



Accommodating a growing workforce

Global FTSE 500 Financial organisation

The challenge

The head count at this financial organisation's European location was forecasted to grow by 20% over the next couple of years. They had several office buildings and were already nearing capacity. The cost to continue leasing an off site location to accommodate the overflow would have meant an additional £6 million in annual lease expenses.

The organisation was keen to reduce their carbon footprint, maximise the usage of their current office space and reduce building costs. In addition, they wanted to move towards an activity based working environment and agile culture.

The Facilities and real estate team had no real hard data of how their current offices were being used. Based on observation alone and occasional manual surveys, there were a lot of spaces that were underused especially during specific days of the week. However, the demand for more desk space from business unit stakeholders was increasing.

In order to achieve the business goals and balance the demand for more space, they needed an efficient method to gather occupancy data of various spaces, desks and neighbourhoods in order to make informed investment decisions. They also needed an effective way to manage short term space moves and accommodate new headcount.

The Facilities team wanted to be able to efficiently manage space planning and:

- Avoid additional investment for new office space if it isn't required
- Make step changes to move towards an activity based working environment and promote an agile working culture
- Find space quickly for new employees
- Be able to analyse the current space and its utilisation levels so they could identify optimisation opportunities
- Have objective data of underused spaces in order to work with business unit leaders on an efficient way to utilise the space
- Increase the person to desk ratio
- Have clear metrics to measure and benchmark



How we helped

We enable this customer to gather utilisation and occupancy data across several office buildings, measuring data from over 1700 location points. This covered areas such as desks, shared spaces, environment conditions and neighbourhoods.

The hardware implementation and testing was conducted onsite over three days and the Facilities team had access to their analytics dashboard the following working day, with training provided to help them navigate the system.

The Facilities team were able to quickly see the utilisation levels across various locations, floors and teams. Since the data is gathered in real time, they could instantly see where desk spaces were empty and allocate these to new employees.

Our Workplace Strategy team tailored reports based on what the customer wanted to analyse as well as providing recommendations on workplace change opportunities based on their data. The metrics they were most keen to analyse were the areas that were at capacity and those that seemed to be under utilised.

The benefits

Reducing additional lease expenses

After gathering occupancy data over several months it was found that the average utilisation rate was around 35%. This meant 65% of the time most spaces in their main office location were heavily underused, much lower than the industry standard of 55%. This empowered the Facilities team to make a data driven decision not to renew the lease for the off site location and find ways to optimise the current space.

Activity based working

The Facilities team was able to monitor desk and space occupancy across several neighbourhoods much easier. They were also able to use the data to profile departments and understand different working patterns and used this data to plan and initiate agile working pilots to demonstrate the positive effects to employee productivity. The expected headcount growth was managed by creating more agile workspaces.

Cross collaboration across departments

Having objective data has given the Facilities team stronger influence in discussions with various departments and teams on how best to optimise and utilise underused desk space. They have gained better support for desk sharing initiatives from senior management.

Rightsizing meeting rooms

They are now planning the next phase of space measurement by extending data gathering on meeting room usage. The intended goal is to validate assumptions on the utilisation of large meeting rooms compared to smaller rooms so they can right size these to better support work and collaboration.

Get in touch

For more information on how to measure and optimise your workplace visit opensensors.com