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
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Gensler
Building 1
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
Research-derived design helps MS compete in the talent market and with cost prioritization
WPA’s consistent research platform strengthens partnerships with the business (CRM)
Emerging workplace trends feeds workplace innovation
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

- Providing choice and variety
  Opportunities for Asset optimization

- Stimulating ad hoc interaction
  Establishing metrics for space types

- Expressing values, brand, community
  Establishing guides for showcasing
Our approach: Identify work styles

A. Americas Employees 2011 annual recap
   Out of the office 67% or more
   Unassigned desk allocated at a 5:1 ratio

B. Americas Employees 2011 annual recap
   Out of the office 33% or more
   Unassigned desk allocated at a 3:1 ratio

C. Americas Employees 2011 annual recap
   In office but away from desk 50% or more
   Unassigned desk allocated at a 2:1 ratio

D. 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
Creating functional-based work environments

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

- Meeting rooms with AV
- Phone Rooms
- Open Meeting areas
- Focus rooms
- Individual workspace
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

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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
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

Engage leadership and guide the CM process to allow for peer to peer communication.

Align the new workplace with business priorities to unify and rally around common goals.

Avoid confusion, denial, resistance.

Proactively manage the dialog with leadership and employees for constructive outcomes.

Design activities that reinforce key messages mapped to the business.

Informed employees are empowered. Support them with tools and conversations on HOW to be MOBILE.

Change management helps business embrace and take ownership of the transition, resulting in long-term satisfaction and performance.
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)
WPA performance v. legacy sites

10%

Improvement in individual effectiveness
10% Improvement in individual effectiveness

7% Improvement in team effectiveness

WPA performance v. legacy sites
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

- Improvement in individual effectiveness: 10%
- Improvement in informal collaboration: 14%
- Improvement in team effectiveness: 7%
- Improvement in formal collaboration: 20%
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
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
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...