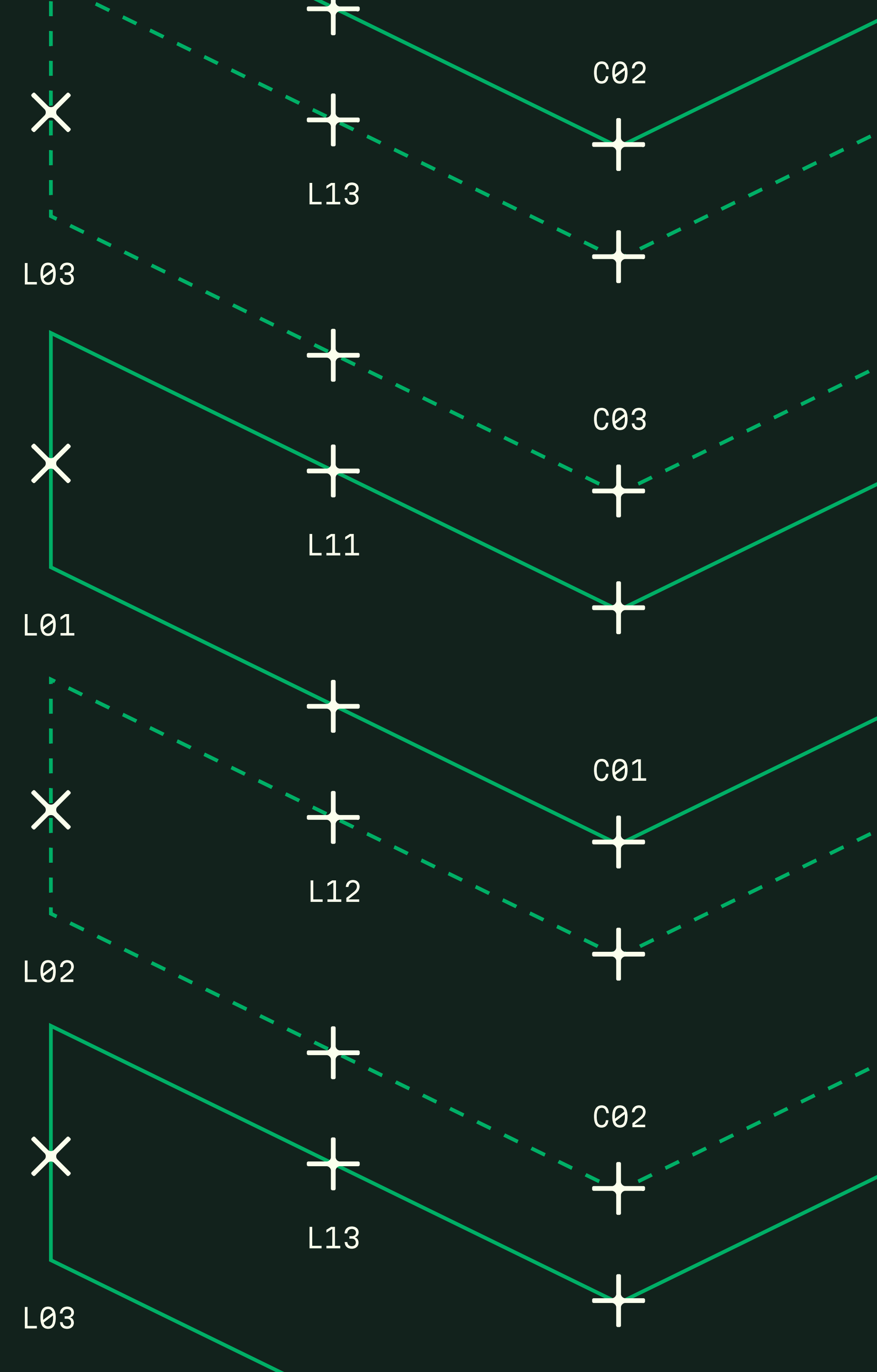


THE PIVOT POINT: AI AND THE FUTURE OF COMMERCIAL CONTRACTING

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



GO BEYOND THE REPORT

We'll break it down live: the trends, the shifts, and what to do next—in under 30 minutes.

 NOVEMBER 12  11 A.M. PT / 2 P.M ET

[Grab Your Seat](#)



THURAIN HLAING
SR. CSM, BUILDOPS

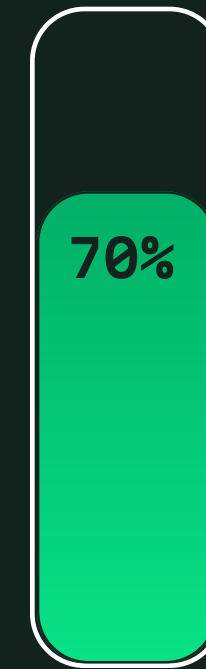


CHAPELL BROCK
SR. CSM, BUILDOPS



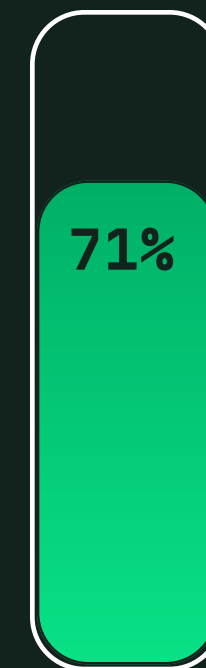
GRANT SPIEGEL
ENTERPRISE CSM, BUILDOPS

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%

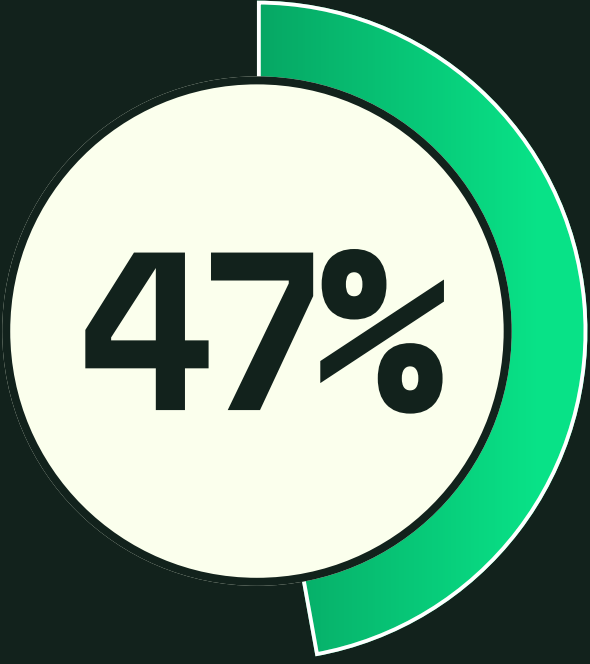
cite inflation and interest rates as the biggest threats to survival.



91%

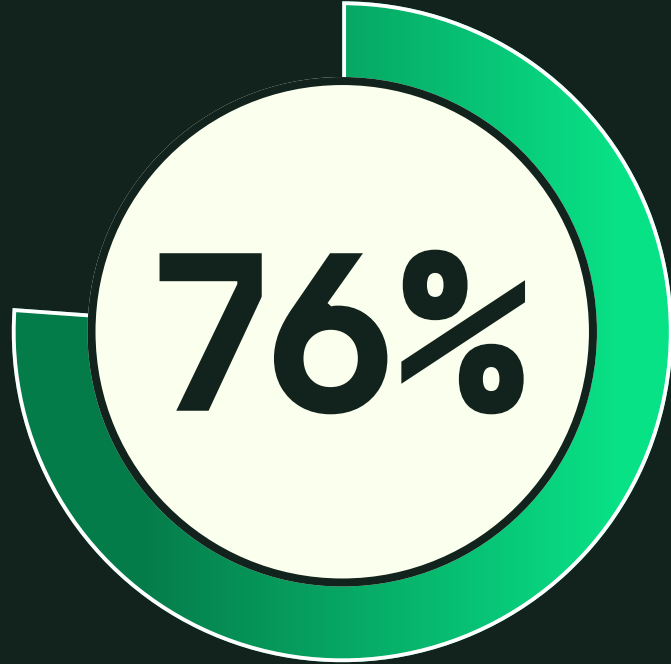
say bidding is more competitive than ever.

THEY CAN'T HIRE THEIR WAY OUT

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

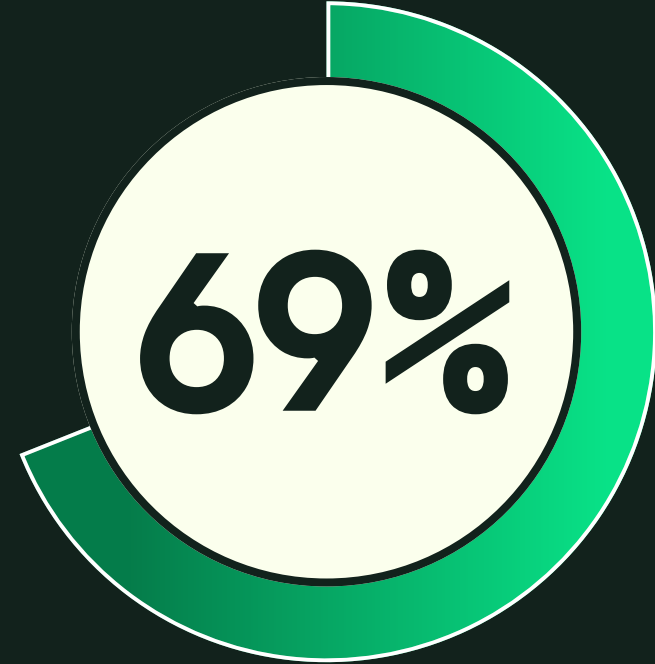
47%

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

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

76%

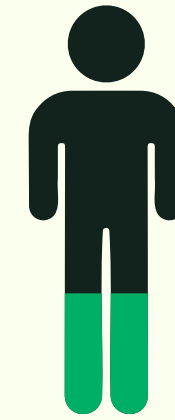
say skilled
labor is still in
short supply.

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

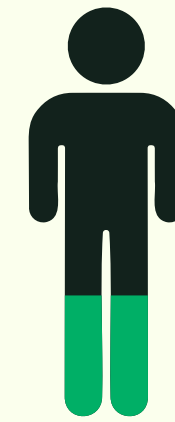
69%

report **rising**
burnout
across team.

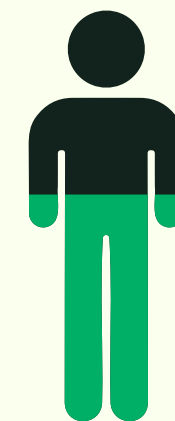
YESTERDAY'S TOOLS CAN'T BUILD TOMORROW.



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. The bar is approximately 78% filled with a solid green color.

78%

78% say AI
can improve
operational
efficiency.

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

80%

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. The bar is approximately 81% filled with a solid green color.

81%

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.

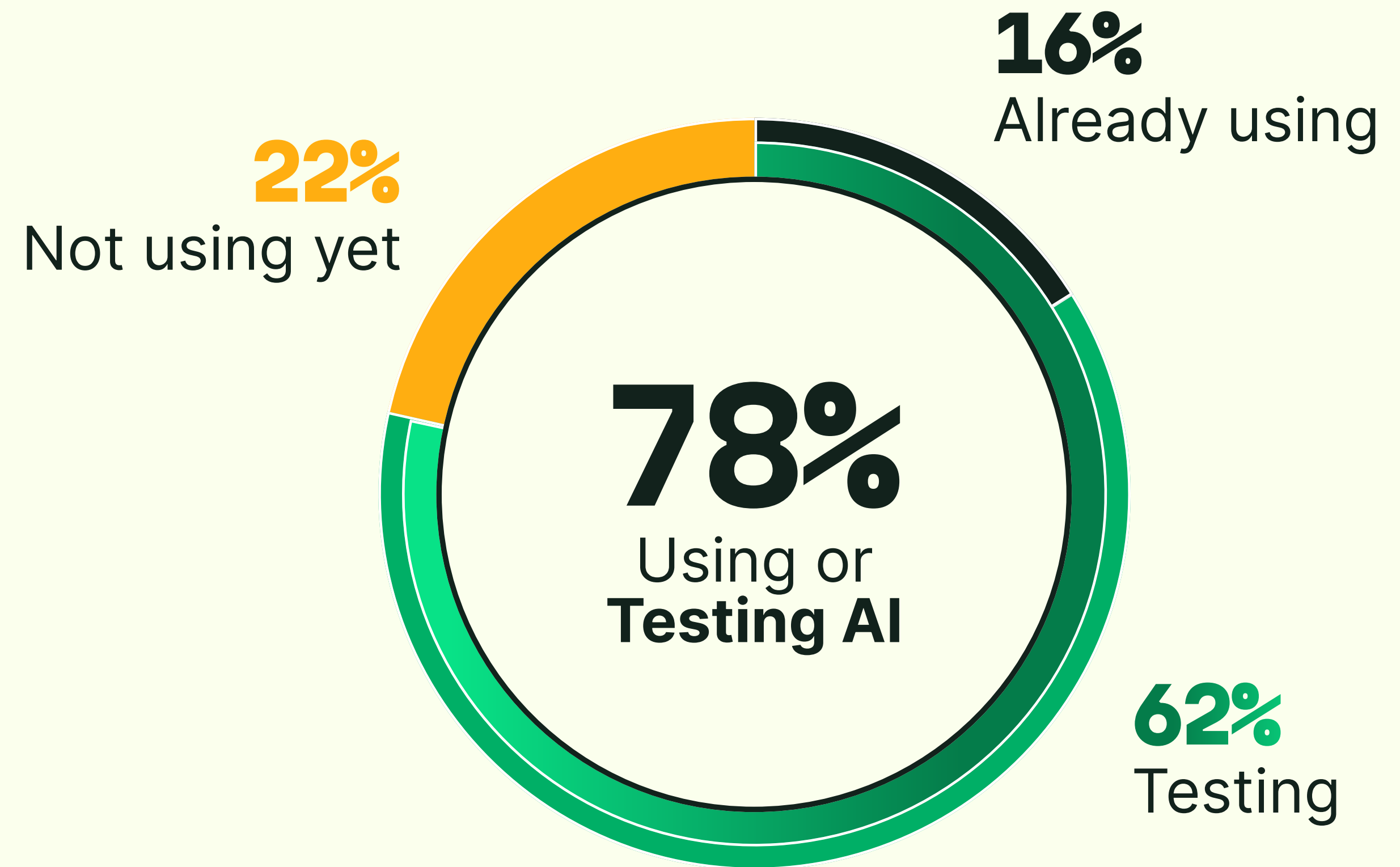


65%

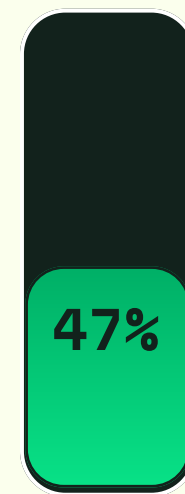
of plumbers report surging demand for high-efficiency fixtures.

MOST CONTRACTORS ARE ALREADY IN THE AI GAME

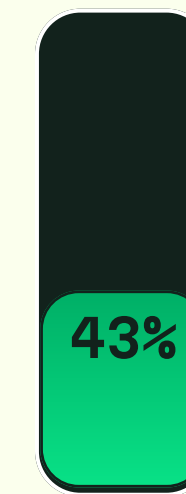
This isn't a future trend.
It's now the norm.



AI IS ALREADY REPLACING BUSYWORK



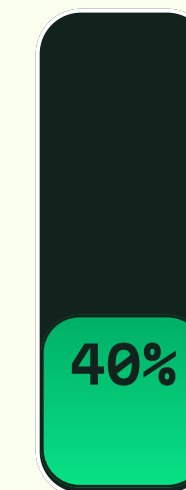
47%
use AI for
estimating.



43%
use it for jobsite
search or chat.

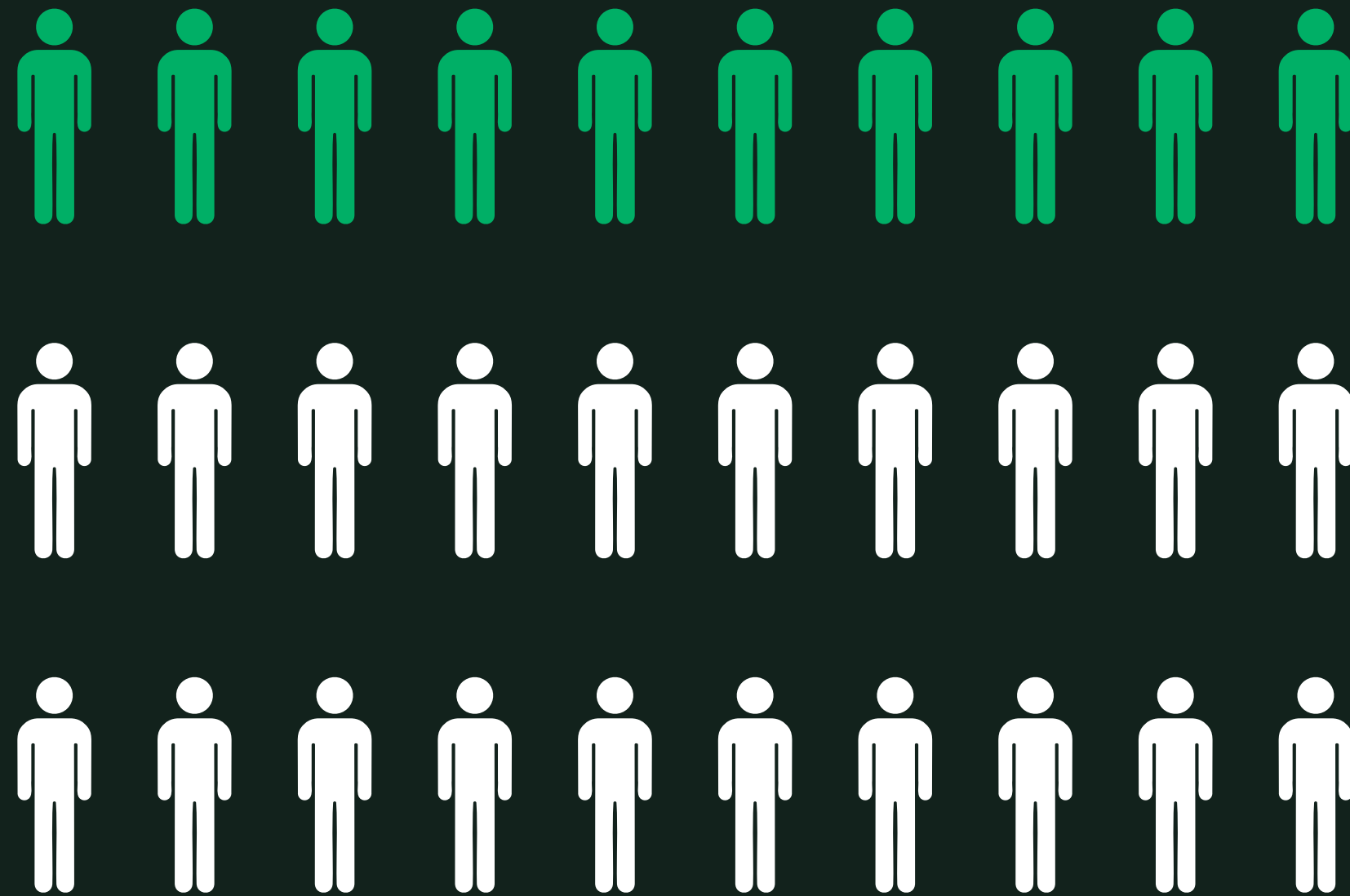


38%
for admin +
recordkeeping.



40%
use AI for
automated
compliance
tracking.

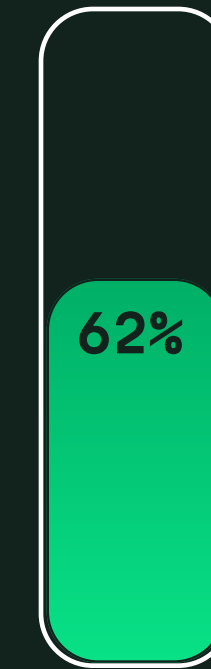
THE REAL BARRIER: TRAINING, NOT TRUST



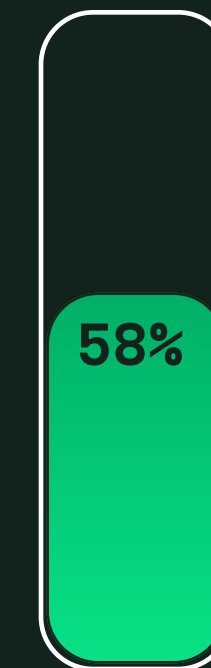
31% of non-users
say lack of training is
the main blocker.

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

COMMERCIAL CONTRACTORS ARE REBUILDING THEIR PLAYBOOK

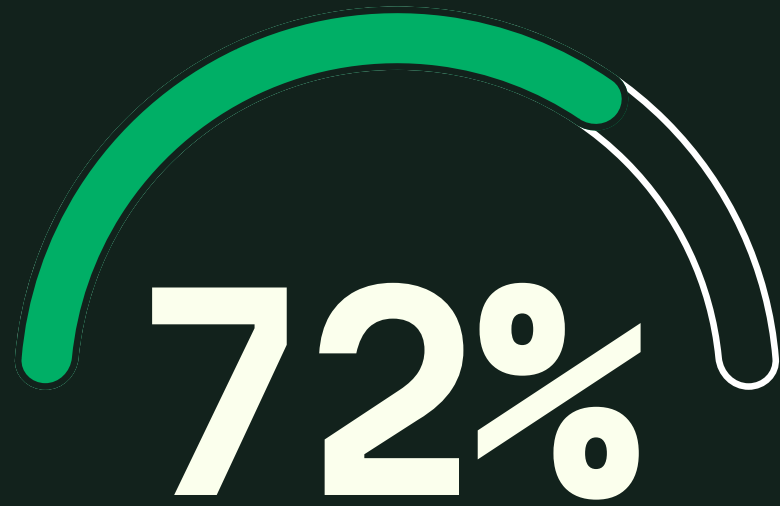


62%
of firms seeing project
demand shifts are
**changing their bidding
strategy.**

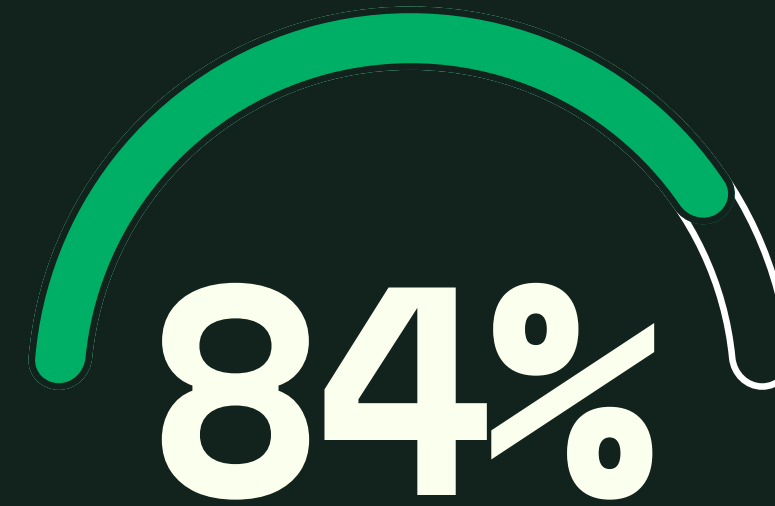


58%
are investing in
**tools for high-stakes
projects.**

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.

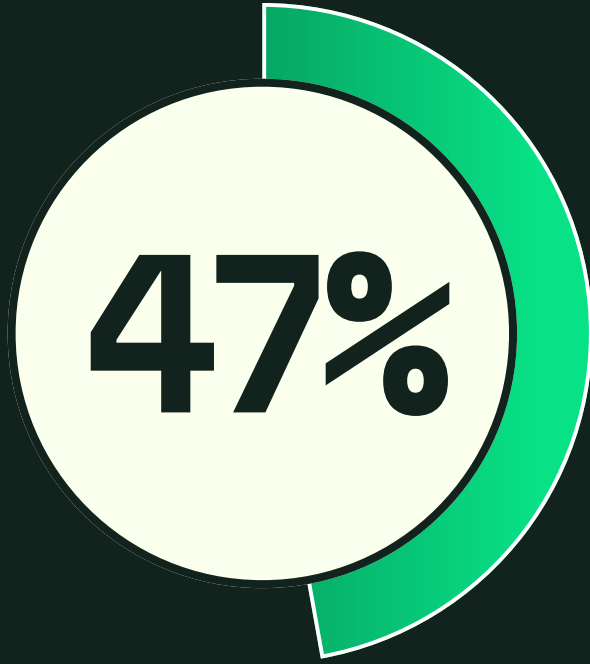
0%

40%

100%

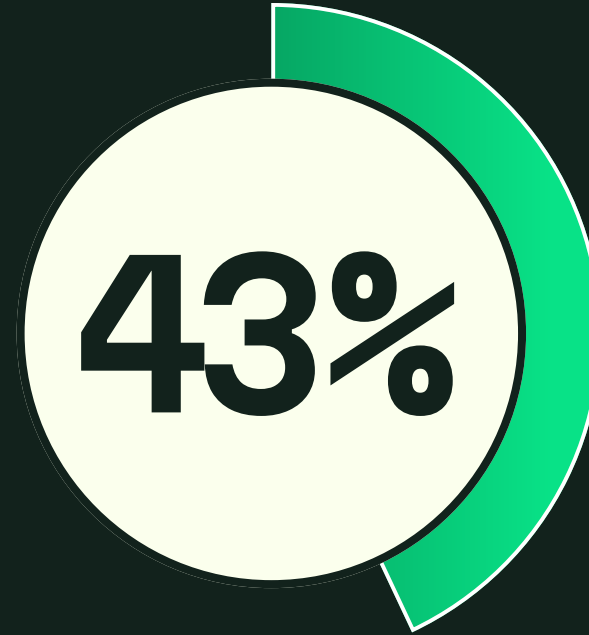
40% are turning to compliance software or AI to ease the burden.

AND IT'S REWIRING WORKFORCE STRATEGY

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

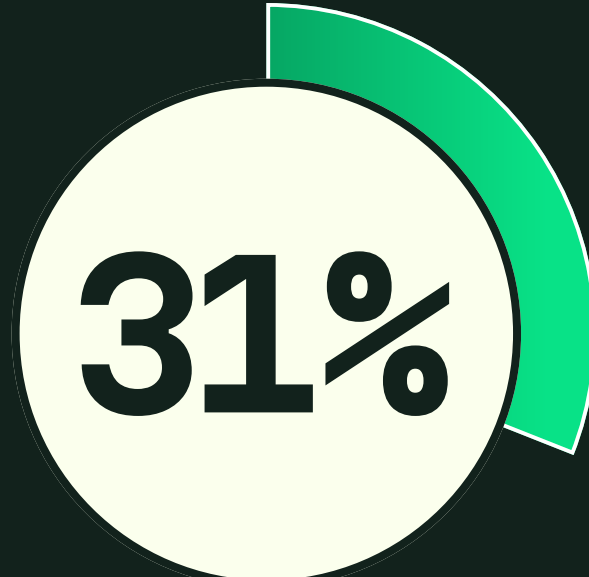
47%

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

A circular gauge with a green arc indicating 43% completion.

43%

are recruiting from
adjacent industries.

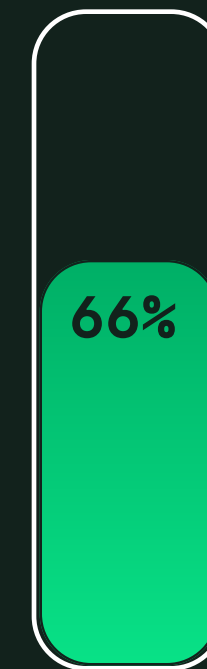
A circular gauge with a green arc indicating 31% completion.

31%

are partnering with
AI-skills bootcamps.

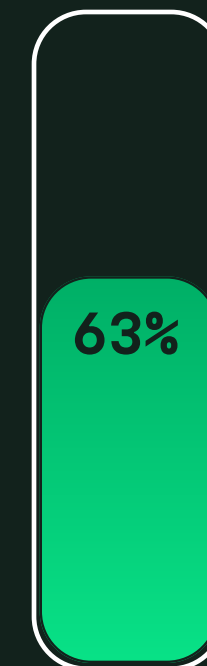
FOR AI USERS, THE FUTURE OF THE TRADES FEELS MORE OPEN

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



66%

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



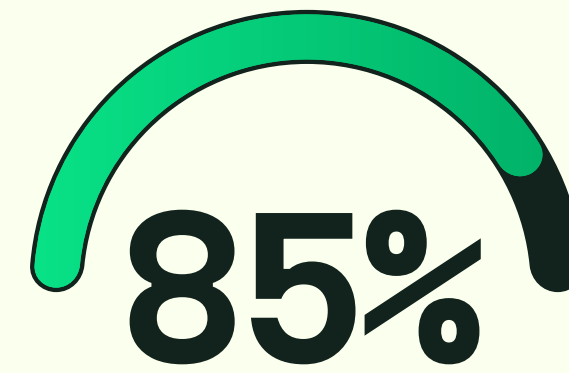
63%

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

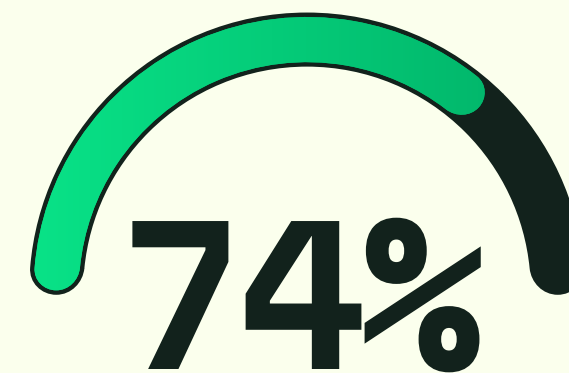
- Non-AI users were **43% less likely** to say the same.

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

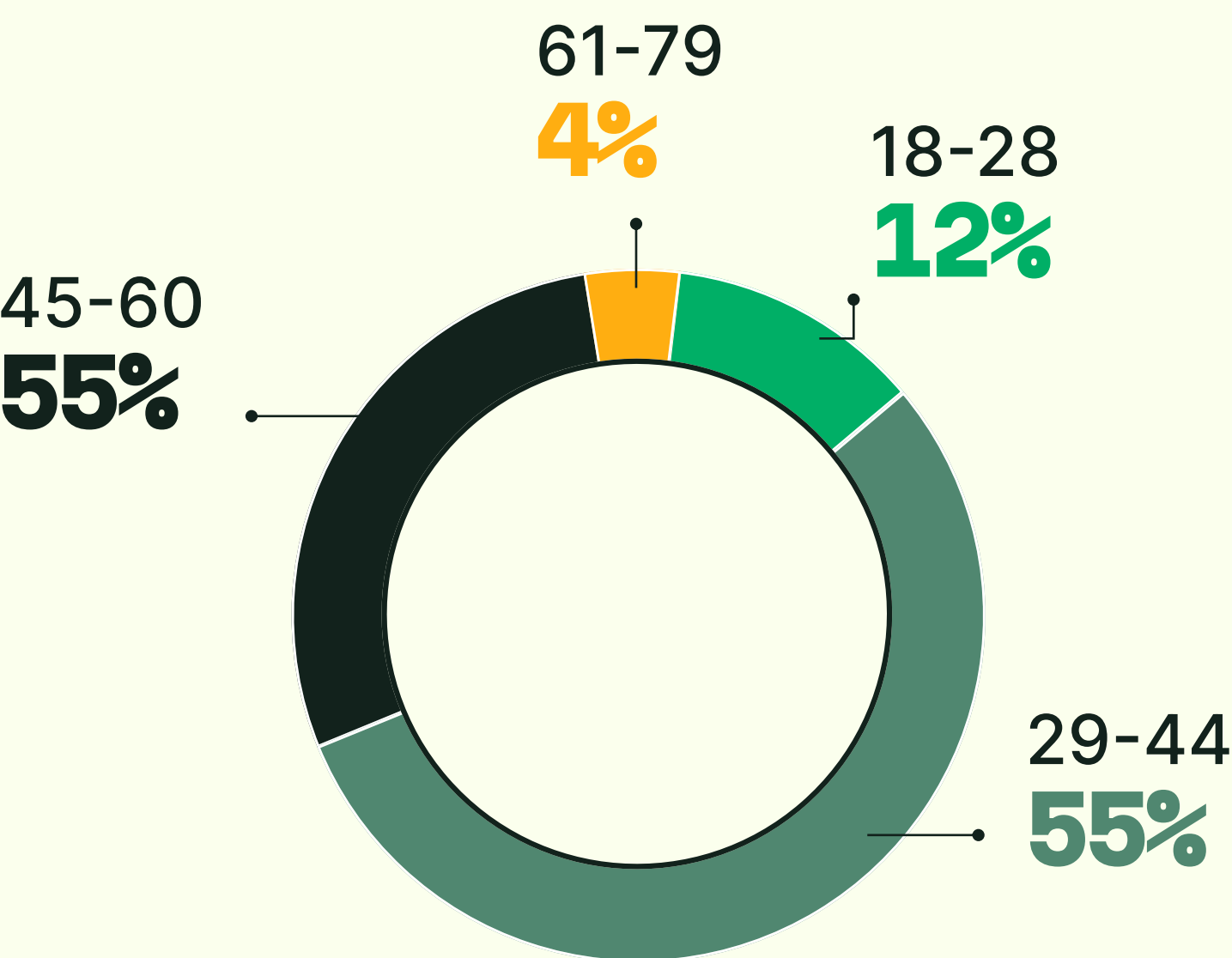
🌐 Geographic Representation

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

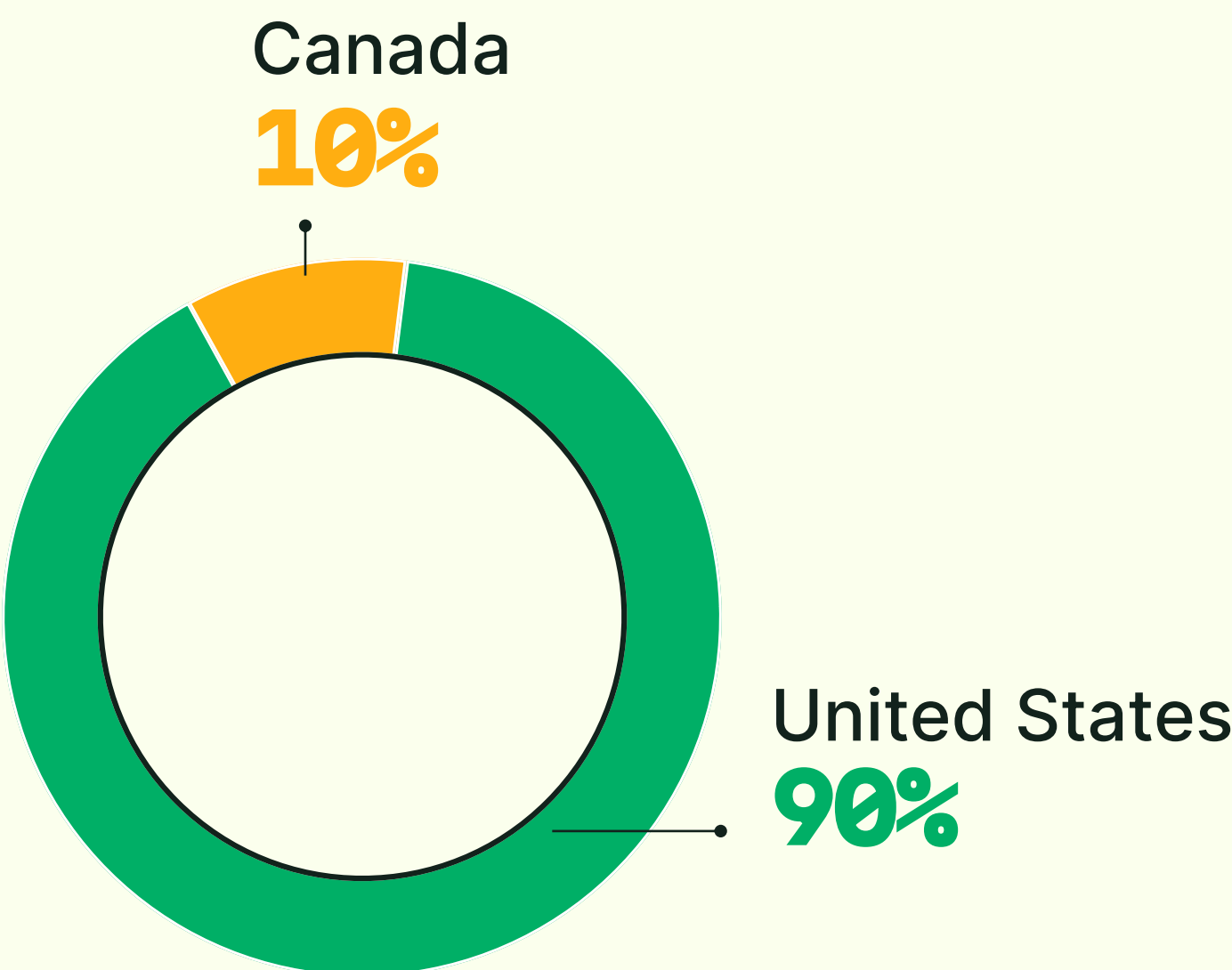


DEMOGRAPHICS & FIRMOGRAPHICS

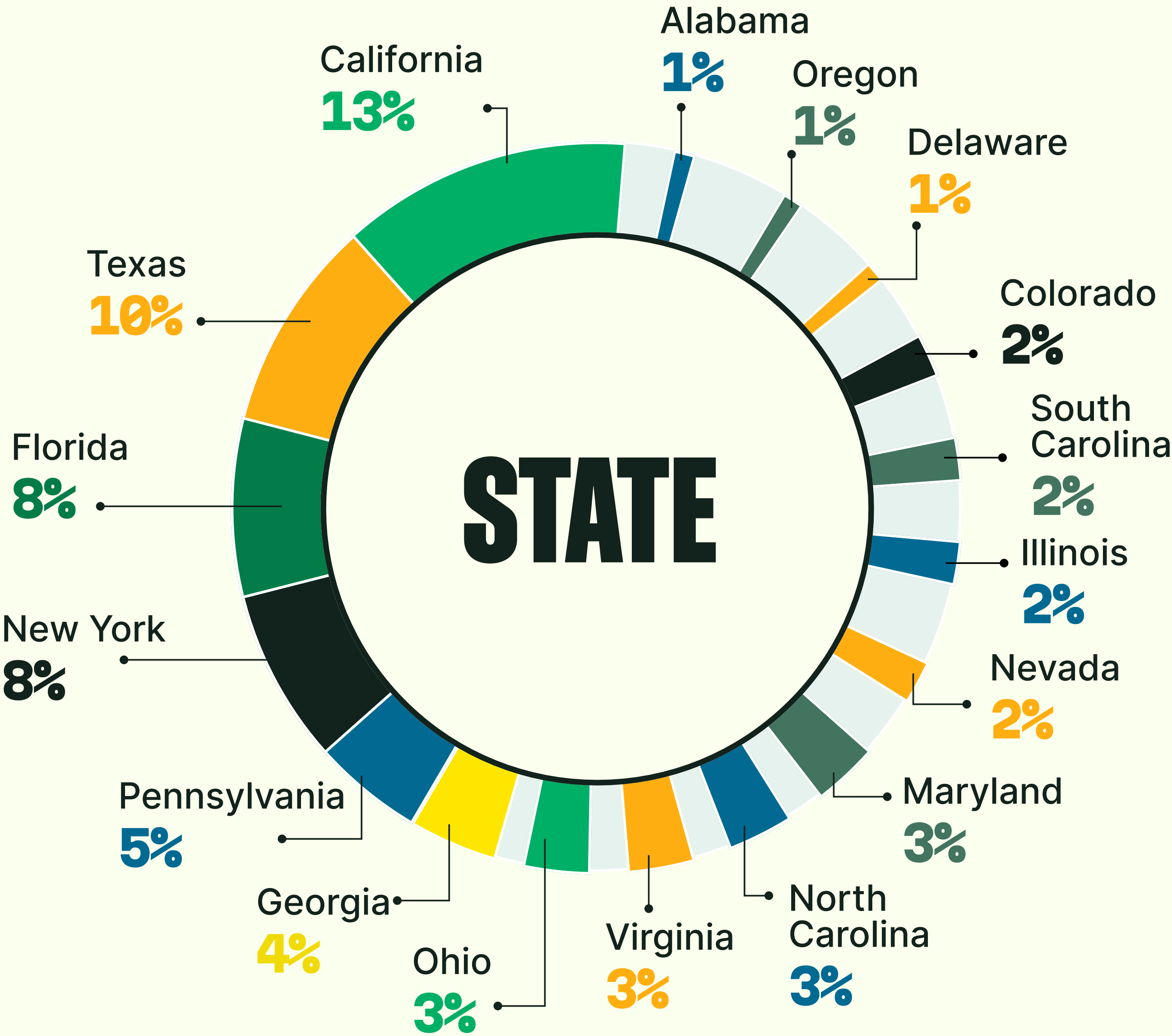
AGE



COUNTRY

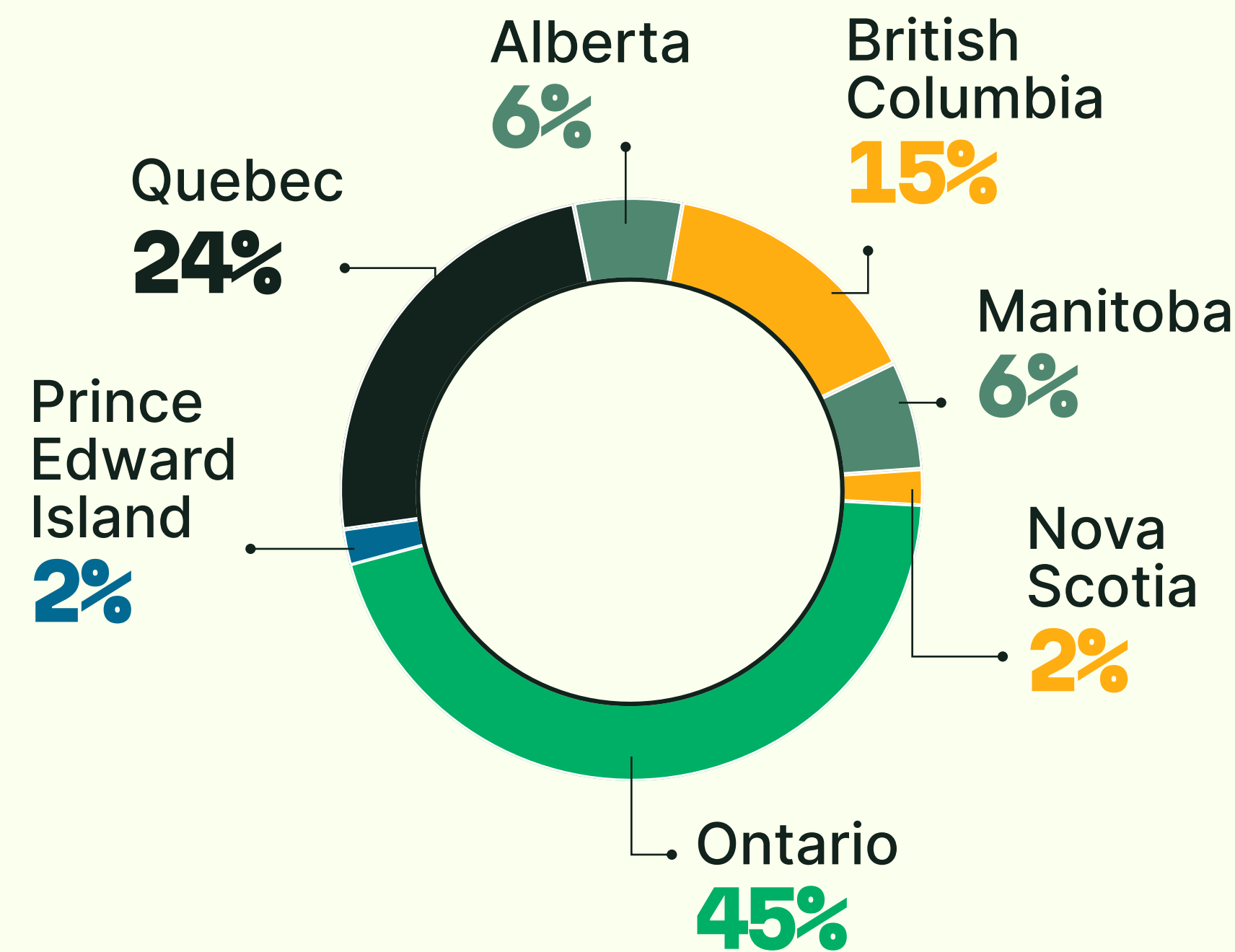


DEMOGRAPHICS & FIRMOGRAPHICS

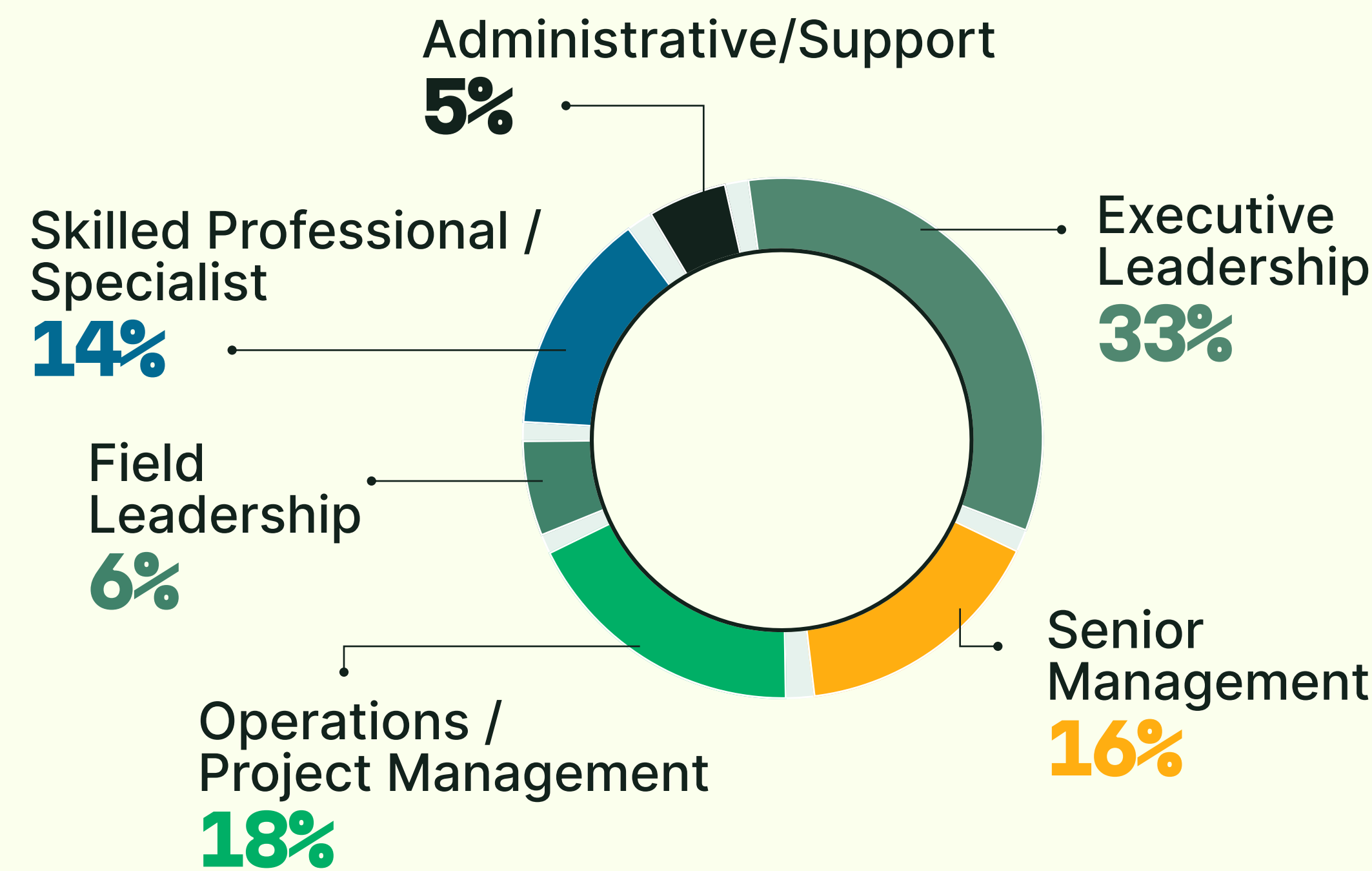


DEMOGRAPHICS & FIRMOGRAPHICS

PROVINCE

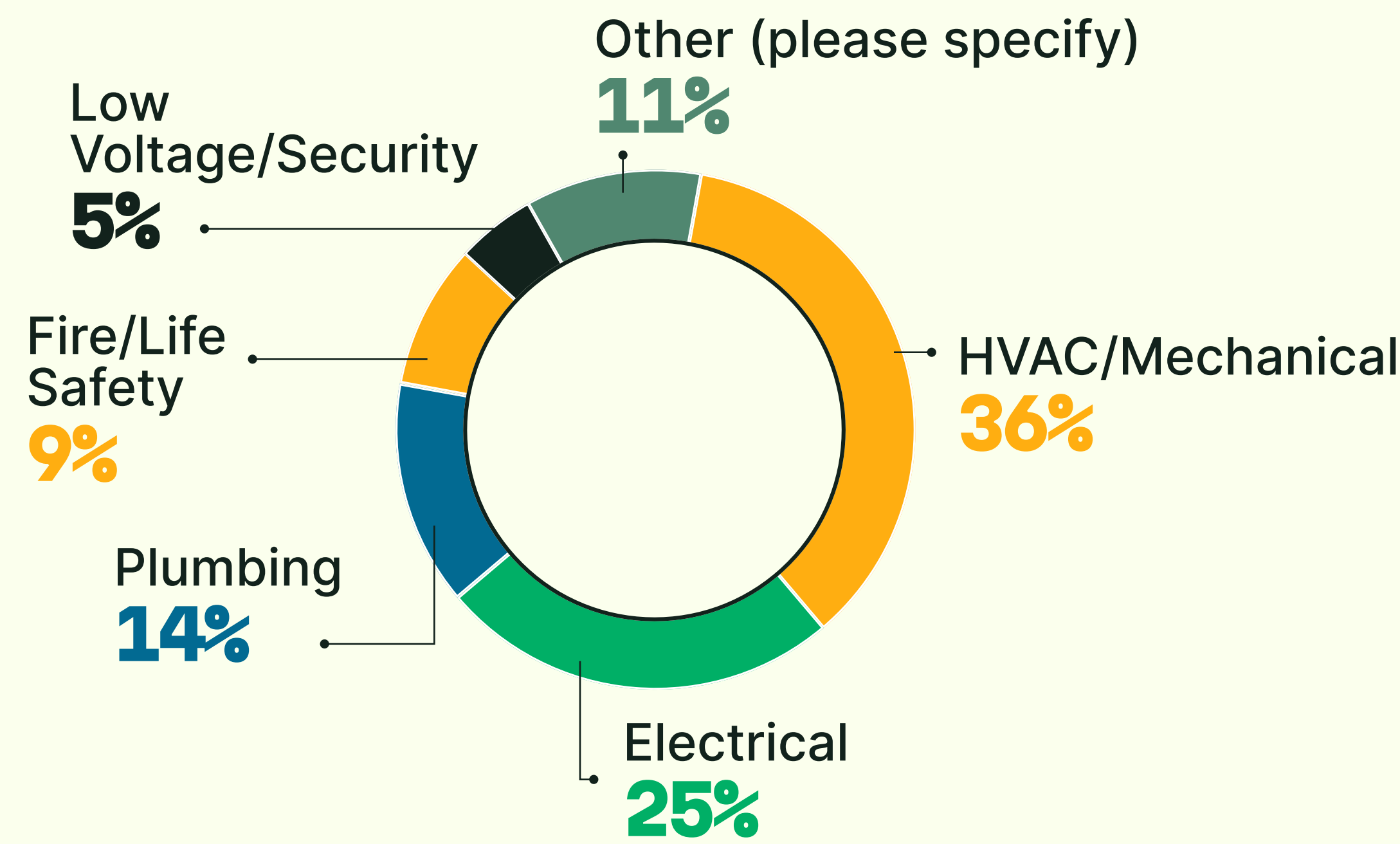


JOB LEVEL

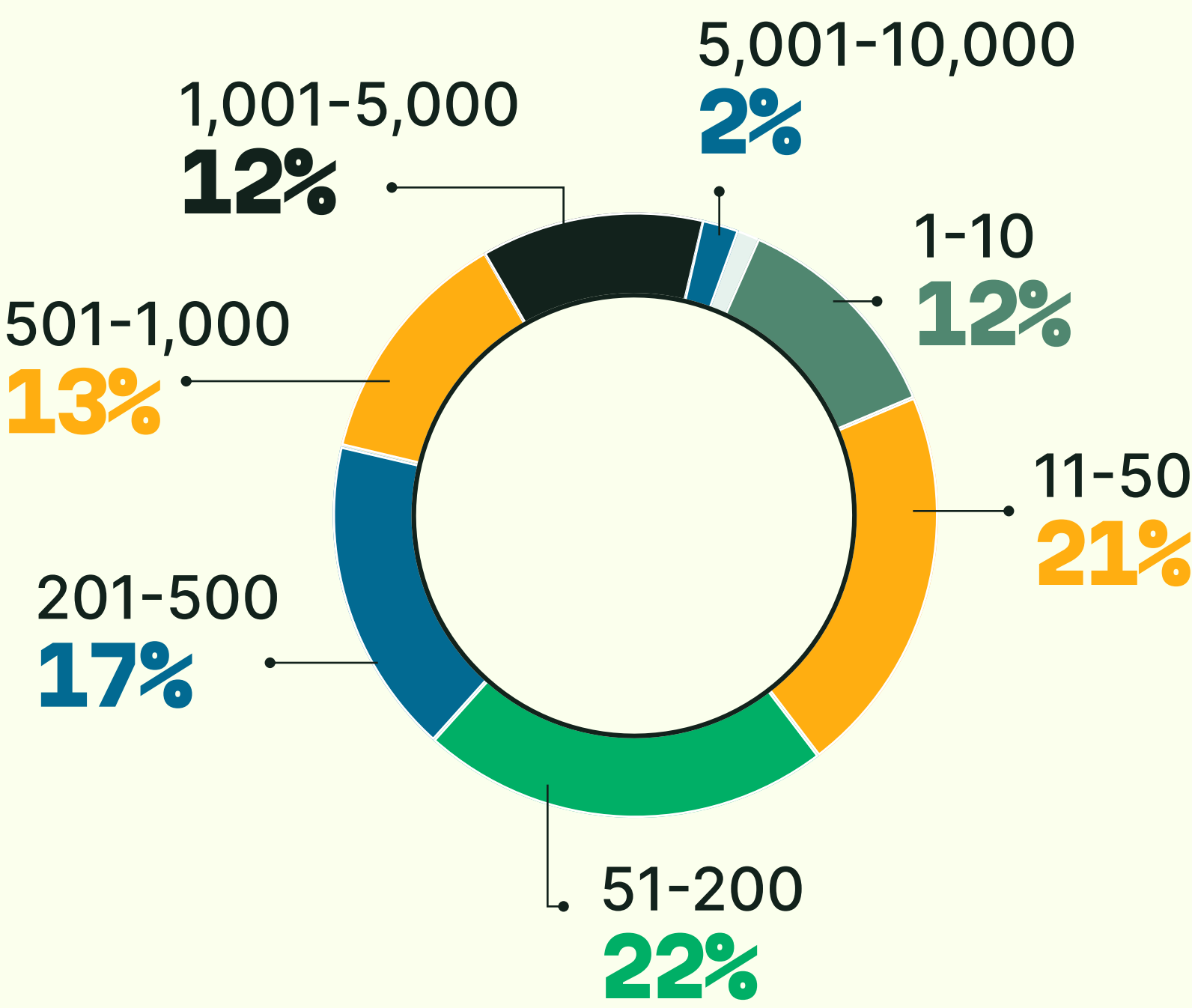


DEMOGRAPHICS & FIRMOGRAPHICS

INDUSTRY

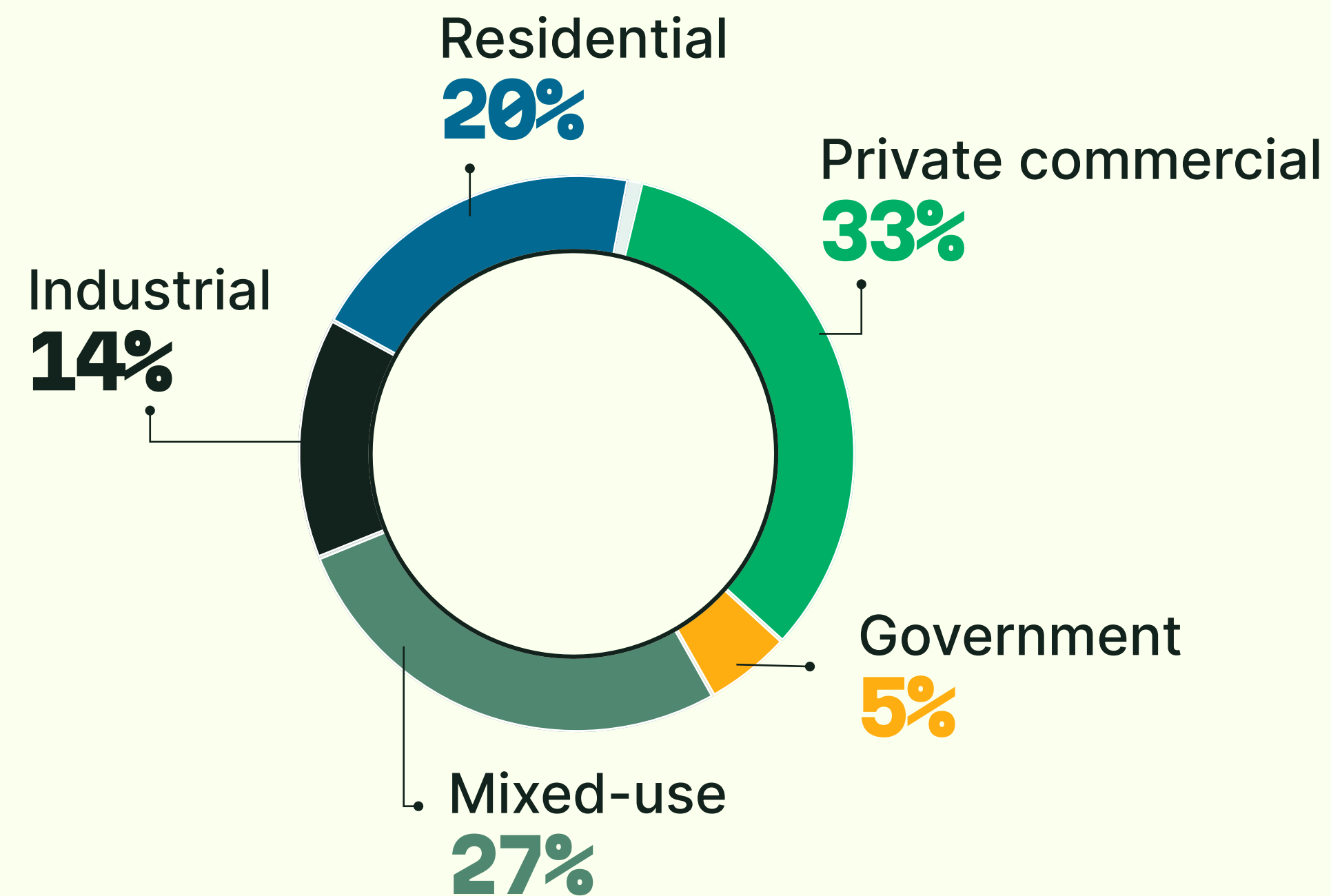


COMPANY SIZE

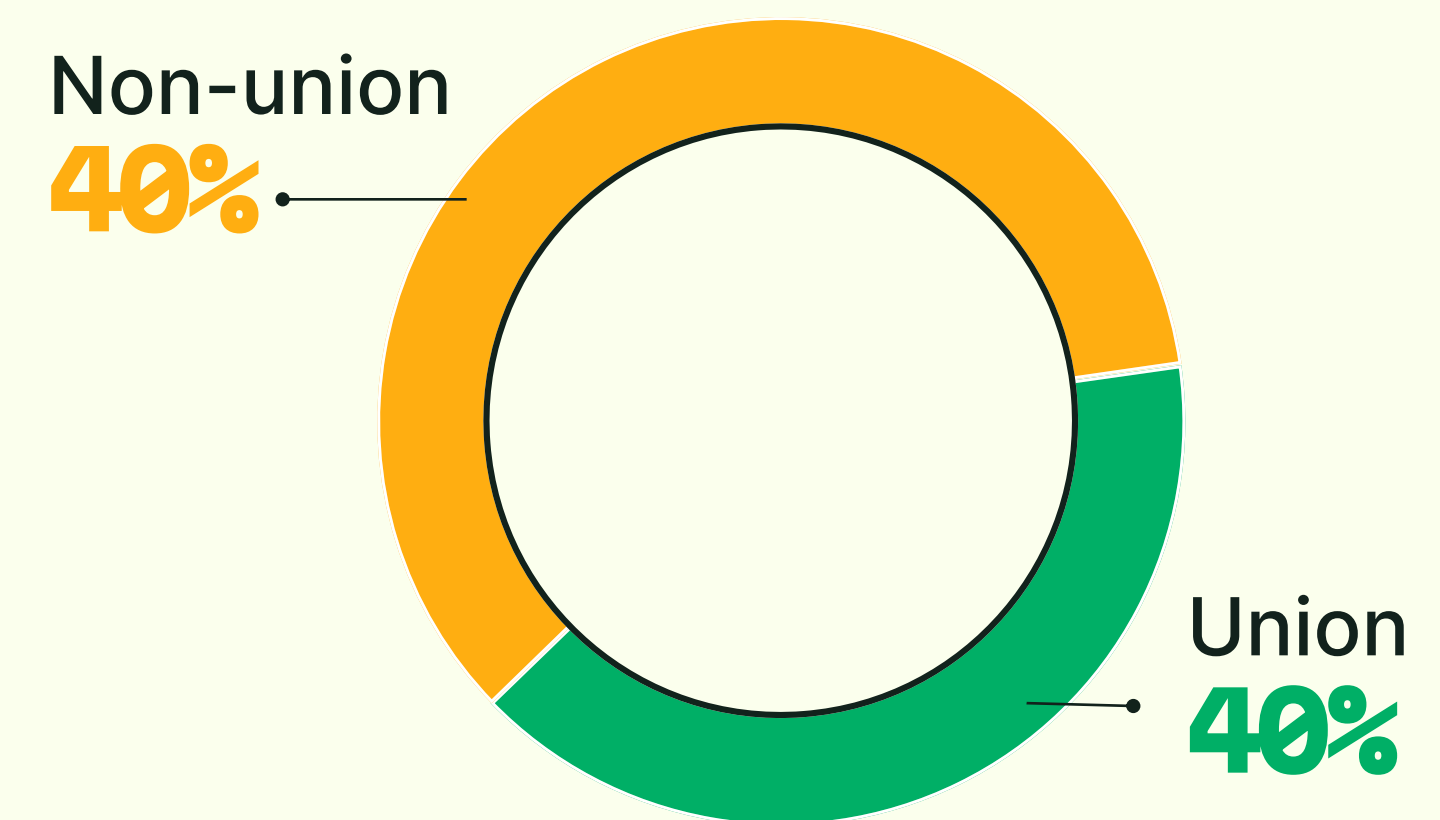


DEMOGRAPHICS & FIRMOGRAPHICS

PRIMARY CUSTOMER BASE



LABOR STATUS





ABOUT BUILDOPS

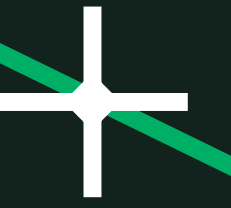
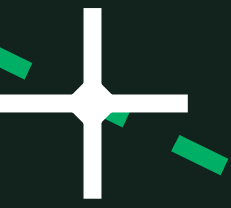
BuildOps is mission control for commercial contractors.

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.

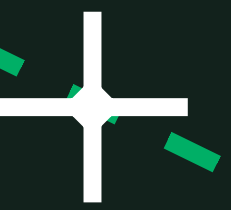
With **AI-powered workflows**, mobile tools built on real field experience, and real-time insights that power action, **BuildOps gives every crew, manager, and executive the visibility and control they need — without compromise.**



buildops.com



L12



L13