



THE DIGITAL WORKPLACE

Why it's a great time to be in Corporate Real Estate

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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

We're In The Digital Workplace



The Digital Workplace Honors the
Employee Experience First

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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

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Basics Still Required



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Layer New Technologies to Improve

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)



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INTERNET OF THINGS

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PREDICTIVE ANALYTICS

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ARTIFICIAL INTELLIGENCE (AI)

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Employee Experience wins the Race!

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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



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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

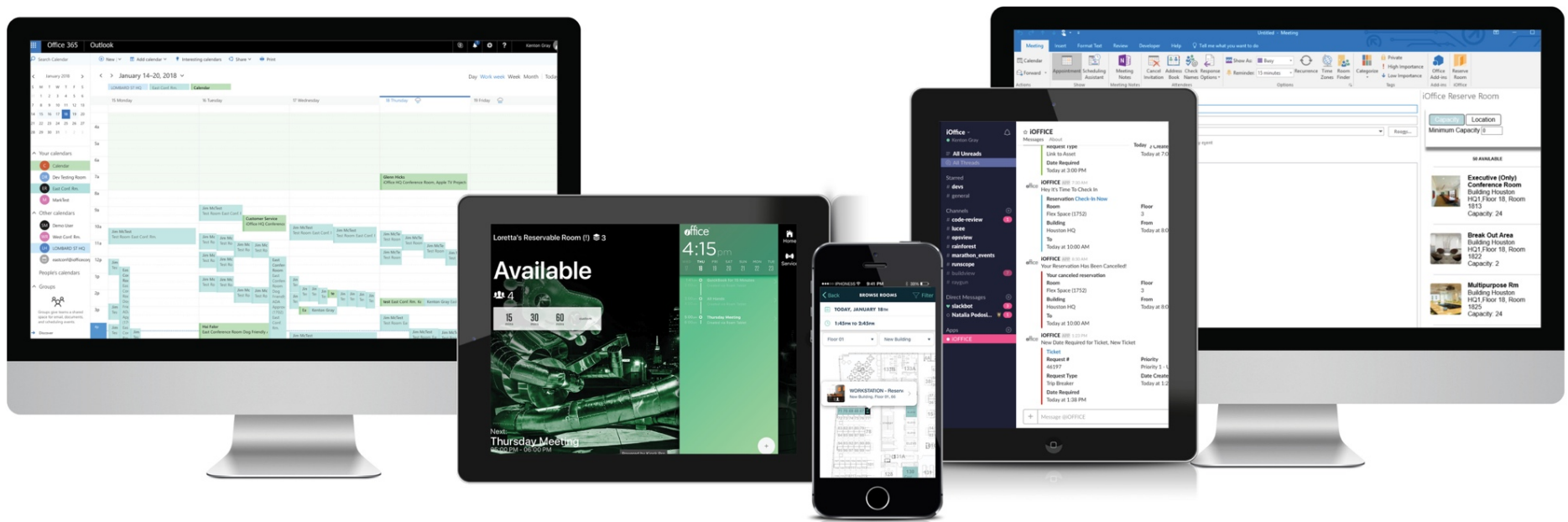
- Guests
- Packages

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Multiple Touchpoints Required

Mobile, kiosks, workstream collaboration and office tools.



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Improved Business Outcomes



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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 PLATFORM



iOFFICE HUMMINGBIRD

Third Party Tech Stack



Tips

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





UNLEASHING THE FULL POTENTIAL
OF THE WORKFORCE AND THE WORKPLACE

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