

Managing workspace
utilisation

Join the
conversation

Let's get
started

Key
Takeaways

5 ways to increase desk utilisation

Yodit Stanton, CEO
Vu Nguyen, Head of Product Innovation

Today's session

Key metrics

How to make changes

Key takeaways

Q&As

Speaker



Yodit Stanton, CEO and Founder

Speaker



Vu Nguyen, Head of Product

How you can make changes

Sensors
vs
Manual

Key
Metrics

Cost
savings

Desk
ratios

1.Flexible
desks

2.Cross
function

3.Peak
days

4.Multisite

5.Forecast

Sensors vs Manual Surveys

Sensors

Wider scope of occupancy

Real time on demand reports

Inexpensive and efficient

Manual

Expensive - ongoing resource cost

Hourly samples over 2-3 week period

Less accurate

Key Metrics

Average utilisation

Peak utilisation

Person to desk ratio

Industry
average
utilisation
45%

Average cost waste

London
\$22.7K pa*
Desk cost



=



=

\$6.2M
Waste**



New York
\$15.9K pa*
Desk cost

45%
Desk utilisation

\$4.4M
Waste**

Cost
Savings

*Source: Cushman & Wakefield Office Space across the world 2017

**Assume 500 desks to maintain per year

Average cost savings

London
\$22.7K pa
Desk cost



Total cost pa
\$11.4M



Increase utilisation %



10% - \$1.1M
20% - \$2.8M
30% - \$3.4M
40% - \$4.6M

New York
\$15.9K pa
Desk cost



Total cost pa
\$7.9M



10% - \$795K
20% - \$1.6M
30% - \$2.4M
40% - \$3.2M

**Assume 500 desks to maintain*

What levers can you use to increase utilisations?

No fixed industry benchmark

Desk ratios can vary across departments, teams and location

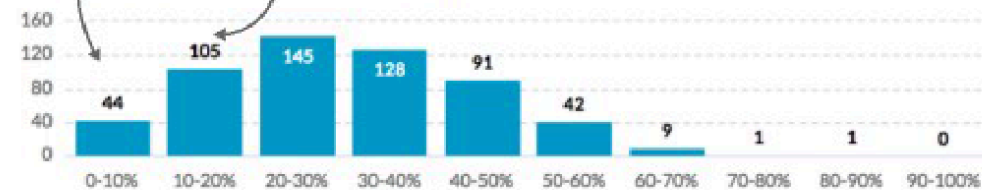
Average ratios 1.2 - 2

Allocate fixed desks to flexible desks

44 desks - Cost savings \$998K
105 desk - Cost savings \$2.4M

Potential flexible desk allocation

Desk distribution based on avg utilisation



Distribution rate

**Average desk cost \$22.7k pa in London*

Use data to have conversations with business unit leaders

Some teams occupy desk space less than others



Identify peak days

Be in control to
plan desk space
occupancy

Desk utilisation by day of week



Live view

Turn data into actions
Encourage staff to come in during
off peak times or work from home

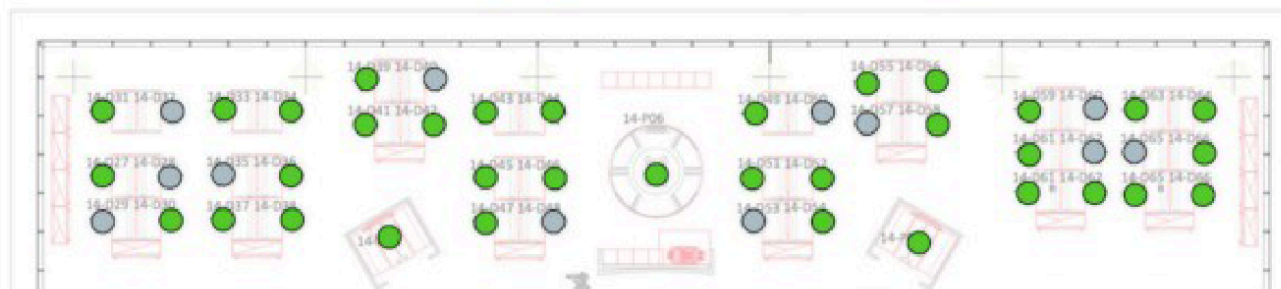
Live view

Turn data into actions
Give staff visibility of
desk availability at other
locations

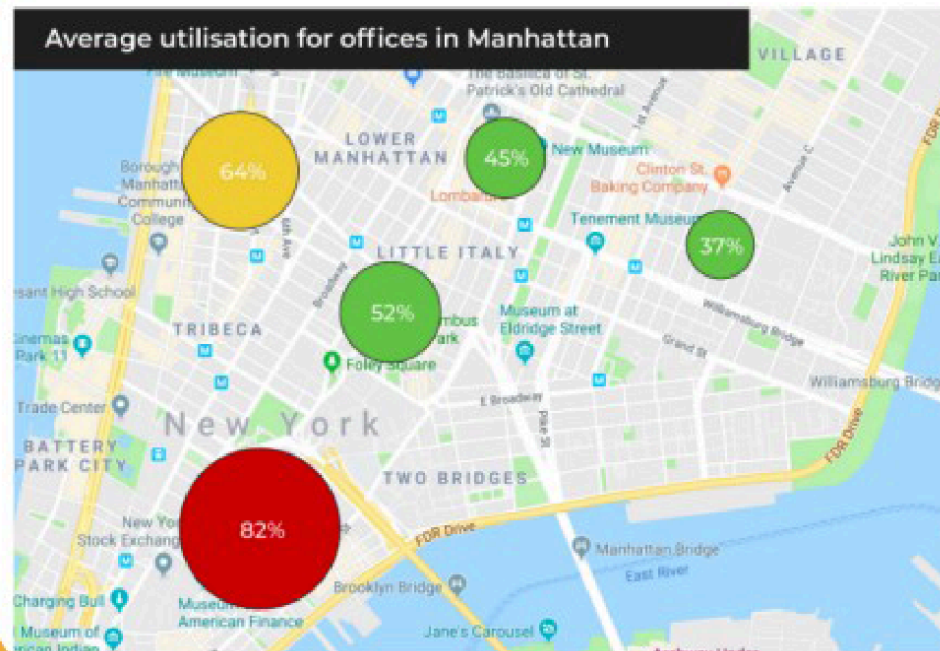
floor14

68 desks
available

12 meeting rooms
available

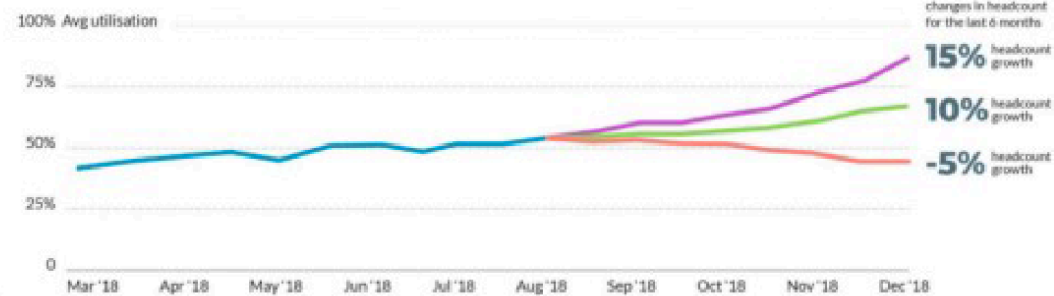


Compare site utilisation



Managing changes in headcount

Average utilisation forecast based on changes in headcount



Key takeaways

Metrics

- Average utilisation
- Peak utilisation
- Person to desk ratio

No one size fits all benchmark

Iterative steps

Approach

Iterative approach

Step 1

Start tracking
data



Step 2

Make small
changes



Step 3

Employee
feedback



Step 4

Make
adjustments

Join the conversation Q&A



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