wing.”
- “Which features of the mobile app are used most by happy vs. dissatisfied users?”



Value Proposition

- ✓ **Spot early signs of dissatisfaction** before they turn into complaints or churn.
- ✓ **Automatically trigger personalized micro-surveys** based on time, location, or app behavior.
- ✓ **Tailor tenant and occupant experiences** based on real-time feedback and behavioral trends.
- ✓ **Feed insights into asset strategy** by quickly identifying which buildings need attention, upgrades, or activation campaigns.

These 10 use cases are just a glimpse into how IVIVA's AI Agents can transform daily operations. Whether it's an invoice, a WhatsApp message, a utility reading, or a tenant's mood — IVIVA Agents will know how to make sense of your data so you can make faster and better decisions.

Why work with us?

IVIVA has been at the forefront of digital transformation in Commercial Real Estate for over two decades. Our Platform helps 200,000 users every year and manages over 300 million square feet across APAC and the Middle East.

We've seen firsthand how slow and fragmented technology adoption has held the industry back and we've built IVIVA to change that.

Since 2021, we've integrated AI into our predictive maintenance capabilities to deliver tangible operational efficiencies to facilities teams.

In 2024, we took the next leap by forming our dedicated Agents Team focused on unlocking the power of AI-driven automation, decision intelligence, and autonomy, specifically for the CRE World.

What sets us apart is our core strengths: data management, systems integration, and orchestration which are the critical foundations for any effective AI implementation.

With IVIVA, senior leaders don't need to wait for multi-year digital roadmaps to play out. Our AI-native Platform enables teams to deploy purpose-built Agents in weeks and help organisations cut through legacy complexity, accelerate ROI, and stay ahead of the pack.



Let's get you **started!**

IVIVA is your recruitment agency for digital teammates.

Agents will amplify people, not replace them. Leadership, emotion, negotiation, and judgment still belong to humans.

Agents are digital colleagues, not tools. Agents understand data, draw insights, suggest improvements, and execute tasks. The only difference? They're faster, never tired, endlessly consistent, and love working with other Agents to cross-check data, share context, and operate as a unified digital team.

At IVIVA, we're not just building the tech. We're helping you recruit the right Agent for the right job: whether that's processing work permits, watching for energy anomalies, or interpreting contracts. And just like with any hire, we onboard them, coach them, and ensure they deliver results.

Humans are still at the center of every important decision. Emotional intelligence, strategic direction, and stakeholder context remain human strengths. That's why every Agent works with a human in the loop to ensure control, oversight, and trust in the outcomes.

So, don't think of this as a technology deployment. Think of it as expanding your team with digital talents that have 2 decades of CRE expertise and know your business back to front.

Implementation is done in weeks, not months, and every Agent is trained on real CRE workflows, not generic AI models.

Whether you're running operations, managing portfolios, or improving tenant experience, IVIVA works with you to ensure you onboard the right Agents.

Recruit Your New Digital Teammates Today.

Get in touch

Adrien Pierson

VP Strategy & your AI Agent Recruiter
adrien@iviva.com



The Capricorn 1, Science Park Road,
#04-06 Singapore 117528



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