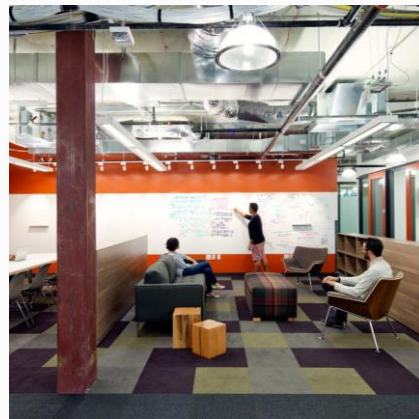


Workplace Advantage



Global
Workplace
Strategies

Worldwide Presence



GLOBAL



34 M sq feet
639 Sites
107 Countries
127,000 Housed

PUGET SOUND



15 M sq feet
122 Sites
55,279 Housed

AMERICAS



6.8 M sq feet
170 Sites
23 Countries
21,018 Housed

ASIA



5.3M sq feet
96 Sites
18 Countries
24,776 Housed

EMEA



5.1M sq feet
214 Sites
69 Countries
27,781 Housed

Global Workplace Strategies organization



Brian Collins
Group Manager



Lucy Henderson
Business Ops Manager



Martha Clarkson
Global Workplace Strategist



Denni Nessler
WPA Program Support



Glen Beyer
Labs and Systems Planning

Partners

Gensler

Building 



Americas
Amy Trulson
Workplace Strategist



Puget Sound
Brenda Ball
Workplace Strategist



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Ryan Haines
Senior Associate
Project Management



Partner
Kevin Rosenstein
Senior Associate
Project Management



Partner
Gervais Tompkin
Principal,
Research Platform Lead



EMEA
Doug Lowrie
Workplace Strategist



Partner
Phil Tidd
Consulting Director,
Project Sequence Lead



Asia
Matt Ayres
Workplace Strategist



Partner
Michael Weiner
Principal & Director,
Project Sequence Lead



1986 – 2003:
One size fits all environment



1986 – 2003:
One size fits all environment

Workplace Advantage



Enhance
innovation &
productivity

More &
different
collaboration
spaces

Attention
to human
factors

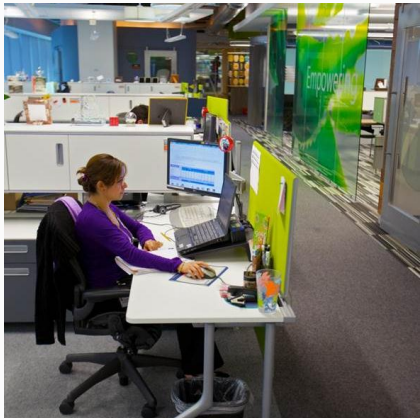
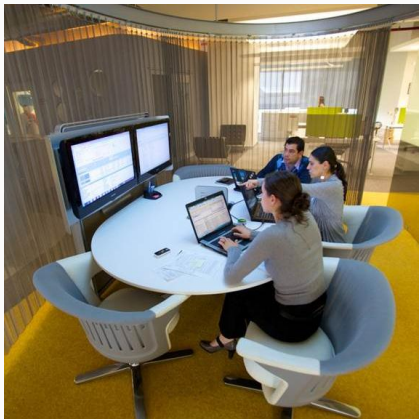
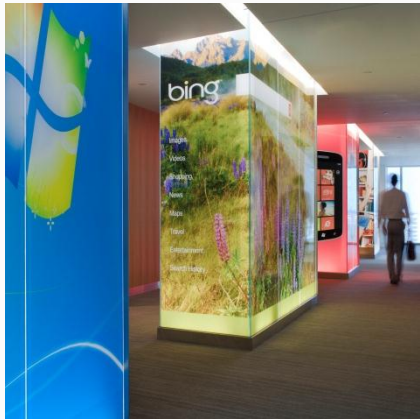
Showcasing
Microsoft
brand &
technologies

Designed to meet the unique needs of Microsoft's businesses



2004 - Today:
Innovative workplaces

Workplace research platform



Global Workplace Strategies

Why?



Why?



WPA's consistent research platform strengthens partnerships with the business (CRM)

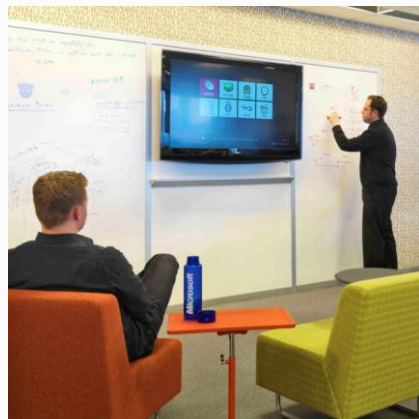
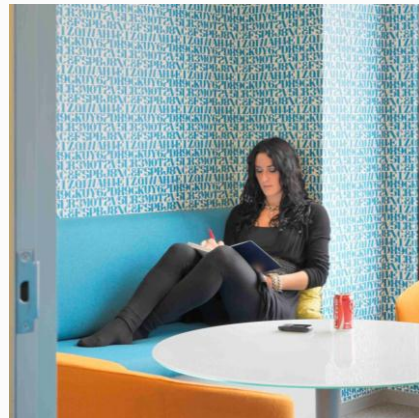
Why?



2009: Findings across our portfolio

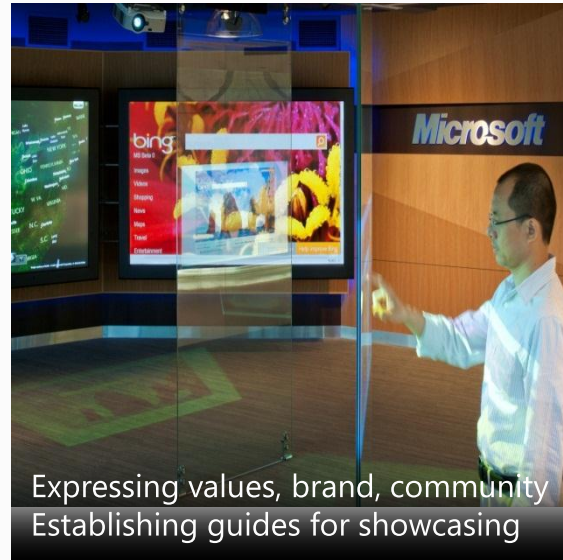
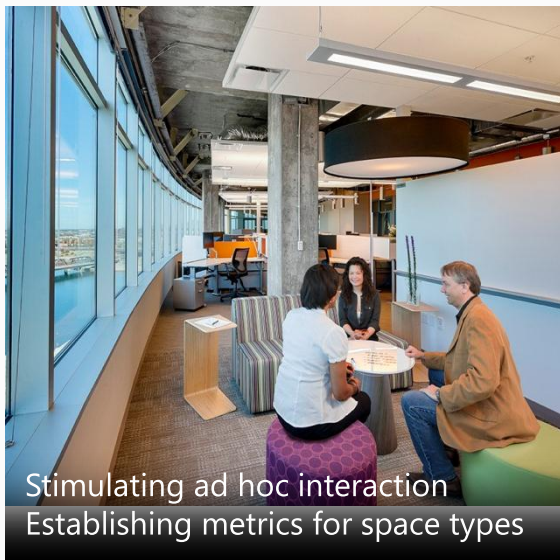
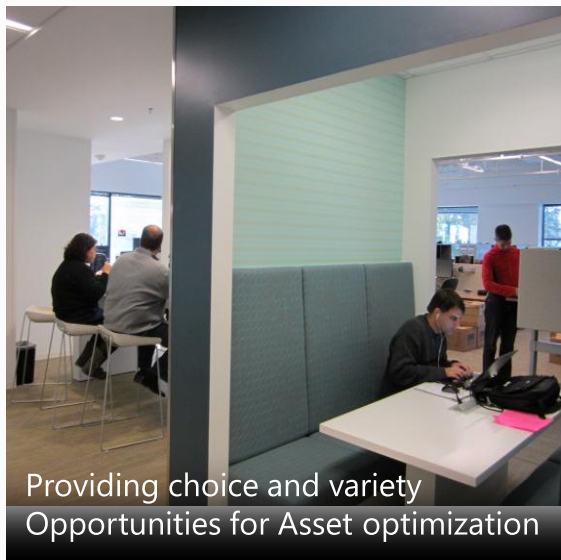
- Concentration & collaboration are equally important
- Collaboration is under-supported
- A strong desire to improve team culture
- The workspace is not aligned with the work process
- Individual workspace is consistently underutilized
- Mobility is under-leveraged
- Offices lack Microsoft brand expression

New Way of Working



A variety of
spaces for
variety of work
styles

Tools to establish workplace recommendations add value to businesses



Our approach: Identify work styles



Americas Employees
2011 annual recap

Out of the office 67% or more
Unassigned desk allocated at a 5:1 ratio



Americas Employees
2011 annual recap

Out of the office 33% or more
Unassigned desk allocated at a 3:1 ratio



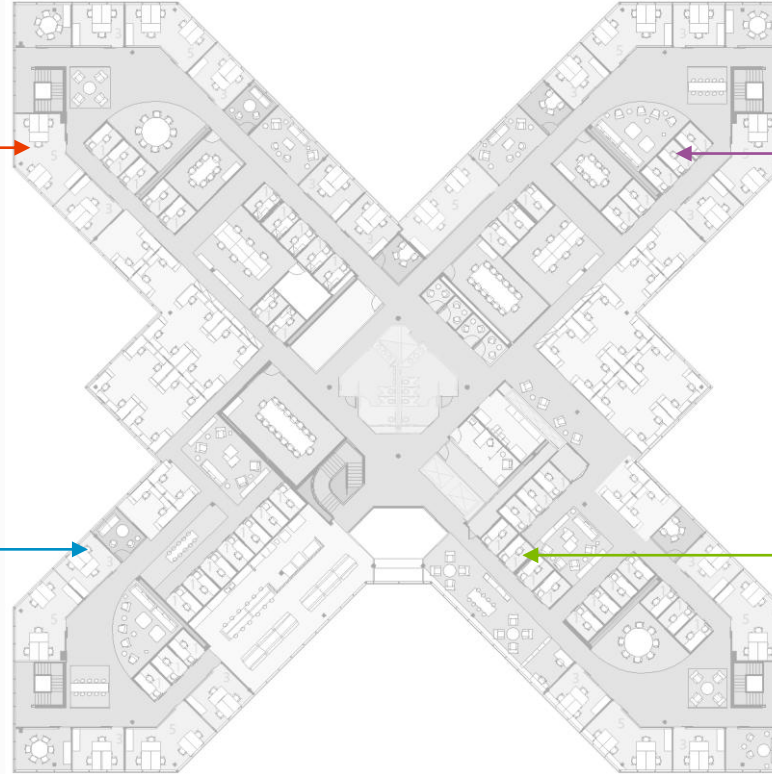
Americas Employees
2011 annual recap

In office but away from desk 50% or more
Unassigned desk allocated at a 2:1 ratio



Americas Employees
2011 annual recap

At desk in office 50% or more
Workstation allocated at a 1:1 ratio



Estimating work styles

Workplace Wizard

- Helps plan new workplaces
- Enables detailed planning
- Mobility identification survey

How much time
do you spend in the
following locations?

___% in my primary building

___% at another building

___% at a partner or client site

___% working at home

___% working in another location

Project Summary Report

Report generated for Elliot Felix; Feb 02, 2010 04:52 PM

Project Name:	Test Case 1	Building Name:	
Region:	Americas	Date of Occupancy:	Jan 01, 2011
Project Type:	New Construction	Contingency Factor:	5.00%
Business Unit:		Units:	US
Group Type:	Sales/Marketing	Programming Method:	Headcount Assumption
Facility Scale:	Medium	Mobility Survey Used:	No

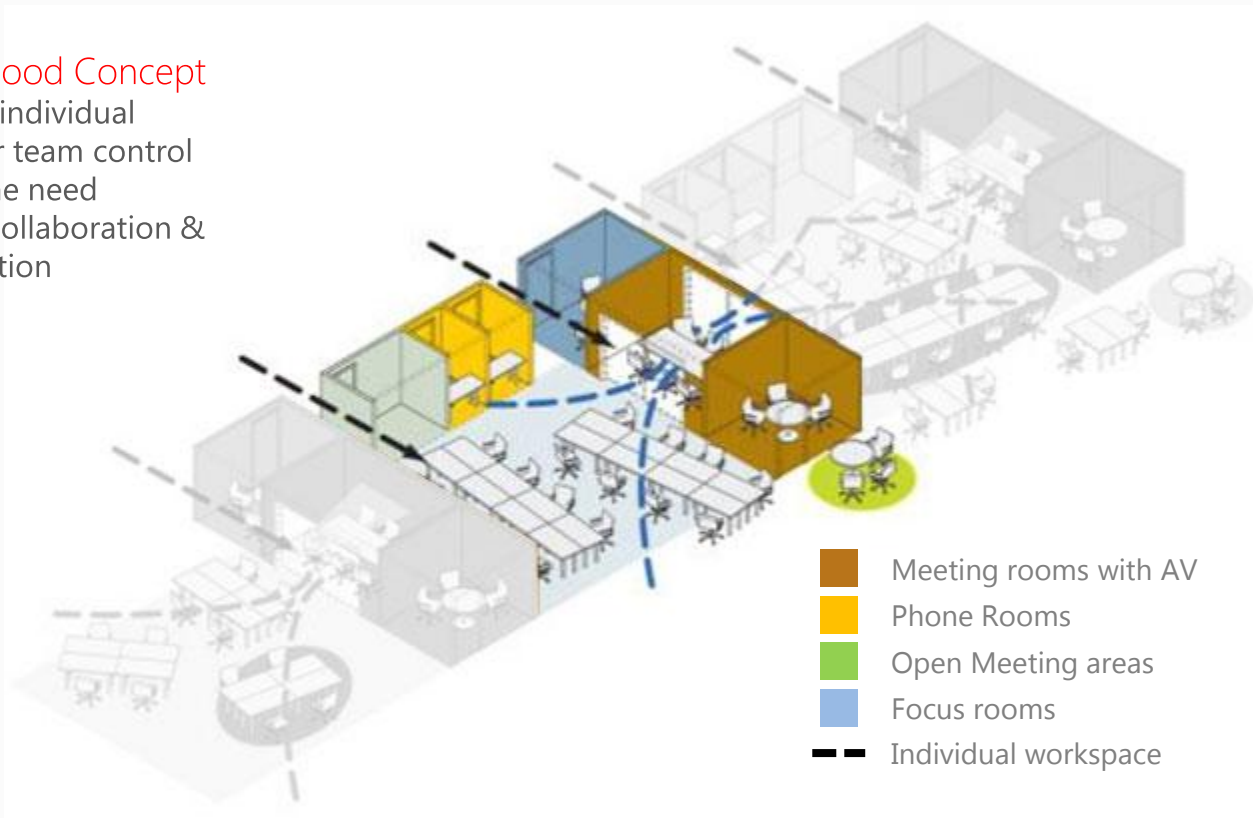
Work Setting: Individual	Sharing Ratio	Size (SF)	Quantity	Total Area
Assigned Workstation	varies	36	4	144
Personal Storage	varies	2	85	170
Private Office (Dedicated)	varies	81	0	0
Private Office (Reservable)	varies	81	5	405
Private Office: VP	varies	183	1	183
Quiet Workstation	varies	25	5	125
Unassigned Workstation	varies	25	21	525
SubTotal (Sq.Ft):	-	-	121	1532

Work Setting: Collaborative	Sharing Ratio	Size (SF)	Quantity	Total Area
Auxiliary Copy/Print	1150	50	2	100
Conference Room - Large	11200	485	1	485
Conference Room - Medium	1165	350	2	700
Conference Room - Small	1150	260	2	520
Focus Room	1120	81	5	520
Occupant Storage	1165	150		
Open Meeting Area	1130	150		
Private Booth	1125			

Creating functional-based work environments

Neighborhood Concept

- Exchange individual control for team control
- Balance the need between collaboration & concentration



Creating functional-based work environments

Neighborhood Concept

- Exchange individual control for team control
- Balance the need between collaboration & concentration

Benefits of KIT of PARTS

- Flexibility with changing needs
- Less wasted space
- More variety for different modes of working



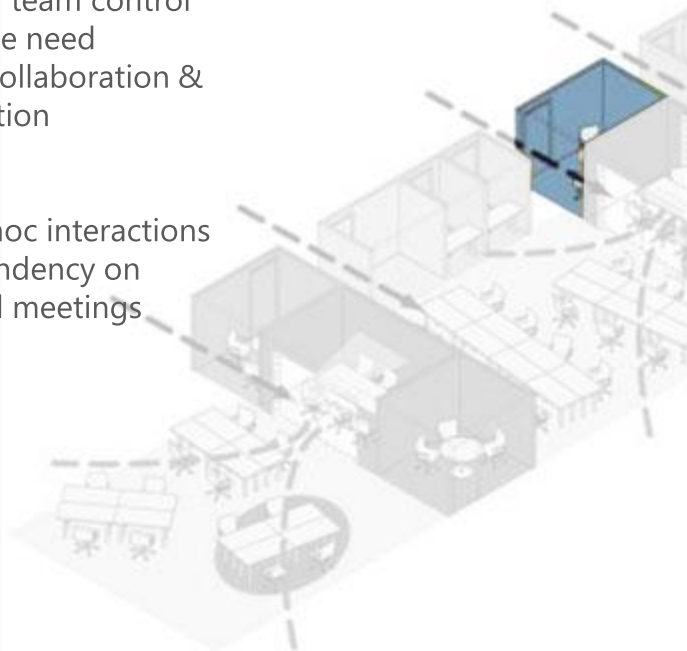
Creating functional-based work environments

Neighborhood Concept

- Exchange individual control for team control
- Balance the need between collaboration & concentration

Benefits

- More ad-hoc interactions
- Less dependency on formalized meetings



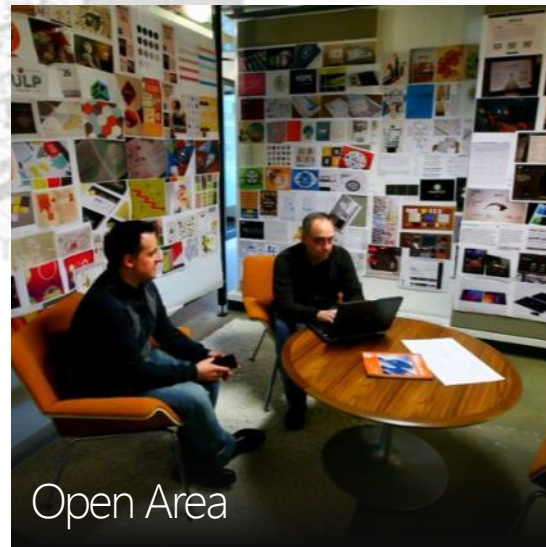
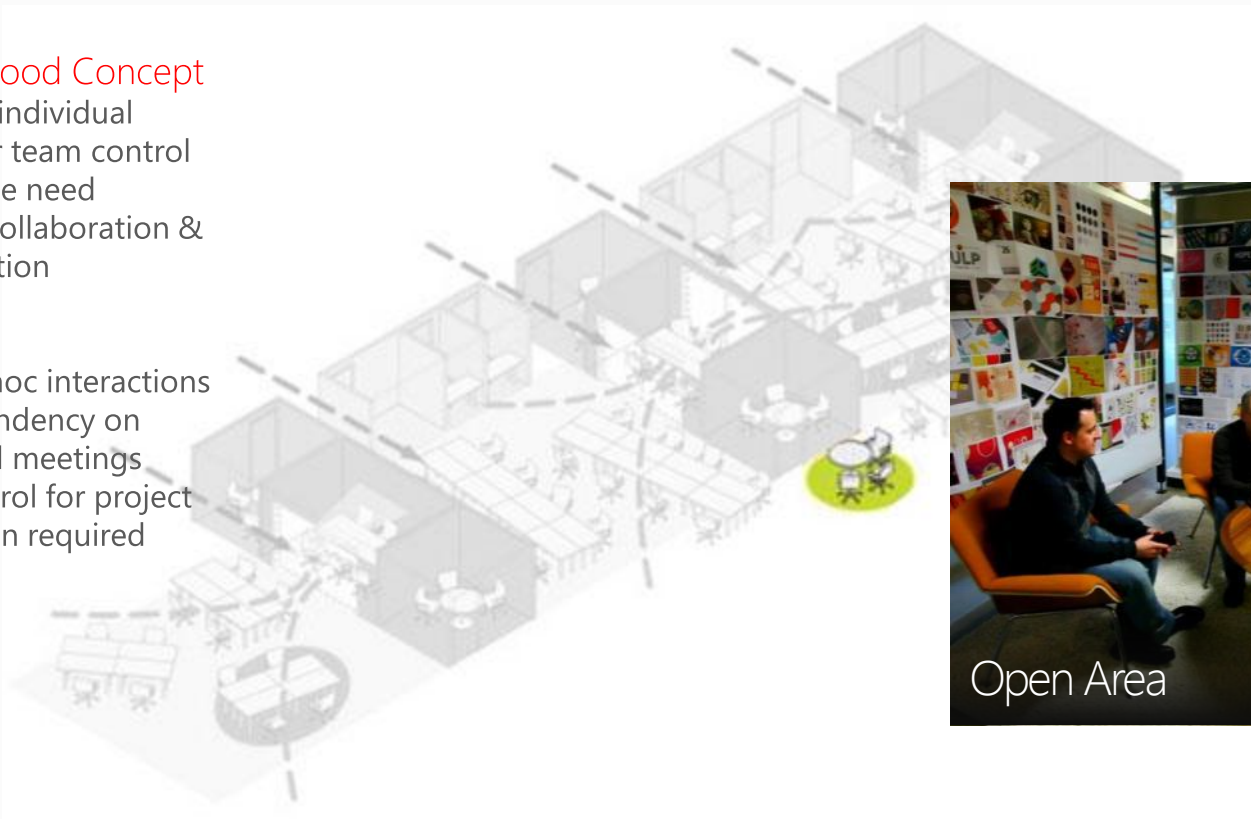
Creating functional-based work environments

Neighborhood Concept

- Exchange individual control for team control
- Balance the need between collaboration & concentration

Benefits

- More ad-hoc interactions
- Less dependency on formalized meetings
- Team control for project space when required



Creating functional-based work environments

Neighborhood Concept

- Exchange individual control for team control
- Balance the need between collaboration & concentration

Benefits

- Provides the support on a reservable basis
- Provides managers a place for confidential conversations WHEN they require it
- A multi-functional space



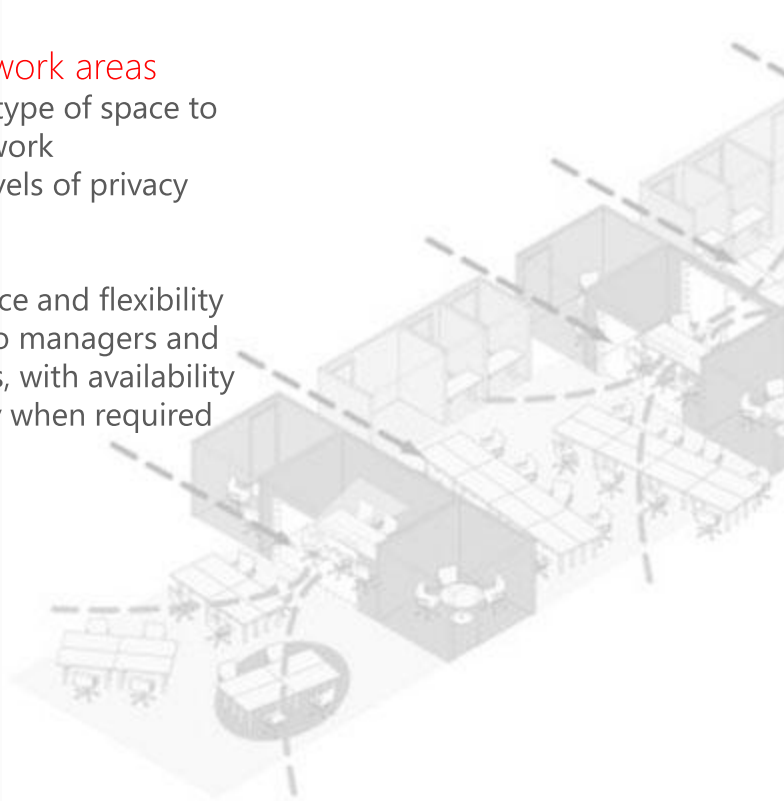
Creating functional-based work environments

Individual work areas

- Choice in type of space to do focus work
- Various levels of privacy

Benefits

- More choice and flexibility
- Visibility to managers and colleagues, with availability for privacy when required



Creating functional-based work environments

Individual work areas

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Individual workspace

Creating functional-based work environments

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Individual workspace

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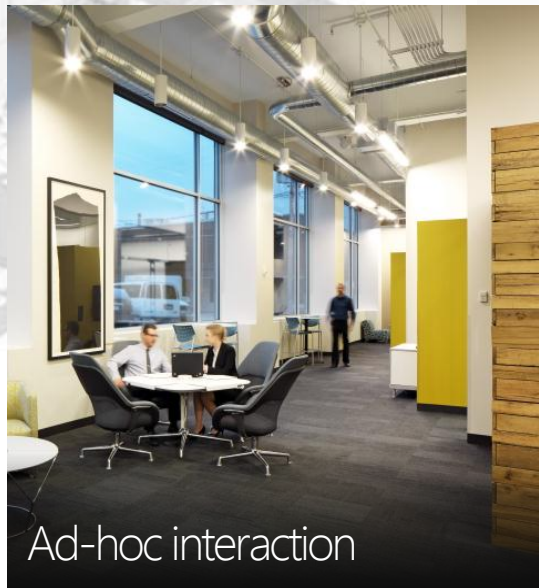
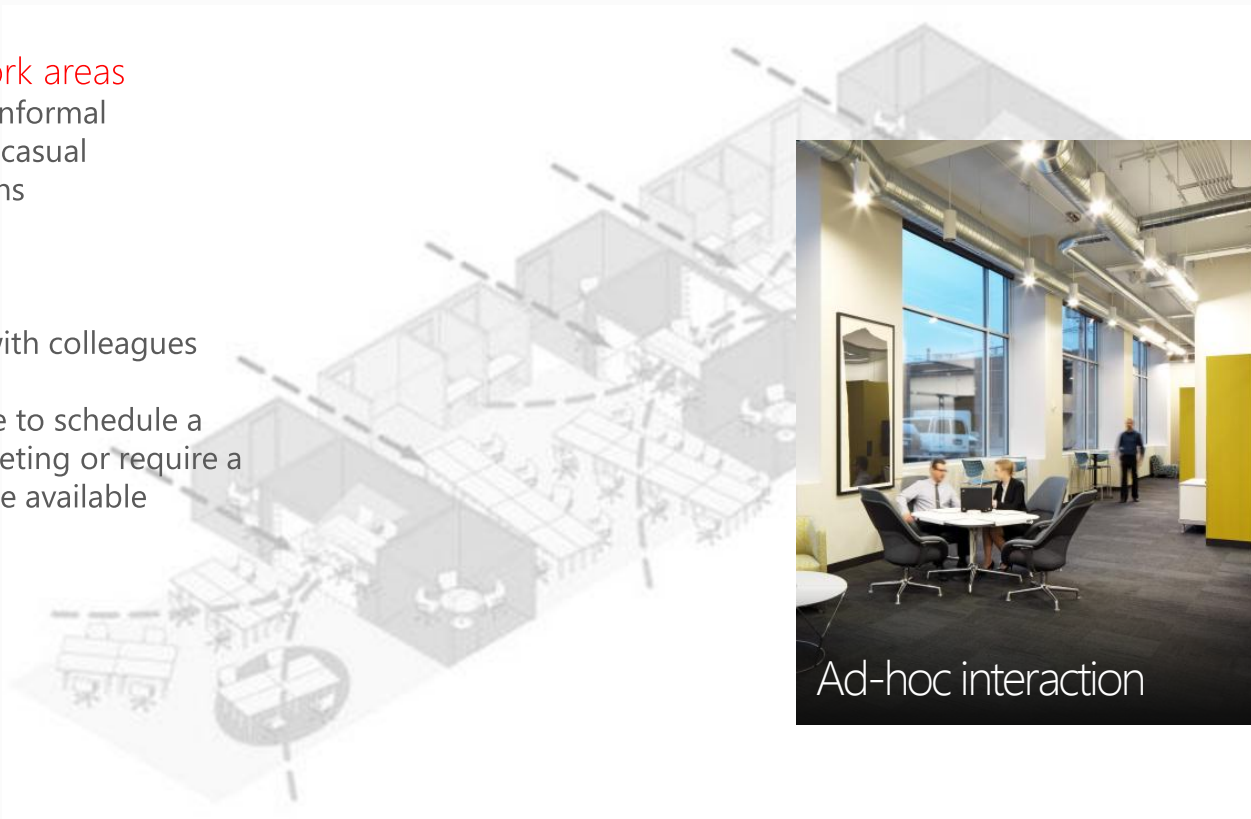
Creating functional-based work environments

Ad-hoc work areas

- Allow for informal meetings, casual connections

Benefits

- Connect with colleagues quickly
- Don't have to schedule a formal meeting or require a space to be available



Ad-hoc interaction

The value of our technologies

Microsoft products enable
people to accomplish work
in any location.

Microsoft Workplace & Technology

New spaces

- More variety and choices
- More informal spaces
- More collaborative spaces



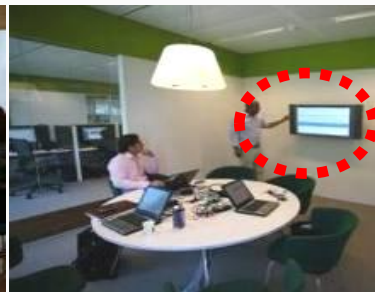
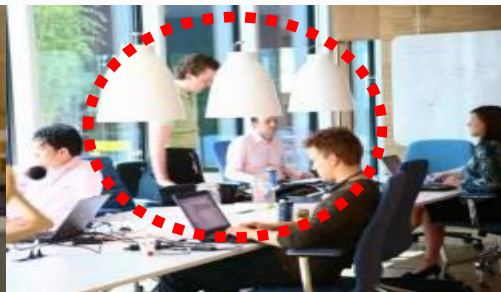
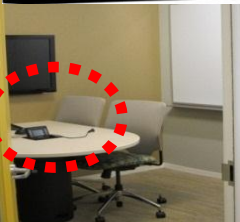
New technology

- Office 365
- Windows Mobile
- Lync
- Sharepoint
- Enterprise Voice
- Roundtable



New ways of working

- More individual empowerment & control
- More dynamic teaming
- More knowledge sharing
- More creativity, innovation



Work where you want to work,
not where you have to

Meet anywhere, anytime

Take down barriers within
teams and between silos

Communicate more
effectively and seamlessly



Microsoft Technology Centers

Change Management

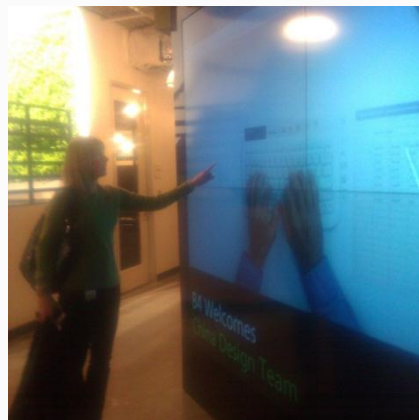
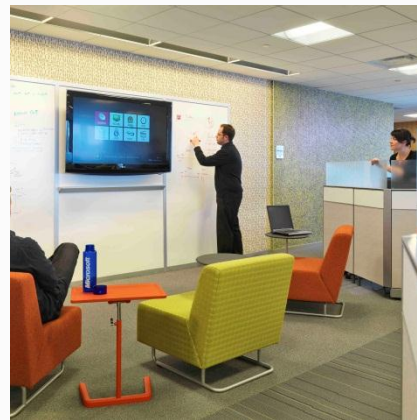


Engaging
at all levels

How change management helps



Microsoft workplace IMPACT



Work happens
anywhere

Lessons learned

- Work style assessment can't be 100% automated
- Change management is critical
- Space needs to be flexible
- Zoning of individual workspace is important
- Focus work spaces need to be functional to support a variety of workstyles (acoustics, materials, AV, technology)

10%

Improvement
in individual
effectiveness

WPA performance v. legacy sites





10%

Improvement
in individual
effectiveness

7%

Improvement
in team
effectiveness

WPA performance v. legacy sites

10%

Improvement
in individual
effectiveness

14%

Improvement
in informal
collaboration

7%

Improvement
in team
effectiveness

WPA performance v. legacy sites





10%

Improvement
in individual
effectiveness

14%

Improvement
in informal
collaboration

7%

Improvement
in team
effectiveness

20%

Improvement
in formal
collaboration

WPA performance v. legacy sites



10%

Improvement
in individual
effectiveness

14%

Improvement
in informal
collaboration

11%

Improvement
in overall workplace
satisfaction

7%

Improvement
in team
effectiveness

20%

Improvement
in formal
collaboration

WPA performance v. legacy sites

10%

Improvement
in individual
effectiveness

14%

Improvement
in informal
collaboration

11%

Improvement
in overall workplace
satisfaction

7%

Improvement
in team
effectiveness

20%

Improvement
in formal
collaboration

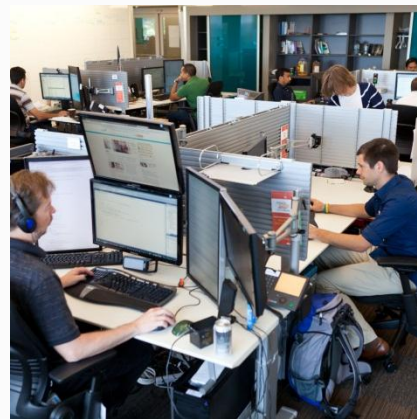
21%

Improvement
in impression on
customers

WPA performance v. legacy sites



What's happening now?



Complete renovation

Before



After



Goals

- Enhance Innovation and Effectiveness
- More and Different Collaboration spaces
- Attention to human factors
- Showcase Microsoft brand and technologies
- Space Optimization – give back 3rd floor
- Increase and leverage current mobility = Less individual workspace, more focus and collaboration spaces
- Layout of office is designed with new space planning principles and metrics
- Integrated branding, IT and AV
- Increase Customer area for business needs = enhance Customer / Partner experience
- Support new way of working with Change Management















WPA around the world.....

what do other GMs have to say?

RE&F and WPA Productions Presents...

