THE DIGITAL WORKPLACE

Why it’s a great time to be in Corporate Real Estate
CRE Impact on EE

• Based on a survey of 7,364 employees among 12 countries in 3 regions around the world, JLL’s research reveals that creating memorable experiences within real estate is a key differentiator for how people engage with an organization and should play a core role in every company in the future.

• 3-30-300 rule – Organizations typically spend approximately $3 per square foot per year for utilities, $30 for rent and $300 for payroll.
The Digital Workplace Honors the Employee Experience First
What is CRE’s part in DW?

Two sides to the coin

• Operations: What the employee expects but does not see

• Employee: What the employee expects and sees
Basics Still Required
Workspaces need to rise up to meet the need of the employee by leveraging the latest technological advances like:

- Internet of Things (IoT)
- Predictive Analytics
- Artificial Intelligence (AI)
PREDICTIVE ANALYTICS
ARTIFICIAL INTELLIGENCE (AI)
Employee Experience wins the Race!
Cross-collaborate to Achieve Success

- To deliver on EE, CRE and facilities cannot operate inside of a vacuum
- Many other data points in other systems that touch customer inside the workspace
- Other systems in other departments HR, IT
Common Workplace Technology Environment

- HR
- IWMS
- HELP DESK
- RESERVATIONS
- BUILDING AUTOMATION SYSTEMS
- ERP
- CALENDAR
- ENERGY OPTIMIZATION SYSTEMS
- IT
A Successful Collaboration

- **Goal:** Create an employee-centric digital workplace
  - User friendly and mobile to increase engagement
  - Real-time data analytics
    - To enable flexible data aggregation
    - Obtain insights for future strategic planning and replicate globally

- **Challenge**
  - Multiple systems in place creating an incongruent user interface, collaboration issues and inability to centralize & analyze data

- **Solution**
  - Established Global Workplace Leader to set standards and liaise between Facilities, IT and HR
  - Streamlined operational technology stack through CRE outsourced provider
  - Leveraged data in operational systems to deliver critical information and services through employee facing apps – activity based working

- **Result**
  - Integrity of data across HR, IT and FM
  - Ability to better understand and manage RE portfolio – building and employee
  - CRE team has become the go-to source for metrics and data analytics
Employee Experience In the Workspace

**FIND**
- Information
- People
- Teams/Projects/Neighborhoods
- Assets
- Events
- Spaces

**RESERVE**
- Spaces
- Dates/Times
- Invitations

**REQUEST**
- Service
- Repair
- Comfort
- Set-up

**RECEIVE**
- Guests
- Packages

UNLEASHING THE FULL POTENTIAL OF THE WORKFORCE AND THE WORKPLACE

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Multiple Touchpoints Required

Mobile, kiosks, workstream collaboration and office tools.
Improved Business Outcomes

Employee

Operational Systems
- HR
- IWMS
- ERP
- CALENDAR
- IT
- RESERVATIONS

BUSINESS INTELLIGENCE

THE DIGITAL WORKPLACE

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Improved Business Outcomes

Positive employee satisfaction rates above 90% resulting in reduced recruitment cost of up to $50k per candidate

Right size office space by up to 40-60% - resulting in cost savings up to $300K and a workstation ratio of 1.7 employee/workstation

Reduce excess service and wasted resources by 20-30%, capturing savings of $50-$70 per planned task
iOFFICE
HUMMINGBIRD

Third Party Tech Stack

MOBILE KIOSK WORKSTREAM COLLABORATION OFFICE TOOLS

PREDICTIVE ANALYTICS IOT AI ENERGY OPTIMIZATION
Tips

• Evaluate current systems
• Cross department task force
• Engage employee user group – multi generational
• Pick project
  • Hot button: Conference Room
  • Wayfinding
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