



Measuring departmental space capacity

UK financial institution

The challenge

This financial institution had recently moved to its new purpose built headquarters. The office space was designed and equipped for employees to work in an agile and dynamic way. However, whilst this was the intended goal, there were noticeable pockets of very high levels of desk utilisation and occupancy.

In addition, the Facilities Management team were experiencing frequent complaints about the lack of space and requests for additional workspace. This proved a challenge for the Facilities team as they had no real data to back up these claims or had a real understanding of how the new office space was actually being utilised to begin to truly understand the problem.

They were under pressure to get to the root cause of complaints, particularly in respect to the areas occupied by the specific departments where demand for more space was higher. As well as this they needed utilisation data to manage space capacity and:

- Grow headcount within the same space
- Support the business move towards fully agile working
- Get an understanding of how the space is used
- Establish policies of desk usage to improve overall utilisation
- Identify behavioural patterns for desk usage
- Identify desks that can be targeted for optimisation
- Establish person to desk ratio by teams and departments

How we helped

We automated the way utilisation and occupancy data was gathered by installing over 600 sensors across their new office building. This covered desk space, alternative work settings and collaborative zones.

Working closely with the Facilities and Workplace team we identified assets that required monitoring and overlaid this on their floor plans, categorised by workspace type and by teams. This would make the transition to monitor utilisation and occupancy rates much easier on the dashboard.

The hardware was placed in discrete locations and since the data would be anonymised to illustrate occupancy and not personal or health information, we made sure this was communicated to reassure and not be disruptive for employees.

Once the site installation was deployed and tested, their dedicated analytics platform was configured to reflect the metrics they wanted to measure.

Automating the way utilisation and occupancy data was gathered provided the Facilities and Workplace team with access to real time usage of particular spaces. As it covered larger areas, they had an objective view of utilisation for any point in time during the day, week or month.



The benefit

After several weeks of gathering data the Facilities team had a better understanding of how the office space was actually utilised by different departments and teams across the building.

They were able to compare desk usage with alternative work settings and found most teams gravitated towards working at their desk. This indicated that there was still much more work needed to be done to shift cultural behaviour to embrace agile working.

Optimisation opportunities

By analysing how each team and sub-team were using types of furniture and workspaces, they had in depth data to see where opportunities lie to target optimisation. Monitoring peak and off peak utilisation rates provided patterns of usage which helped in their space planning process.

With data backed evidenced, the Facilities team were in a better position to make decisions on how they could optimise the office space, such as implementing improved working practises and policies as well as how they could customise their desk sharing ratios by team to boost utilisation.

Access to reports anytime, anywhere

Flexibility to generate utilisation reports when they needed was a game changer for them. They were able to make short term change decisions much quicker than before and work more effectively with departmental stakeholders on how best to optimise the current space without having to invest in more real estate.

Get in touch

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

opensensors.com