



Managing space capacity planning to optimise agile working

Global construction services

The challenge

Based in Central London, this global enterprise had an average 45% office utilisation rate. With desk space costing approximately £17K per year, they were potentially losing over £6million in unused space.

Despite the high under utilisation rate, the Facilities team were still inundated with demand for more desk space. To accommodate the overflow they potentially needed to invest over £2million for new office space.

The Facilities team were under pressure to balance real estate costs vs. space demand as well as:

- Fully understand the current utilisation levels of the office building
- Be able to use data to make decisions to
 - Re-organise the office layout of a floor or department to optimise usage
 - Manage desk space requests
 - Implement a new workplace strategy
 - Compare space usage between departments and teams
- Understand what types of collaborative spaces work best for the teams based in the office

It was imperative they needed to understand what spaces were heavily underused and determine whether to invest in new office space or simply re-configure the current space.

How we helped

We worked closely with the customer to first understand what they wanted to achieve, from the spaces they wanted to measure, the strategic goals to the improvements they wanted to make in their space planning processes.

It was clear from the outset they needed an automated way to gather utilisation data instead of using manual techniques. Flexibility to access utilisation reports in real time whenever they needed was important as well as support with interpreting data into actionable optimisation changes.

The exploration stage enabled us to tailor a solution to suit their strategic goals. As a result we rolled out a space utilisation program to gather data from across 650 location points, measuring the usage and occupancy of:

- Desk space between floors
- Collaborative zones
- How specific teams and departments were occupying and utilising certain spaces
- Days of the week and time of the day spaces were most and under used

Mitigating risks

To mitigate any risks before implementation, we conducted a rigorous site analysis to anticipate potential problems in order to deploy seamlessly.

1. **Site specific risks** - Checking gateways and sensor placements for signal quality and connection to cloud
2. **Preparing risk** – Staging to verify design
3. **Maintenance risk** – Detecting sensors that are not transmitting data
4. **Network connectivity** - Ensuring cloud connectivity cloud during deployment to keep data flowing
5. **Scoping process** – Identifying and ensuring no impacts to key KPIs

Identifying and tagging assets

It's often a task overlooked by some, but identifying and tagging assets well in advance of deployment is critical to the successful usage of the analytics dashboard. It ensures the data collected would be easy for the team to analyse on the dashboard and reflect locations, teams and type of workspaces.

2 days | 650 data collection points

Hardware and testing was implemented over the course of two days during out of office hours to make sure there were no disruption to the business and their employees.

The Facilities team had immediate access to the analytics dashboard the next working day with training provided so they could easily navigate the interface. Our Workplace Strategy team customised utilisation reports which provided recommendations for optimisation changes based on their utilisation data.

Within a short period of time, the Facilities team were able to see concrete evidence of actual usage and occupancy.

The benefits

Saving over £2M in new office space

Automating the data capture of utilisation rates gave the Facilities team a clear view of how their building space was currently occupied and used. They were able to use the data to influence strategic decisions at board level and helped save over £2million in new office space, by re-configuring the current layout to accommodate how the business actually utilised spaces.

Increasing desk ratios to 1:14

Analysis from the data also revealed high mobility in certain departments compared with others. They used this data to inform their workplace strategy to:

- Create a more agile working environment for highly mobile teams
- Free up desk space by increasing the desk sharing ratio from 1:1 to 1:1.4.

Get in touch

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