



Hacking the Workplace

*i*office®

A Simple Guide to Elevating the Employee Experience by Leveraging the Systems you Already Have



Speakers



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We're In The Digital Workplace



The Digital Workplace Honors the Employee Experience First

Employee Experience wins the Race!

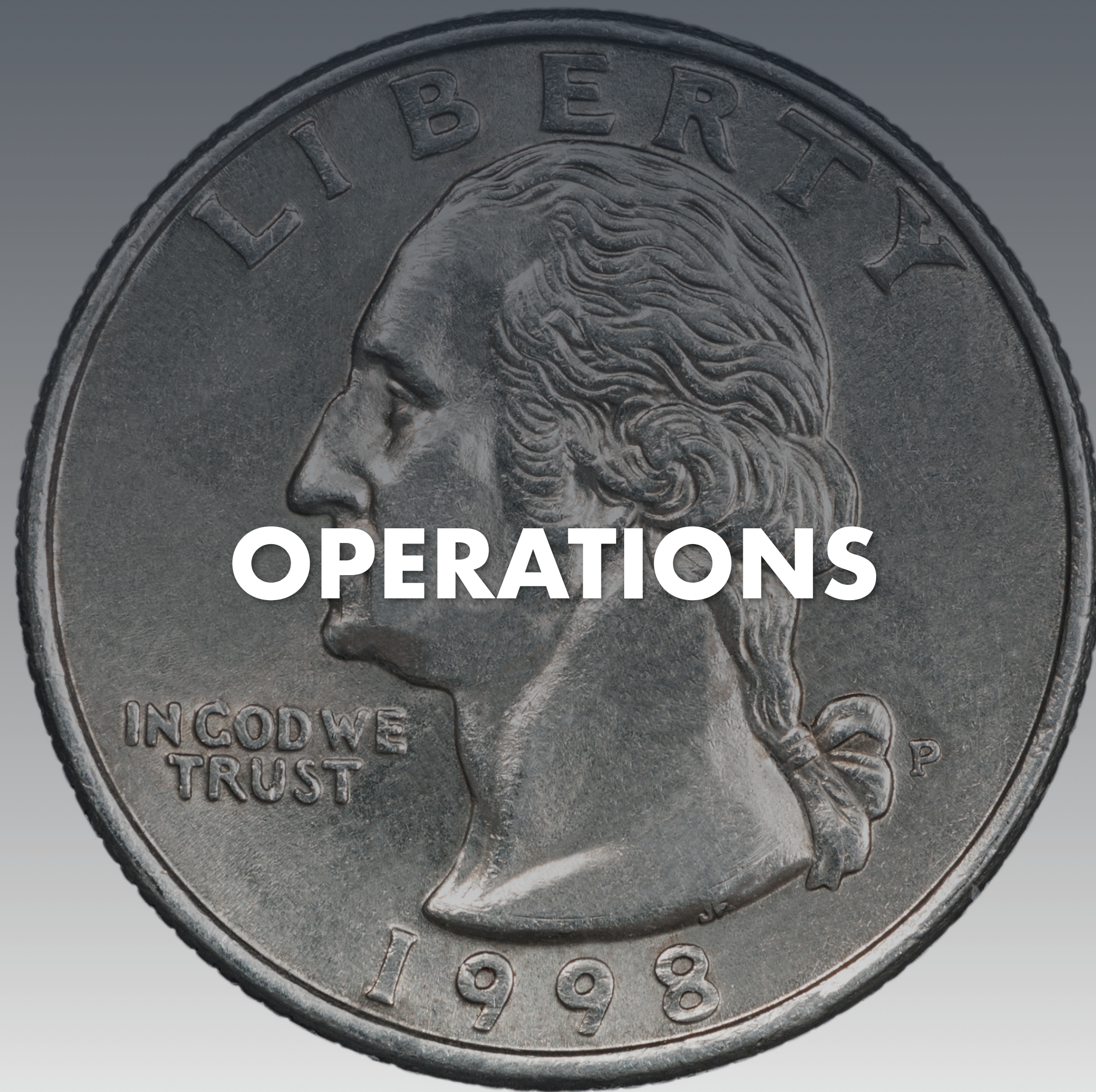
**Organizations who invest in employee engagement
out perform their peers 147% per share***

* Gallup

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

What is CRE's part in DW?



OPERATIONS



EMPLOYEE

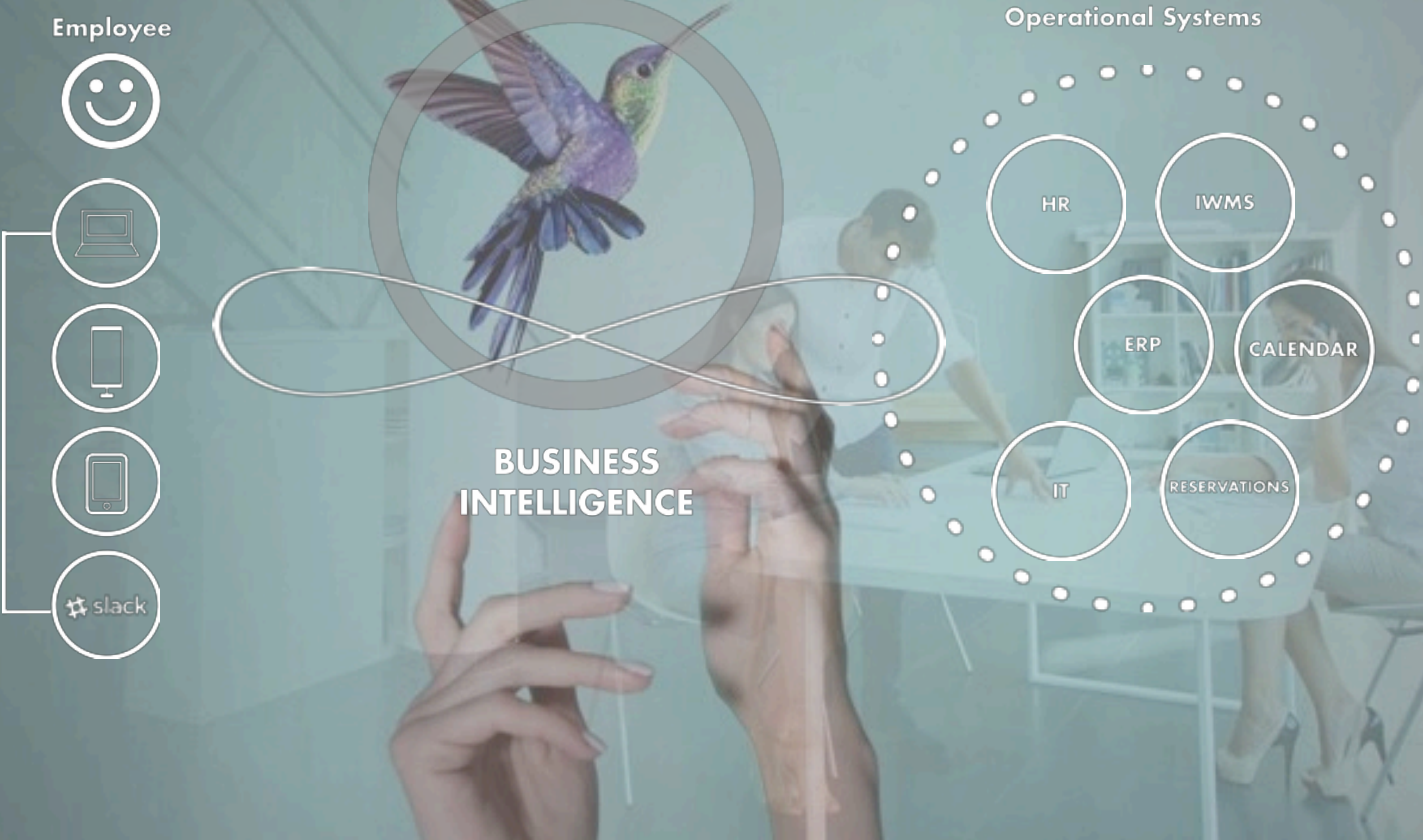
Layer New Technologies to Improve the EX

Establish a data foundation

Workspaces need to rise up to meet the need of the employee with the latest advances like:

- **Internet of Things (IoT)**
- **Predictive Analytics**
- **Artificial Intelligence (AI)**

Improved Business Outcomes

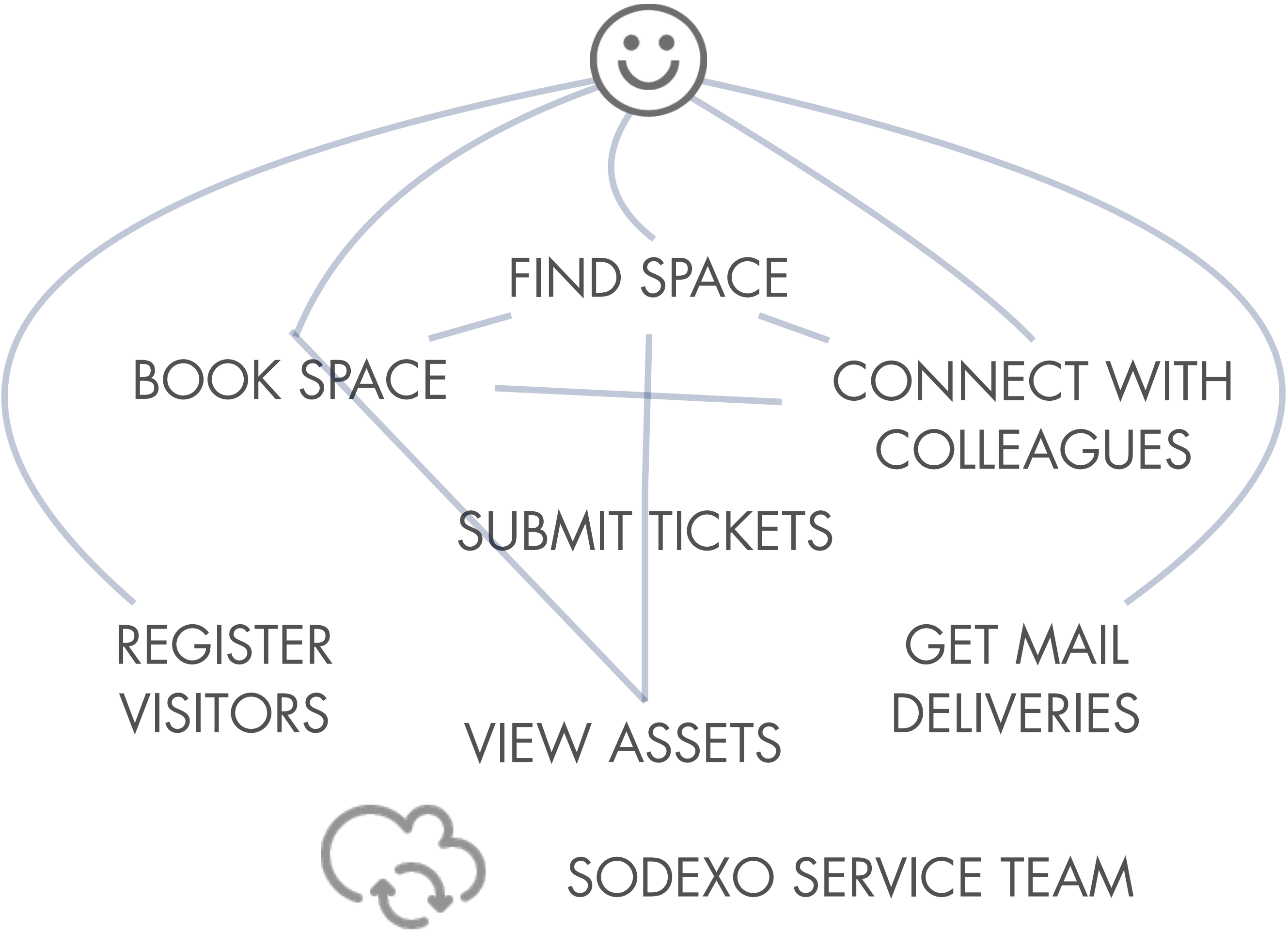


CHALLENGE - TRANSITION TO ACTIVITY BASED WORK

- Reimagine “work”
- Increase collaboration and employee engagement
- Reduce square-footage and increase head count
- Employee Control



SODEXO GOALS



EXPERIENCE

+

INTELLIGENCE

- ✓ FULL IWMS SUITE
- ✓ EXCHANGE SYNC
- ✓ SMART CLEANING
- ✓ OCCUPANCY TRACKING
- ✓ INSIGHT & ANALYSIS

ADD OPEN PLATFORMS TO THE INTRANET

Leverage APIs to bring in disparate systems into a single Intranet

- Provide best of breed tools to a single touch point
- Solve “simple” problems like finding co-workers. Delivering mail. Finding a space
- Measure Results

API CHEAT SHEET

API - A common language for online apps to talk to each other with

REST - Modern standard for sharing data

Webhooks - Allows real time information and notifications

Measure - Quality of Life Satisfaction Survey

↑ **9.4%**
INCREASE

Efficiency at the
workplace perceived
by users

★ **16%**
INCREASE

In overall user
satisfaction

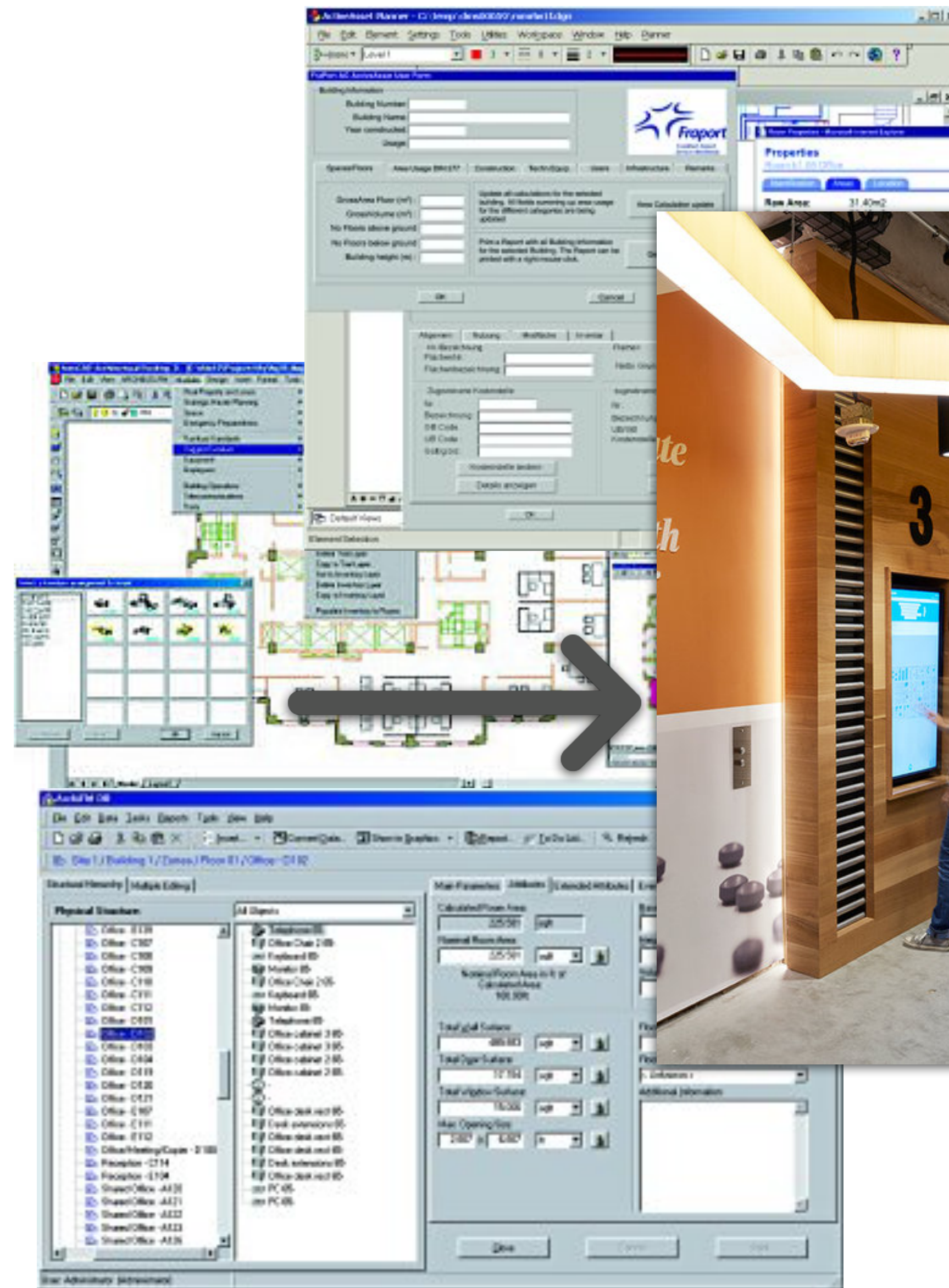
♥ **17%**
INCREASE

In positive user
feedback about
wellness*

* How would you qualify the impact of your workplace living conditions on your overall state of wellness/well-being?

CHALLENGE - INCREASE EMPLOYEE ENGAGEMENT & COMMUNICATION

- Employees had outdated information due to rapid growth and expansion
- Existing system was only accessible to small number of team members
- Heavily invested in an existing on-prem system

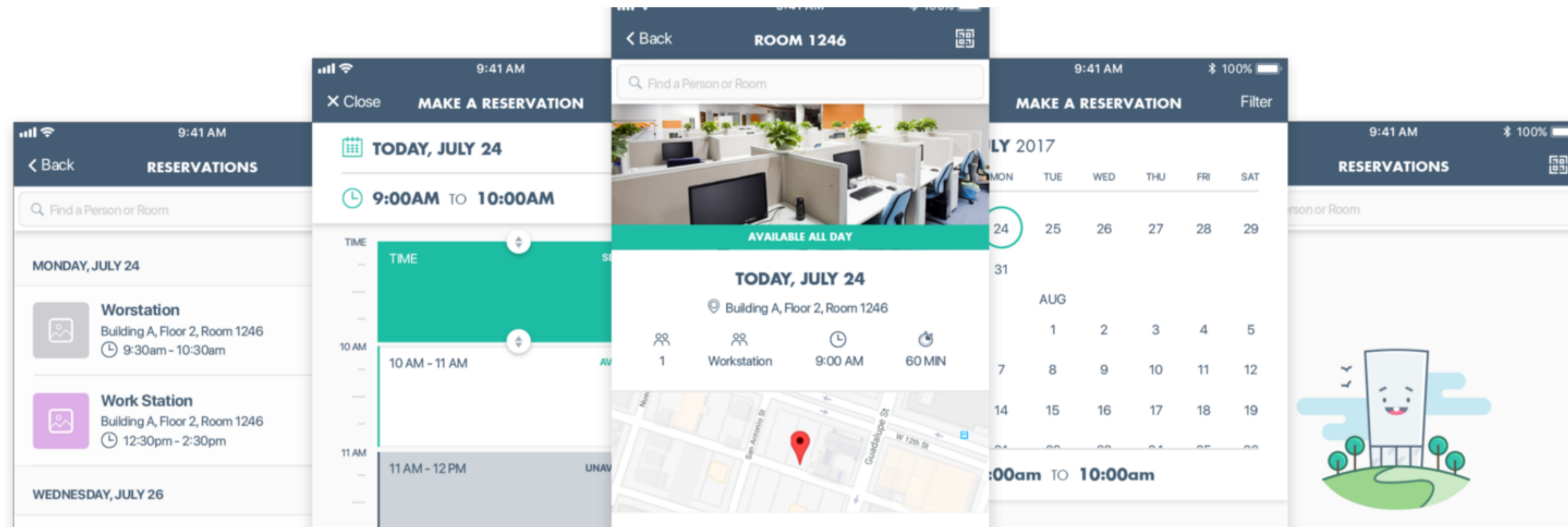


MCKESSON

office

ENHANCE LEGACY SYSTEMS

- Bring a modern UX to existing system
- Fast & low-cost implementation without disruption or “rip and replace”
- Focus on employee experience for retention, productivity



CHALLENGE: UNDERSTAND TRUE “UTILIZATION” (WITH NO BUDGET)

- Needed usage information to plan for new HQ and forecast growth
- Make the case to c-suite for new modes of work
- Pilot new ideas and concepts and prove efficacy

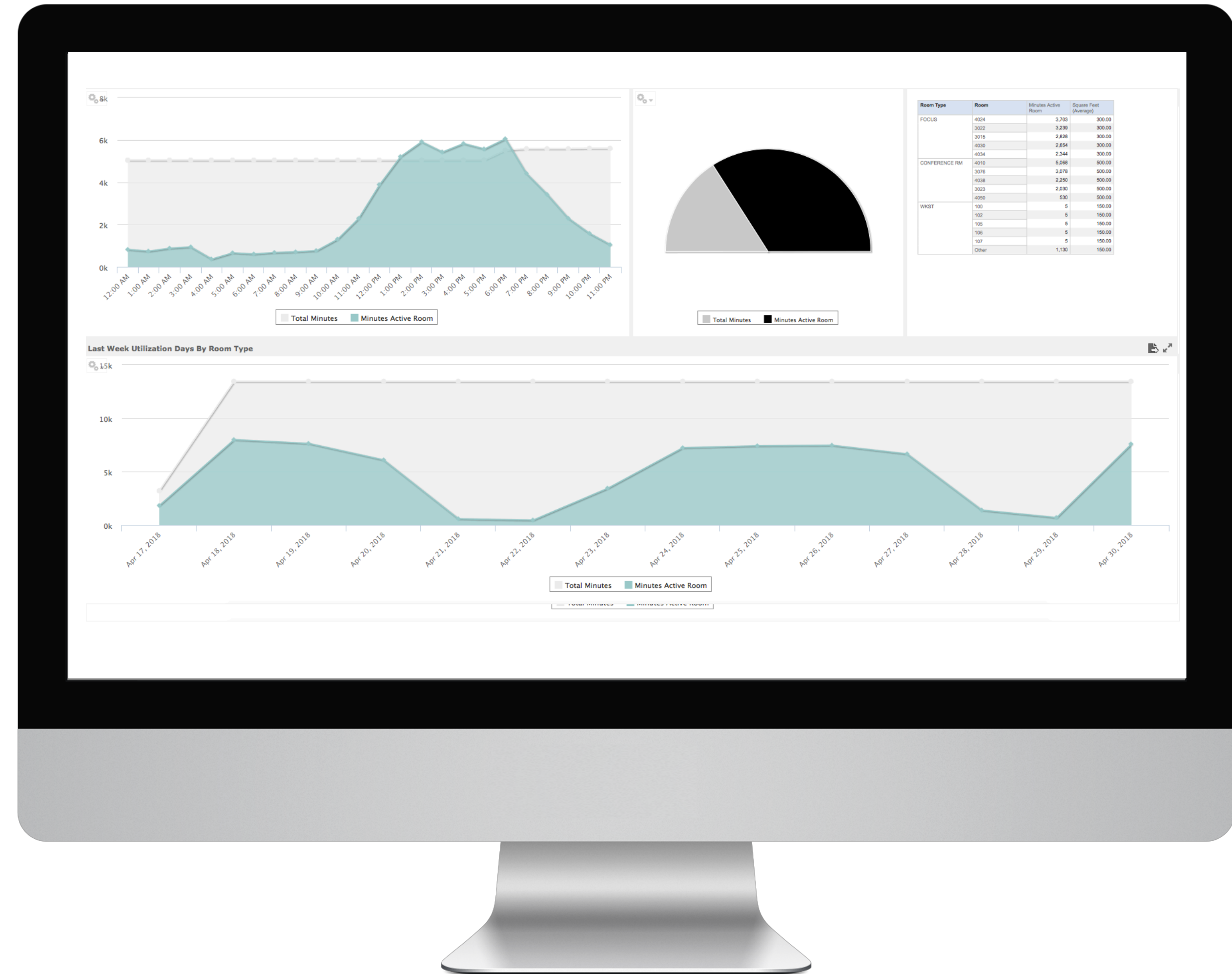


WHAT IF EVERYONE HAD A SENSOR?



REAL TIME DATA

- Thousands of “sensors” for free
- Measure effects of remote work, find departments for ABW
- Understand “cross-pollination” inside the office
- Open a closed system. Know who is in office or remote
- Look for other data sources (Exchange/Google Calendar)



Q&A

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