

Building the Next-Generation Workplace

Courtney Elling, Future-Proofed Workplaces Leader



celling

April 16, 2026

REMEMBER

Turn your computer off
before midnight on

12/31/99.



Generational Technology Disruptors



1880s-1920s

**Electrification +
Industrial Power**



1950s-1970s

**Mainframes +
Early Computing**



1980s

**Personal
Computing**



1990s-2000s

**Internet +
Y2K**



2020s-now

**AI +
Hybrid Work**

The way we work has evolved. Have our buildings kept up?



Workplaces not meeting employee & visitor expectations

*No available desks or rooms, yet many spaces sat empty.
No real-time way to find available spaces.*



Underutilized real estate

CRE teams paying for space that wasn't being effectively used



Limited, incomplete utilization data

Decisions relied on manual observations, intuition, and consultant reports that take offer snapshot in time data



Lack of energy efficiency and sustainability measures

Wasted energy from lighting and HVAC running in unused areas

A period of consolidation

Results 2013-2018



18%

Increase in Workforce



36%

Decrease in Real Estate Portfolio



Closed 260 Buildings

Optimized Real Estate Portfolio that led to:

\$224M

Annual Opex Savings

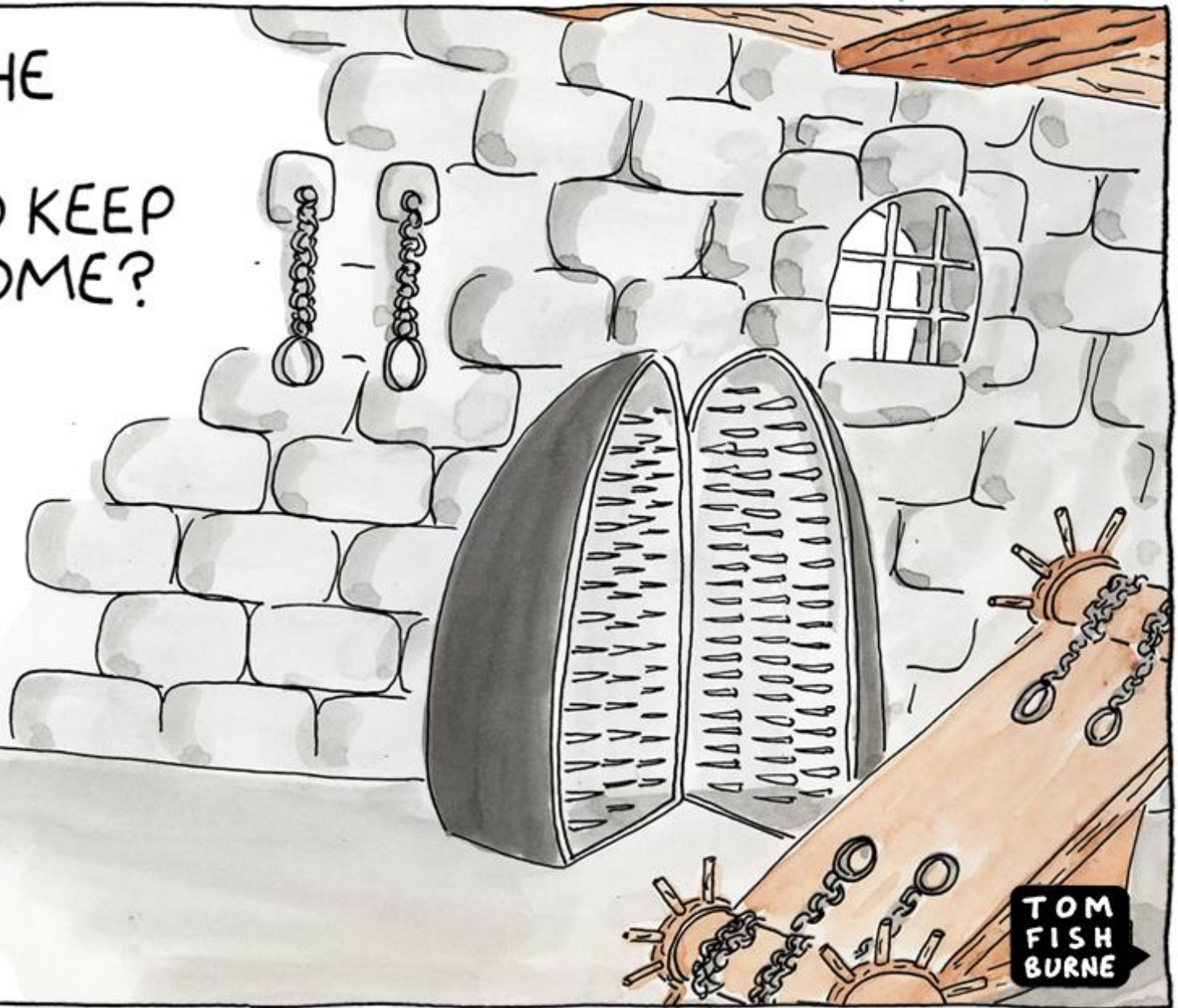
\$278M

Building Sales



67.4K tCO2e saved and \$15M Annual Savings

WE'VE REOPENED THE OFFICE. WHY DOES EVERYONE WANT TO KEEP WORKING FROM HOME?



TOM
FISH
BURNE

“The office is a magnet, not
a mandate.”



Chuck Robbins

President and CEO, Cisco

Chicago - Post Office

Product Center



Gensler

11,000 m² (120,000 ft²)
Completed: November 2021

EXECUTIVE
CONSTRUCTION INC

New York City – PENN1

Customer Showcase



Gensler

5,480 m² (59,000 ft²)
Completed: March 2022

J.T. Magen & Company Inc.

Atlanta - CODA

Talent Center

Customer Showcase



8,400 m² (90,000 ft²)
Completed: April/December 2023



Paris

Customer Showcase



6,190 m² (66,000 ft²)
Completed: December 2023



For Business Teams: Turning data into decisions



Real-Estate & Space Planning

Space utilization analytics for:

- **Portfolio planning** & optimizing real-estate to save costs
- **Right mix of spaces, rooms & desks** to meet employee needs



Facility operations

Occupancy & env. analytics for:

- **Services and staff planning:** to align services with real-time demand
- **Janitorial:** Schedule cleaning based on usage
- **F&B:** Demand based catering to reduce wastage



Energy Savings & Sustainability

- Optimize air quality based on room occupancy for comfort
- Pre-condition HVAC based on upcoming bookings
- Power down when empty to save energy



Workplace Experience Teams

- Improve RTO experience & workplace connection
- Employee productivity & wellbeing
- Better collaboration

Employee journey



Reserve a desk at home

- Paige reserves a desk using web-app & can get directions when in the office



Auto-connect to Wi-Fi

- Paige walks in & is auto-connected to Wi-Fi.
- She is greeted by a kiosk that gives her instant access to office occupancy & air quality



Navigate & check-into desk

- She navigates to her desk, checks-in
- Personalize collaboration device



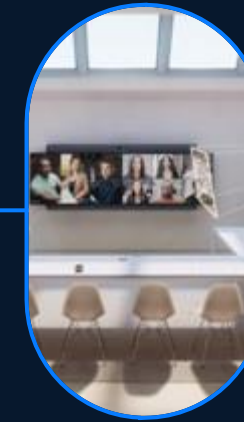
Find meeting room

- Kiosks with 3D maps allow her to search for rooms, hold the best available room
- Pathfinding shows shortest path to their chosen room.



Get directions & book room

- Turn by turn directions to the room on her phone – no app needed!
- Books room on the navigator



AI-enhanced collaboration

- Join meeting with one-button-to-push
- AI-powered audio and video with cinematic meetings
- Simple wireless sharing & whiteboarding



Enhanced room comfort & wellbeing

- Room pre-conditioned for comfort
- Air quality optimized based on the number of people in the room
- Watch a Thrive reset for mindfulness

NYC1

NYC1-9

Tuesday
October 21

9:38 AM

How do I use this?



79 Meeting Rooms on this floor

36 Available 6 Booked 36 Occupied 1 No Data

Find available Meeting Rooms

Room Finder

Floor Occupancy: **Low**

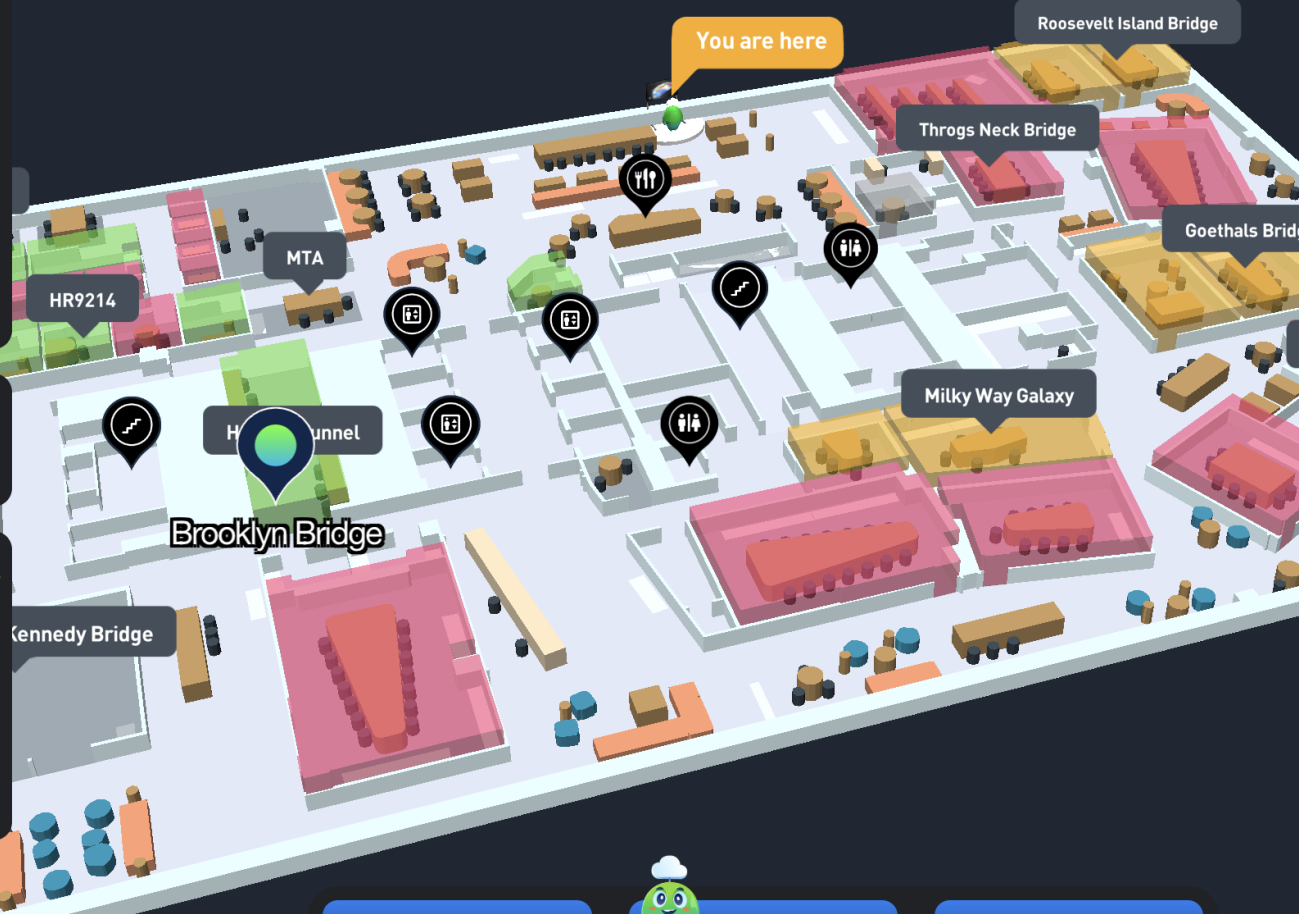
Indoor Air Quality: **Excellent**

Temperature:

70° F

Humidity:

38%



Brooklyn Bridge



Collaboration device in this room

This is a Cisco: **Smart Room**

This meeting room is:
Occupied

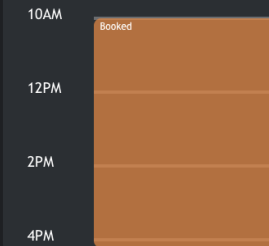
Room Occupancy
8 of 14

09:38AM

Room Air Quality: **Good**

Later today:

CO₂ Level: **No Data**



Room Temp.: **75° F**

Room Humidity: **43%**

Ambient Noise: **Quiet**

Get Directions

Hold Room **3m**

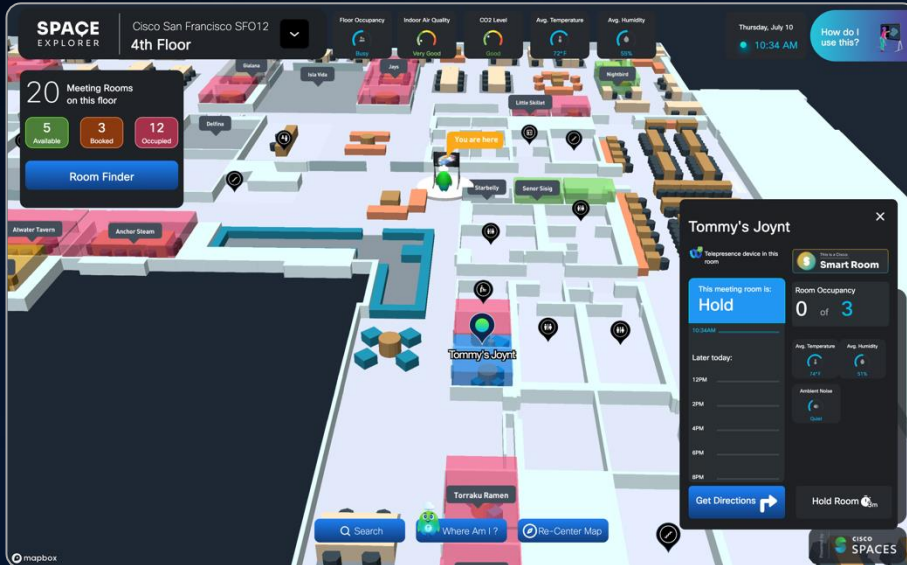
Search



Where am I?

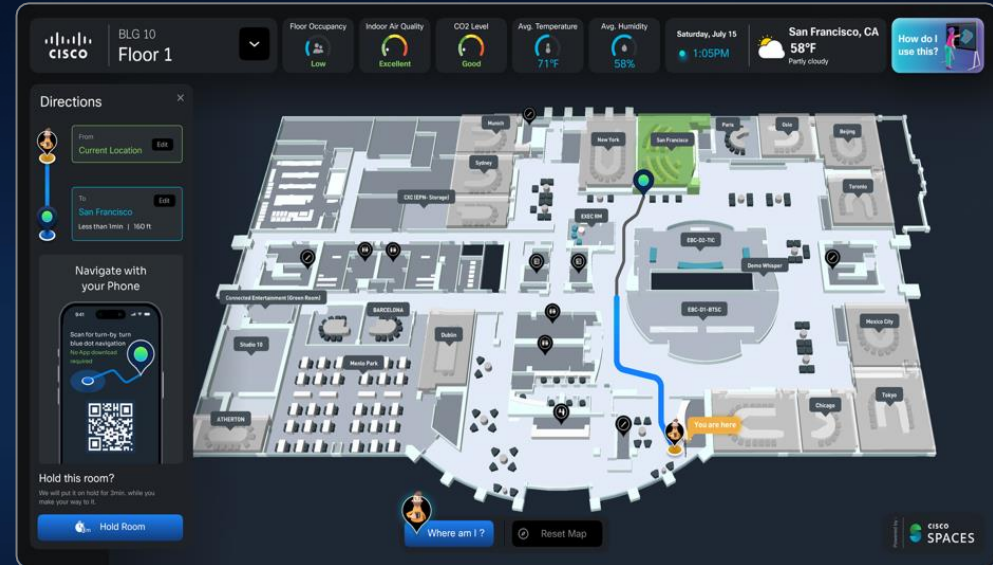
Re-Center Map

Digital Signage & Wayfinding



Temporarily Hold Rooms

Temporarily hold meeting rooms (for 3 minutes) until you get there, with the touch of a button on the kiosk



Path Finding on Kiosks

Preview the shortest route to workspaces on the kiosk.

Launch turn by turn navigation on mobile by scanning a QR code for wayfinding on the go

Turn-by-turn wayfinding

Get turn-by-turn directions to rooms, desks, amenities

Easily search for workspaces and POI and get directions between any two points on the map

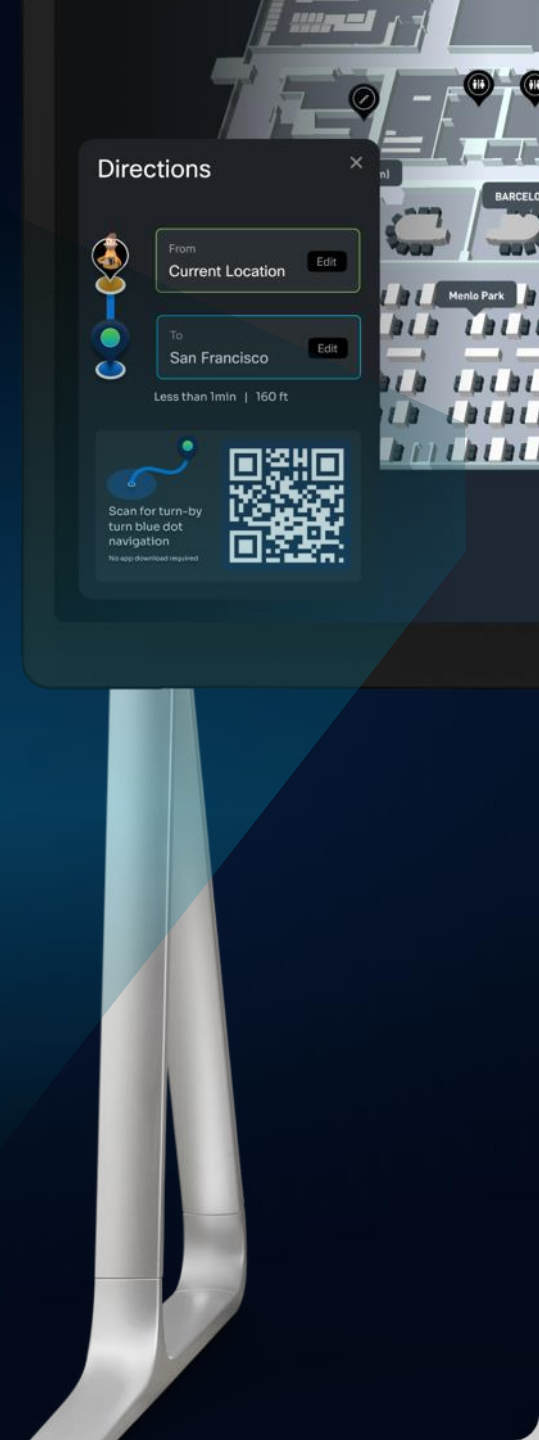
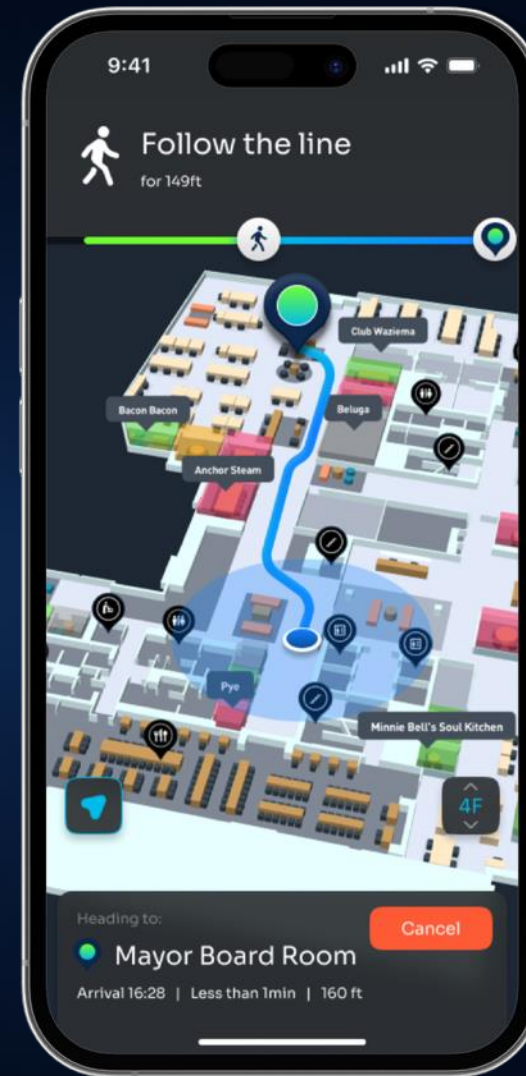
Deploy in days, at scale - no additional hardware required

No App download necessary

Dynamic route adjustments when a user goes off path

Launch navigation from kiosks, scannable QR codes or with navigation URLs

Cisco Spaces customers have improved employee productivity by avoiding **12 minutes** of navigation time per in-person meeting, resulting in a productivity lift worth \$8.9 million in 3 years (Forrester)



The Way it Was



Looking holistically at space design

- Intent
- Technology
- Density
- Surface
- Posture
- Layout
- Usage Policy



The Way it Is



Hot Desk



Traditional Huddle



Traditional Small



Medium Conference



Innovation Suite



Video Booth



Brainstorming Huddle



Small Brainstorming



Medium Brainstorming



Large Briefing



Quiet Room



Casual Huddle



Open Plan Spaces



Medium Video Centric



Training

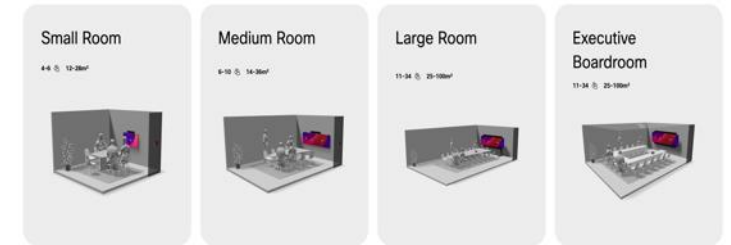
Workspace Designer

Take meeting rooms from inspiration to reality

- Guided experience to design your own custom meeting room
- Preview your final design from every angle with tips for confidence
- Detailed Audio, Camera, Screen Size, Table and Room Size evaluation including remote camera view
- Seamlessly save and share everything you want for customer presentations

www.designer.cisco.com

Design your meeting room



Find the perfect meeting room setup catered for your real estate budget.

Medium room 10 people 17'5" x 20'4"

Tips Share



Change view

Summary

Room size
W: 17'5", L: 20'4", H: 8'6"

Table Shape and Size
Tapered, 10 Seats

Collaboration device
Room Bar Pro

Screens
2 x 60" Camera above

Microphones
3 x Table Microphone Pro

Software Experience
Cisco Rooms

Blueprint

Frankenstein meeting spaces

**Patchwork of
third-party tools**

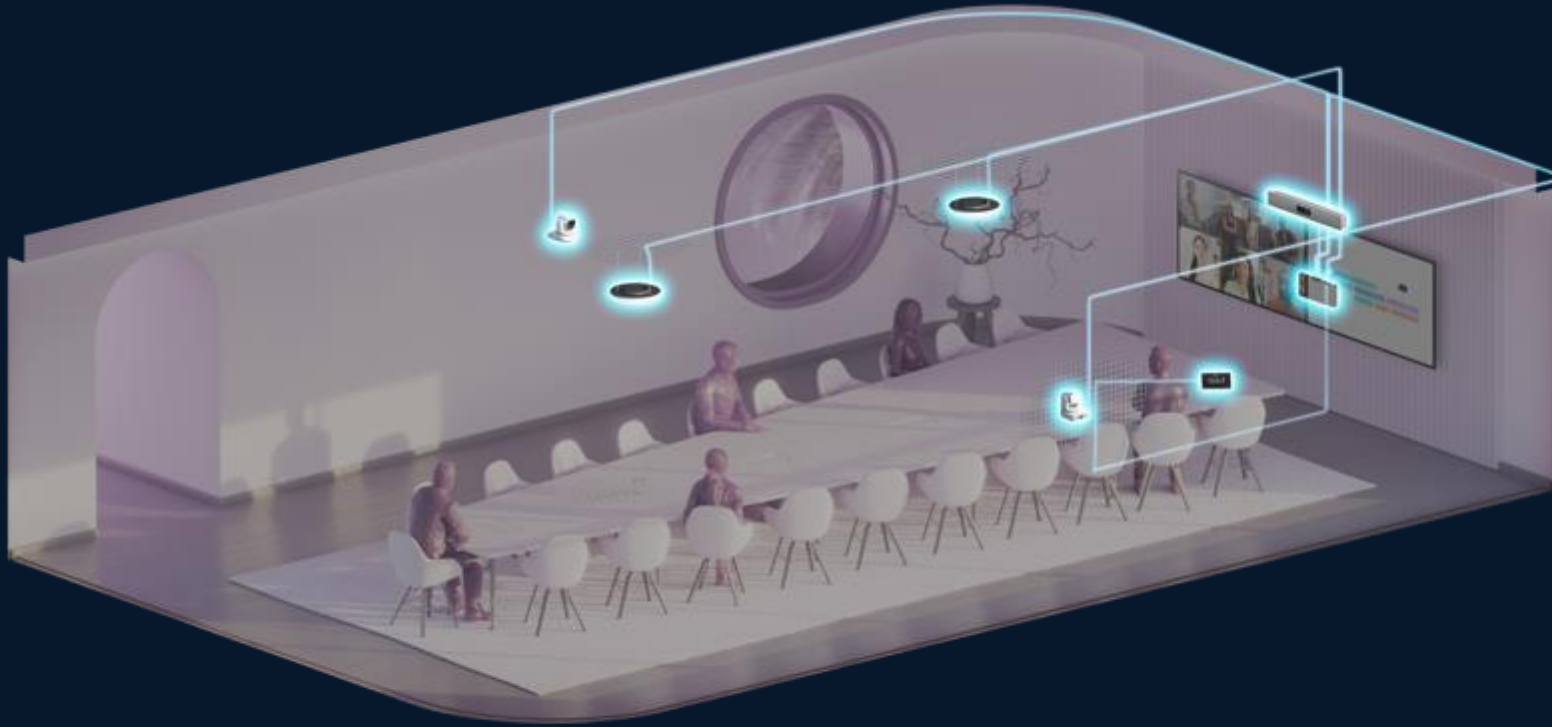
**Complex
deployment**

**Lack of unified
management**

**Investment
protection risk**

Everything over IP

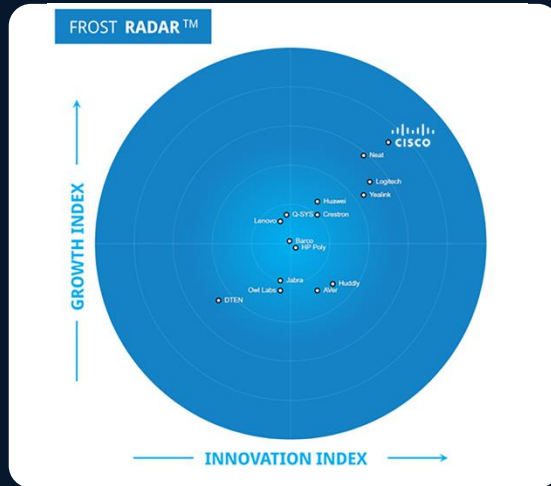
Powering the future of room deployments



AI-POWERED EXPERIENCE | SIMPLE AVoIP INSTALLATION | SINGLE MANAGEMENT PLATFORM

Its unanimous. Industry experts recognize Cisco as a leader

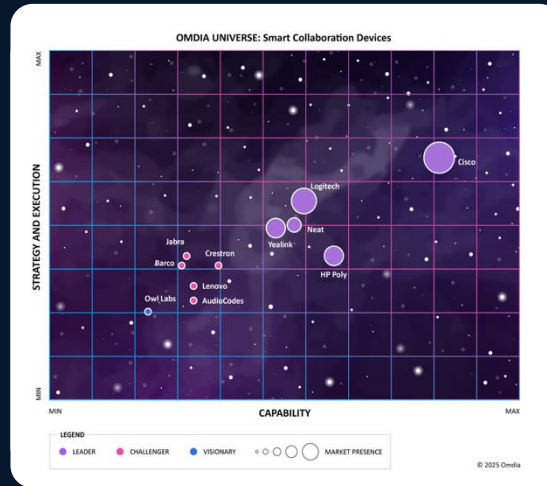
Frost Radar: Meeting Room Video Conferencing Devices, 2025



Get the report now
cs.co/radar

Source: "Frost Radar - Meeting Room Video Conferencing Devices, 2025",
 Authored by: Ropam Jain, December 2025.
 Quantitative market information is based primarily on interviews and therefore is
 subject to fluctuation. Frost & Sullivan research services are limited publications
 containing valuable market information provided to a select group of customers.
 The Frost & Sullivan document is available upon request from Cisco.

Omdia Universe: Smart Collaboration Devices, 2025



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Source: Omdia Universe: Smart Collaboration Devices, 2025

IDC MarketScape: Worldwide Enterprise Video Conferencing Systems 2025



Get the excerpt now
cs.co/marketscape

Source: "IDC MarketScape: Worldwide Enterprise Video Conferencing 2025
 Vendor Assessment" By Jitesh Gera, September 2025, Doc.# US52995625. IDC
 MarketScape vendor analysis model is designed to provide an overview of the
 competitive fitness of ICT suppliers in a given market. The research methodology
 utilizes a rigorous scoring methodology based on both qualitative and
 quantitative criteria that results in a single graphical illustration of each vendor's
 position within a given market. The Capabilities score measures vendor product,
 go-to-market and business execution in the short-term. The Strategy score
 measures alignment of vendor strategies with customer requirements in a 3-5-
 year timeframe. Vendor market share is represented by the size of the circles.
 Vendor year-over-year growth rate relative to the given market is indicated by a
 plus, neutral or minus next to the vendor name.

Design Criteria : SUSTAINABILITY

Energy: UPOE+. & FMP

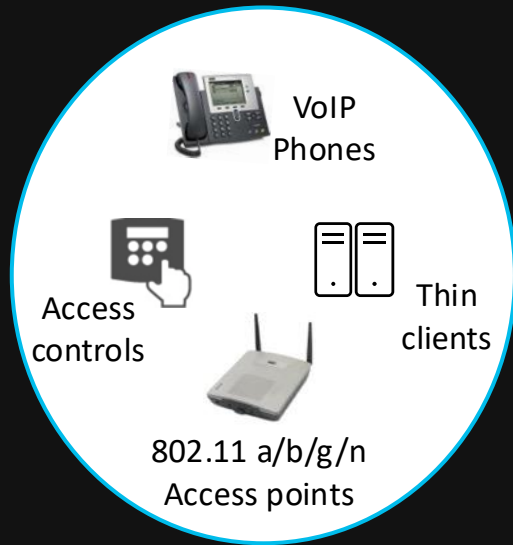
POE Lighting

POE Shades

Smart Rooms

Energy Metering

Power Over Ethernet (PoE) Evolution



2003

PoE

(15.4 Watts)

PoE Type 1 (IEEE 802.3af)
Power Over Cable: 2 Pair

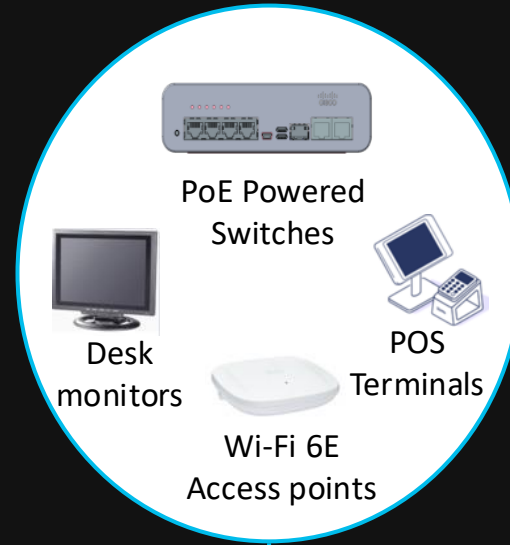


2009

PoE+

(30 Watts)

PoE Type 2 (IEEE 802.3at)
Power Over Cable: 2 Pair

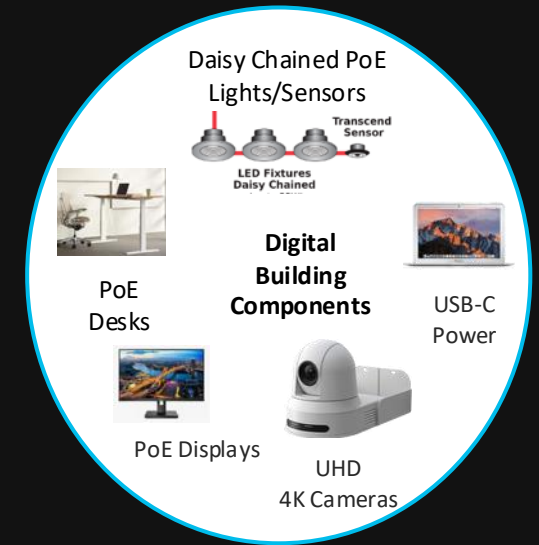


2011

UPoE

(60 Watts)

PoE Type 3 (IEEE 802.3bt)
2 pairs class0-4, 4 pairs class5-6



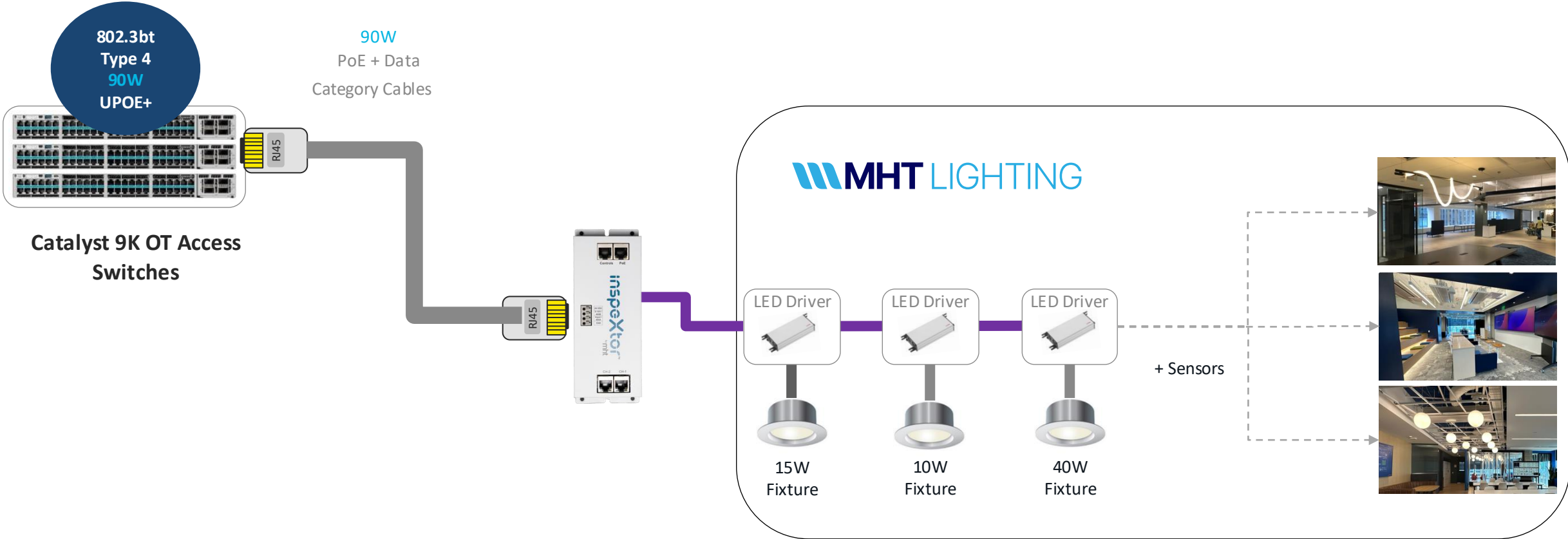
2018

UPoE+

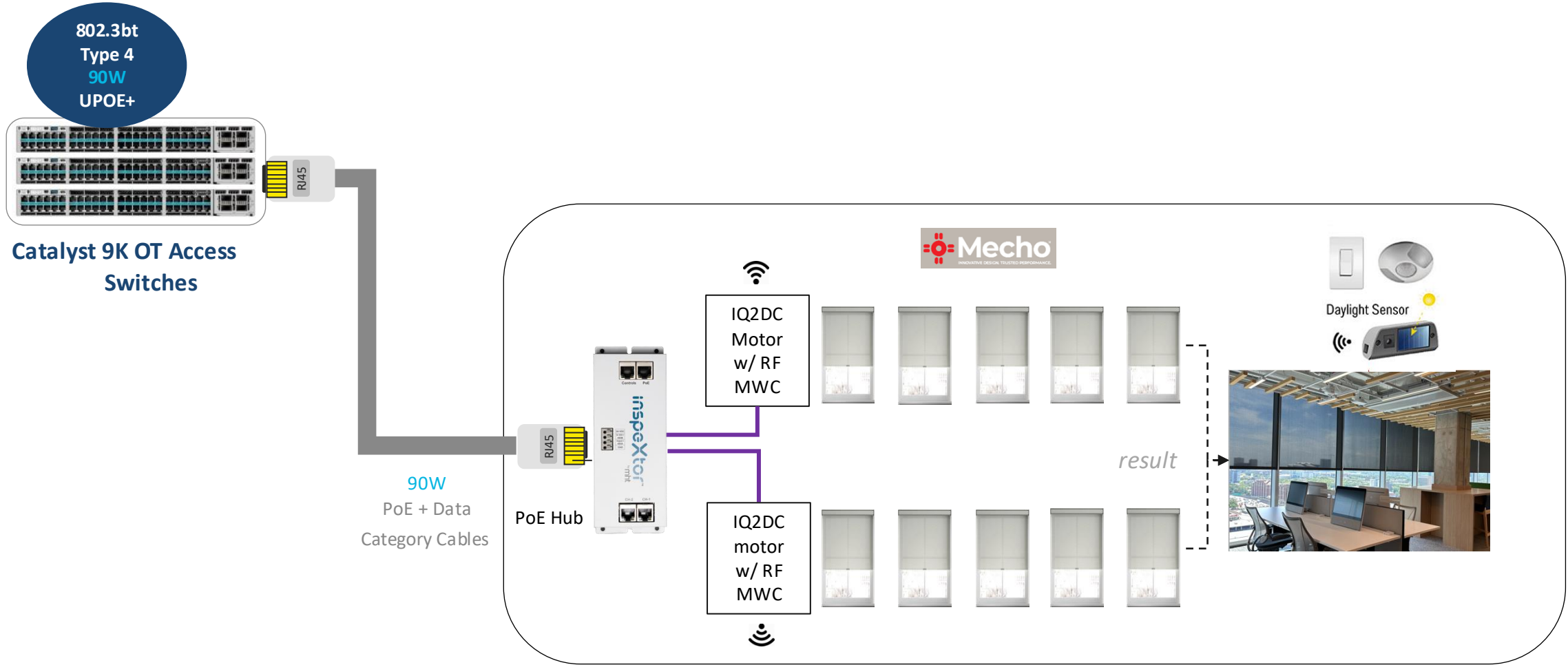
(90 Watts)

PoE Type 4 (IEEE 802.3bt)
4 pairs class7-8

Low Voltage Automated Lighting



Low Voltage Automated Shading



1 UPOE+ Port: controls 2 DC motors with up to 5 shade bands coupled together per motor

Height Adjustable PoE Height Adjustable Desk

100% low voltage and powered by Cisco 90W UPoE+ Switches



Catalyst 9000
UPoE+ (90W)
Switches

Powering the :

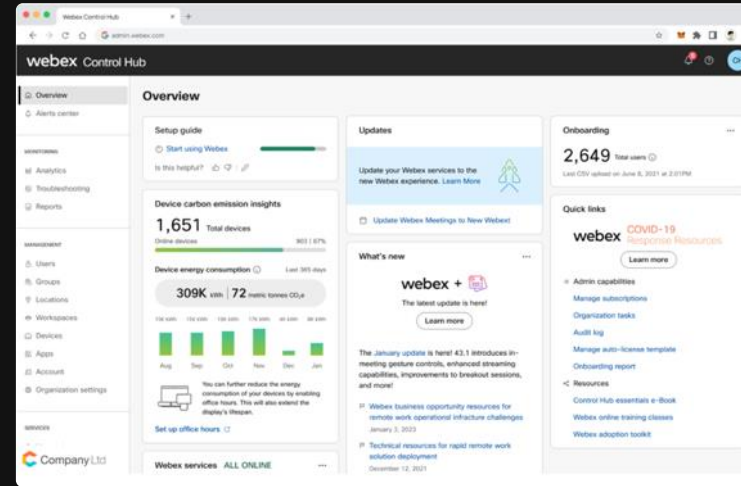
- 1x Cisco Desk Device
- 1x height adjustable motor
- 1x task light
- 1x USB-A and USB-C dock



QR Code based Desk Sign In

Cisco Devices Contributing to meeting sustainability goals

Cisco Devices:
designed with
circularity in mind



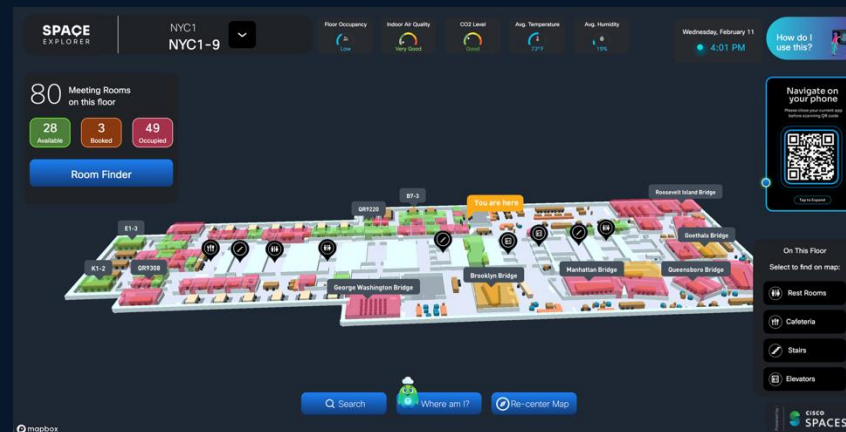
Carbon Emission
Insights, providing
reporting and
recommendations on
energy utilization

Product Take Back and
Reuse Program,
Free removal and
transport of end of use
technology



Design Criteria : WELL-BEING





MT15 for CO2 and More

The MT15 promotes visibly healthy environments with a customizable LED indicator

- Easy installation in any indoor space
- Advanced air quality sensor
- Six environmental metrics
- Carbon dioxide monitoring
- Visual indicator

Actionable air quality readings

- Particulate matter 2.5
- Total volatile organic compound
- Carbon dioxide
- Temperature
- Humidity
- Ambient noise



Smart Rooms

Meeting rooms adjust ventilation (VAVs) automatically based on occupancy to improve air quality

Power down air conditioning when rooms are empty to save energy

Pro-actively adjust air quality during the meeting to ensure continuous comfort

Pre-condition meeting rooms before the meeting begins



Every Smart Room can save up to **100 lbs of carbon** emissions in a year.
31% lower Co2 levels in a typical Smart Room versus rooms without this technology

Smart Rooms



Pre-Meeting:

The room is automatically prepared for an upcoming meeting based on calendar integrations. Ventilation is pre-conditioned ahead of time to ensure comfort from the moment participants enter



In-Meeting:

During the meeting, the room adapts in real-time to the number of people detected. Airflow is adjusted to ensure comfort



Post-Meeting:

After the meeting ends, the room powers down to save energy, until the next scheduled use or detected occupancy



Design Criteria : **DATA**

Space Behavior (Global, Region,
Building, Floor, Zone)

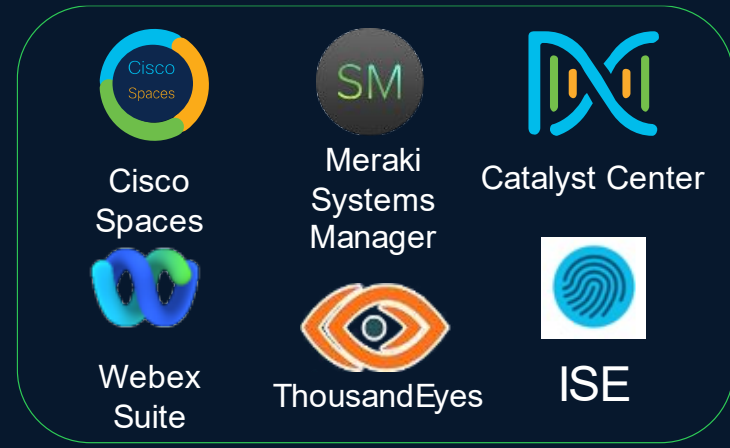
Room Level Utilization

IAQ (TVC, CO2, Temp Humidity)

Control Hub

Your network becomes a **sensor**

with **CISCO SPACES**



Access Points



Switches



Meraki Cameras & Sensors



Board series



Room Series & Kits



Desk Series



Third-party Sensors
(wired & wireless)

Occupancy

*Air Quality

*Temp, Humidity

BLE Gateway

Occupancy

IoT Gateway

People Count

Air Quality

Temp, Humidity

CO₂

Room Occupancy

People Count

Ambient Noise

Room Occupancy

People Count

Ambient Noise

Temp, Humidity, IAQ

Room Occupancy

People Count

Ambient Noise

Temp, Humidity

Occupancy

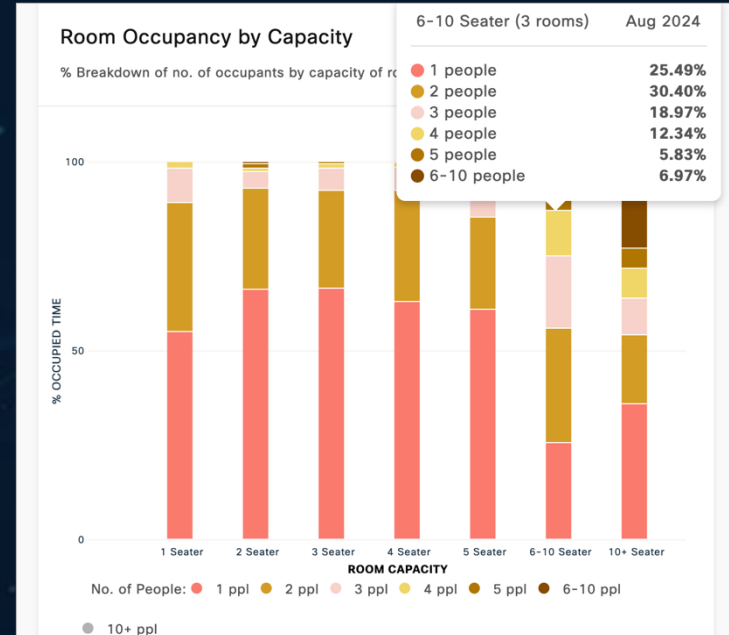
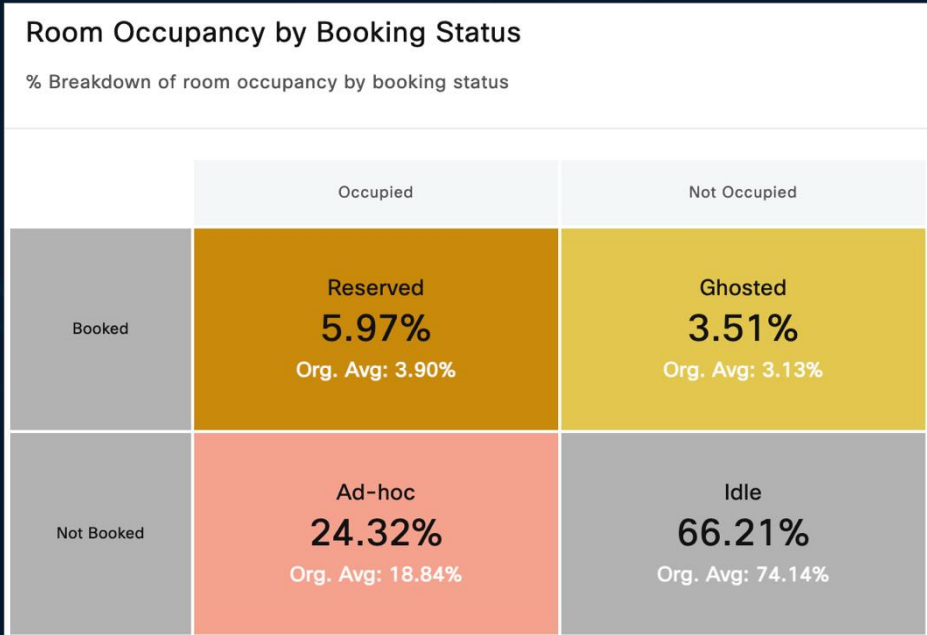
Air Quality

Temp, Humidity

Asset Location

Advanced Data & Insights

Space Utilization Data



Room & Building Utilization

Floor Occupancy Heatmap

Cisco Devices: Collaboration + Workplace



COLLABORATION DEVICES

Audio Intelligence

- Noise Removal/Suppression
- Optimize for My Voice
- Optimize for All Voices
- Acoustic Echo Cancellation
- Beamforming Microphones

Video Intelligence

- AVoIP
- SpeakerTrack
- Auto-Framing
- Intelligent Zoom
- 4K Ultra HD Video

Collaboration & Interactivity

- Digital Whiteboarding
- Wireless Content Sharing
- Touch Redirect
- Multi-Stream Video Layouts
- Interop (Teams, Zoom, etc.)

AI & Smart Enhancements

- Meeting Notes & Summaries
- Live Language Translation
- Touchless Join
- Webex Assistant
- Virtual & Blurred Backgrounds

WORKPLACE DEVICES

Smart Building IoT Sensors

- People Count
- Occupancy Detection
- Environmental Sensors
- Health & Safety Alerts
- Workspace Analytics

Workspace Management

- Hot Desking
- Room/Desk Reservation
- Calendar Integration
- Real-Time Space Availability
- Digital Signage

Sustainability & Efficiency

- Power Management
- Energy Usage Analytics
- Low-Carbon Mode & Auto Sleep
- Power over Ethernet
- Remote Monitoring & Updates

Smart Room Automation

- Room Macros
- Workflow Automation
- Lighting/Shade Control
- Climate Integration
- Touch/Voice Controls


A photograph of Steve Jobs on a stage, wearing his signature black turtleneck and glasses. He is holding a silver iPhone in his left hand and gesturing with his right hand. The background is dark with a vertical purple light beam. The text "one more thing ..." is overlaid on the right side of the image.

one more thing ...

Forbes

LEADERSHIP > LEADERSHIP STRATEGIES

Why The Traditional Office Is Dead

By [Dr. Gleb Tsipursky](#), Former Contributor. © Lauded as "Office Whisperer" and "Hybrid Expert" by ... 

Published Jul 20, 2023 at 12:49pm EDT




CISCO

Thank you

Courtney Elling, Future-Proofed Workplaces Leader



celling

