Gleeds Visualise reality capture

IMPLEMENTED 2022–2026 · CONSTRUCTION AND PROPERTY · UNITED KINGDOM · BAND C · CLAIMED ONLY
VERSION 1.0 · PUBLISHED 17 NOVEMBER 2026 · UPDATED 17 NOVEMBER 2026 · FACTS CHECKED 17 NOVEMBER 2026

A property and construction consultancy built a site-recording service, Visualise, on OpenSpace's AI reality-capture platform. It grew from a 16-person pilot in 2022 to 1,900 users in ten countries and is being embedded in Gleeds' core project delivery, by the company's account.

ABOUT THIS SYNOPSIS

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Facts and figures are as reported by the sources listed below, which may be incomplete, self-reported or out of date. Check the original source before relying on any figure.

The impact band, proof marker and SEAM view are MarLuc's opinion. The organisation is not a MarLuc client and has not reviewed or endorsed this synopsis. Names and trademarks belong to their owners.

NOTICE WORDING LAST UPDATED 16 NOVEMBER 2026

AT A GLANCE

AI and automation used: AI-powered reality capture: 360-degree site imagery stitched and placed on floorplans by OpenSpace's platform.

Implemented: 2022–2026. Grade: band C, Process change, Claimed only.

Headline result, as reported: From a 16-person pilot in 2022 to 1,900 users on 340 projects in ten countries, with about £2m in client savings last year, by Gleeds' account

1 · The case

The facts, as reported by the 5 sources listed at the end. Where a source is silent, the field says "Not reported".

Organisation

Gleeds. International property and construction consultancy with its global headquarters in London and 2,800 people worldwide, per Specification Online. Canvas block: 4. Operations and process. Also 3. Customers and proposition, 6. Data and technology.

Business challenge

The challenge. Gleeds says Visualise was introduced because teams had to make critical decisions using incomplete, delayed or contested site information.

How it was addressed. Gleeds built Visualise on OpenSpace's platform; Construction Management describes OpenSpace as a reality capture and AI-powered analytics specialist.

Who implemented it

OpenSpace (Software vendor): Supplies the reality capture and AI analytics platform Visualise runs on.
In-house (In-house): Gleeds built and runs the Visualise service for clients.
Mace (Industry partner): Consortium partner with Gleeds on the Peru schools programme.

Technology (SEAM pillar E)

SEAM types: T2 Embedded AI in existing software. Deployment: Vendor SaaS. Vendors and products: OpenSpace, OpenSpace Visual Intelligence Platform, Visualise.

Where it was built in: Gleeds' Visualise service runs on OpenSpace's platform; teams capture sites with 360-degree cameras, upload to the cloud and share the floorplan-linked record with clients and project teams.

What changed

Before: decisions made on incomplete, delayed or contested site information, by Gleeds' account. After: a searchable, time-stamped visual record of site conditions shared with clients and project teams, used by 1,900 people on 340 projects, by Gleeds' account. [1] [2] [3] [4] [5]

What it cost

Not reported

What it saved

Around £2m of client savings last year, by Gleeds' account in November 2026. How the figure was calculated: Not reported. [1] [2] [3] [4] [5]

Governance and control

Gleeds has a head of Visualise, per the trade press. The Association for Project Management reports a Gleeds AI policy and clear guidelines for safe use of AI tools. Controls specific to Visualise: Not reported.

S2 · Accountable owner · Claimed
Gleeds has a head of Visualise, Sheldon Atkinson, who speaks for the service in the trade press. [1] [2]

A1 · Safe use · Claimed
The Association for Project Management reports a Gleeds AI policy and a commitment to clear guidelines for safe use of AI tools. [4]

A2 · Human in the loop · Claimed
Gleeds' chief digital officer told the Association for Project Management that digital tools are not meant to replace professional judgement. [4]

A3 · Monitoring and assurance · Claimed
Gleeds reports users, projects, captured observations and client savings; how these are measured or checked is not reported. [1] [2]

A4 · Vendor AI · Not reported
The service is built on OpenSpace's platform; contract terms and checks on the vendor's AI are not reported. [2]

A5 · Agent controls · Not reported
No agents described.

A6 · Standards and regulation · Not reported
Not reported.

What worked, what did not, what is unproven

WORKED

– Growth from 16 pilot users to 1,900 users in ten countries on 340 projects, by Gleeds' account.

– More than 50,000 site observations, issues and actions captured against live project records, by Gleeds' account.

– Near real-time site updates for teams in the UK and Peru on the schools programme, per Construction Management.

DID NOT

– Not reported

UNPROVEN

– How the £2m client saving was measured.

– Whether the 1,900 users are Gleeds staff, clients or partners.

– Use and results of the in-house language model and forecasting tool described by the Association for Project Management.

Timeline

2022 Visualise pilot starts with 16 users [2]

Dec 2022 Gleeds and Mace team deploy Visualise across 75 live school sites in Peru [3]

2025 Clients save around £2m from Visualise, by Gleeds' account [2]

Nov 2026 Gleeds reports 1,900 users in ten countries on 340 projects and embeds Visualise more broadly in its core delivery model [1]

2 · Grade and SEAM assessment

MarLuc's opinion, made on the evidence above. How cases are graded: marluc.co.uk/case-studies/how-we-rate

Level of change and impact

Claimed: Not applicable. Grade: C, Process change. Proof: Claimed only. Level of change: Process change.

Process change (Level 2, band C). Site recording and sharing were redesigned around the service, which Gleeds is embedding in its core delivery model, by its account.

A process change in how site progress is recorded and shared, now being embedded in Gleeds'

The SEAM view and lessons learnt

The reported gains come from a new site-recording routine: 360-degree capture pinned to floorplans that the whole project team can see. OpenSpace's AI places and stitches the images, but the benefits Gleeds describes, such as faster issue resolution and less travel, come from the shared record and the routine and cannot be separated from them. A leadership team should ask how the £2m client saving was calculated and checked, and what the service costs per project against the site visits it replaces.

1. Start with a small pilot and scale on measured results.
2. Define how savings are calculated before quoting them to clients.
3. Build the capture and review routine as well as buying the platform.

Evidence

Score 1 of 4. Self-reported: Gleeds' figures relayed by Digital Construction Plus and The Construction Index; no independent check.

Evaluation method. Self-reported company figures: user, project and savings figures published by the trade press in November 2026.

Sources disagree. Digital Construction Plus gives 'more than 1,900' users and The Construction Index gives 1,900.

Status. Ongoing: Gleeds said in November 2026 it is rolling out Visualise more broadly across its core project delivery.

3 · Original sources

Read these in full. To challenge a fact or a grade, use the contact form at marluc.co.uk or the link on https://marluc.co.uk/case-studies/gleeds-visualise-reality-capture

[1] Digital Construction Plus: £2m savings drive Gleeds' rollout of OpenSpace reality capture (November 2026)
https://digitalconstructionplus.com/2m-savings-drive-gleeds-rollout-of-openspace-reality-capture/

[2] The Construction Index: Gleeds expands use of visual intelligence (November 2026)
https://www.theconstructionindex.co.uk/news/view/gleeds-expands-use-of-visual-intelligence

[3] Construction Management: Gleeds/Mace team deploy OpenSpace site capture tech at Peruvian schools (December 2022)
https://constructionmanagement.co.uk/gleeds-mace-team-deploy-openspace-site-capture-tech-at-peruvian-schools

[4] Association for Project Management: Case study: Gleeds, a deep dive into success
https://www.apm.org.uk/resources/find-a-resource/case-studies/case-study-gleeds-a-deep-dive-into-success/

[5] Specification Online: Gleeds announces move to new global headquarters in Fitzrovia, London (September 2024)
https://specificationonline.co.uk/articles/2024-09-26/gleeds-announces-move-to-new-global-headquarters-in-fitzrovia-london

https://www.gleeds.com

Version 1.0 · Published 17 November 2026 · Updated 17 November 2026 · Facts checked against sources 17 November 2026 · Downloaded 26 November 2026. This PDF may be out of date: the latest version, and a way to report an error or a better source, is at https://marluc.co.uk/case-studies/gleeds-visualise-reality-capture

VERSION HISTORY

v1.0 17 November 2026 First published