Future-proof your workplace: How Cisco transformed its London office

George Dunn
Director Collaboration
Cisco UK & Ireland
Case study

cisco *Connect*

Only

1 in 3

employees think the office is equipped to support hybrid work

Top reasons

1. Workspaces not effective for hybrid work

2. Need better technology and infrastructure

3. Meeting rooms not built to enhance productivity

72%

of **employers** plan to redesign workspaces in the next 24 months

Top Drivers

Deploying hybrid work technology & infra (67%)

Building sustainable & ecofriendly features (47%)

Health and wellness amenities (39%)

Regular enhancements to workplace layouts & meeting spaces (65%)
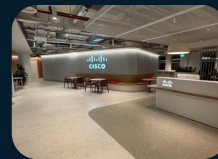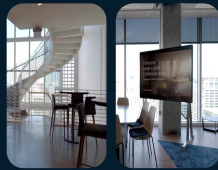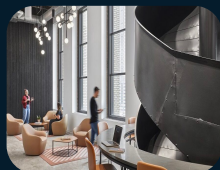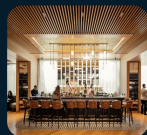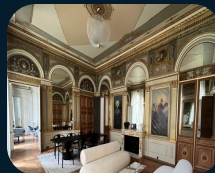
These cannot be solved in isolation

IT

Human Resources

Facilities

Cisco is leading the way

Cisco has been building Hybrid Work experience centers

New York City
2022

Chicago
2022

Atlanta
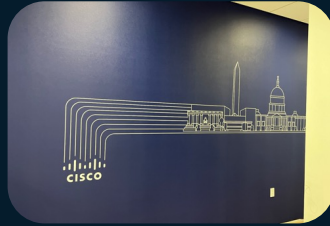2023

Paris
2023

London
2025

Projects In-Motion

Austin
May 2025

Washington DC – Phase 2
Fall 2025

London–Phase 2
Dec 2025

Tokyo
Late 2025

93

Highest Leesman Index score of any office worldwide, in Atlanta

Creating an Intentional Use of Space

Customer Showcase

Primary locations representing core Cisco brand presence. Major business, economic, and community centers that serve to increase Cisco's brand recognition in the market

Talent Center

Key locations identified by a variety of criteria (Talent supply, Diversity, Affordability, etc.) focused on recruiting and retaining core talent across all lines of business

Operations Center

Locations representing specific and/or unique products, skills, or capabilities within Cisco Lines of Business

Product Center

Locations that play a key role in the development, testing, service or distribution of specific products or services with Cisco's overall product line

Enterprise Center

Major locations represented by significant populations across multiple lines of business – core campus locations

London
Before transformation

- Been in Finsbury Circus since 2009
- Fixed environment centered around individual working
- Minimal space for team working
- 90 desks 15 meetings room
- Meeting room scarcity and camping
- Minimal Video capabilities
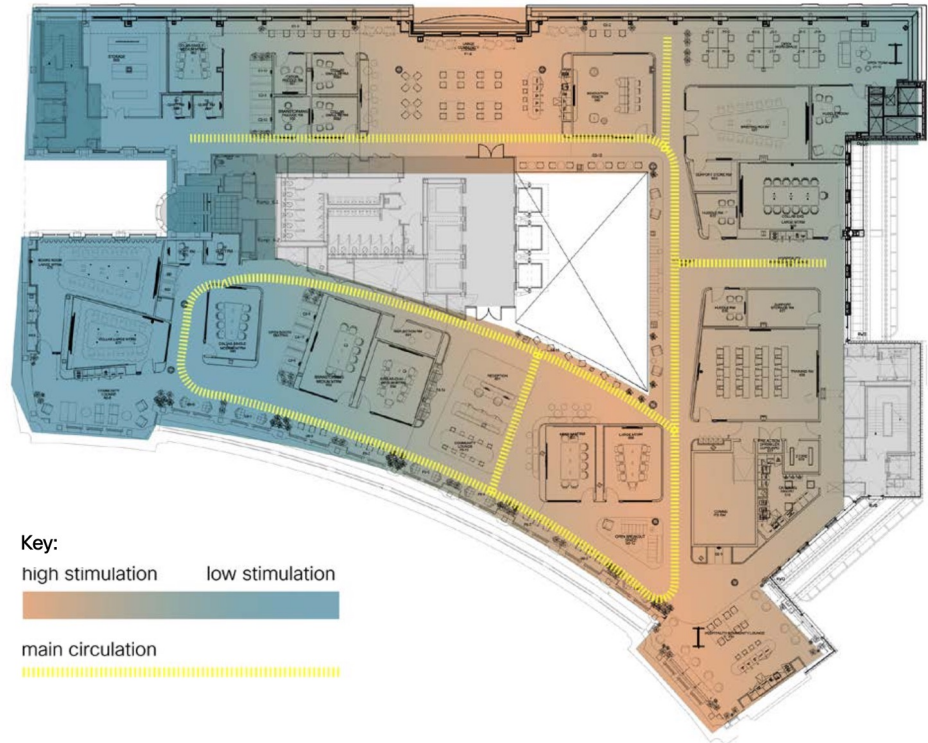- Lack of data insight mainly from badging rates

Design Philosophy
A Focus on Neurodiversity and Biophilia

- Diverse working styles
- Hypersensitive and HypoSensitive spaces
- Zoned quiet collaboration areas
- Wellness spaces
- Data driven

Level 6:
Customer Floor

Key:

high stimulation   low stimulation

main circulation

London

2000 m² (42,000 ft²)
Completed: February 2025

- 3000 data points
- 22 Wireless Access Points
- Video everywhere
- Lighting, sensor, shading and sit stand desks low voltage POE
- LEED Gold and Well Platinum
- 50 individual desk, 40 touchdown spaces and 240 flexible seating spaces
- Lon06 plus Lon07 (phase 2) 4000 m² combined with Meraki Finsury Square will provide support for 700 employees

Key drivers to reimagine the workplace

Re-balance Space (Hybrid Work)

Support Cisco's Sustainability Goals

Focus on Health and Wellness

Digitizing our real estate platform

Key drivers to reimagine the workplace

Re-balance Space (Hybrid Work)

Focus on Collaboration, Learning and Socializing

Moving to an un-assigned space management model

Ensuring frictionless experiences
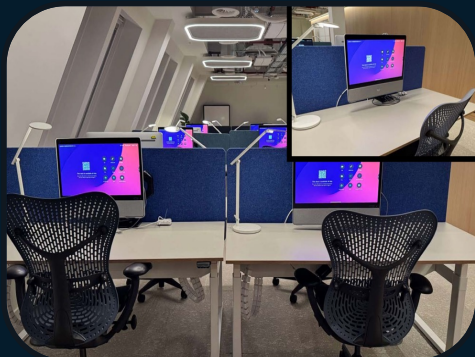
Support Cisco's Sustainability Goals

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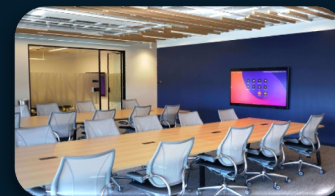
Digitizing our real estate platform

14

Focused
10%

Hot Desk

Collaboration
55%

Space Mix

- Quiet Rooms
- Huddle
- Small
- Medium
- Large
- Training

Flex Space
35%

Community Tables

Banquettes

#CiscoConnect   Session ID

Looking no
at space de

Understanding intent

Information Sharing

Decision-making

Brainstorming/ Ideation

Team Building
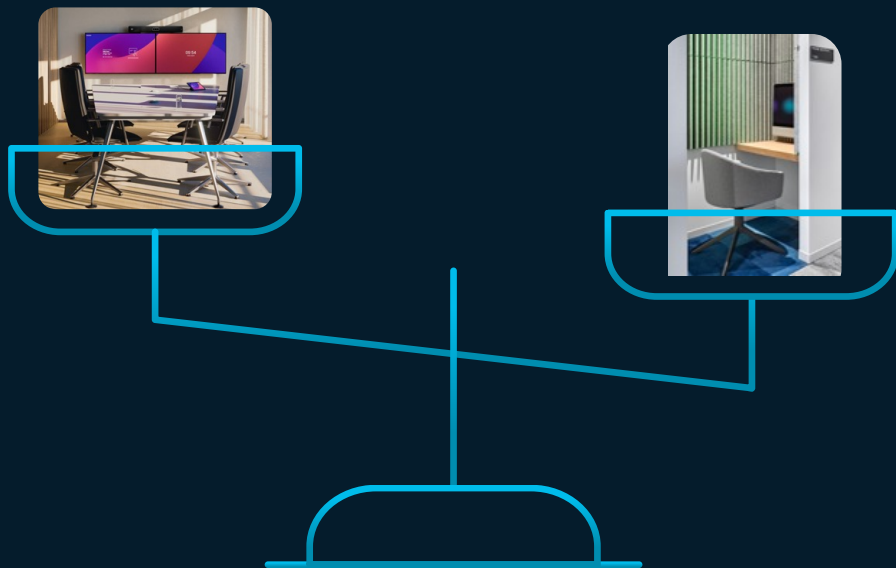
Balancing
ad-hoc vs. bookable
space management

Enable ad-hoc usage

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100% low voltage (PoE), reducing our energy footprint

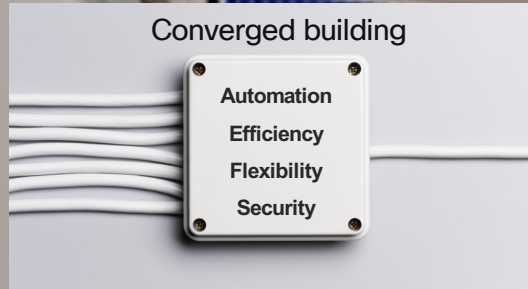Eliminating embodied carbon

Creating new workplace experiences

Focus on Health and Wellness

Digitizing our real estate platform

The network is a foundation of the hybrid workplace

Digital Building Solutions

Converged building

Automation
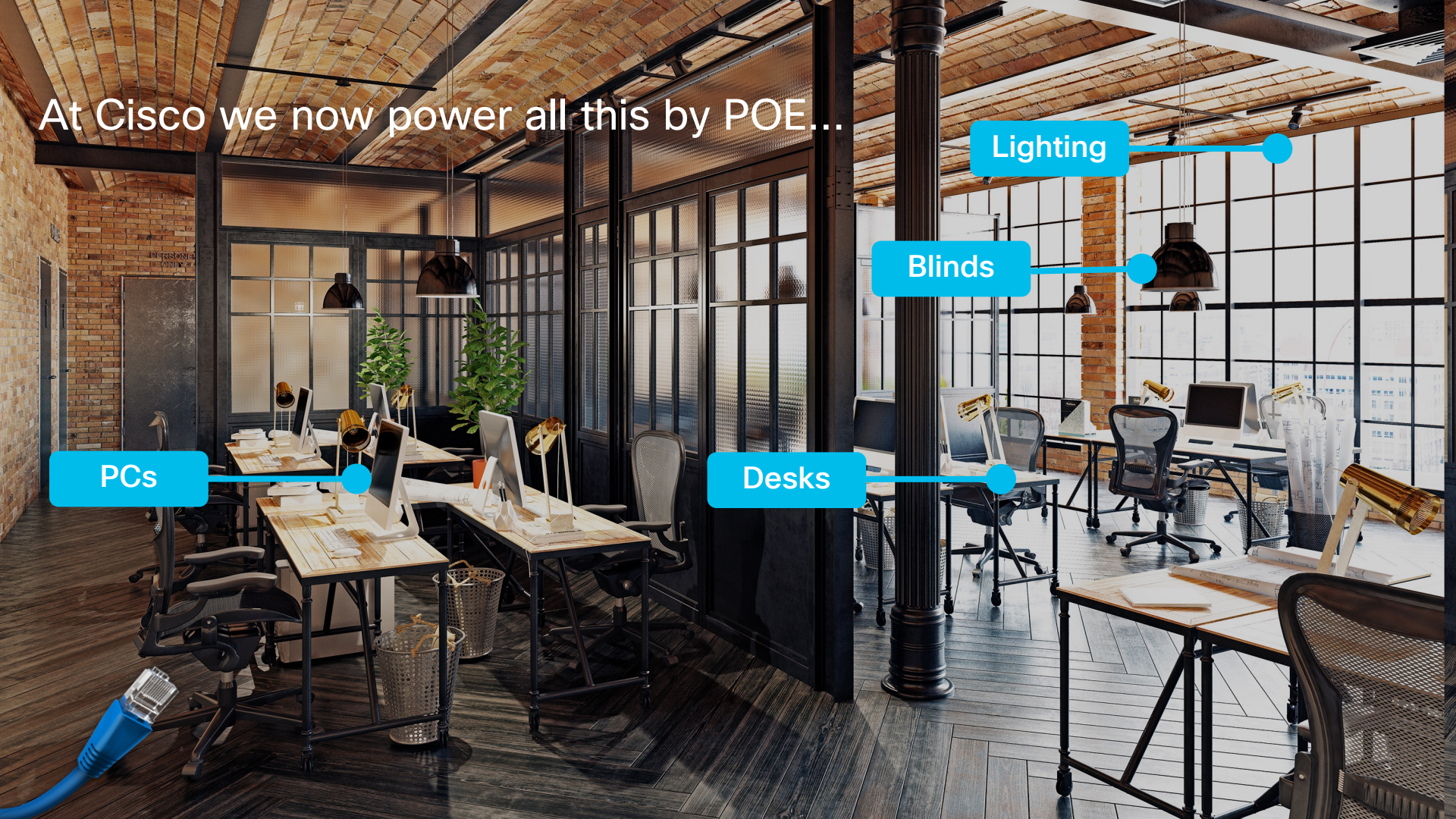Efficiency
Flexibility
Security

At Cisco we now power all this by POE…

Lighting

Blinds

PCs

Desks

Sustainability Results – New York

- Penn 1 Energy Usage Per Day (May 2019–Feb 2023)

Pre-retrofit → COVID Lockdown → Construction → Post-retrofit

| Embodied Carbon Removal by moving to PoE | 36% Energy Reduction | Ongoing Continuous Improvement |

Note: Floorplate is the same and **occupancy has returned to pre pandemic levels** (like for like occupancy comparison).

Gone from 18 pre-retrofit to 90 Video enabled spaces (100%), increase in sensors and digital signage.
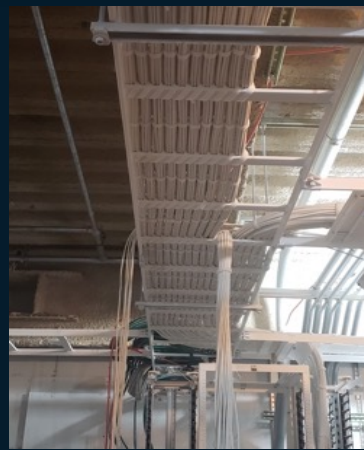
PoE reduces one-time and ongoing costs

AC High Voltage & Conduit

- Labor intensive installation
- Stringent electrical codes
- Expensive to change configurations

"It costs us £500 to have an electrician come out and move a power socket"

DC Low Voltage Structured Cabling

- Faster install – pull 30+ cables in one go
- Structured cabling cost / labor structure
- Flexibility to reconfigure

20% Energy loss when power is converted from A/C to D/C

CISCO Connect

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Focus on Health and Wellness

Maximizing Natural Daylight, Monitoring Air Quality and Minimizing external noise

Meeting WELL standards

Transparency of office conditions to employees and visitors

Digitizing our real estate platform

Optimize real estate and support wellbeing

Ensure healthy occupancy levels in meetings via smart sensors

Support employee wellbeing and build a sense of belonging by keeping track of noise levels, room acoustics, humidity, temperature, lighting conditions and air quality in the workspace

Get alerts around energy inefficiencies and safety issues

Inform facilities management around environmental conditions

People count   Lighting levels   Room acoustics   Humidity
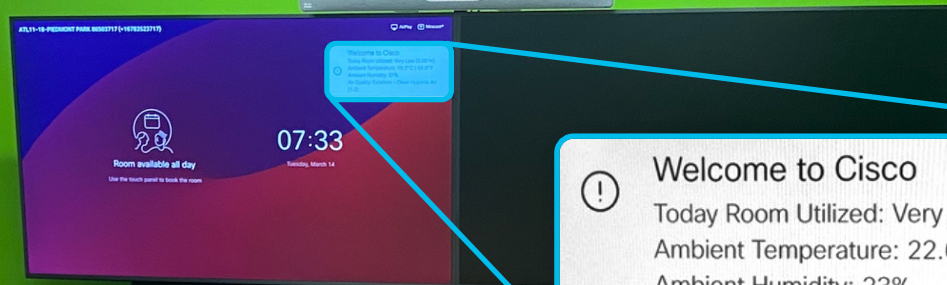
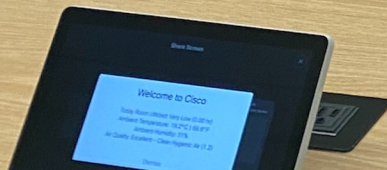Ambient noise   Overall noise   Temperature   Air quality

Welcome to Cisco

Today Room Utilized: Very Low (0.00 hr)
Ambient Temperature: 22.6°C | 72.7°F
Ambient Humidity: 23%
Air Quality: Good - Good Air Quality (2.4)

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Meeting WELL standards

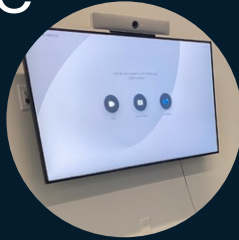Transparency of office conditions to employees and visitors

Digitizing our real estate platform

Harvesting data across existing technology platforms driving new analytics
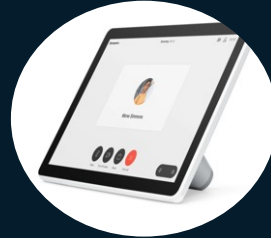
Moving towards the "informed design" for new workplaces

Re-inventing facilities management
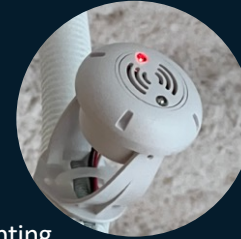
Digitizing real estate

Webex Navigator
Temperature, Humidity, VOC (volatile organic compounds)

Meraki Sensors
Temperature, Humidity Ambient Noise TVOC, PM2.5, CO_2

Lighting Environment Module
Temperature, Humidity TVOC, PM 1.0./2.5/10, CO_2
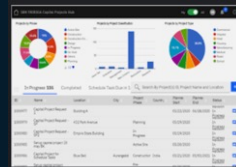
Webex Room Devices
People count, Ambient Noise

Cisco Wi-Fi Access Points
People count, people's physical location to track their journey through the office

Lighting Sensors
Occupancy and People Count

Meraki Cameras
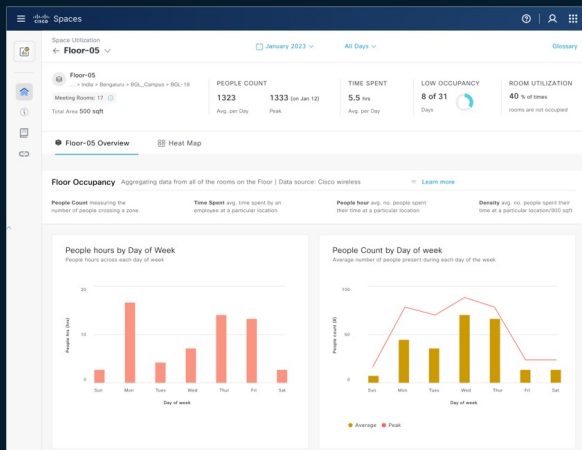Floor occupancy (macro floor plate loading)

Shading Sensors
Lux levels, temperature

Workspace Analytics

Workspace Tools

CISCO Connect

Space Utilization Analytics

Space Utilization App
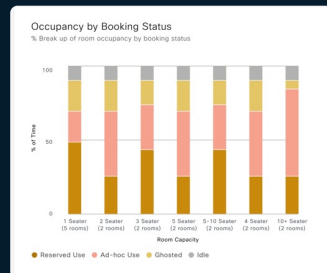
See how your real estate portfolio is being utilized from a building to floor to workspace and desks
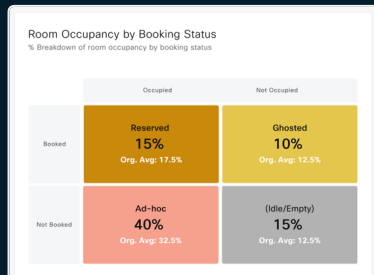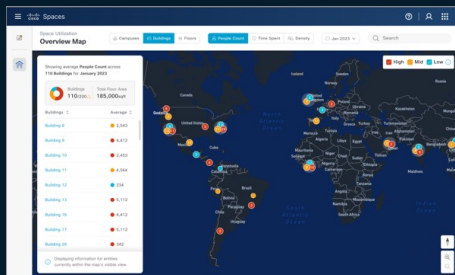
Understand meeting room usage, patterns of use, gain insights into bad behaviors

Uses

| Right size real-estate based on actual usage | Adjust room capacities based on actual usage data and make decisions | Reallocate space from underutilized rooms and optimize your overall room footprint |

Environmental Analytics

Consolidated view of environmental sensors

View and analyze detailed environmental trends at your workplace – air quality, temperature, humidity, co2, noise, etc.

Get updates on deviations and anomalies

Understand historic trends to inform building schedules

Uses

Ensure building systems are operating as expected.

Assess and improve performance of building's ventilation systems.

Improve employee wellbeing, performance and productivity

(air quality directly linked to cognizance and productivity)

Reporting to adhere to building certifications
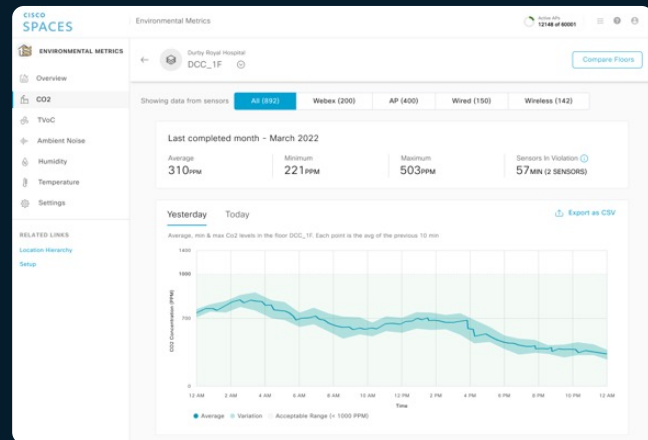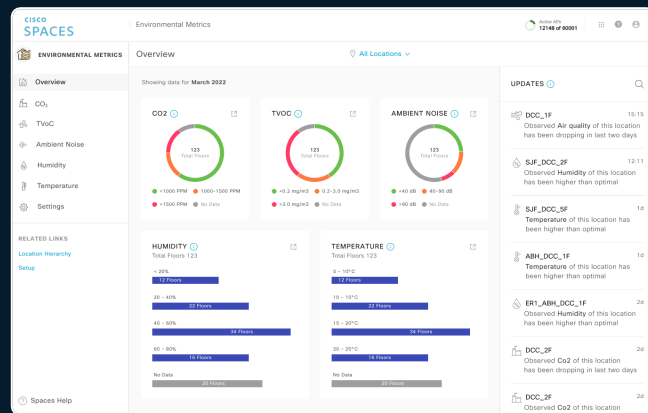
Tiny bit on the tech behind the success

One Cisco: Collab + Networking + Spaces

HARDWARE FOUNDATION

1. **Turn your Network into a Sensor**

With **Cisco Networking & Collaboration Devices** as the foundation

SOFTWARE PLATFORM

2. **Transform buildings Into Smart Spaces**

Toolkits & APIS

MAPS AI Powered 3D Mapping

IoT Management

LOCATION WIFI, BLE & UWB

With **Cisco Spaces** Platform

OUTCOMES

3. **Deliver Unmatched Experiences**

INDOOR NAVIGATION

ASSET TRACKING

OCCUPANCY

SMART ROOMS

With **Smart Spaces Apps** [Cisco Spaces & Partner]

A complete portfolio of devices certified for Microsoft Teams

Certified for Microsoft Teams

INTEGRATED SYSTEMS

Desk Pro

Board Pro 55/75 G2
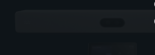Board Pro 55/75

Room Kit EQX
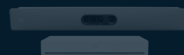
VIDEO BARS & KITS

Room Bar

Room Bar Pro

Room Kit EQ

Room Kit Pro

ACCESSORIES

Room Navigator

Desk Camera 4K

Headset 320 Series

Headset 720 Series

Bang & Olufsen Cisco 950

A complete portfolio of devices certified for Microsoft Teams

INTEGRATED SYSTEMS

Presence

People Count **3**

Ambient Light

Desk ~~Pro~~

Bo~~ard~~ ~~Pro~~ G2
Boa~~rd~~ ~~55~~/75

Room Kit EQX

VIDEO BARS & KITS

Temperature

Humidity

Air Quality

Room Bar

Room Bar Pro

Room Kit EQ

Room Kit Pro

ACCESSORIES

General Noise

Ambient Noise

Reverb

Room Nav~~i~~

Desk Camera 4K

Headset ~~720~~ ~~Series~~

Headset 720 Series

Bang & Olufsen Cisco 950

Certified for **Microsoft Teams**
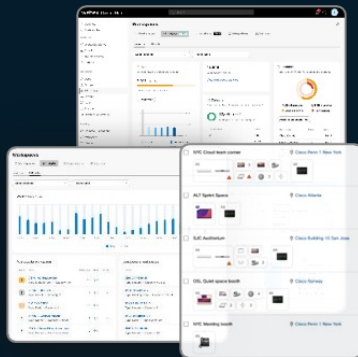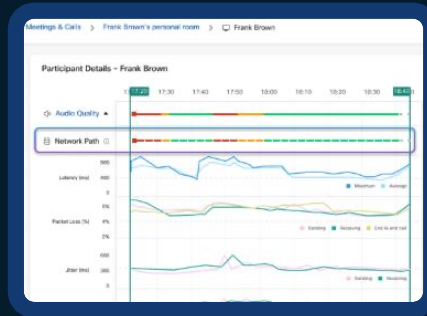
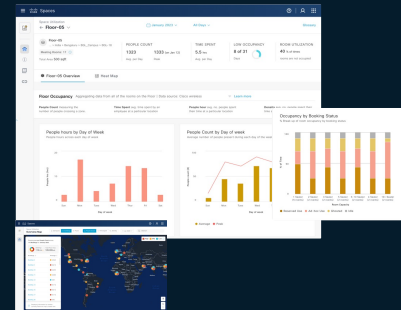# An end-to-end management and workplace solution

Cisco Devices
Always-on people count and environmental sensors.

Webex Control Hub
Get a view of your whole room (including peripherals).

Detect, diagnose, predict and optimize
ThousandEyes agents on Cisco devices provides network and app intelligence across devices.

Cisco Spaces
Smart Spaces outcomes See how your real estate portfolio is being utilized from a building to floor to workspace and desks.

There are multiple paths to hybrid

Refresh   Transform

Room
Refresh

Workspace
Refresh

New
Construction

Workplace
Restack

Cisco modernizes New York City office

- Creating a space that increases productivity while cutting energy costs and waste

Core solutions: Catalyst 9000 switches/access points + Cisco Devices + Cisco Spaces + IoT technology + PoE + more

Hybrid work enablement
100% video-enabled spaces; 70% collaboration spaces (up from 30%)

Space optimization
Enabled 2X the people to be seated in half the space

Wellness and user experience
3X more employees coming in

Energy efficiency and sustainability
36% savings in energy consumption

Cost efficiency
5% reduction in CapEx and $250k saved in construction costs

Summary

The workplace has to work harder to earn the trust and respect of employees.

The foundation of the hybrid workplace will be built on bytes, not bricks.

The major consequence of embracing hybrid work is a more dispersed workforce, connecting the disconnected is critical.
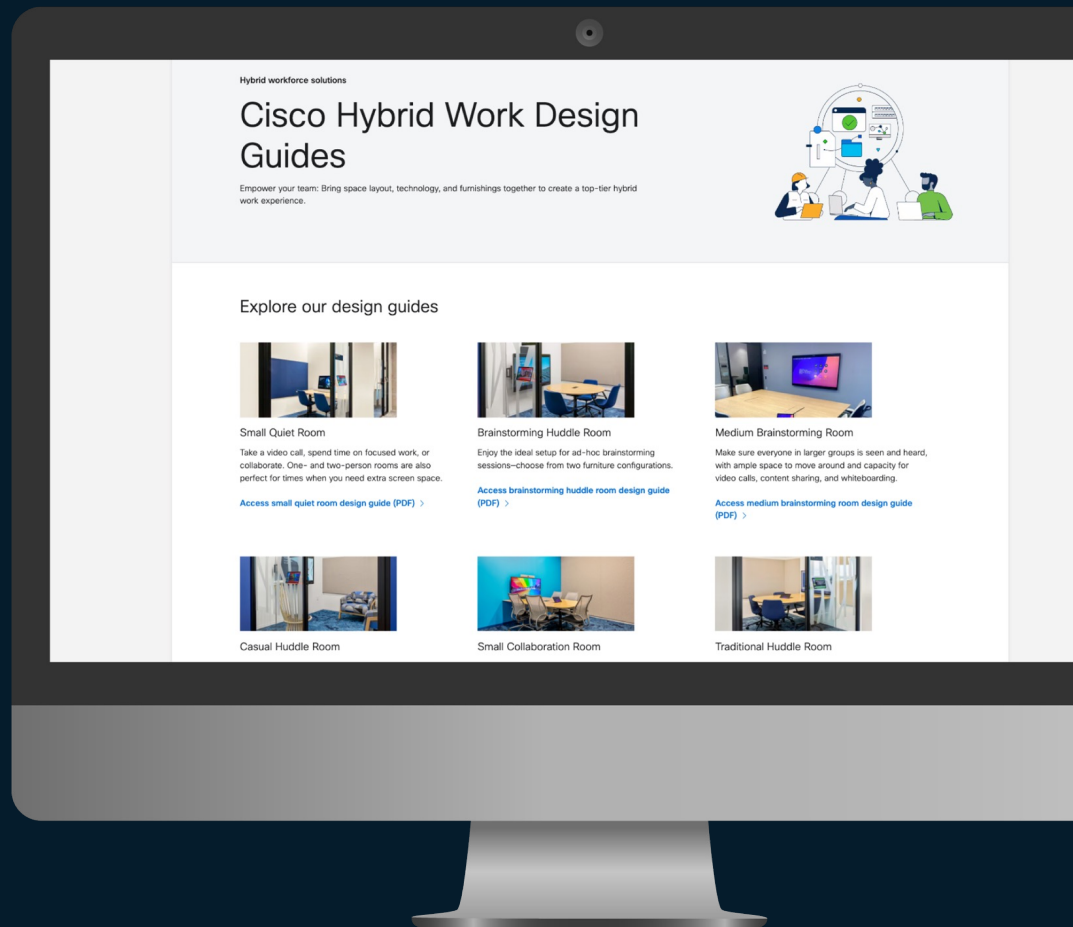
Success starts with a partnership between IT, Real Estate and Human Resources.

Design Guides available on Cisco.com

Hybrid Work Design Guides

Penn1 VR EXPERIENCE

Power up Cisco Devices for Microsoft Teams Rooms New Adoption Manual

Guided instructions, expert tips, checklists, and best practices to make your deployment journey smooth and adoption a success from day one!
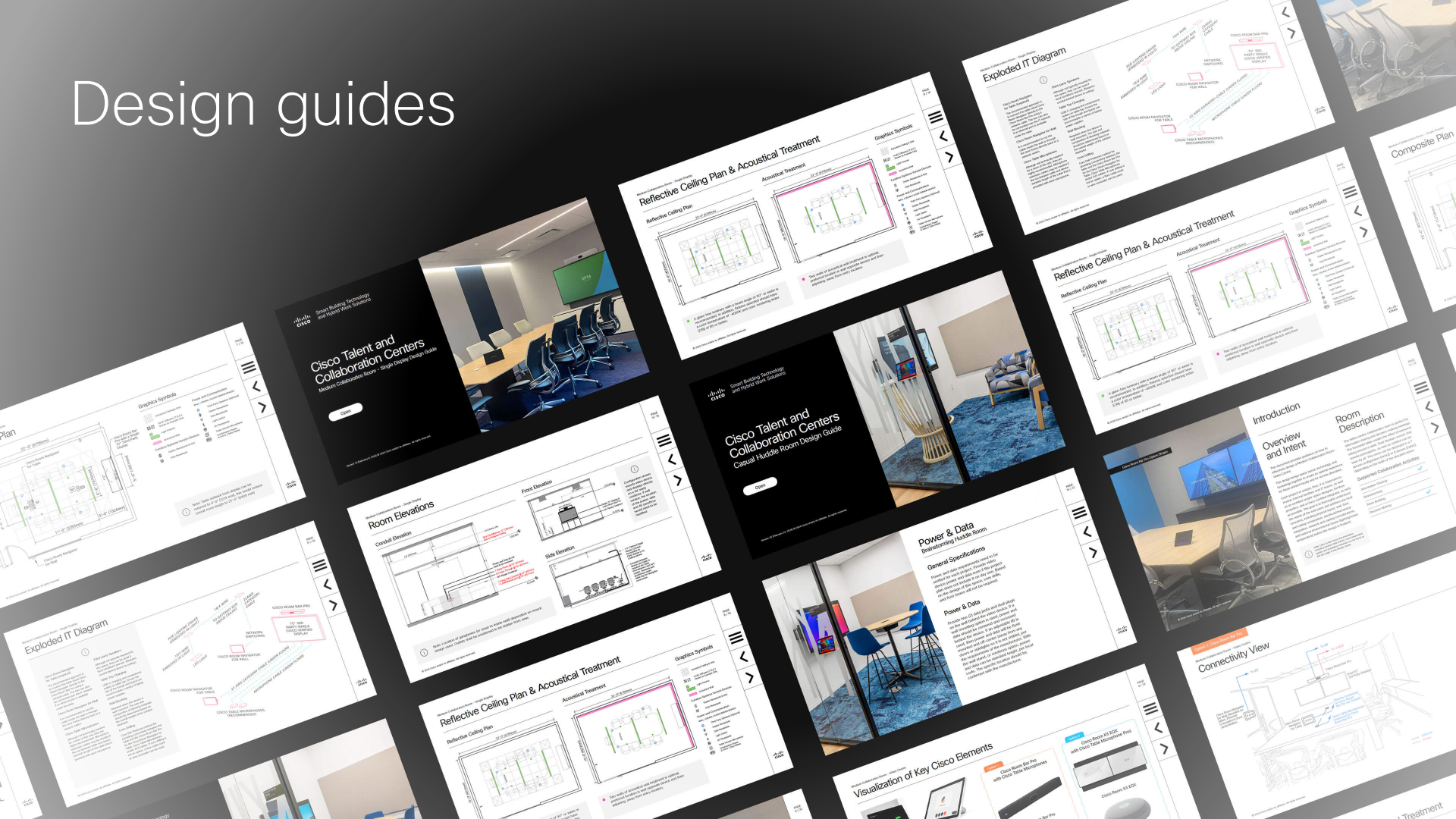
Scan to download

Visit essentials.webex.com

Design guides

CISCO Connect

GO BEYOND