



Connected Workplace in Japan

How Cisco Redesigned
Japanese Offices for Workforce
Collaboration



A Cisco on Cisco Case Study: Inside Cisco IT

Overview

- Challenge

 - Find a cost and space efficient solution for expansion

- Solution

 - Consolidate and reconfigure existing spaces

- Results

 - Significant cost savings and workspace reduction

Challenge: Find a cost and space efficient solution for expansion

- Commercial Real Estate in Osaka is limited

High costs made acquiring another building undesirable

- Providing an environment that facilitated mobility as well as supporting open discussion, collaboration, and teamwork

Employee feedback provided guidance to Cisco Workplace Resources (WPR) and Workplace Effectiveness (WPE) teams to create a new space to encourage teamwork, and be flexible in accommodating changes in staff size, and implementation of new technologies

Challenge: Find a cost and space efficient solution for expansion

- To encourage collaboration, offices should provide:
 - Wireless connectivity in all work spaces
 - Sufficient space for collaboration
 - Quiet areas for employees to think, read, learn, and study
 - Informal meeting areas for teams
- Design a space to serve as a showcase of Cisco technology to prospective customers
 - Employees would become part of the customer-facing showcase

Solution: Consolidate and reconfigure existing spaces

- Consolidate the two existing buildings into one, and acquire space in adjacent units
- The Tokyo-based WPR team conducted meetings to familiarize employees with new configuration
- Deployment of several networking components including:
 - Cisco AVVID (Architecture for Voice, Video and Integrated Data)
 - IP Telephony and the Cisco Ip Communicator solution
 - Extension Mobility
 - Wireless networking capabilities
 - A highly available network
 - Standard collaboration applications

Solution: Consolidate and reconfigure existing spaces

- New network and applications used the existing space more efficiently and provided employees with different technologies to improve productivity
- New open workspaces encourage teamwork, as employees shift from individual workspaces to a collaborative environment
- Incorporating new technologies has created an ideal showcase for customers
- Costs required for acquiring new space was eliminated

Results: Significant cost savings and workspace reduction

- 82 percent of mobile workers in Cisco's Osaka office use the shared workspace environment
- Total office area was reduced to accommodate a 13 percent increase in workstations
- Rent savings of 10 percent compared to financing two separate offices
- Managers report the new space has improved and promoted communication among the sales team

Results of WPE Consolidation

Metrics	Existing	Traditional Consolidation	WPE Consolidation
Total office area	1,159 square meters	1,100 square meters	1,100 square meters
Allocation of space	36% individual work space	35% individual work space	21% individual work space
	17% collaborative work space	25% collaborative work space	32% collaborative work space
Usage pattern	Traditional	Traditional	Shared
Sharing ratio of people to desk space	1 : 1	1 : 1	1 : 1.3
Traditional capacity	72	76	82
Traditional capacity per square meter	16.0	14.4	13.4
Client-facing area, in square meters	300	360	360
Private offices	3	3	0
Project cost	---	US\$1.3 Million	US\$800,000

Business Benefits and WPE Solutions

Business Benefit	WPE Solution
Unified teams	Build collaborative environment
Increased revenue	Sales contribution with office tours
Reduced costs and increase space efficiency	Share workspace environment
Share workspace environment	Implement highly available network with wireless and voice technologies

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