

## How Cisco Designed the Collaborative Connected Workplace Environment

Optimized workplace reduces real estate costs and boosts employee productivity and satisfaction.

### BUSINESS BENEFITS

- Reduced real estate costs
- Greater employee satisfaction
- Improved collaboration
- Accommodation of differing work styles

“Nobody would consider building a manufacturing facility to use just one-third of the time.”

– Mark Golan, Cisco VP, Worldwide Real Estate and Workplace Resources

With an increasingly global workforce and customer base, Cisco Systems® employees are more likely than ever to work nontraditional hours, often leaving offices vacant during traditional work hours. At the same time, complex business and technology issues have increased the need for collaboration with colleagues in the same building, or on the other side of the world.

Like most companies, however, Cisco® had designed its office space traditionally, under the assumption that employees would work in their own cubicles during regular work hours and needed an assigned work space with their own desk, PC, and phone. The result: meeting rooms were often in short supply, while offices and cubicles remained vacant 65 percent of the time, on average.

The Cisco Workplace Resources (WPR) department created a “proof of concept” workspace effectiveness project to address the distinct sets of needs of each of four categories of workers at Cisco—engineering, sales, call center, and general administration. Each category has different requirements for space, services, technology, support, and policies and procedures. WPR supported its assumption with studies by Cisco and other technology companies, focus groups, employee interviews, surveys, and observations.

The resulting Connected Workspace floor plan was conceived with a university theme, with open spaces called quads—plazas where employees can meet informally, common areas for breaks, and enclosed offices called colleges. The absence of cubicle walls allows more natural light to reach the workspaces, and a wireless LAN and IP Telephony provides employees with even greater mobility.

Cost savings have been significant: IT expenditures have been reduced by 40 percent; construction by 42 percent; cabling by 60 percent; office furniture expenses by 50 percent; real estate costs by 37 percent, and workplace services by 37 percent.

The most compelling benefits include real estate cost savings, an enhanced ability to collaborate, and increased employee satisfaction.

**Case Study:** [http://www.cisco.com/en/US/about/ciscoitwork/case\\_studies/real\\_estate\\_d12.html](http://www.cisco.com/en/US/about/ciscoitwork/case_studies/real_estate_d12.html)

## FOR MORE INFORMATION

To read the entire case study or for additional Cisco IT case studies on a variety of business solutions, visit Cisco on Cisco: Inside Cisco IT [www.cisco.com/go/ciscoit](http://www.cisco.com/go/ciscoit)

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