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
What is CRE’s part in DW?
Layer New Technologies to Improve the EX

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)
CHALLENGE - TRANSITION TO ACTIVITY BASED WORK

• Reimagine “work”

• Increase collaboration and employee engagement

• Reduce square-footage and increase head count
Hospitality Bot For Employees & Visitors

EMPLOYEES
- Reservations
- Zones
- Hot desk
- Tickets
- Restaurants
- Colleagues

VISITORS
- Book hotel
- Space to work
- Transport
- Food
- FAQ

BEACONS/SENSORS
VOICE RECOGNITION
iOFFICE & OPEN DATA
AI & MACHINE LEARNING
How We Did It: Open. Innovation. iOFFICE.

Let’s get some work done!

- FIND SPACE
- BOOK SPACE
- SUBMIT TICKETS
- CONNECT WITH COLLEAGUES
- VIEW ASSETS
- GET MAIL DELIVERIES
- REGISTER VISITORS

EXPERIENCE INTELLIGENCE

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

SODEXO SERVICE TEAM
ADD OPEN PLATFORMS TO THE INTRANET

Leverage APIs to bring in disparate systems into a single Intranet

• Solve “simple” problems like finding co-workers. Delivering packages.

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

Quality of Life Satisfaction Survey

- Efficiency at the workplace perceived by users: 9.4% increase
- In overall user satisfaction: 16% increase
- In positive user feedback about wellness*: 17% increase

* How would you qualify the impact of your workplace living conditions on your overall state of wellness/well-being?
CHALLENGE - INCREASE EMPLOYEE ENGAGEMENT & COMMUNICATION

• Heavily invested in a legacy system
• Employees had outdated information due to rapid growth and expansion
• Existing system was only accessible to a small number of team members
HUMMINGBIRD — 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
CHALLENGE: UNDERSTAND TRUE “UTILIZATION” (WITH NO BUDGET)

• Needed real numbers 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
(add short video)
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
• More sources of “free” data (Exchange)
Imagine being able to capture, process and analyze data in new ways