"WPaaS"
Workplace as a Service
Speaker

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“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?
Different expectations in the board room

• Long-term RE commitments are discouraged
• Increased ROA/ROI expectations
• Cross-silo teamwork, creativity and speed
  o Project-based vs departemental structures
  o ‘Back to the office’ policies
  o 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

<table>
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<th>Workplace</th>
<th>Allocated, fixed</th>
<th>Activity-based</th>
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<td>Collaboration</td>
<td>Formal meetings</td>
<td>Informal discussions</td>
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<td>Where to sit</td>
<td>Same routine</td>
<td>Virtual private assistant</td>
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<td>Services</td>
<td>Fixed plans, basic</td>
<td>Activity-based, extended</td>
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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

MCS Advisory

MCS Smart Buildings powered by COBUNDU™

Real estate

Facility management

Workplace

Energy

Maintenance

Meeting & Reservations

MCS Advisory

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Real estate

Facility management

Workplace

Energy

Maintenance

Meeting & Reservations

MCS Solutions
Find a room/workplace with touchscreen kiosk
Find a room/workplace/parkspace with mobile app

- Mobile
- Skype
- Kiosk
- Dashboards

Book room
THE CORNER
Volkswagen Building, 2nd Floor, new layout

Meeting subject
Woensdag, 13 April 2016

All day

From
14:30

To
15:00

Invite people
0

Book

MCS SOLUTIONS
Find a room/workplace with virtual assistant

- Mobile
- Skype
- Kiosk
- Dashboards

Chat with virtual assistant:

- Sumi
- Dashboards
- Kiosk
- Skype

Examples of interactions:

- "Tell me about room [room name]" to find out all you know about that room, and if it's currently occupied.
- "Tell me about brainstorm" to find out about a specific meeting room.
- "Tell me about boardroom" to find out about boardroom availability.

Virtual assistant can also help with booking and managing rooms.
SPACE MONITOR: REAL TIME FLOORPLAN MONITORING

Presence via:
- Infrared
- Door openings
- Contact
- Traffic
Occupancy analysis
Footfall analysis
Data science in the workplace

User perception

Occupancy measured per type of room

Percentage of meeting rooms occupied

0 25 50 75 100

2016-08-01
2016-08-02
2016-08-03
2016-08-04
2016-08-05
2016-08-06
2016-08-07
2016-08-08
2016-08-09
2016-08-10
2016-08-11
2016-08-12

MCS SOLUTIONS

IFMA

RICS
"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 promoter score (NPS)

- **29%**
  - cleaner toilets overall during the working hours (9-15)

- **36%**
  - meeting space freed up between 8-18h
Q&A

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