Technology’s role in the hybrid workplace

Mark Miller – Cisco Collaboration,
Future of Work Lead

February 2021

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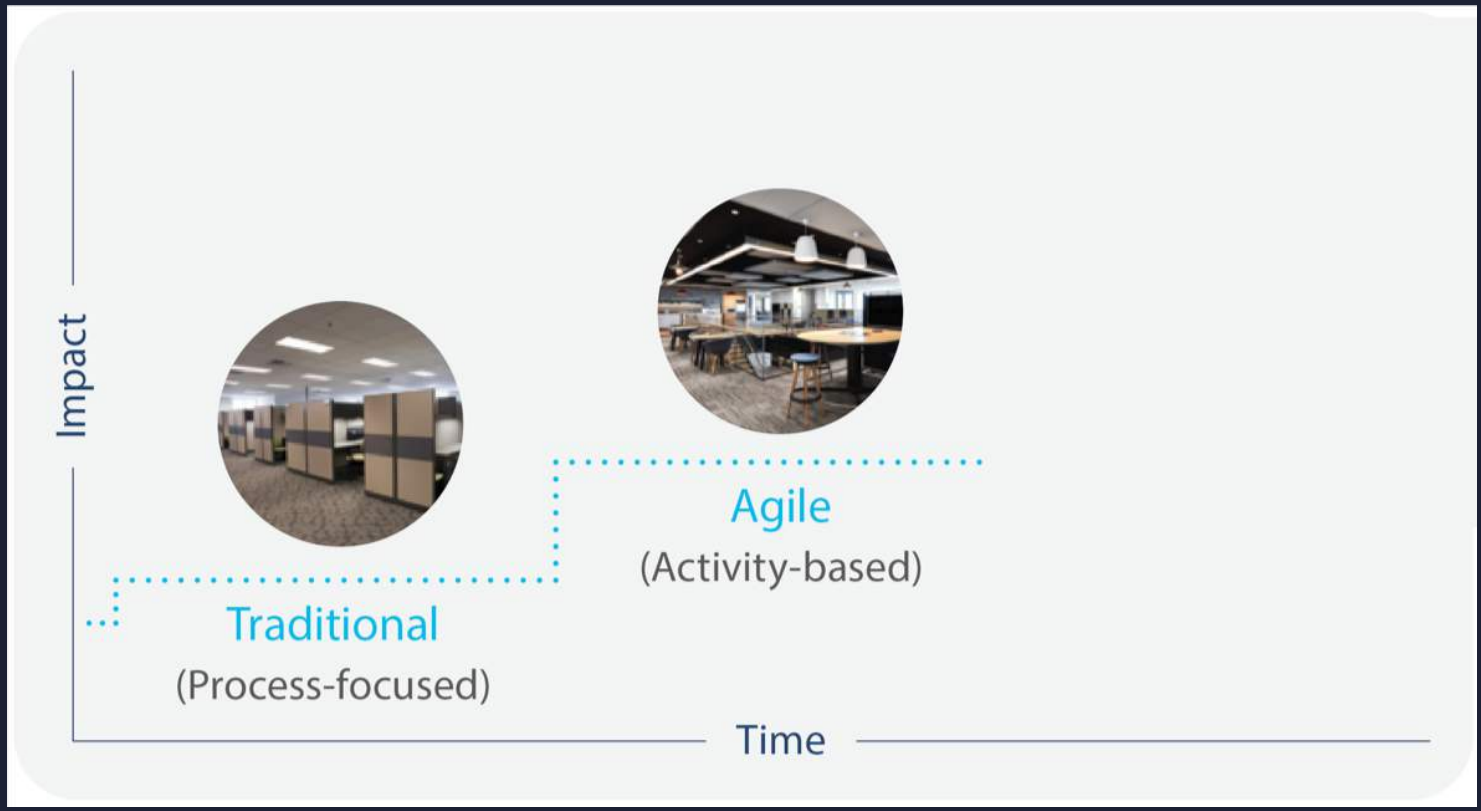
Evolution of the workplace



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vaccine
PANICKING
coronavirus
SOCIAL DISTANCING
health

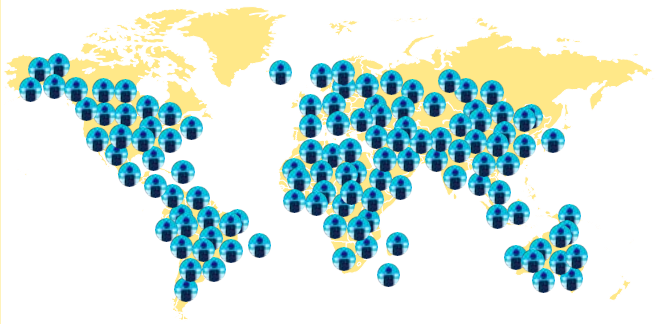
The destination: a new way of working

Yesterday

REMOTE OFFICE

Today

REMOTE OFFICE



Tomorrow?

REMOTE OFFICE

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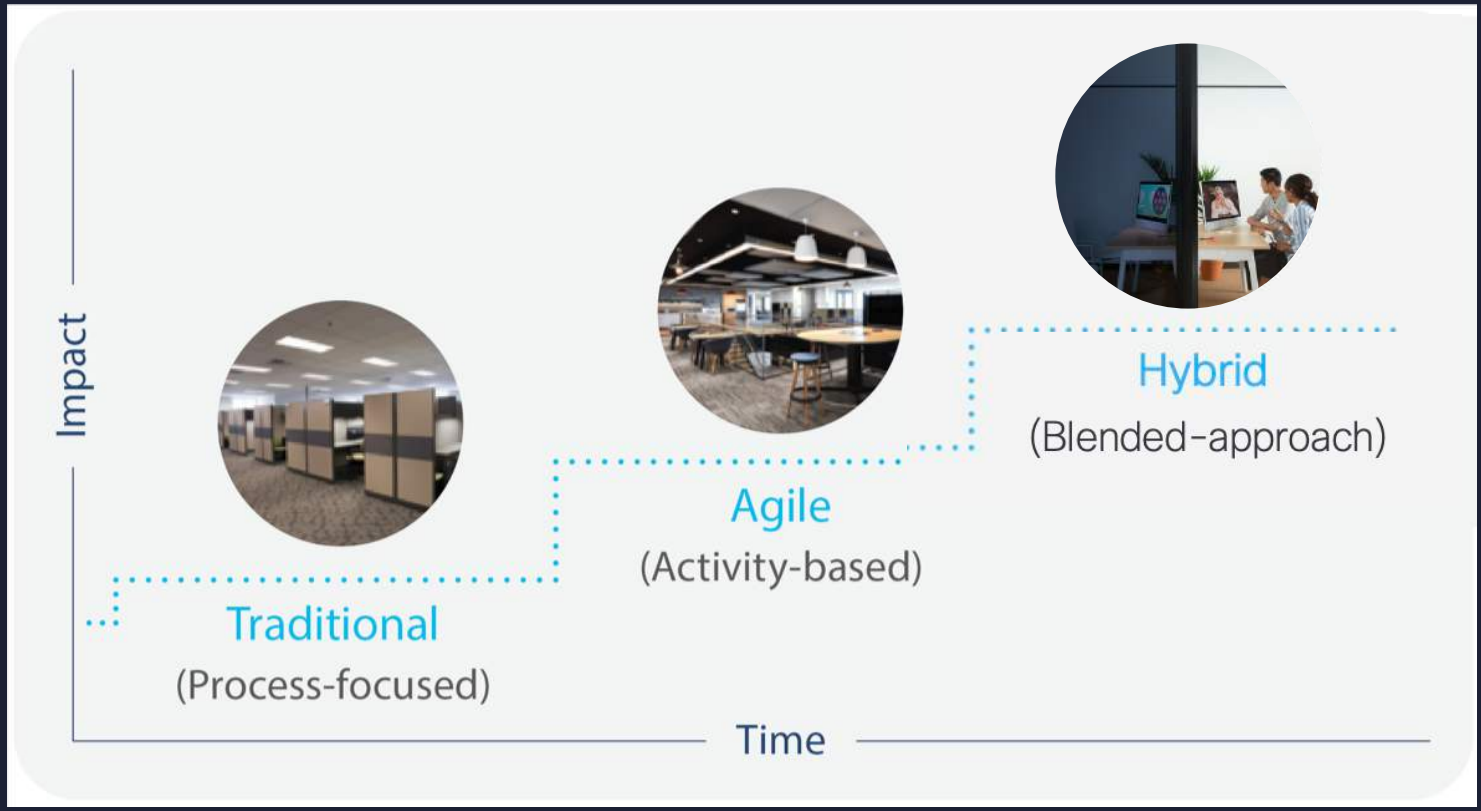
Next wave of workplace transformation



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Flexible working versus hybrid working

Flexible Working		Hybrid Working
Limited	→	Scale
Structured	→	Autonomous
Location-centric	→	Workstyle Workspace Workflow

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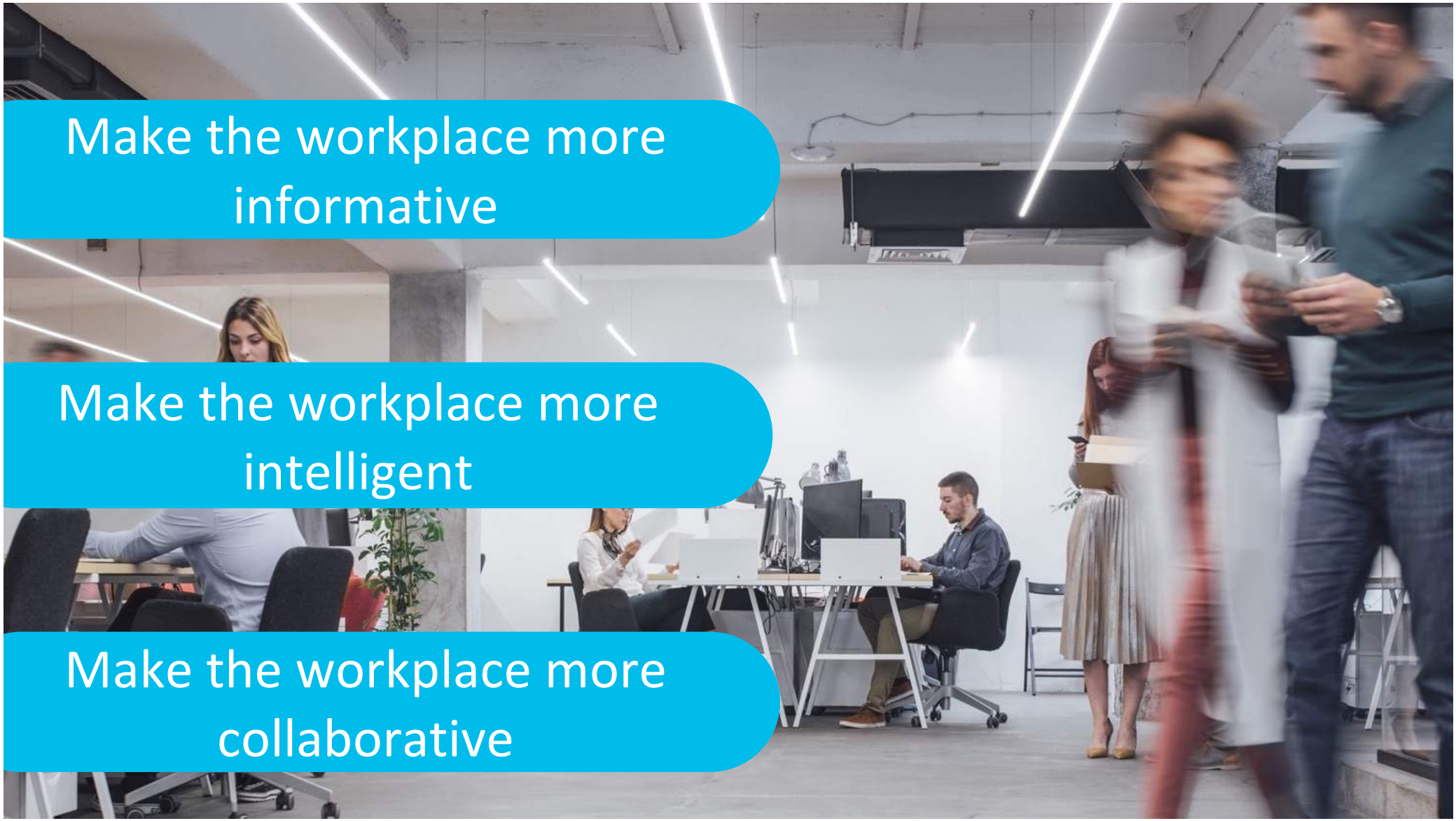
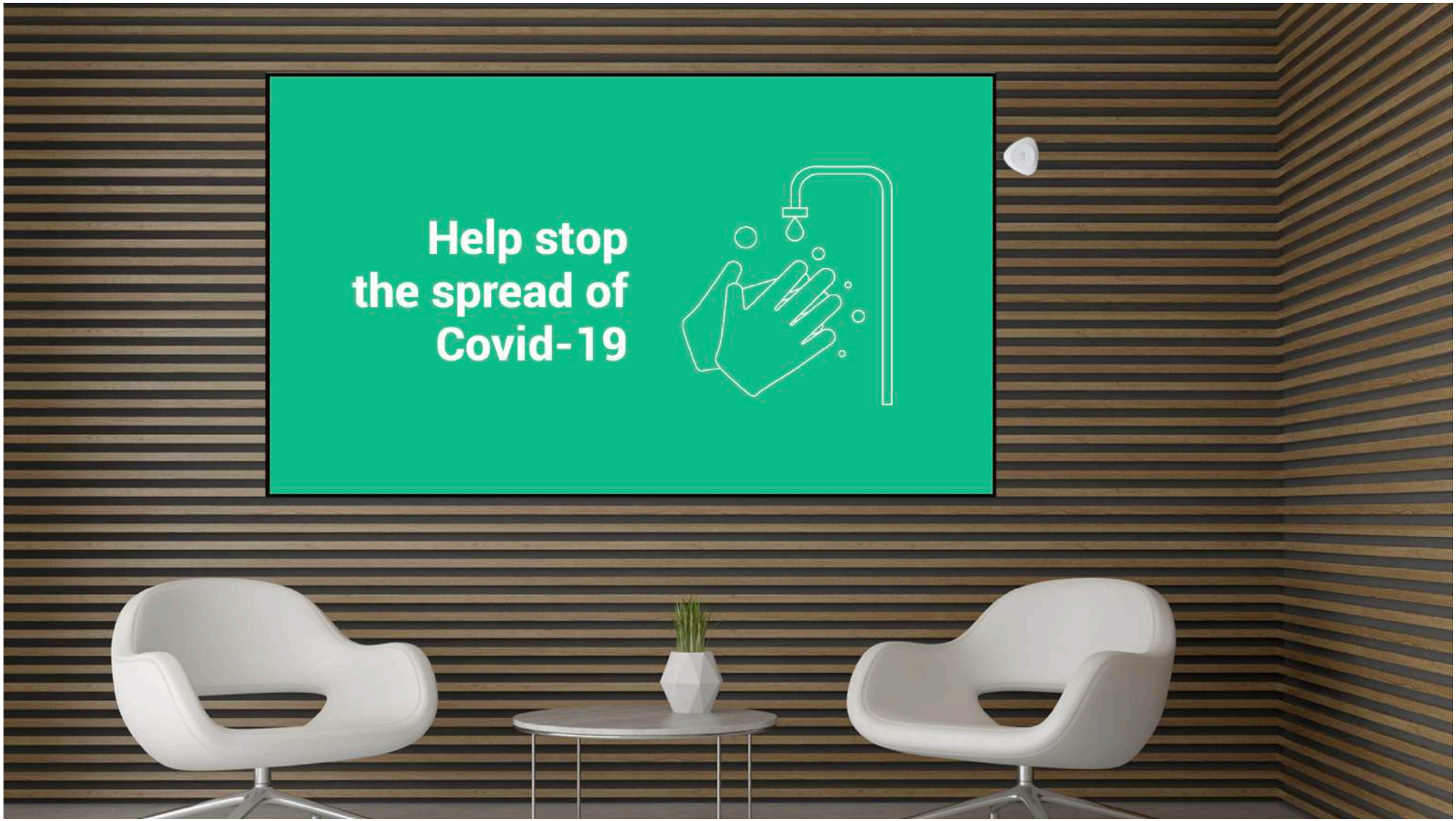

Make the workplace more informative
Make the workplace more intelligent
Make the workplace more collaborative

Make the workplace more informative


Help stop
the spread of
Covid-19

Meeting Space Policy Applies
Please clean the room when leaving and remove any personal items.
1
Avoid Overcrowding Rooms
2
Avoid Using Touch 10 Panel
3
Connect to Meetings Using Webex Teams App
Meeting Space Policy Applies
Please clean the room when leaving and remove any personal items.
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Avoid Overcrowding Rooms
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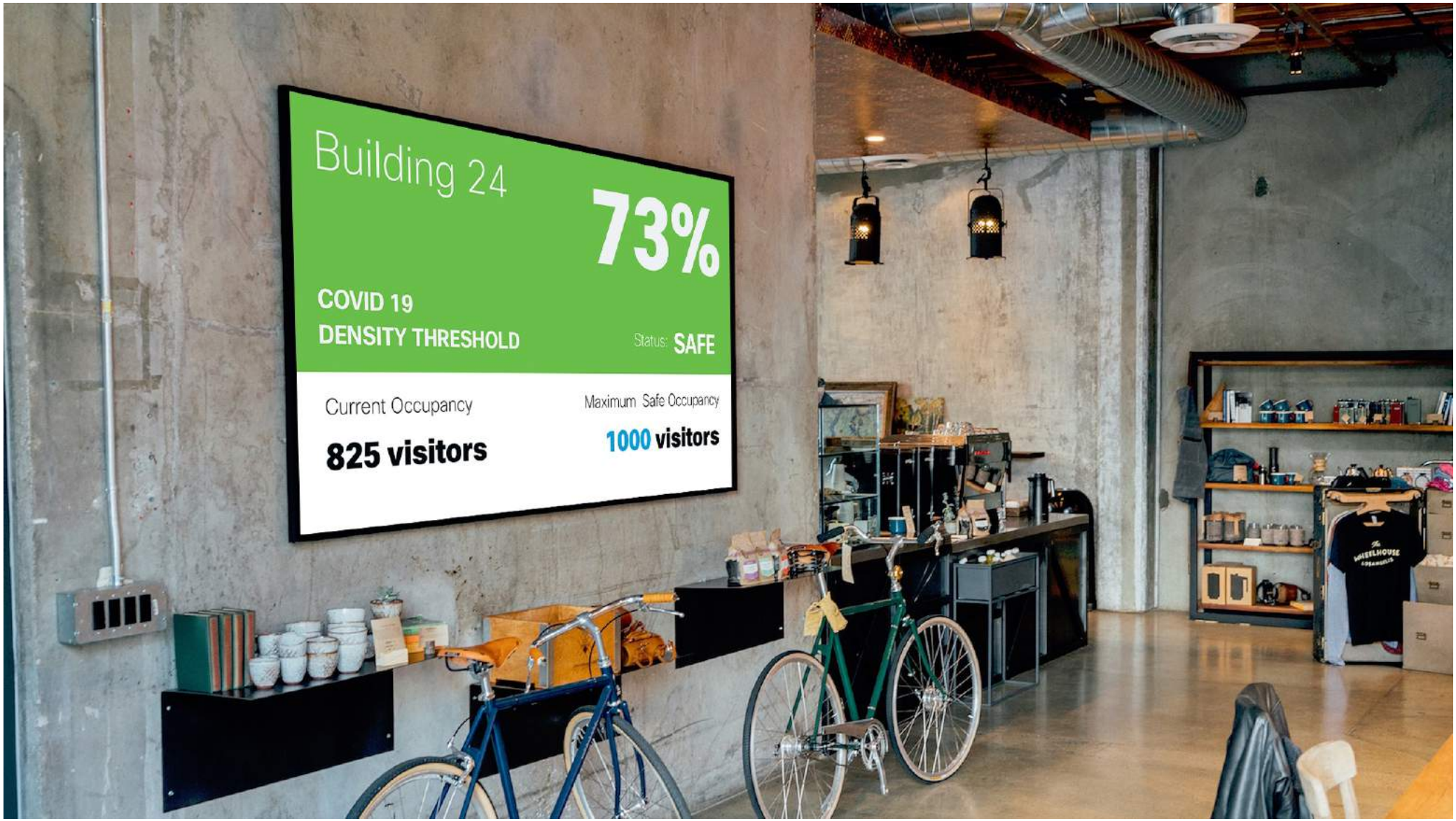
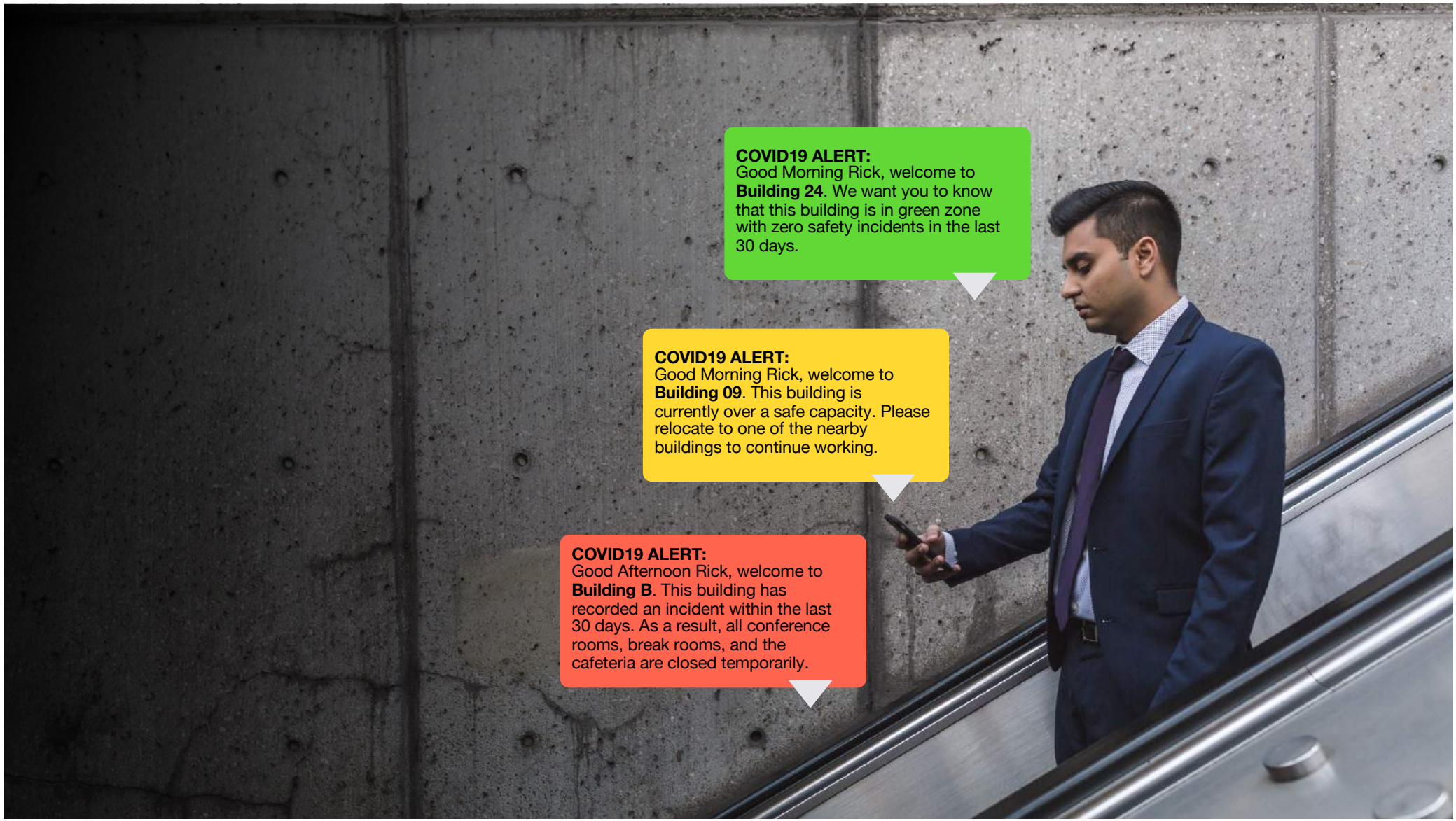
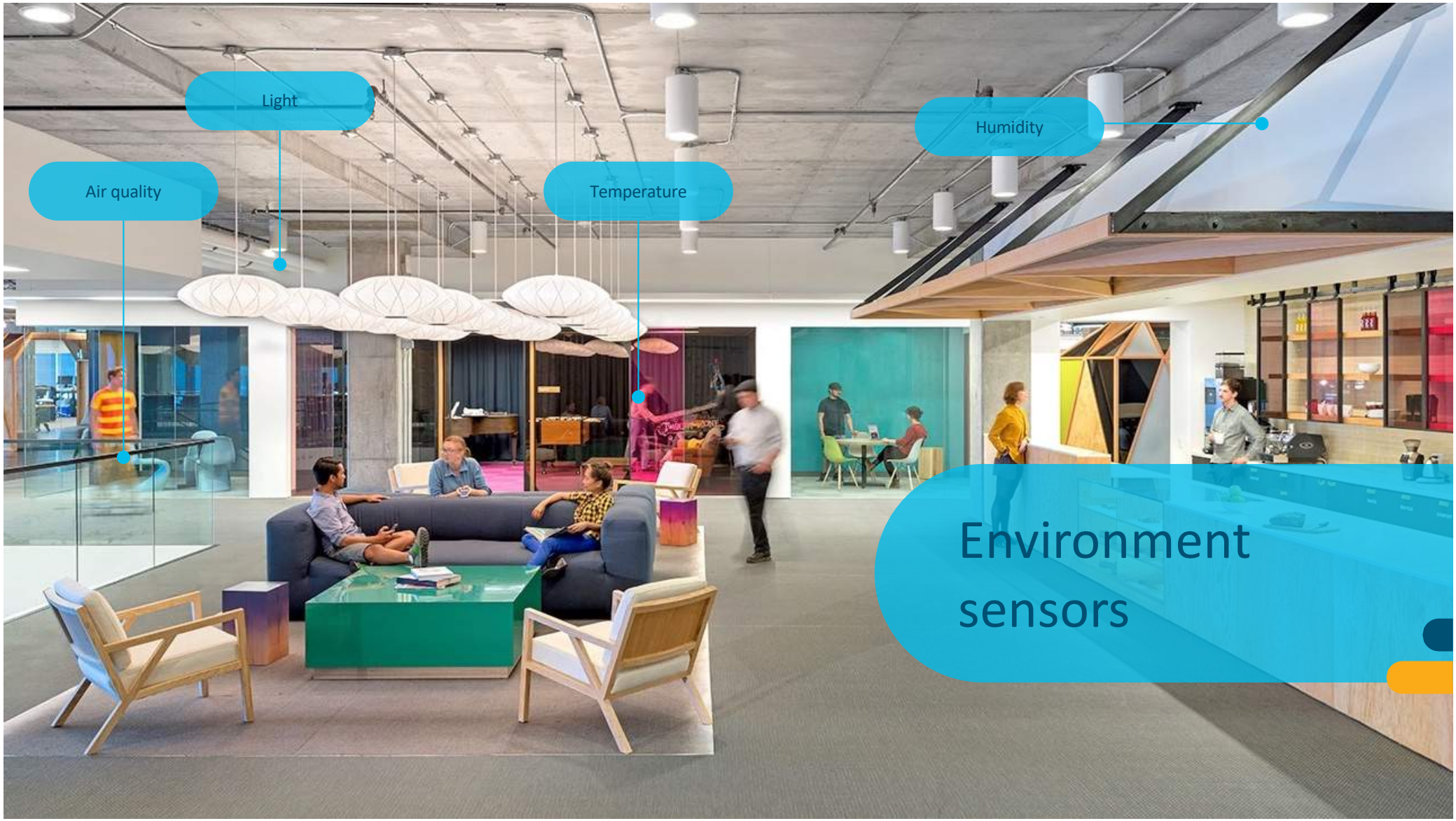
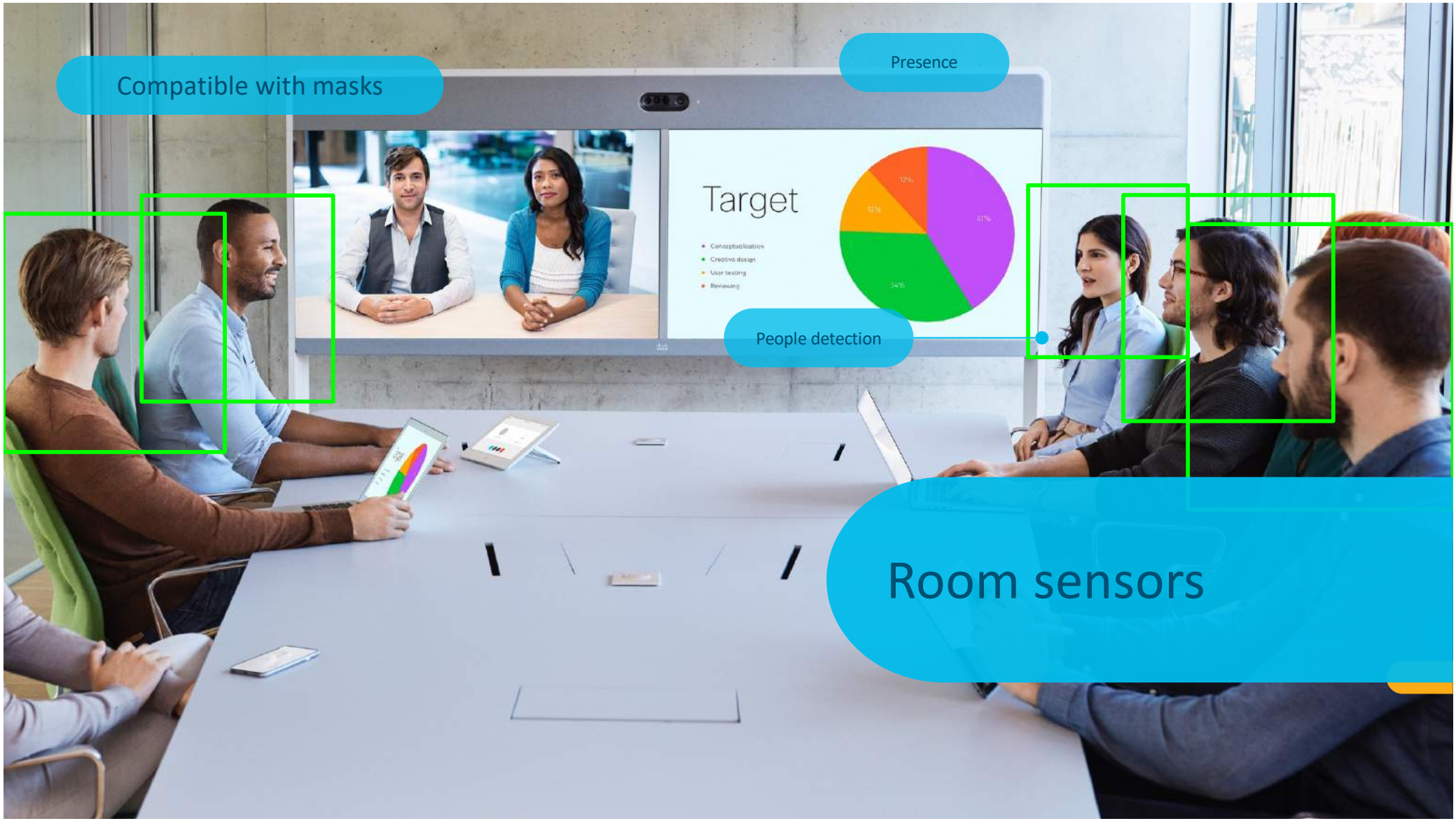
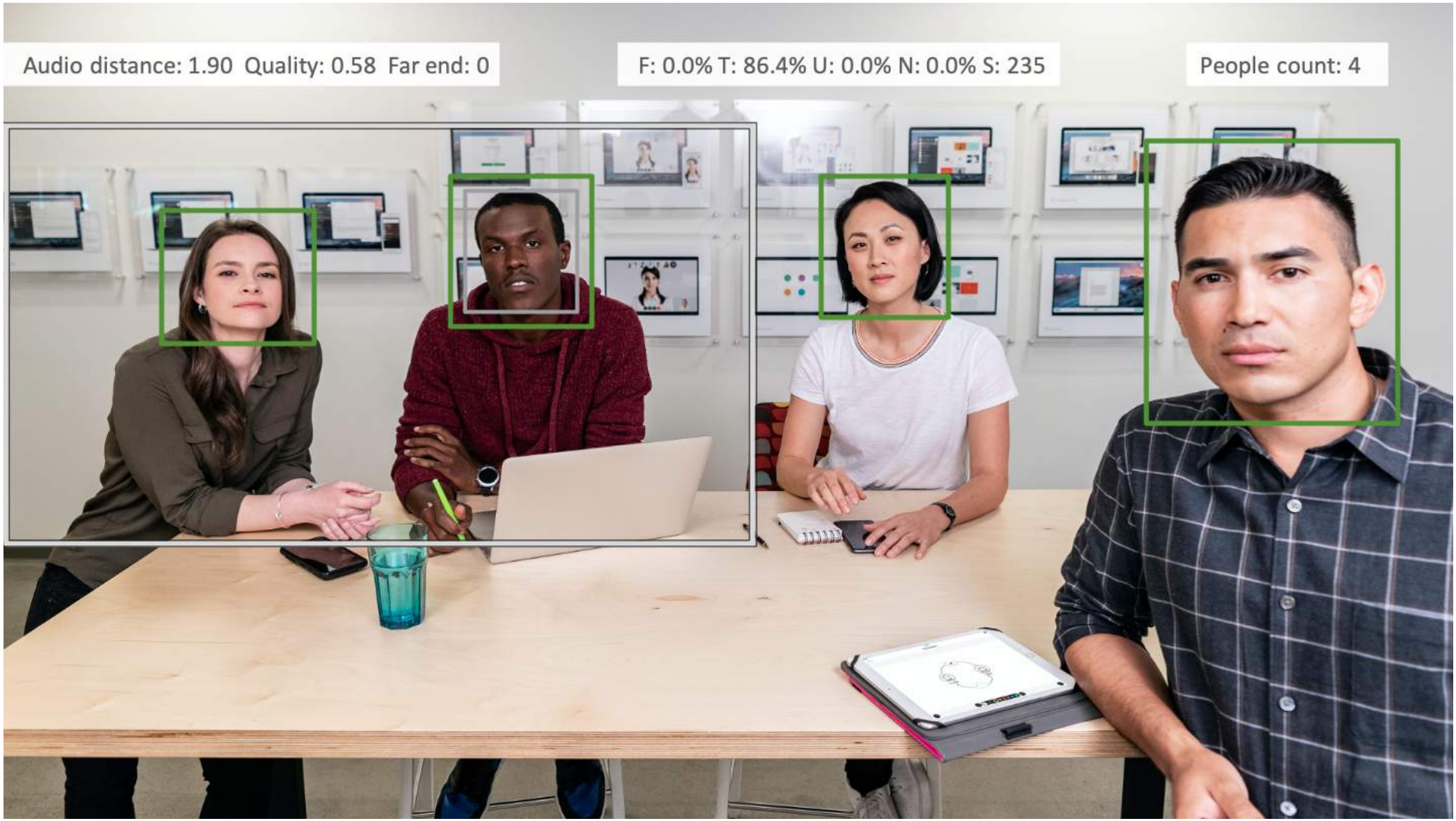

Building 24
73%
COVID 19
DENSITY THRESHOLD
Status: SAFE
Current Occupancy
825 visitors
Maximum Safe Occupancy
1000 visitors

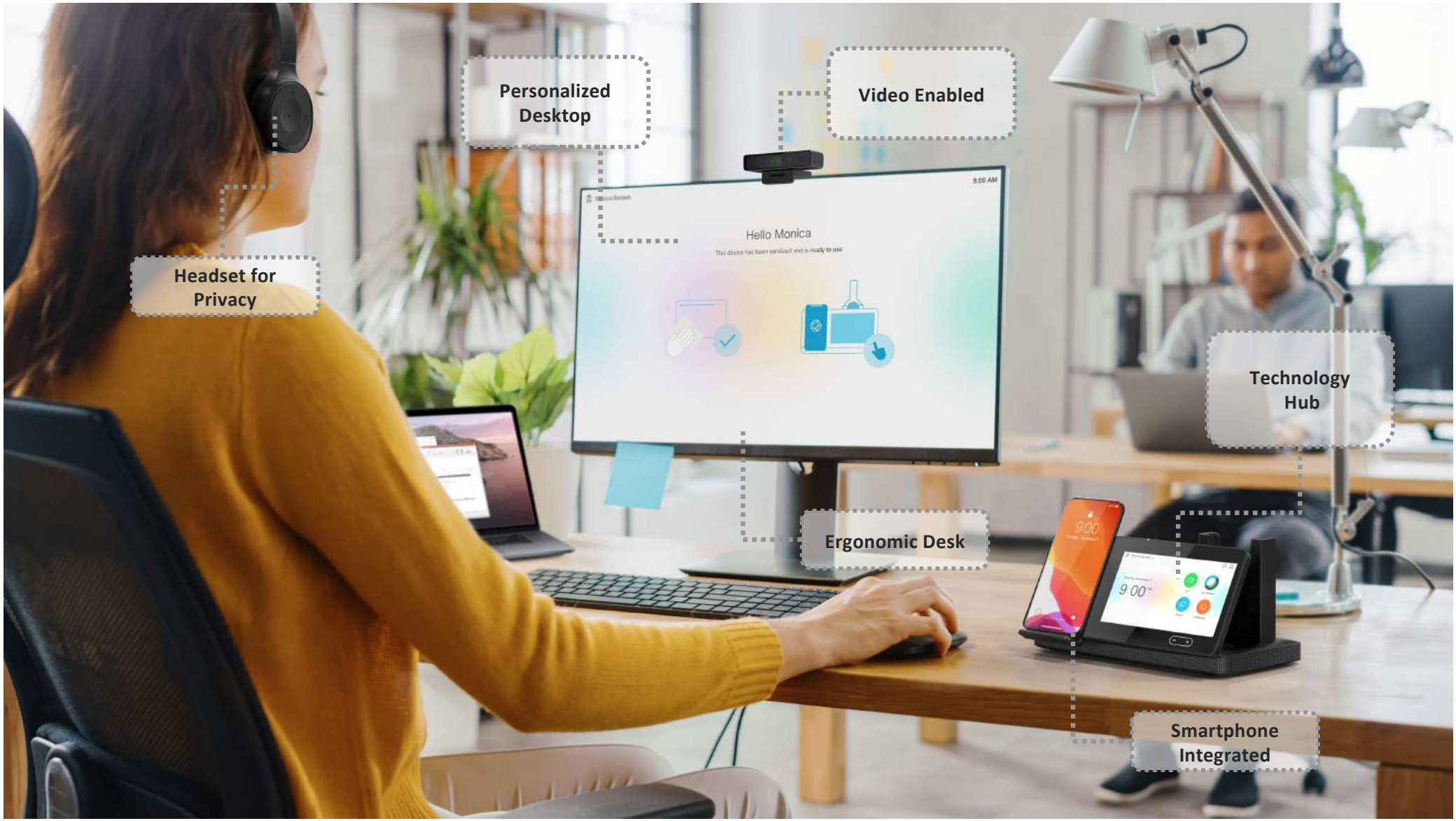

COVID19 ALERT:
Good Morning Rick, welcome to **Building 24**. We want you to know that this building is in green zone with zero safety incidents in the last 30 days.
COVID19 ALERT:
Good Morning Rick, welcome to **Building 09**. This building is currently over a safe capacity. Please relocate to one of the nearby buildings to continue working.
COVID19 ALERT:
Good Afternoon Rick, welcome to **Building B**. This building has recorded an incident within the last 30 days. As a result, all conference rooms, break rooms, and the cafeteria are closed temporarily.

Make the workplace more intelligent


Light
Humidity
Air quality
Temperature
Environment sensors

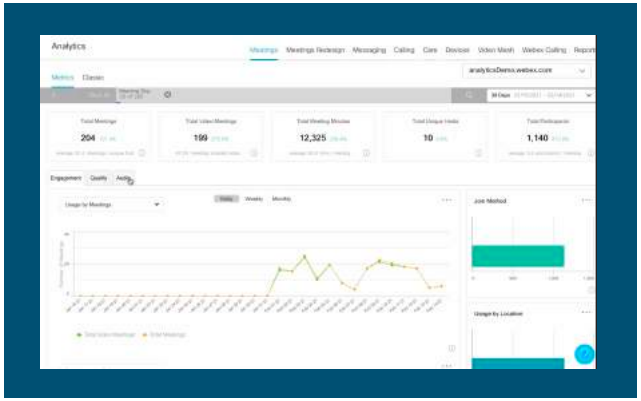

Compatible with masks
Presence
Target
People detection
Room sensors


Audio distance: 1.90 Quality: 0.58 Far end: 0
F: 0.0% T: 86.4% U: 0.0% N: 0.0% S: 235
People count: 4

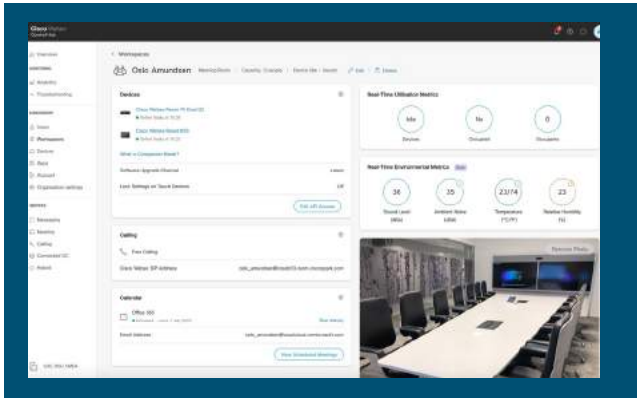

Personalized Desktop
Video Enabled
Headset for Privacy
Technology Hub
Ergonomic Desk
Smartphone Integrated
Hello Monica

Delivering meaningful analytics

Occupancy



Technology Performance



Workspace Utilization

Experience Management

Space Management Experiences

Auto booking

Auto check-in

Auto room release

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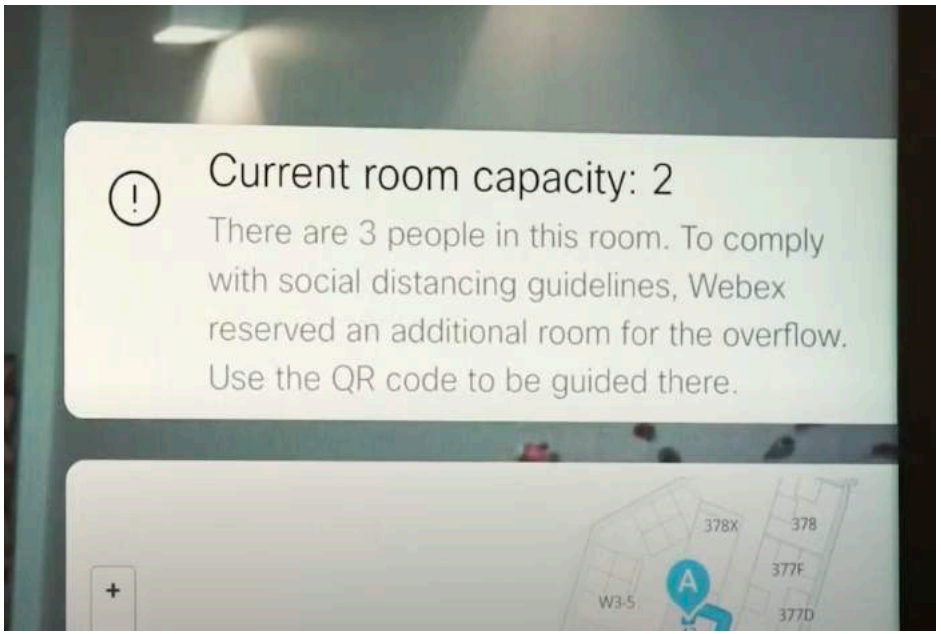
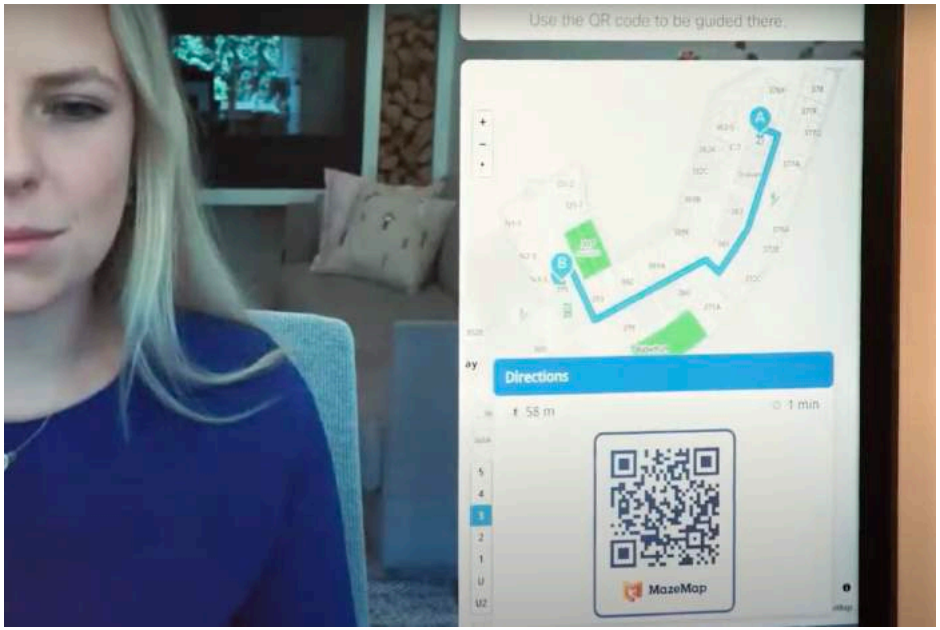
Intelligent Workspace Decisions





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BUILDING 21 STATUS:
Overall Occupancy: 47%
Desk Availability Floor 1: 65%
Desk Availability Floor 2: 52%
Desk Availability Floor 3: 43%
NO ALERTS
BUILDING 21 STATUS:
Overall Occupancy: 73%
Desk Availability Floor 1: 21%
Desk Availability Floor 2: 16%
Desk Availability Floor 3: 31%
ALERT: Customer workshop is scheduled today, avoid café between 12:00-12:30
BUILDING 21 ALERT
Overall Occupancy: 73%
Desk Availability Floor 1: 9%
Desk Availability Floor 2: 12%
Desk Availability Floor 3: 0%
ALERT: Engineering Town Hall Meeting in the Grand Community Lounge 2pm-4pm

Make the workplace more collaborative

The workplace becomes a destination for collaboration

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Collaboration is not a single activity

Information sharing

Decision making

Team building

Brainstorming

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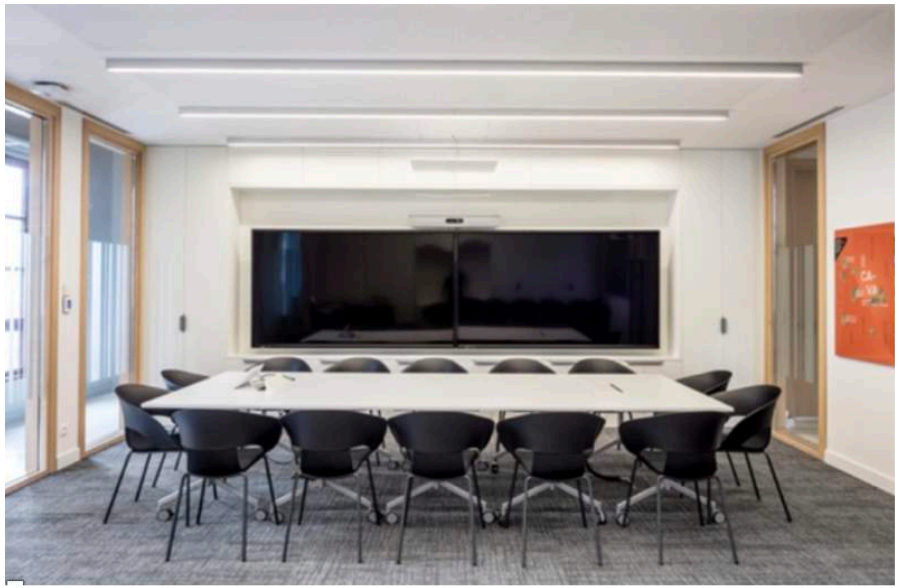

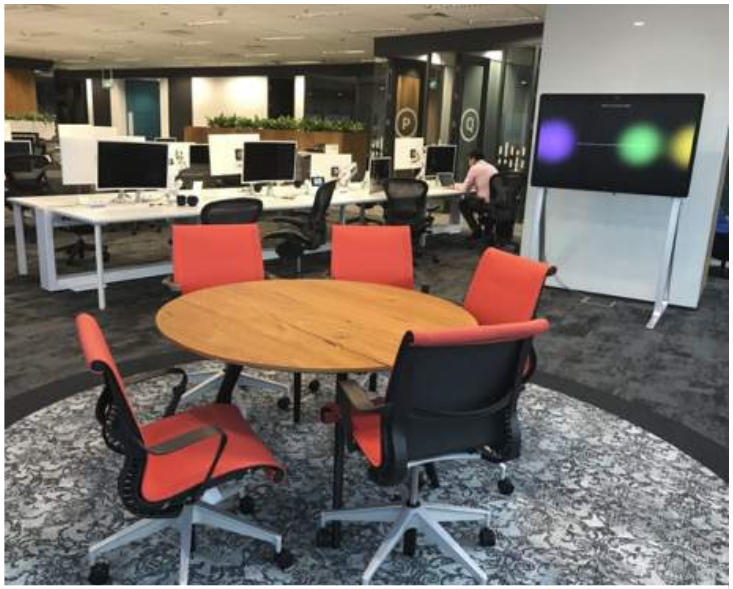

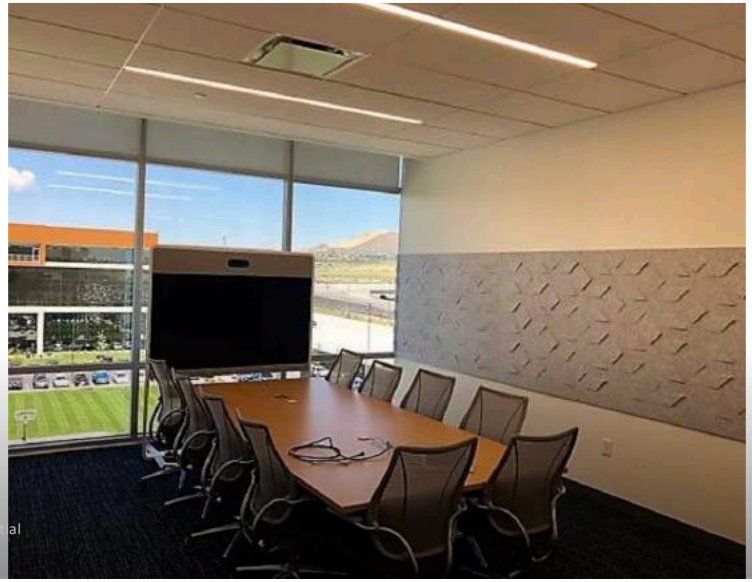

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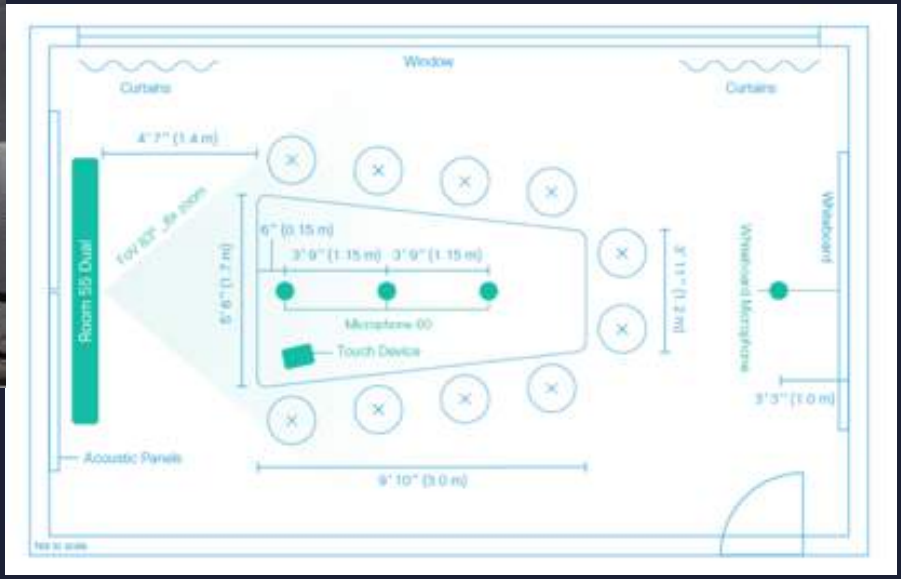
Space design sets the tone

- Orientation
- Posture
- Surface
- Ambience
- Density

…and requires alignment of space, tech and furnishings



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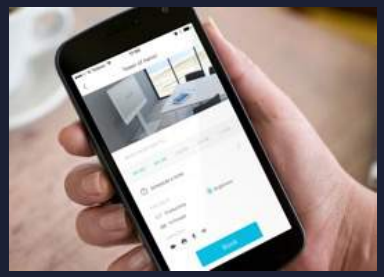

Mobile, laptop wearables

Digital Concierges
Context and location services
Cloud Office
BYOT

Resource Managers

Predictive algorithms
Recommendation Engines
Policy enforcement

Intelligent Experiences

Intelligent Interactions
Content Integration Services
Conversational Interfaces
Immersive Workspaces

Analytics

Forecasting Tools
Digital Experience Monitoring
Emotion/Sentiment Reporting
Behavioral Analytics

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Keys to success

1. **Put the employees at the center of everything you do**
2. **There is no instruction manual, engage with your peers, suppliers and subject matter experts**
3. **Alignment and partnership between Facilities, IT and HR**
4. **Don’t be afraid to fail**

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