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TECHNICAL
SERVICES

How can Mitie Connected Workspace make the return to work easy, smart and safe?

When buildings re-open and staff start to re-occupy workspaces, it is vital to understand the dynamics, in real time, to ensure social distancing guidelines are maintained, prioritising colleagues' physical and mental health. Providing real time access to space availability and the ability to book desks and meeting rooms from apps and mobile devices will allow your staff to operate more safely in their workplaces.

Mitie's unique solution combines sensors, BMS feeds and IoT to provide a real time view of desk occupation, meeting room use, common areas and environmental factors, de-risking building re-occupation.

Mitie Connected Workspace is the only market leading, fully integrated solution that can provide such real time, dynamic and transparent insight.

Three areas where Mitie's Connected Workspace can help



Desk Utilisation / Environment

- Show a live view of available space within a building for colleagues to navigate to vacant or less occupied areas
- Provide data allowing space planning for colleagues' safe return to work within social distancing rules
- Allows you to plan a return to work within government guidelines
- Allows you to plan future agility ratios by capturing trends



Common Areas (Restrooms, Break Areas)

- Can provide real time information on the flow of people to manage distancing
- Can signal when space is occupied and enable orderly queuing
- Assist with scheduling of set times for meals for colleagues
- Can help phase return to work based on space available



People Movement

- Monitor body temperature of individuals as they enter a building to contain risk of contamination and offer medical assistance
- Monitor footfall and movement through the building to ensure social distancing is monitored
- Help focus cleaning on higher risk areas, where workspace is more intensely used

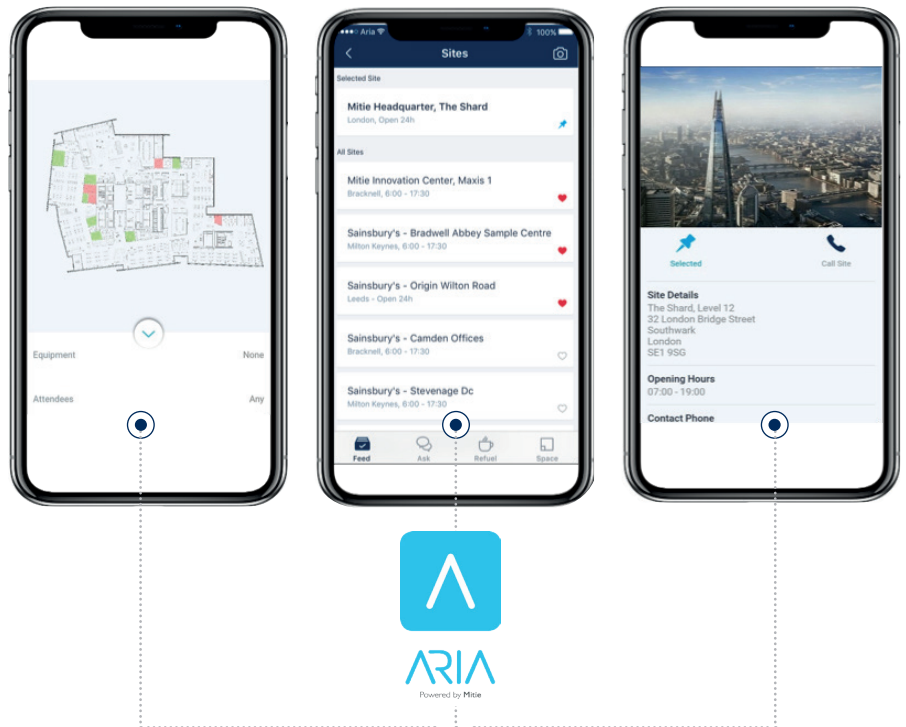
As the majority of these spaces aren't occupied at the moment this is the ideal time to install this technology. Mitie has the capacity to install the full solution in a building within 24 hours at a typical cost of £65 per seated position, per year. This includes all the hardware required for a fully functioning solution.

Introduction

With Aria, Mitie's unique interface, colleagues can access real time availability of spaces, book desks and meeting rooms. Not only is this unique, it gives colleagues transparency of reduced occupation in their workplace.

What will the Spaces feature be used for?

- To view the status of spaces (e.g. workstations & meeting rooms)
- To book meeting rooms
- To view useful relevant information such as opening hours, the address and site contact details



information to view your listed sites and relevant site details

Live desk and room availability

With the Mitie Connected Workspace solution every floor and area is visible in real time, avoiding the need for colleagues to wander around in search of an empty desk or safe space.



Identification of occupied and vacant workspaces, simply glance at floorplan to orientate and locate

Feed can be displayed at entrances to each floor plate

Feed accessible from any internet enabled device

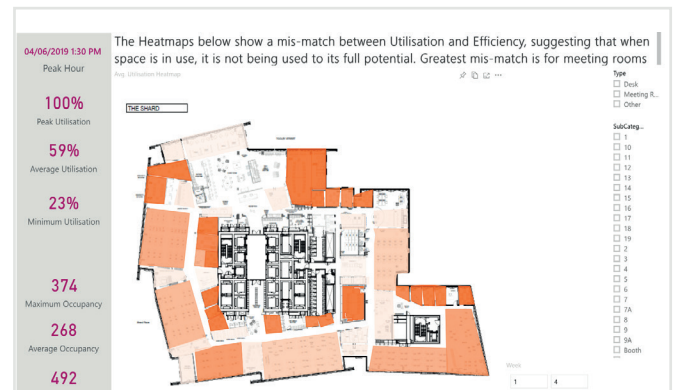
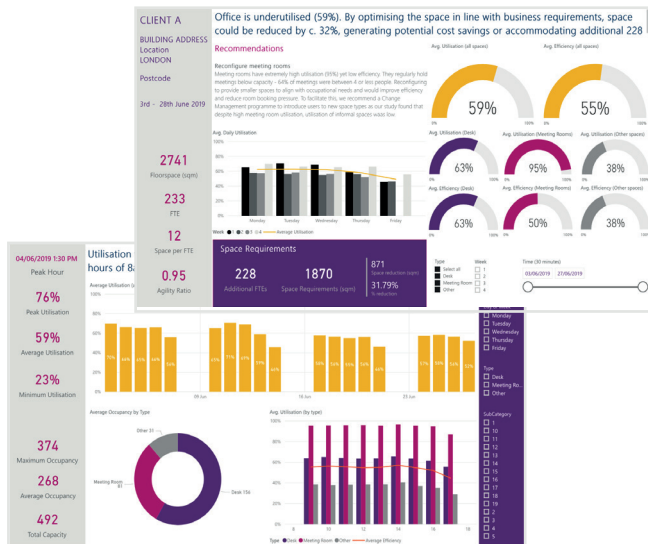
Customised to client protocols

Improved user and visitor experience

Further options to integrate with space booking systems

Workplace Insights Report

After a period of initial monitoring, actionable insights and recommendations can be provided in a dynamic Workplace Insights Report to support the detailed sensor data.



Dashboards

Provide information on actual utilisation over a given period. Information can be filtered using time period or floorplate.

Floorplans

Dashboard information can be plotted on to uploaded floor plans and RAG coded for simple visual reporting

Data can be presented through the use of Power BI for mapping utilisation data on to CAD plans and data visualisation.

Environmental trends for temperature, CO2, noise, light and relative humidity. Analysis against building comfort policies.

The primary reporting insight includes the identification of desk and meeting room utilisation trends throughout the whole study period.

Identification of working patterns of teams, and opportunities to explore new ways of working, rationalise the use of space or introduce design improvements.

Can be used as a standalone report internally to brief stakeholders on trends and findings.

To provide insight overlaid with sensor data, FTE numbers, team sizes and current agility ratios will be required from a client combined with other information such as maximum capacities under Fire Regulations and comfort policies.

Case Studies

A large food retailer



- 2,334 desk sensors installed across 7 floors
- Physical installation completed in 2 days
- Data from sensors enabled 1,394 staff moves
- **First phase** – 191 staff internal moves
- **Second phase** – 355 staff internal and external moves
- **Third phase** – 356 staff internal and external moves
- **Fourth phase** – 215 staff internal moves
- **Final Phase** – 277 staff moved to 5th floor

One of the Big Four



- 1,027 ceiling sensors installed across 17 floors
- 3,041 areas of interest monitored throughout the building (includes desks, meeting rooms and general spaces)
- Desk occupancy data is used for large display screens in reception and on each floor showing hotdesking availability
- Traffic flow counts captured in reception and toilet areas
- All data is fed into the client's Intelligent Building Management System

Summary of Outcomes



Mitie Connected Workspace space utilisation solution provided access to previously unknown real-time and time-series data on how desks and meeting rooms were being utilised and how teams were operating in their workspaces. In both cases this highlighted poor utilisation and opportunities to optimise use of space more efficiently



Space management strategies were changed to reflect real data over wide time-series, not purely signs of life or staff perception



Enabled building restacks and reconfiguration of the building footprints to better accommodate resized teams and staff working at new, bolder agility ratios



Flexible – installed both permanently to link with room and desk booking and provide staff with a feed of live availability of spaces and used to power temporary surveys to collate utilisation views ahead of floor reconfiguration, building restacks or buildings to be exited



Wellbeing - colleagues workspace configuration and working environment enhanced leading to improved satisfaction and productivity



Deployed quickly, at relatively low cost and benefits were rapidly realised

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