



# IFMA's **World Workplace**®

Your Facility Conference & Expo

**Oct. 18-20, 2017 | Houston, Texas, USA**

George R. Brown Convention Center

**We Are FM:**  
*A Universe  
of Possibilities*

## “WPaaS” Workplace as a Service





# *Speaker*



**Eric Van Bael**  
VP Global Sales





# “WPaaS” Workplace as a Service



# Ownership

Data Centres

Cars

CD's

DVD's

Real Estate



# Access

Cloud

Uber

Spotify, Deezer, ...

Netflix

Space as a Service ?

Have we innovated at the same pace as other industries ?  
Can we afford not to ?

Facility Management



Real Estate



Workplace Management





# Different expectations in the board room

- Long-term RE commitments are discouraged
- Increased ROA/ROI expectations
- Cross-silo teamwork, creativity and speed
  - Project-based vs departemental structures
  - 'Back to the office' policies
  - Fit-for-purpose environments



# Different personalities in the workplace

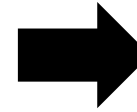
- Mobility (off-site, on-site)
- Rebel vs Process
- Individual vs Social
- Technology adoption
- Life/Work lines are blurring



# Rethink the Workplace ... as a Service

Workplace

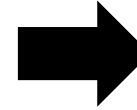
Allocated, fixed



Activity-based

Collaboration

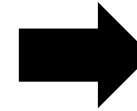
Formal meetings



Informal discussions

Where to sit

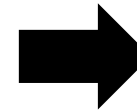
Same routine



Virtual private assistant

Services

Fixed plans, basic



Activity-based, extended



From managing buildings  
to managing the user experience

Managing this user experience requires a Smart Building

Indoor positioning

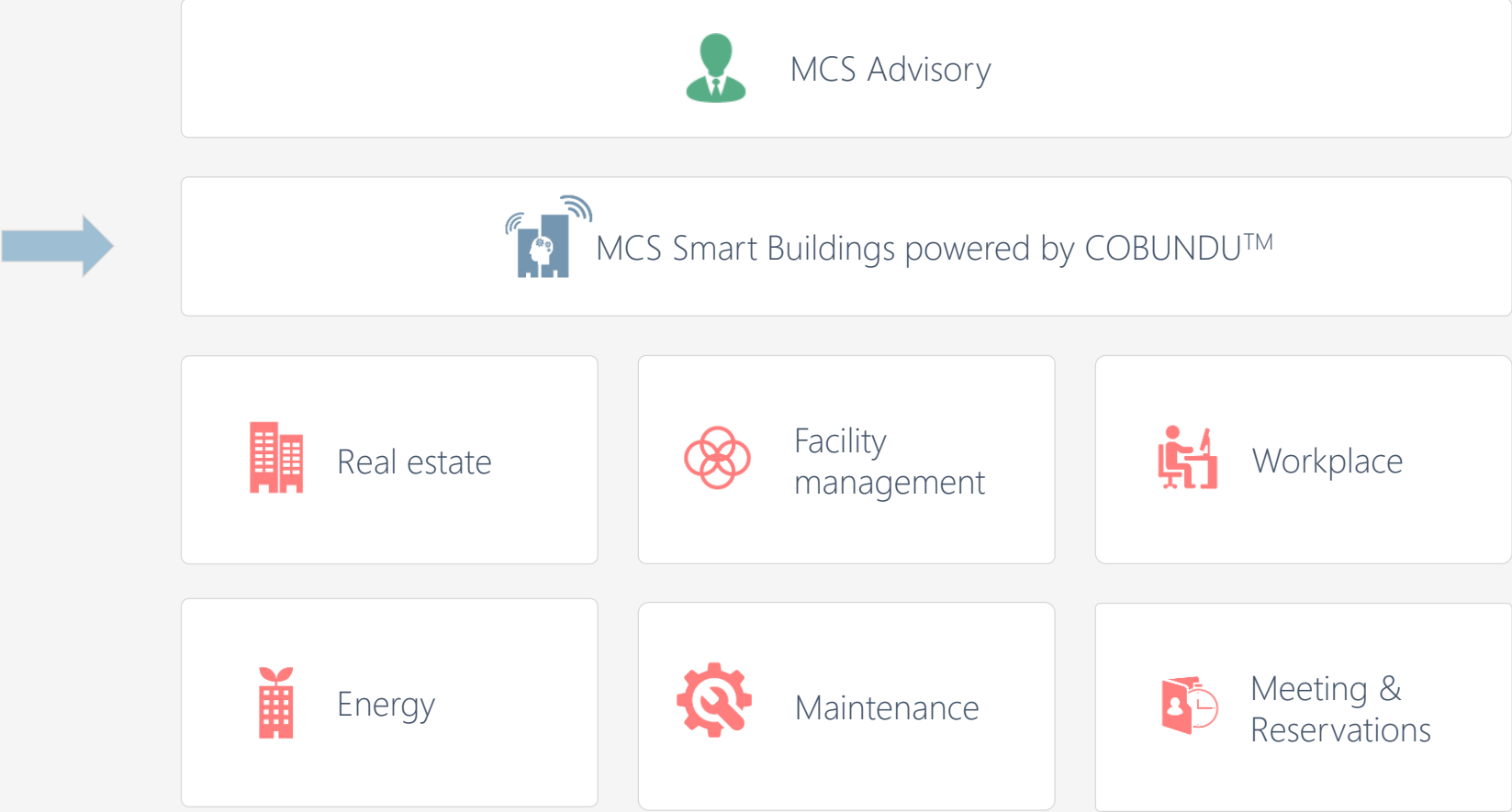
Mobile Apps

IOT sensors

Big Data Analytics

Artificial Intelligence

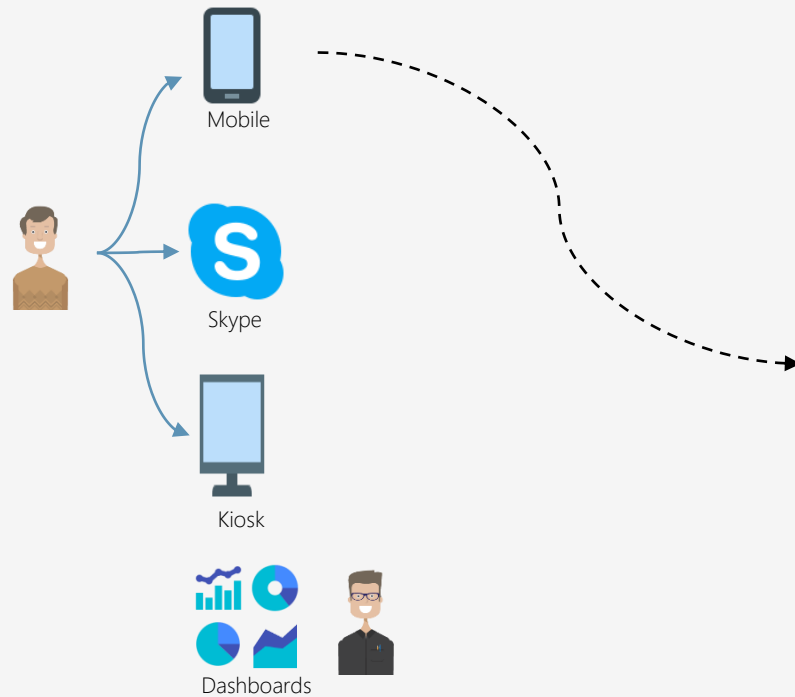
# MCS Solutions



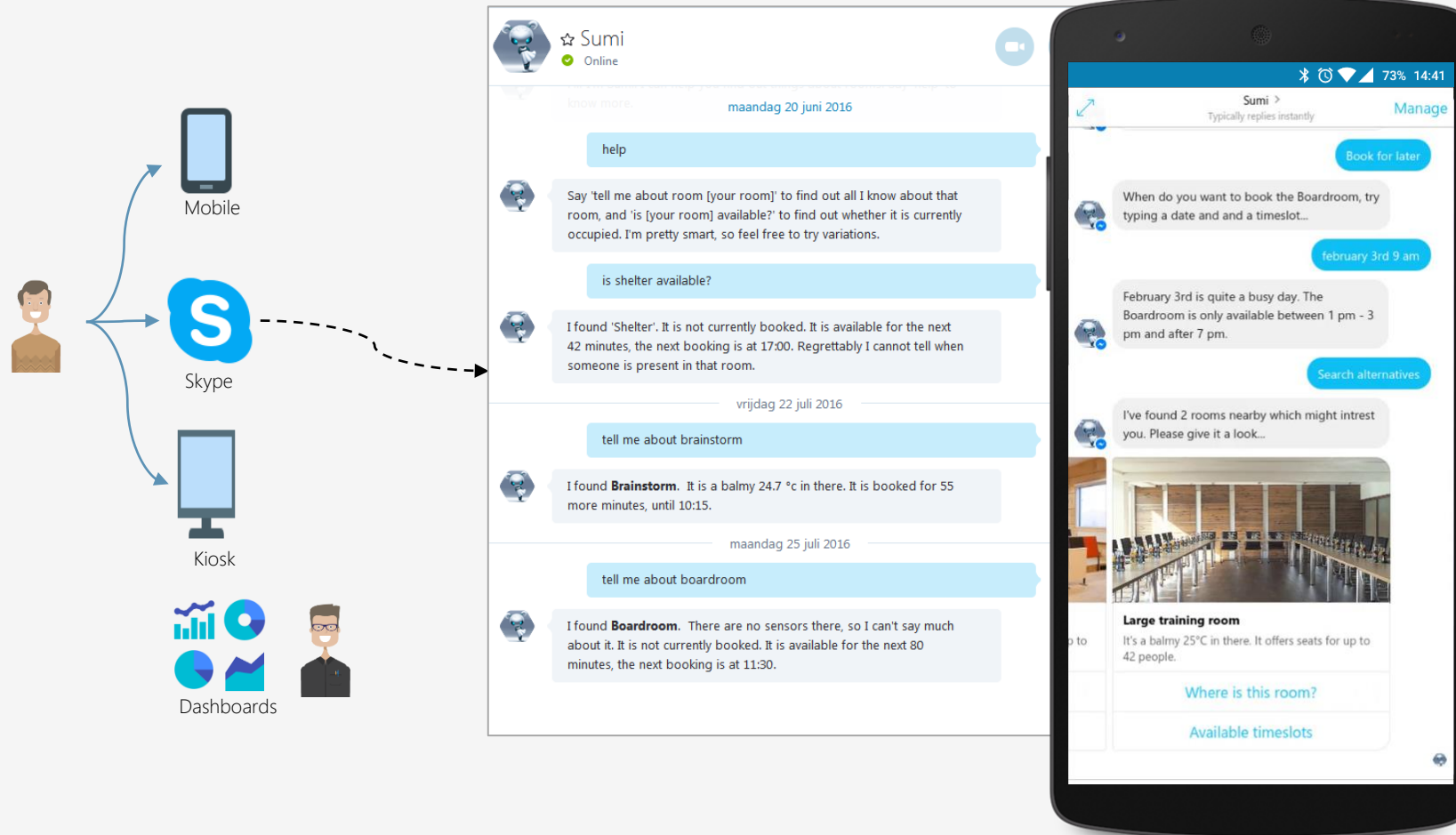
# Find a room/workplace with touchscreen kiosk



# Find a room/workplace/parkspace with mobile app

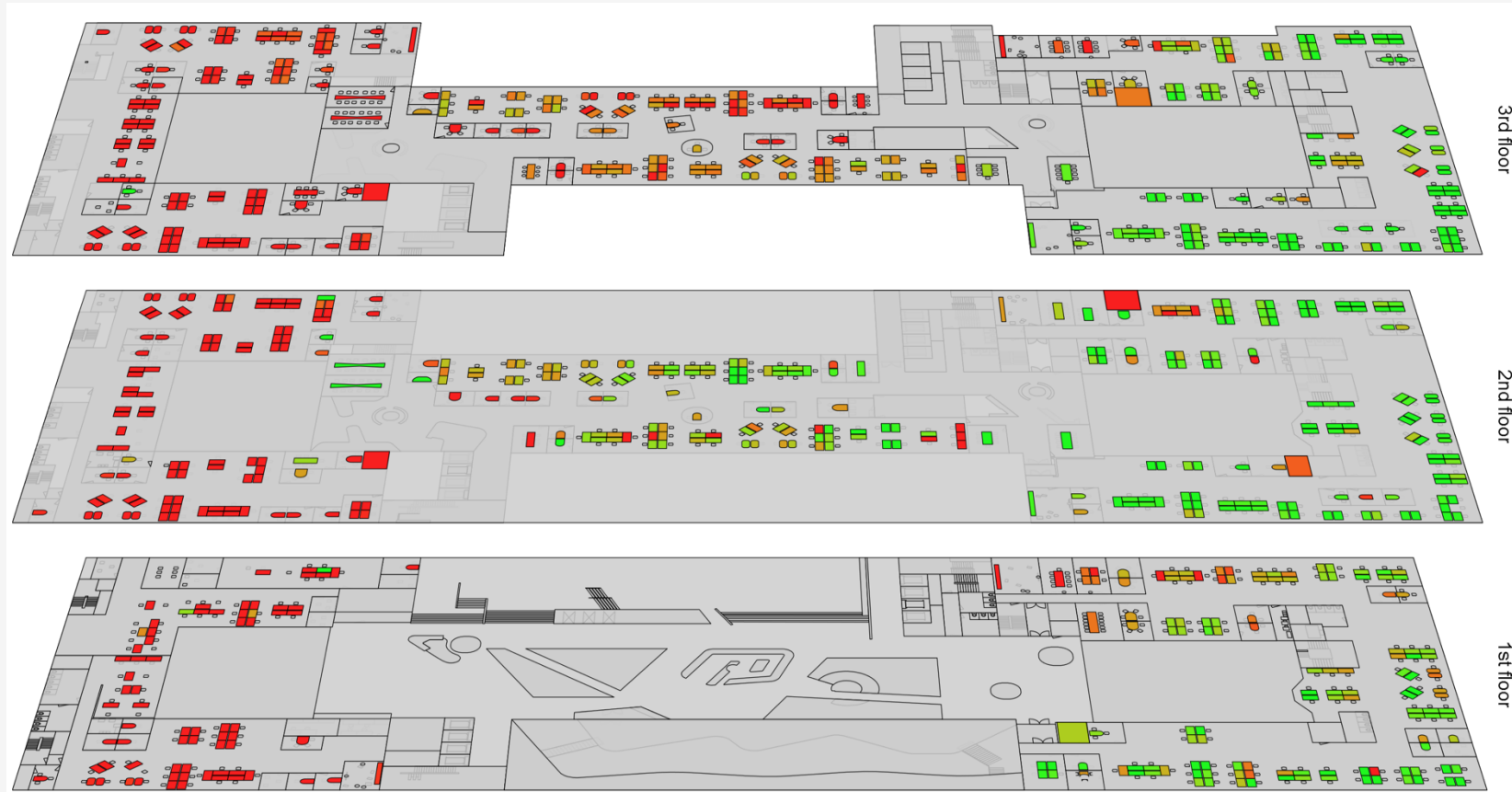


# Find a room/workplace with virtual assistant





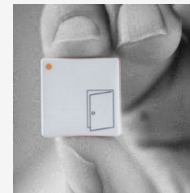
# SPACE MONITOR : REAL TIME FLOORPLAN MONITORING



Presence via  
**Infrared**



Presence via  
**door openings**

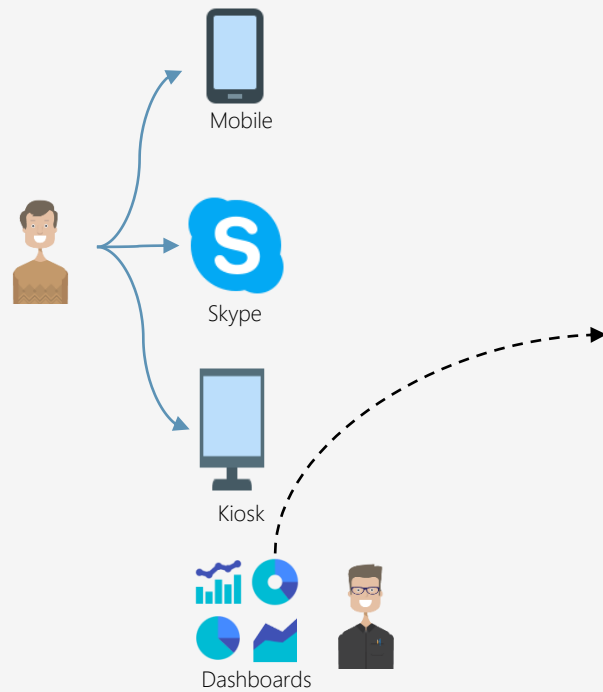


Presence via  
**Contact**

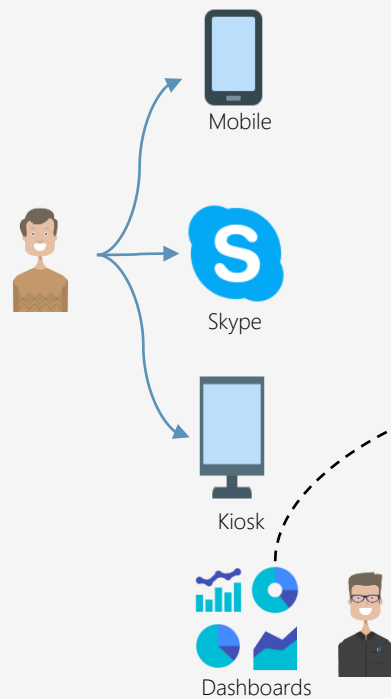


Presence via  
**Traffic**

# Occupancy analysis

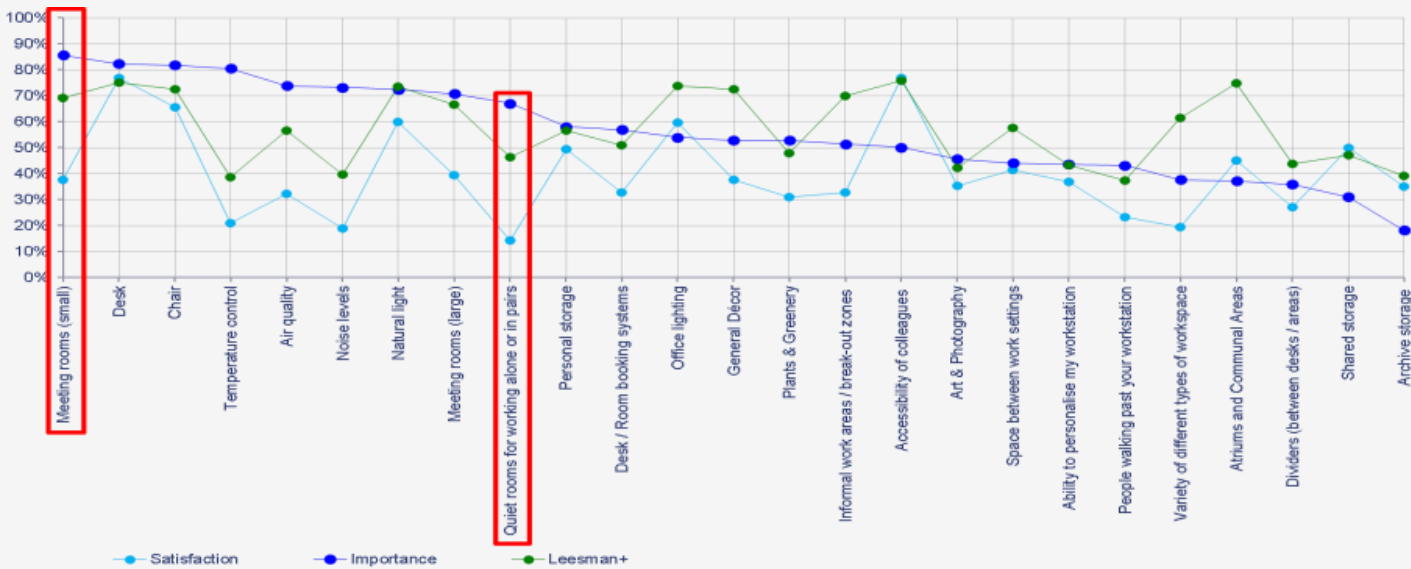


# Footfall analysis

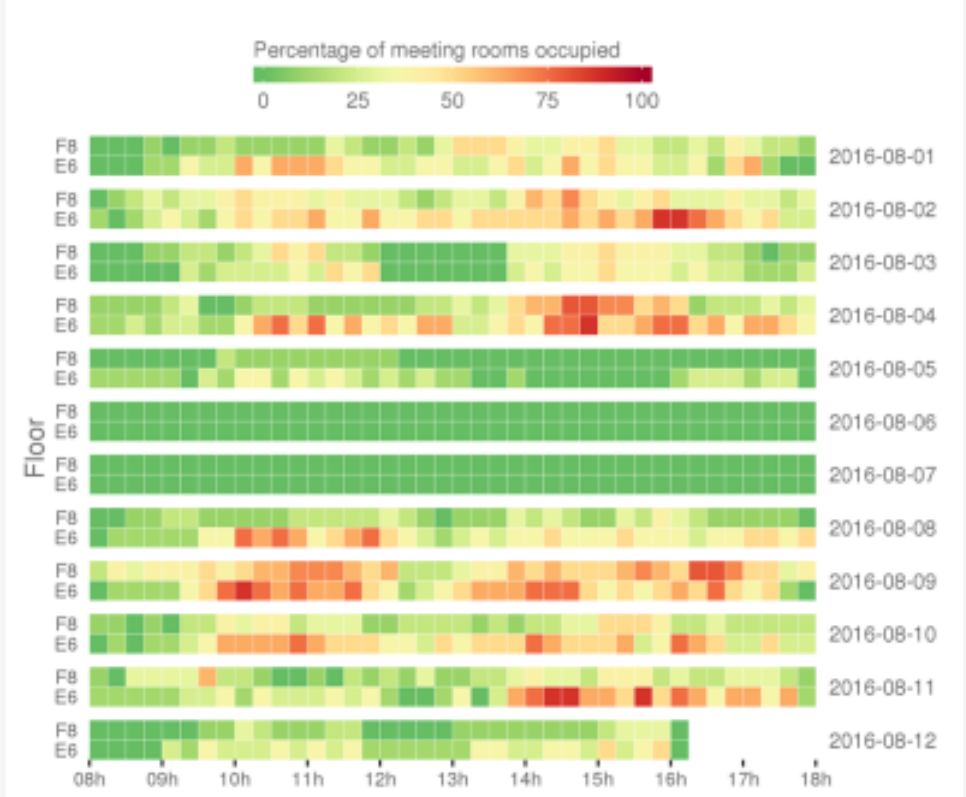


# Data science in the workplace

## User perception

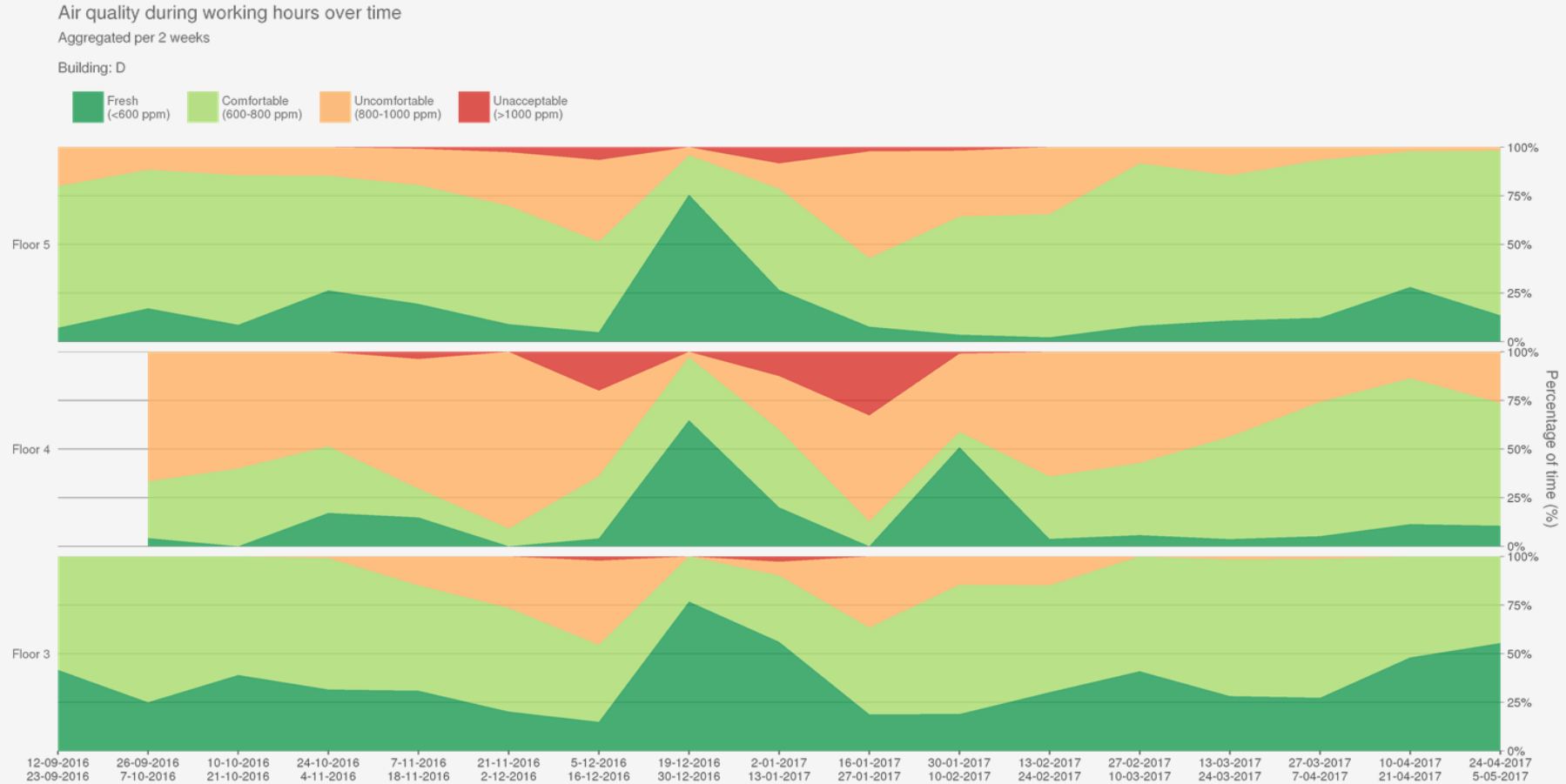


## Occupancy measured per type of room



# COMFORT REPORTING

“ We Identified floor 3, 4 and 5 as uncomfortable / unacceptable in the winter.  
Check the air circulation configuration of your building”



# Workplace as a Service : Conclusions

From managing **buildings** to managing **user experience**.

## What is required ?

Predict and prevent dissatisfaction

Taking **remedial** steps using factual **analysis**

**Avoiding overinvestment** in the wrong areas

Embrace **new technologies** to make your buildings smart



# Workplace as a Service : ROI



**22%**

time savings in searching  
for a meeting room



**11%**

satisfaction increase based on the  
net promotor score (NPS)



**29%**

cleaner toilets overall during  
the working hours (9-15)

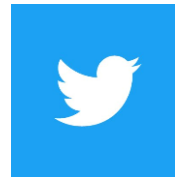


**36%**

meeting space freed up  
between 8-18h

# Q&A

[www.mcssolutions.com](http://www.mcssolutions.com)



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