

# Cisco Smart+Connected Personalized Spaces

CREATING THE FUTURE WORKPLACE



## Introduction

The traditional workplace is being shaped by the changing demographics of the workforce, soaring energy and real-estate costs, and the increasing need to collaborate. The changing business environment and new workforce call for a flexible workplace. However, most organizations continue to allocate fixed office cubicles and seats. As a result, companies have underutilized desk and office space, as more employees adopt telecommuting and flexible work options. This wastes expensive corporate real estate and limits organizations' ability to be agile and to adjust to ever-changing business requirements. Corporations need a flexible work environment where desks and offices can be reserved and used when needed, while enhancing employee productivity.

## Strategic Value

Cisco® Smart+Connected Personalized Spaces addresses these challenges by allowing flexible reservation of desk, cubicle, and office space and the ability to personalize these spaces to employees' preferences. It delivers value to the following audiences:

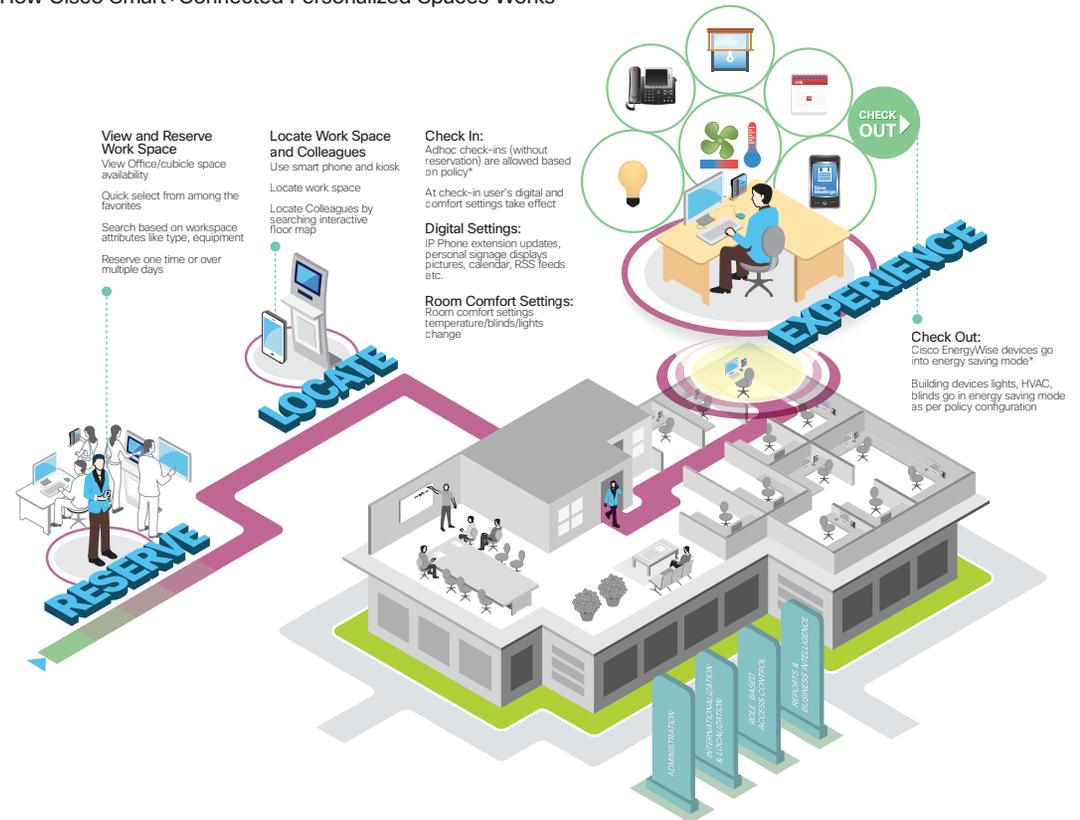
### Facilities Managers

- Lower real-estate costs per employee through improved use of cubicle and office space
- Visibility into space utilization for ongoing optimization
- Single window for administration of workspaces across all the enterprise locations

### End Users

- Enhanced work experience through personalization of the room environment
- Ability to manage room resources such as heating, ventilation, air conditioning (HVAC), lights, blinds, and audio-video (A/V) equipment through an IP phone

Figure 1 How Cisco Smart+Connected Personalized Spaces Works



## Solution Overview

Cisco Smart+Connected™ Personalized Spaces allows companies to reduce real-estate costs while enhancing employee productivity and comfort. The solution combines unified communication, web technologies, digital signage, media technology, and the ability to integrate with diverse building systems, all built on a platform that can quickly and efficiently add new personalization elements.

The solution works by dynamically allocating seats based on employee reservations. For example, if an employee is traveling

to a local office, the user can find office space to work in using his smartphone or the building kiosk. Once space is found that meets the user's criteria, the user can reserve the space for a single use or over multiple days. When the user checks into the space, his personal preferences and settings take effect. For example, the phone extension is applied, comfort settings are established, and so forth. This personalization helps provide a familiar and comfortable environment. Figure 1 shows a typical user process.

On the back end, administrators have a single portal to manage the workspaces. They can easily add, modify, and delete workspaces and services; automatically receive trouble tickets if issues arise; and obtain reports on a regular basis, including usage across locations, spaces, and services, trends, and more.

**Who Can Benefit**

Cisco Smart+Connected Personalized Spaces can be used in a variety of industries and sectors. Businesses benefitting the most may include:

**Global Enterprises**

- Reduce real-estate costs by consolidating infrequently used space and transitioning to reservation-based office and desk space.
- Enhance employee experience by allowing personalization of temporary workspace.

**Public Sector**

- Allow operation of satellite multi-tenant work centers around the city.
- Meter and bill customer organizations based on actual spaces usage.

**Shared and Rented Office Spaces**

- Meter and bill office space based on actual usage and services consumed.
- Differentiate your service offering from the competition.

**Benefits**

Facility Manager Benefits	IT Manager Benefits	End User Benefits
<ul style="list-style-type: none"> <li>• Improved real-estate utilization (with lower real-estate cost per employee)</li> <li>• Reduction in facility services and energy costs per employee</li> <li>• Visibility into space usage, which allows ongoing optimization of expensive real estate in a dynamic growth environment</li> </ul>	<ul style="list-style-type: none"> <li>• Increased utilization of existing information and communication technology (ICT) infrastructure</li> <li>• Simplified management of ICT and building infrastructure</li> </ul>	<ul style="list-style-type: none"> <li>• Enhanced productivity in personalized and smart working environment</li> <li>• Enhanced experience through ability to manage room resources (HVAC, lights, blinds, A/V) through the IP phone</li> <li>• Enhanced experience through personalization of the room environment</li> </ul>

**Cisco Smart+Connected Personalized Spaces Solution Components**

Cisco Smart+Connected Personalized Spaces combines unified communication, web technologies, digital signage, and an integrated network architecture, all built on a platform that can quickly and efficiently add new personalization elements. Components include:

- Cisco Smart+Connected Personalized Spaces application: This web-based application allows end users to reserve a workplace one time or on a recurring basis. The application is available on mobile devices and kiosks.
- Cisco Unified Communication: End users can check in to their desk or office using a Cisco IP phone. Cisco interfaces with building systems (HVAC, lighting, blinds, etc.) through the building gateway, which allows the user to control his environment from the convenience of the IP phone.
- Cisco Digital Media Player and signage: Robust, configurable, and remotely manageable, the Cisco Digital Media Player works as a personal sign display and shows users pictures, calendar, RSS feeds, and more.
- Cisco Unified Computing System™ (Cisco UCS®): All Cisco and third-party software components in the solution run on Cisco UCS (and similar third-party) server platforms.

**Summary**

Cisco Smart+Connected Personalized Spaces is a must-have solution for corporate real estate and IT managers who want to enhance employee productivity and collaboration while reducing real-estate costs.

**Cisco Services**

Cisco offers a wide range of service and support programs to help accelerate customer success. These innovative programs are delivered through a unique combination of people, processes, tools, and partners, promoting high levels of customer satisfaction.

**Why Cisco**

Cisco, a world leader in networking, also brings leadership in collaboration technologies, along with end-to-end solutions for the future workplace, all delivered on highly secure converged network architecture. Cisco also brings a world-class services-and-support network, along with extensive technology and solutions partners that offer diverse capabilities.

**For More Information**

For further information contact your authorized Cisco representative or visit [www.cisco.com/go/smartconnectedcommunities](http://www.cisco.com/go/smartconnectedcommunities).