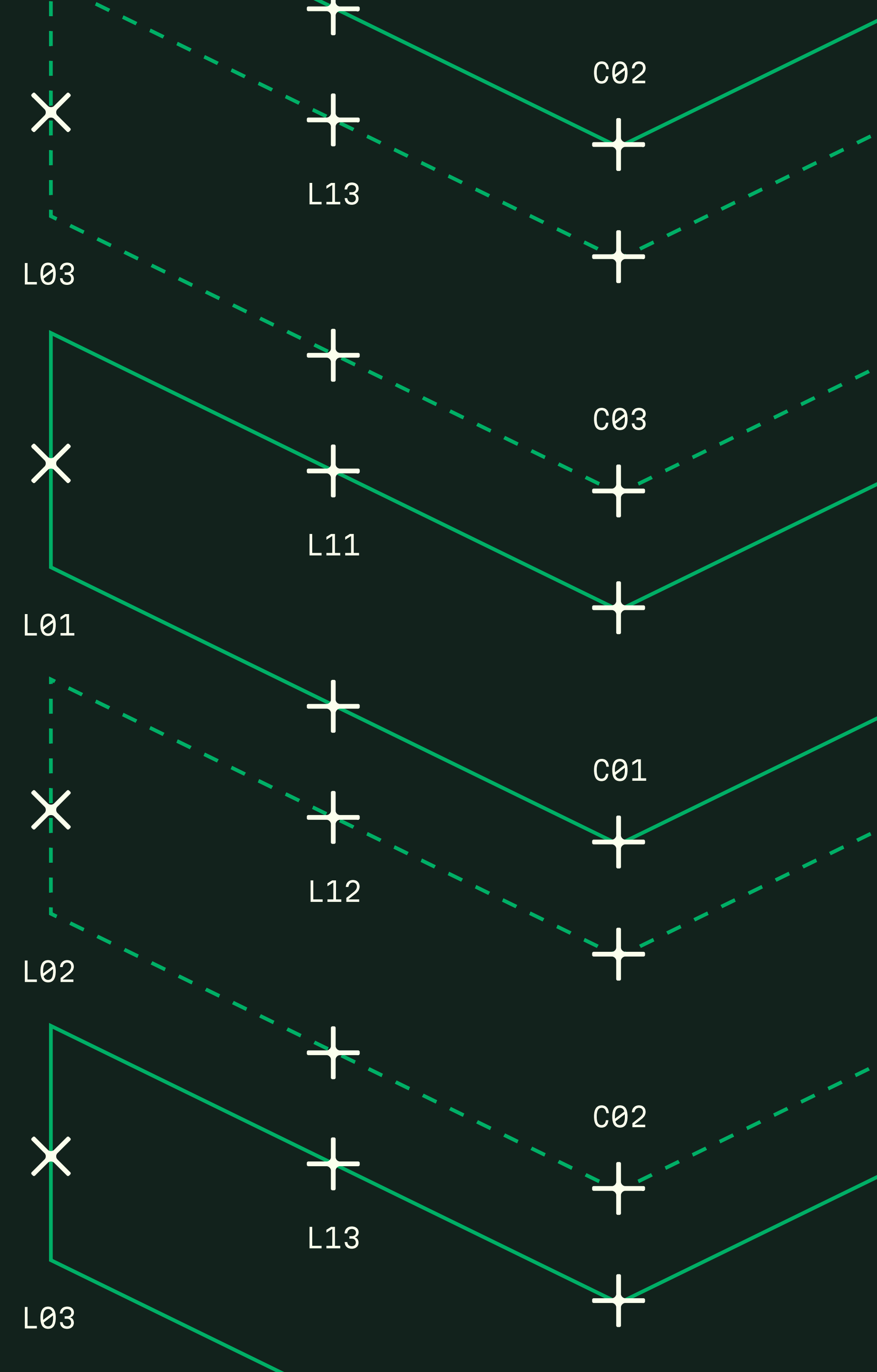
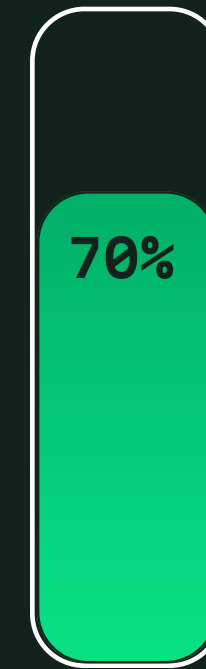


# THE PIVOT POINT: AI AND THE FUTURE OF COMMERCIAL CONTRACTING

Based on a survey of **606 commercial contractors** across the U.S. and Canada, conducted in August 2025.

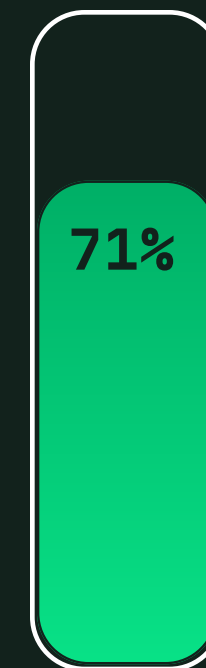


# CONTRACTORS ARE HOPEFUL ...



70%

are optimistic about their company's **growth in the next 12 months.**



71%

say regional booms are **fueling new opportunity.**

# BUT FEELING SQUEEZED



74%

say operations are more complex than ever.



65%

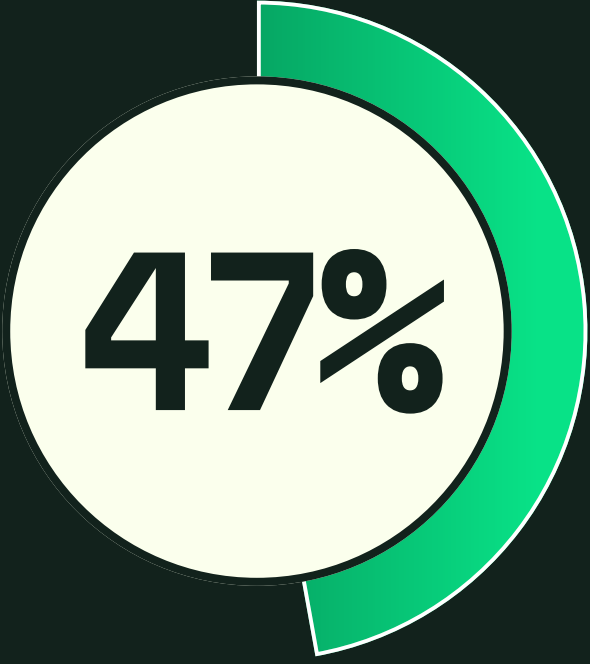
cite inflation and interest rates as the biggest threats to survival.



91%

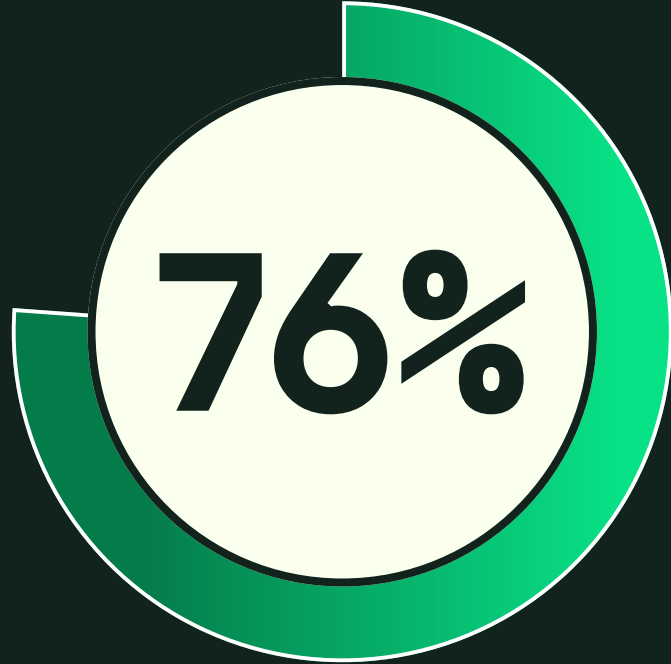
say bidding is more competitive than ever.

# THEY CAN'T HIRE THEIR WAY OUT

A circular gauge with a green arc indicating 47% completion.

47%

say nearly a  
quarter of  
positions **are**  
**unfilled.**

A circular gauge with a green arc indicating 76% completion.

76%

say skilled  
labor is still in  
**short supply.**

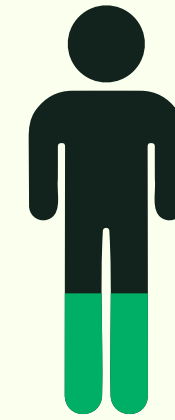
A circular gauge with a green arc indicating 69% completion.

69%

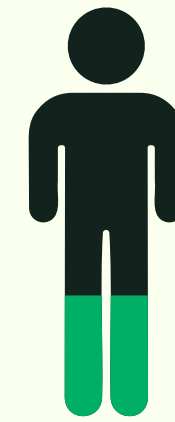
report **rising**  
**burnout**  
across team.



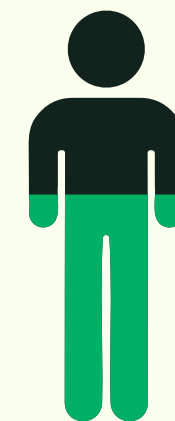
# YESTERDAY'S TOOLS CAN'T BUILD TOMORROW.



**30%** of leaders say outdated tech is limiting growth.



**30%** say fragmented systems are slowing them down.



**56%** say their org is trying to improve internal processes.

# THE MOMENT MEETS THE TECHNOLOGY

Contractors see what's coming.  
Most are already preparing for it.

A green rounded rectangular bar with a thin white border. The text '78%' is centered in white.

**78%** say AI  
can improve  
operational  
efficiency.


A green rounded rectangular bar with a thin white border. The text '80%' is centered in white.

**80%** say it will  
be essential to  
stay competitive  
in 3 years.

A green rounded rectangular bar with a thin white border. The text '81%' is centered in white.


**81%** feel  
confident in their  
ability to adopt it.

# WHY NOW? THE TRADES ARE FACING A DEMAND SURGE




63%

of HVAC contractors report rising demand for electrification.



50%

of electricians report growing demand from data centers.

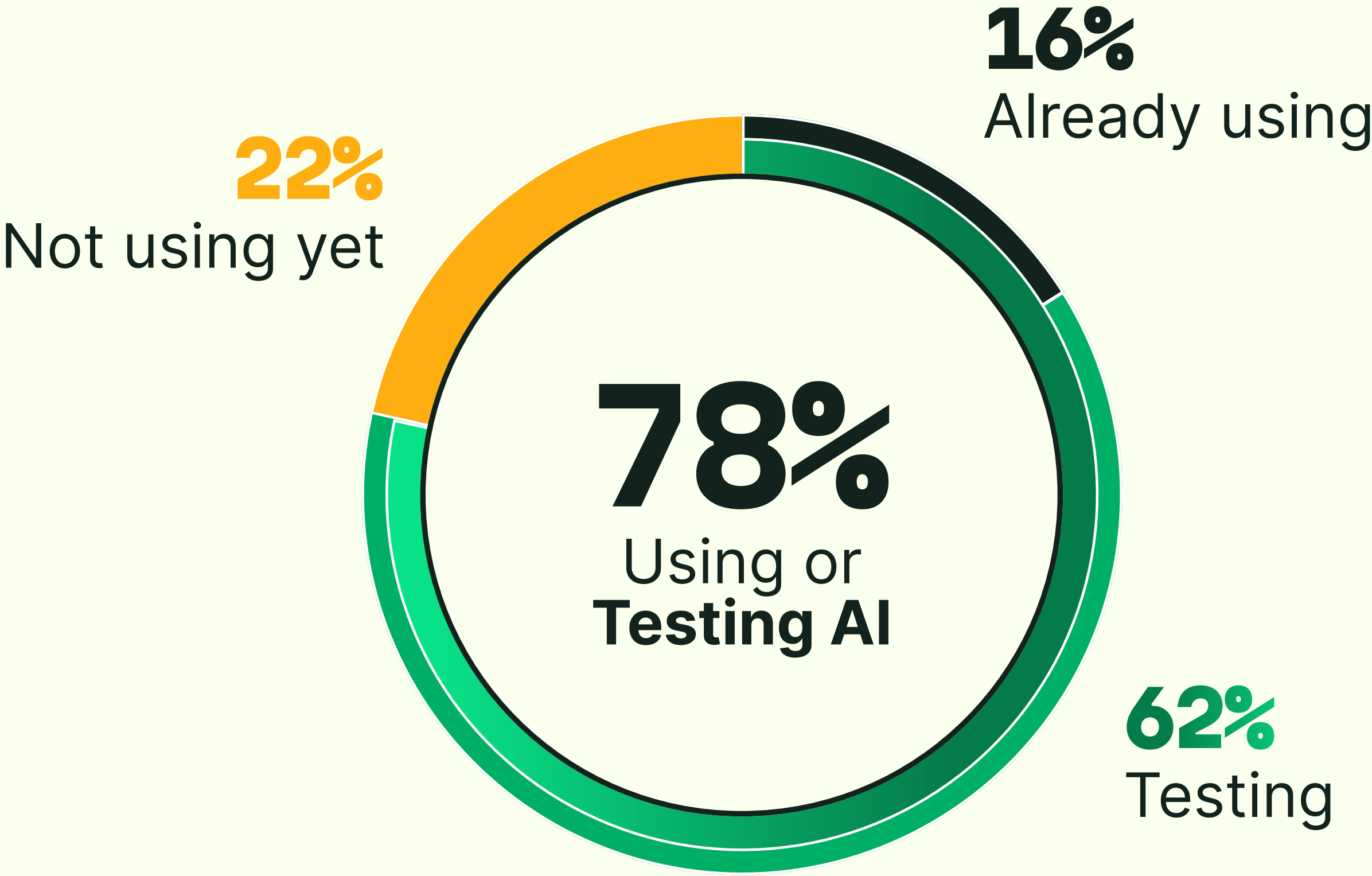


65%

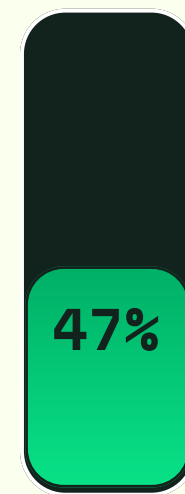
of plumbers report surging demand for high-efficiency fixtures.

# MOST CONTRACTORS ARE ALREADY IN THE AI GAME

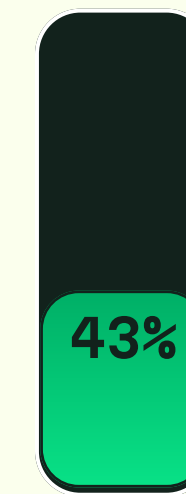
This isn't a future trend.  
It's now the norm.



# AI IS ALREADY REPLACING BUSYWORK



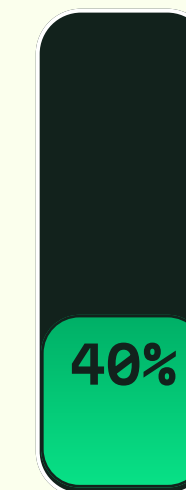
**47%**  
use AI for  
estimating.



**43%**  
use it for jobsite  
search or chat.

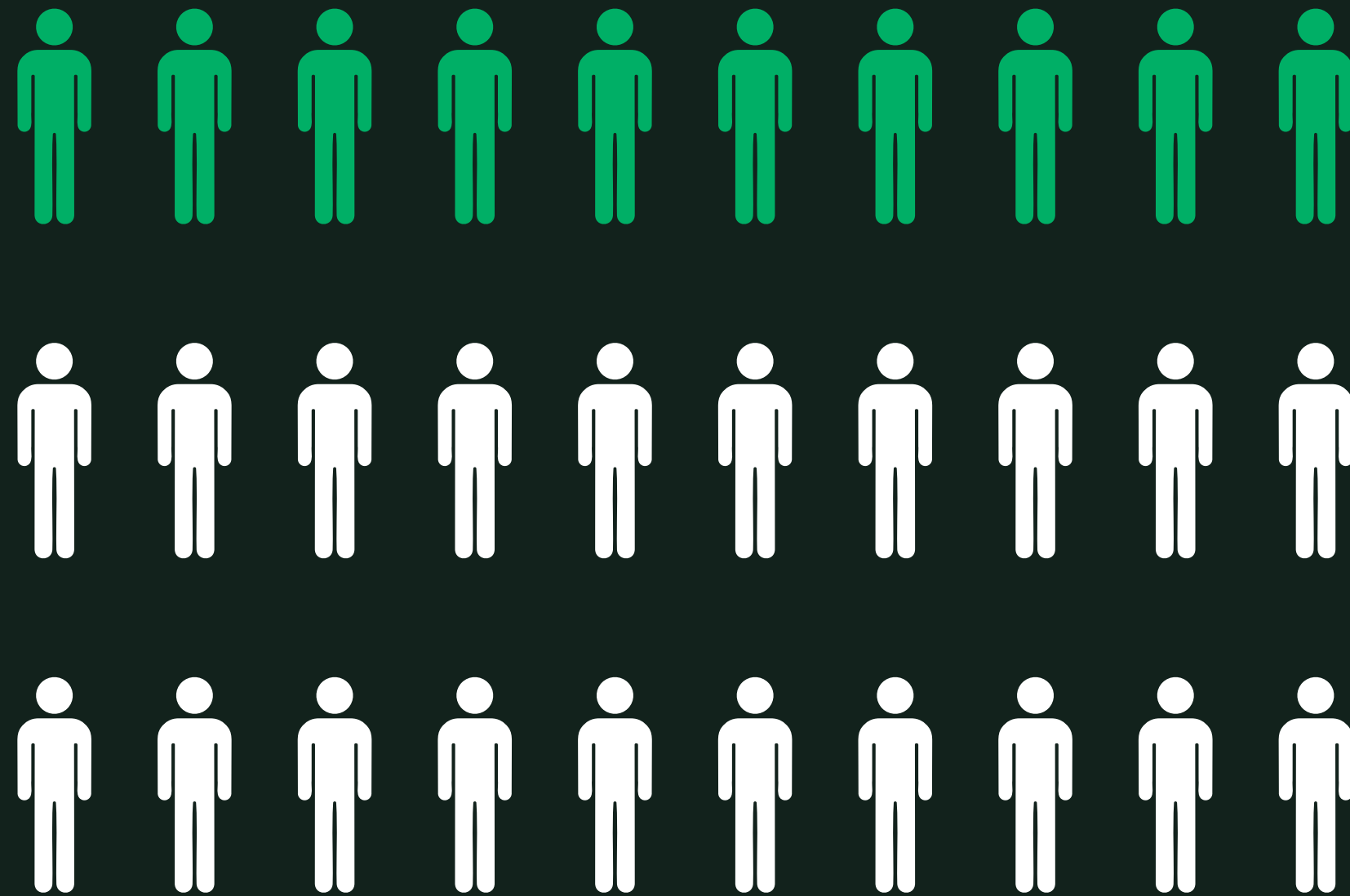


**38%**  
for admin +  
recordkeeping.



**40%**  
use AI for  
automated  
compliance  
tracking.

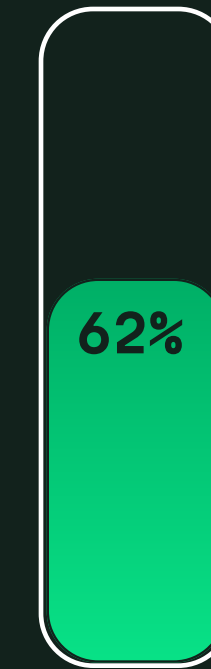
# THE REAL BARRIER: TRAINING, NOT TRUST



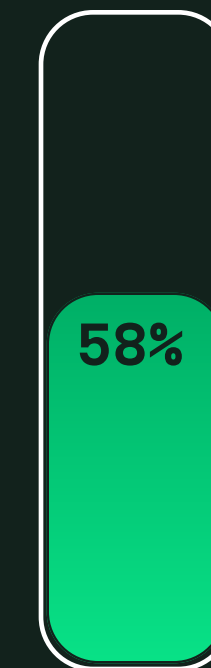
**31%** of non-users  
say lack of training is  
the main blocker.

That's **55%** more than  
security concerns, and  
**63%** more than cost.

# COMMERCIAL CONTRACTORS ARE REBUILDING THEIR PLAYBOOK

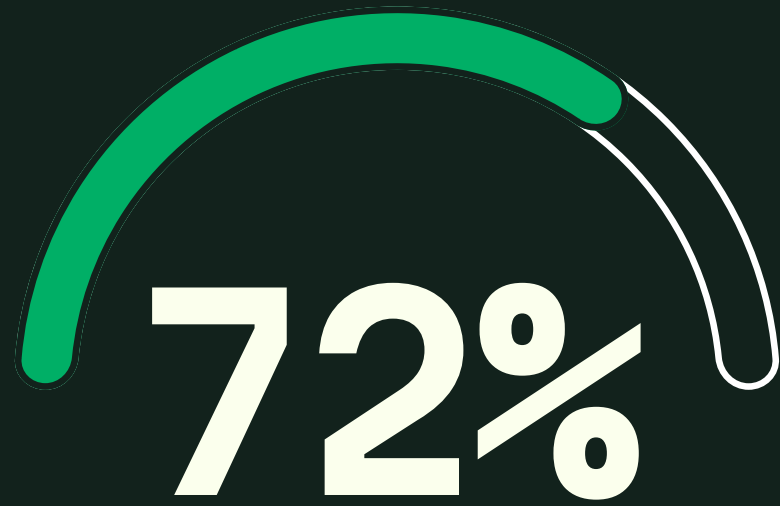


**62%**  
of firms seeing project  
demand shifts are  
changing their bidding  
strategy.

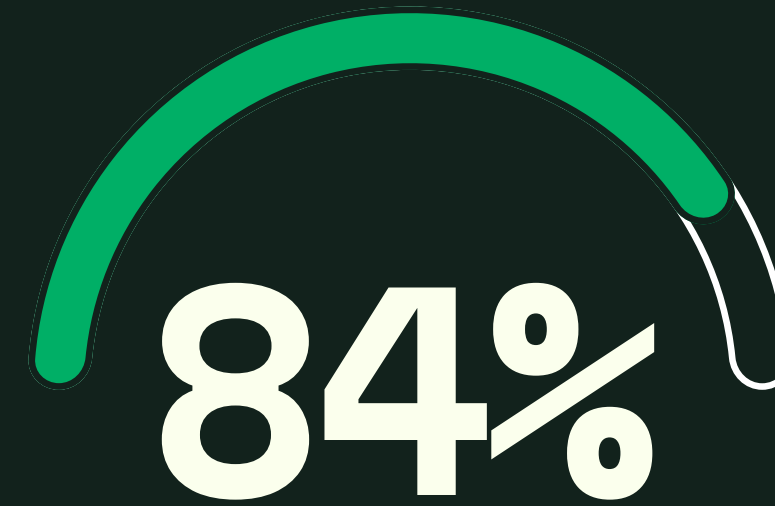


**58%**  
are investing in  
tools for high-stakes  
projects.

# THE ONE-SIZE-FITS-ALL JOBSITE IS DEAD



agree the  
“one size-fits-all”  
model is becoming  
obsolete.



say regulatory  
changes are  
significantly  
increasing project  
complexity.



# COMPLIANCE IS EATING THE JOBSITE

0%

58%

100%

58% say code compliance now consumes more resources than any other phase.

0%

32%

100%

32% say their teams don't have enough time to stay compliant.

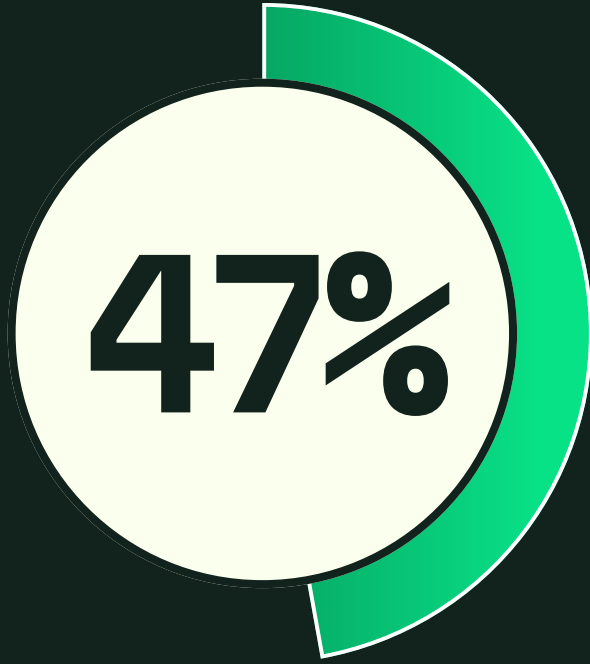
0%

40%

100%

40% are turning to compliance software or AI to ease the burden.

# AND IT'S REWIRING WORKFORCE STRATEGY

A circular gauge graphic with a teal-colored arc indicating 47% completion. The percentage '47%' is displayed in the center of the white circle.

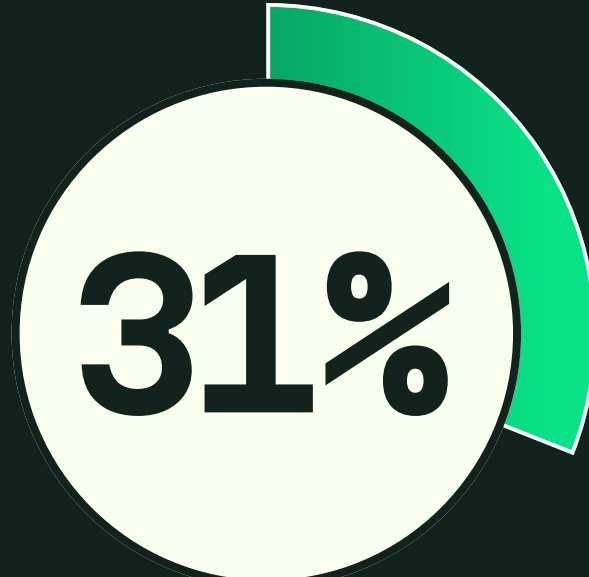
47%

are launching **in-house**  
**training programs.**

A circular gauge graphic with a teal-colored arc indicating 43% completion. The percentage '43%' is displayed in the center of the white circle.

43%

are recruiting from  
**adjacent industries.**

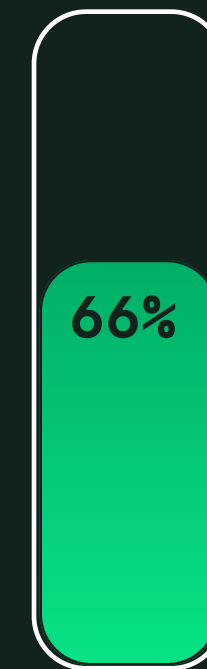
A circular gauge graphic with a teal-colored arc indicating 31% completion. The percentage '31%' is displayed in the center of the white circle.

31%

are partnering with  
**AI-skills bootcamps.**

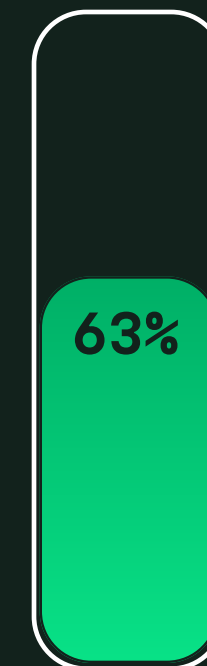
# FOR AI USERS, THE FUTURE OF THE TRADES FEELS MORE OPEN

The firms using AI aren't just working differently — they're thinking differently.



66%

say Gen Z is transforming the trades with tech-savviness.



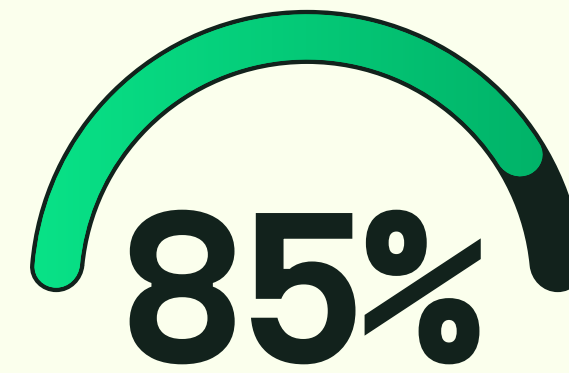
63%

of AI-users believe remote or hybrid work is becoming viable for contractors.

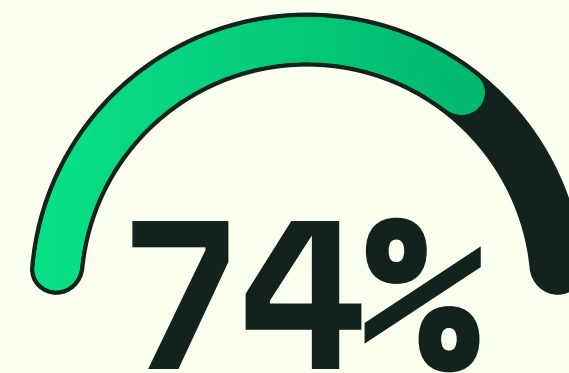
- Non-AI users were **43% less likely** to say the same.

# THE DIVIDE IS CLEAR — AND GROWING

Adoption isn't the hard part.  
**Action is.**



believe the firms who  
can read the trends and  
act on them will win.



say their role will  
stand the test of time.

# THIS IS THE PIVOT POINT

The future of the trades won't be decided by who can use AI — but by who does.

“

Three years ago, 78% AI adoption would have seemed unbelievable. Today, it's a baseline for staying competitive.

Alok Chanani  
CEO, BuildOps

# ABOUT THIS STUDY

## Survey Methodology & Demographics



Survey conducted at **95% confidence**,  
+/- 4% margin of error.



Survey conducted from **August 12, 2025 - August 21, 2025**.

## Respondent Qualifiers:

- ✓ **Live in the US.**  
Be 18+ years of age.
- 🔧 Be employed by or owner/operator of a commercial contracting firm in one of the following categories:
  - HVAC
  - Electrical
  - Plumbing
  - Fire/Life Safety
  - Low Voltage
  - Safety/Compliance
  - Estimators or Bidding/Quoting Specialists
  - Service/Maintenance Coordinators

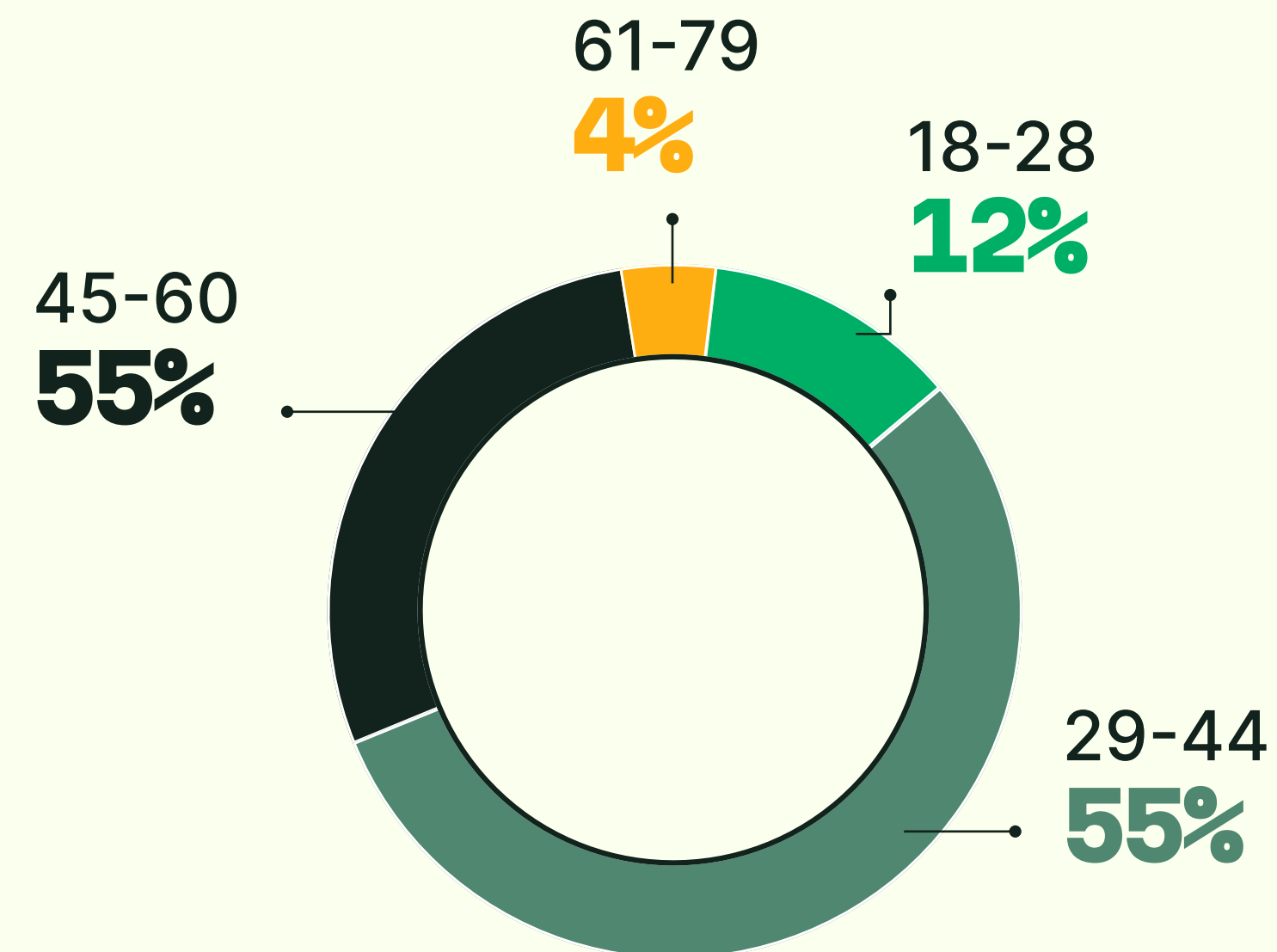
## 🌐 Geographic Representation

- **7/50 U.S. States**  
(excluding: SD, VT and WY)
- **7/13 Canadian Provinces / Territories** (excluding: NB, NL, NT, NU, SK and YT)

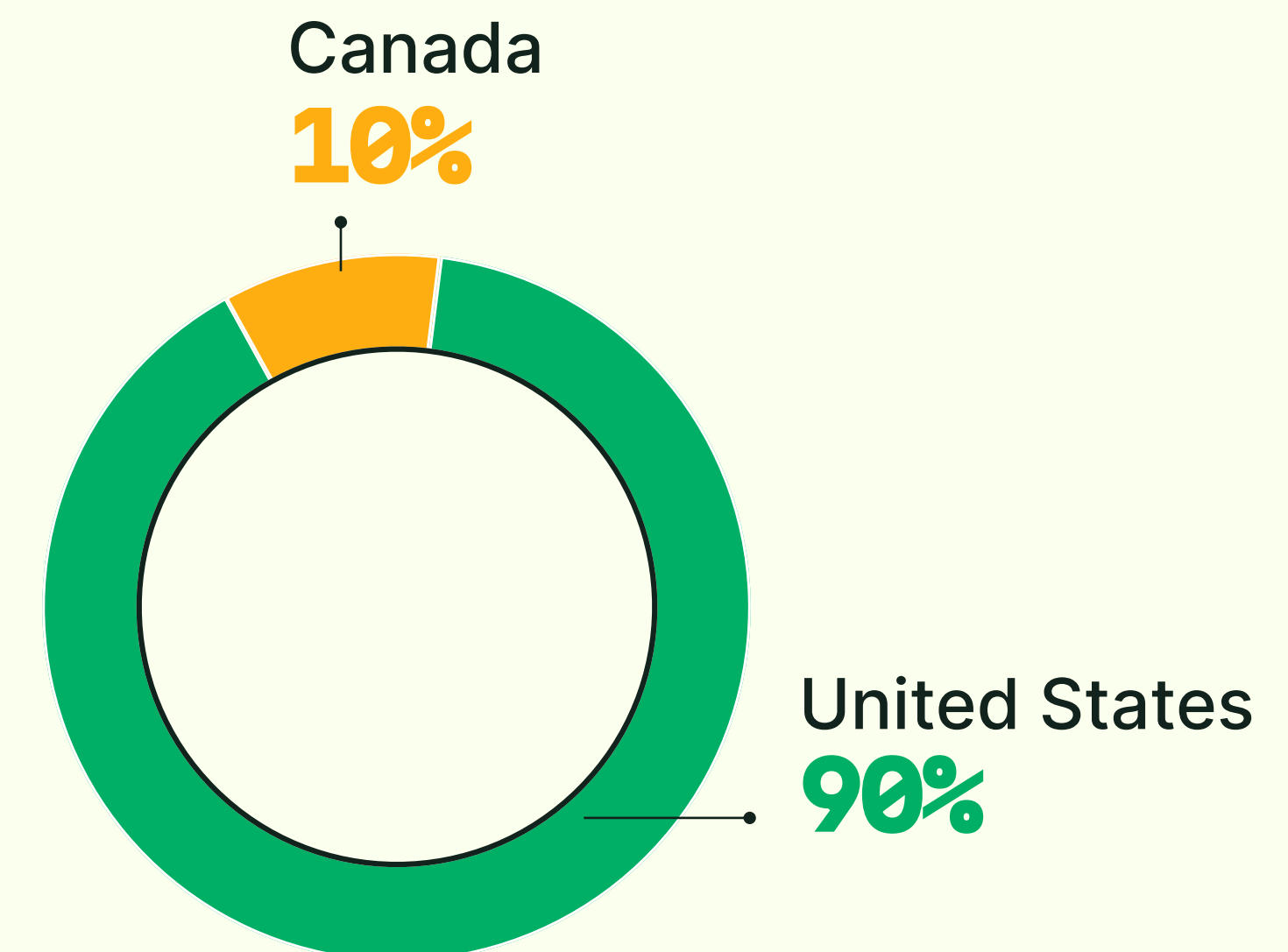


# DEMOGRAPHICS & FIRMOGRAPHICS

## AGE

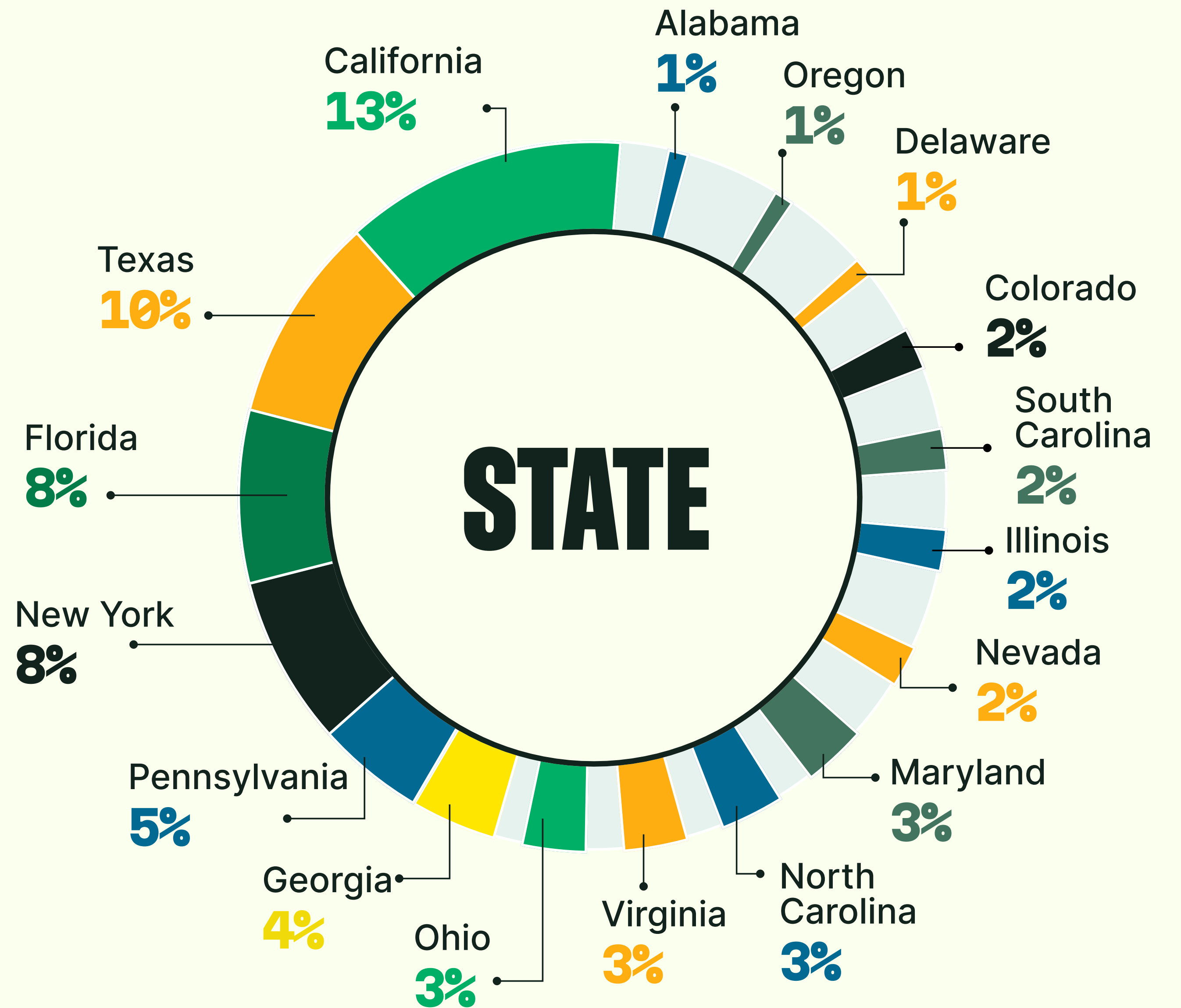


## COUNTRY



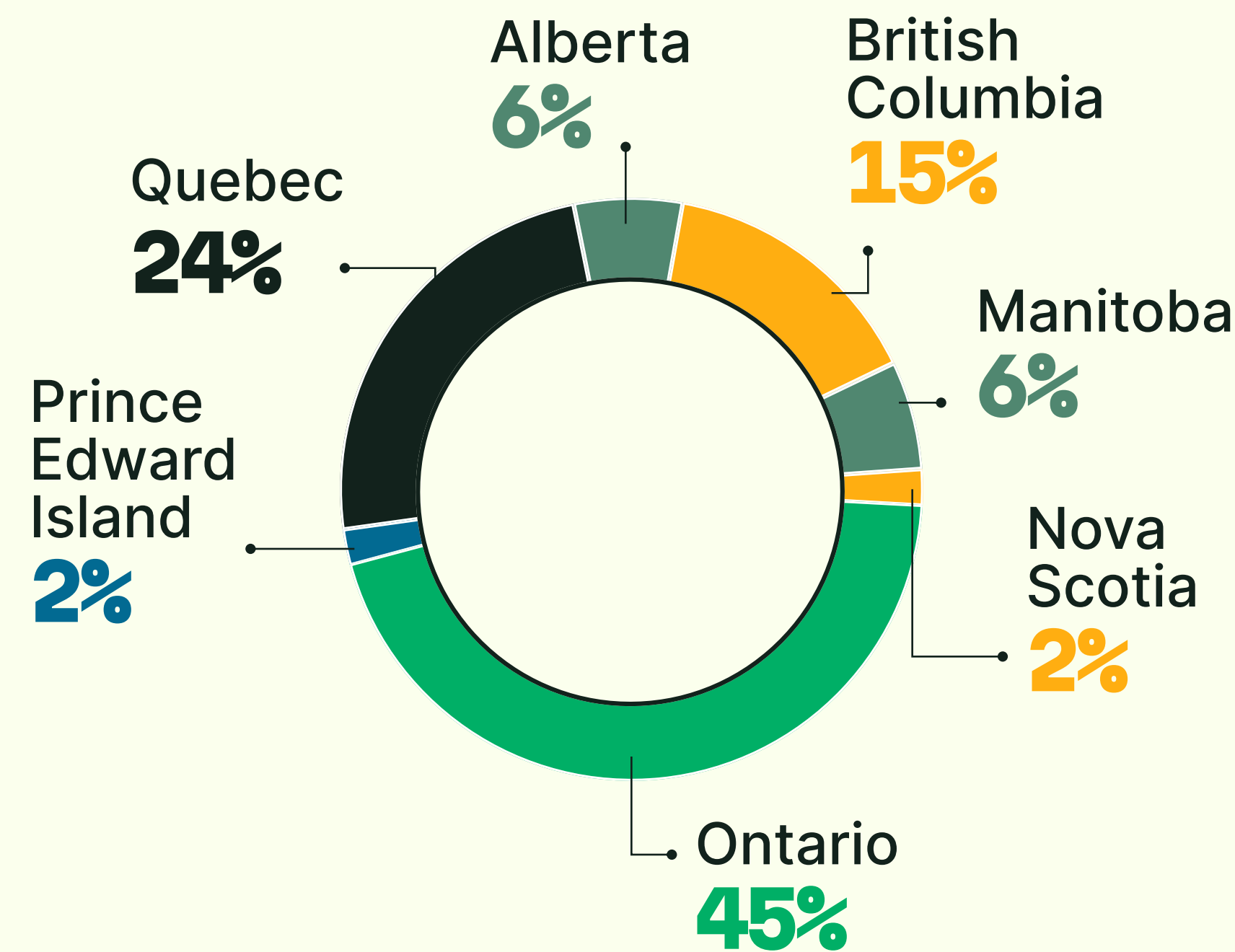


# DEMOGRAPHICS & FIRMOGRAPHICS

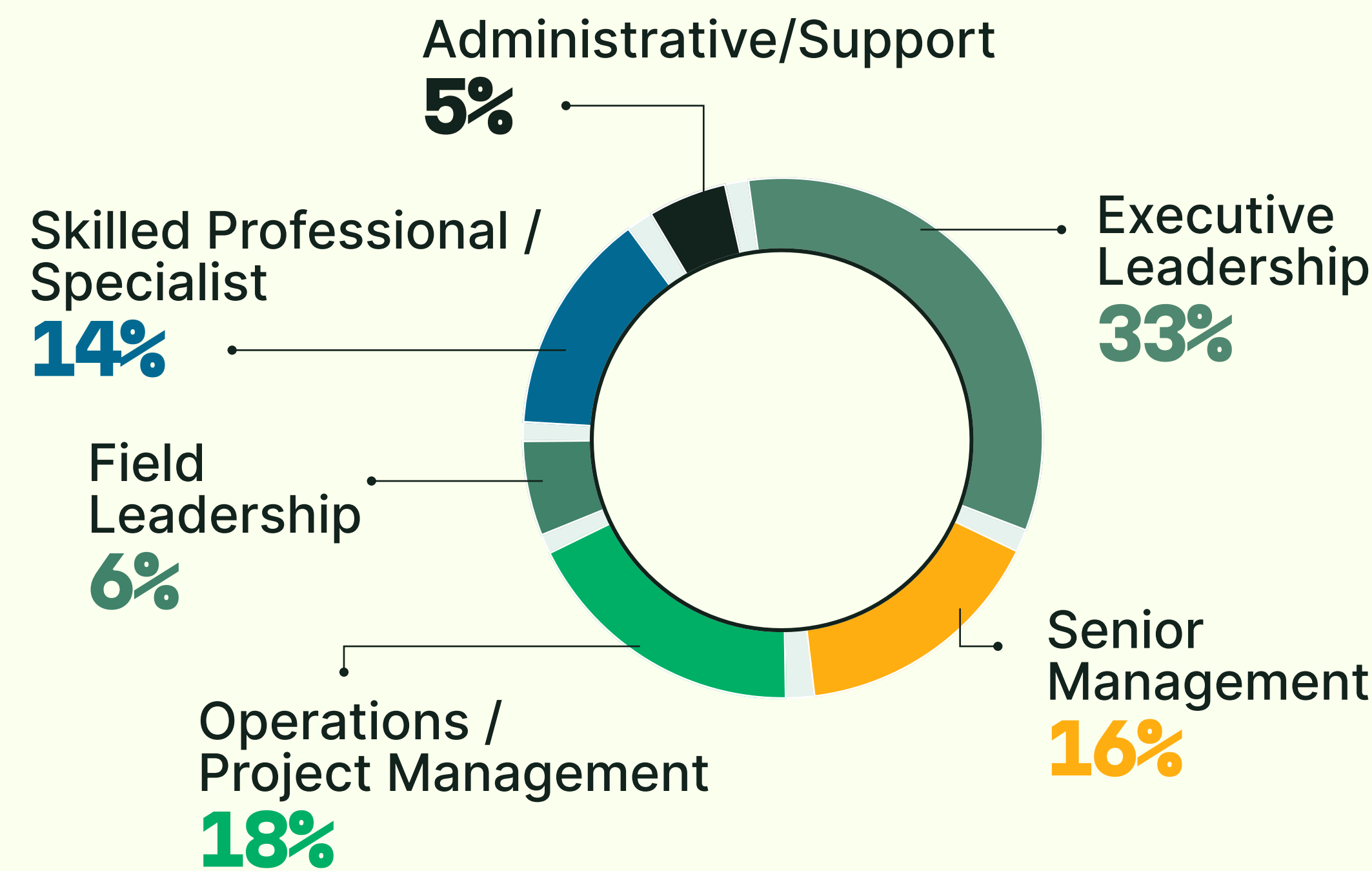


# DEMOGRAPHICS & FIRMOGRAPHICS

## PROVINCE

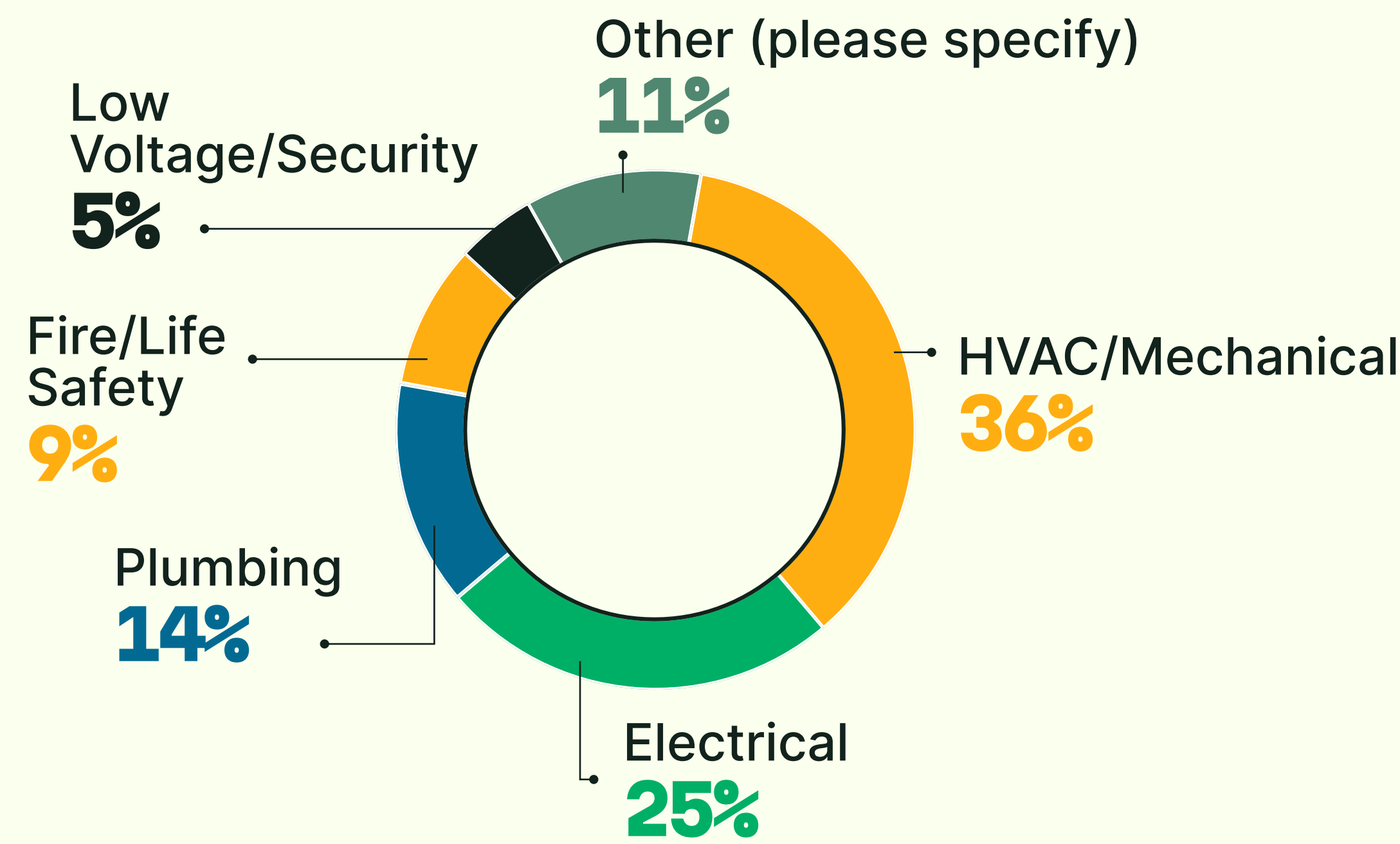


## JOB LEVEL

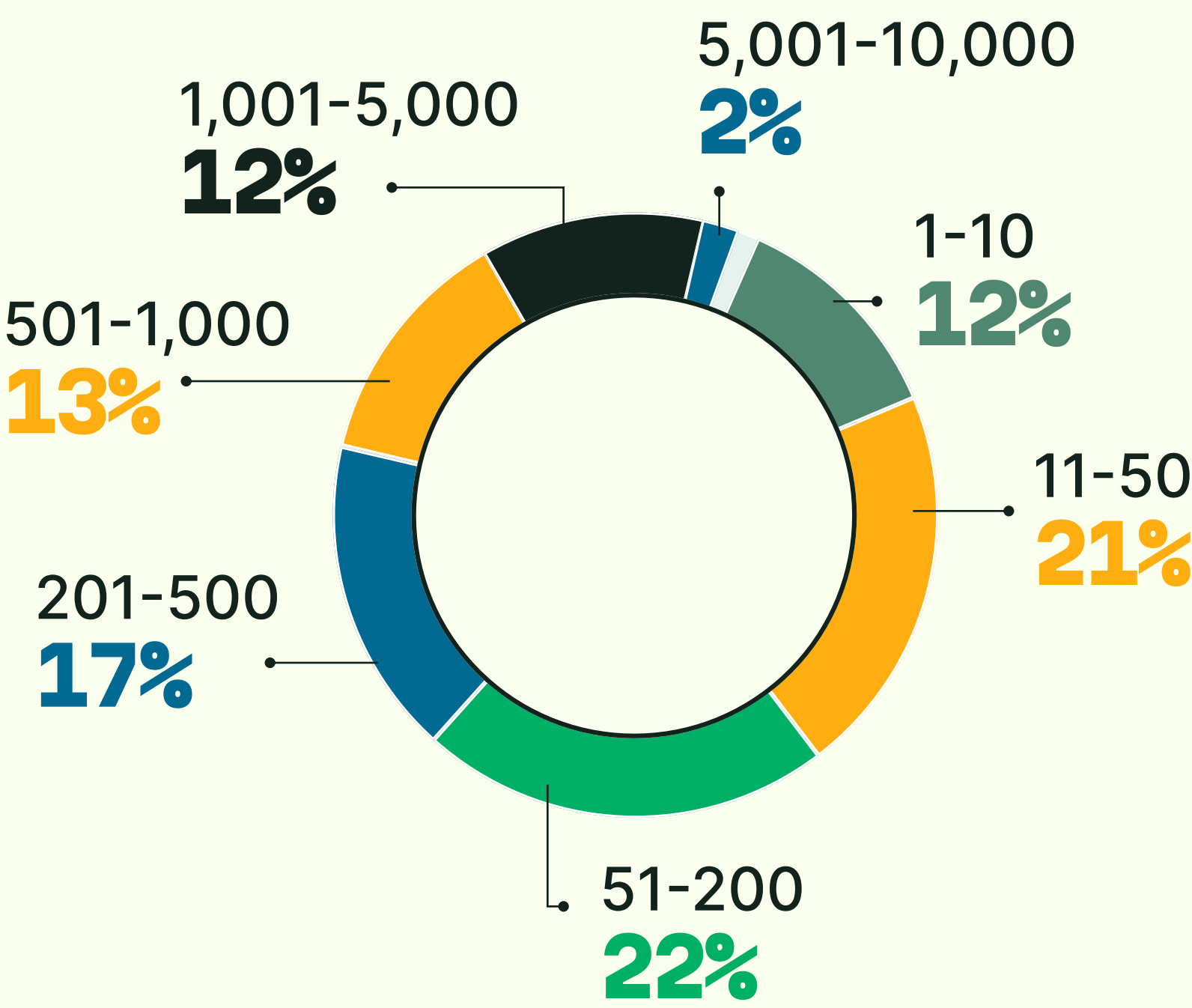


# DEMOGRAPHICS & FIRMOGRAPHICS

## INDUSTRY

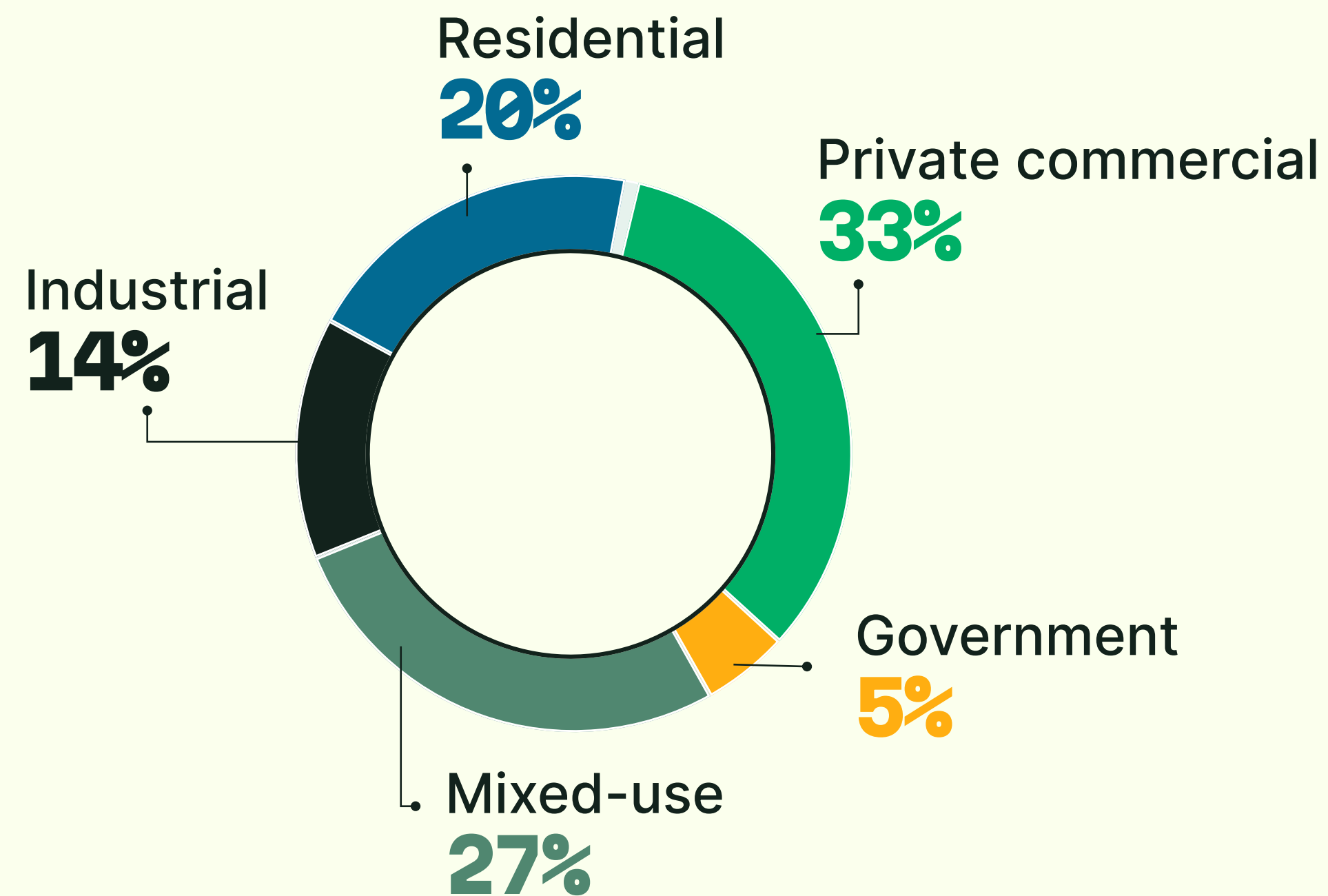


## COMPANY SIZE

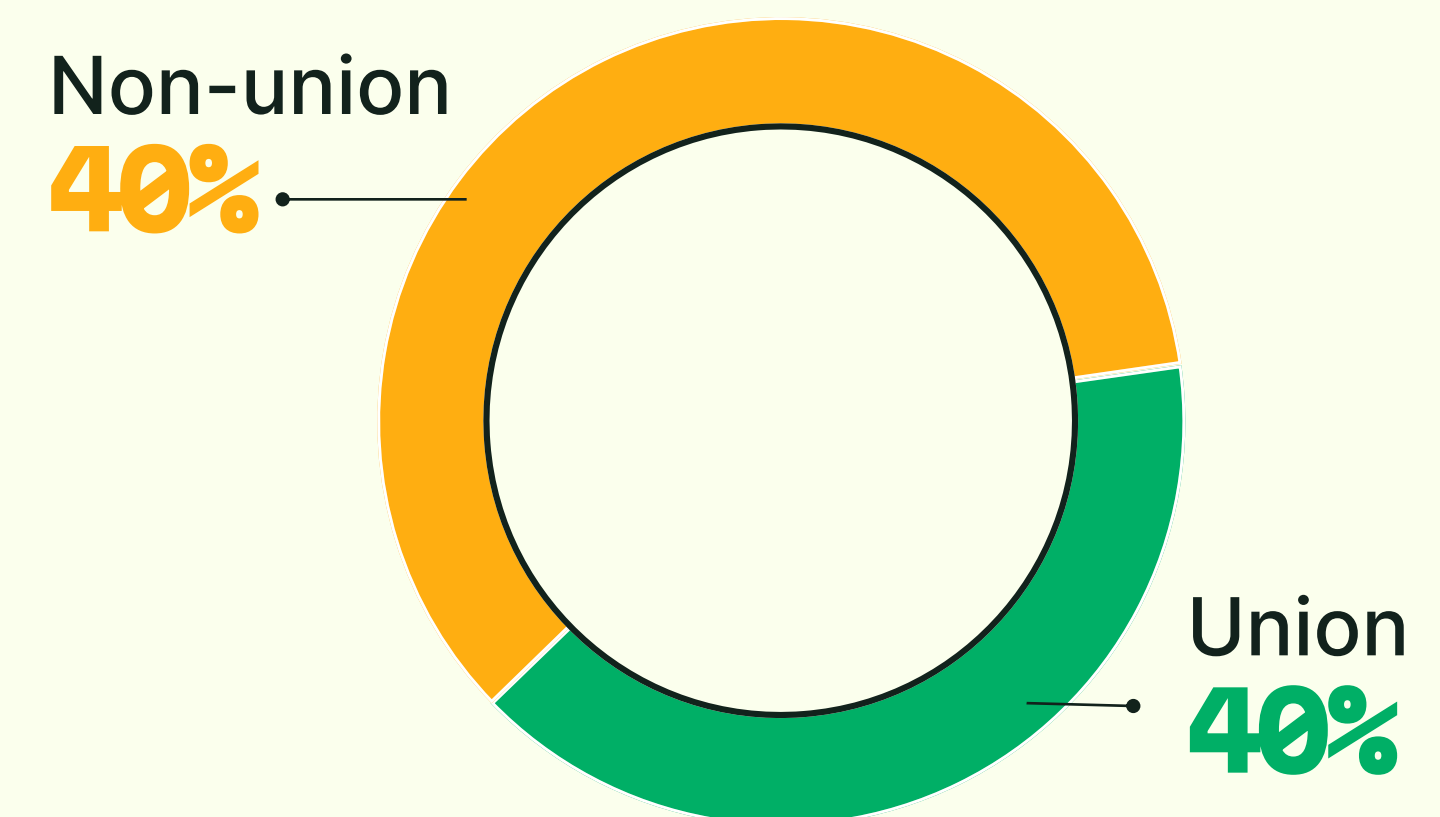


# DEMOGRAPHICS & FIRMOGRAPHICS

## PRIMARY CUSTOMER BASE



## LABOR STATUS







# ABOUT BUILDOPS

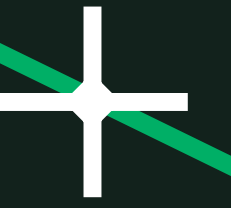
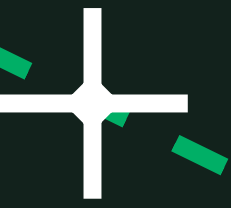
**BuildOps is mission control for commercial contractors.**

Built for the complexity of large-scale commercial work, it replaces disconnected tools and manual workflows with a unified platform that runs every job — from quote to close.

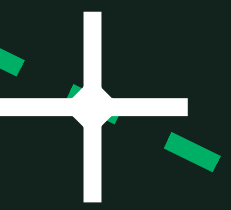
With **AI-powered workflows**, mobile tools built on real field experience, and real-time insights that power action, **BuildOps gives every crew, manager, and executive the visibility and control they need — without compromise.**



[buildops.com](https://buildops.com)



L12



L13