

Create Flexible Work Areas / Office Space

Questions for Customer Conversations



Scale office space usage and create work areas that foster a greater sense of employee inclusiveness, promote informal and formal collaboration, and encourage innovation and teamwork.

Cisco Advantage

Organizations can utilize space more effectively and support employee work styles by using Cisco technology to facilitate location-independent work through secure, virtual access to corporate resources, high-quality video and audio interaction, and support for multiple devices.

Business Audience

Heads of Facility Management, Workplace Operations, Human Resources, and Unions

1. What is the occupancy utilization in your buildings?
2. What percentage of employees have assigned desks and workspaces?
3. How much time do employees spend away from their desks in other offices, buildings, or work areas to participate in "virtual team," project-based, or cross-functional organization models?
4. What initiatives have you implemented to increase building usage and reduce real-estate costs?
5. How have your real-estate costs changed, either through company growth or the economy?
6. How often do employees have to travel between multiple buildings or locations for meetings?
7. What office or department moves do you have planned?
8. What are your growth plans related to mergers & acquisitions, new office, branch-office expansion?
9. How could you create flexible project areas where teams can work together -- help diminish barriers between departments, speed decision making?
10. What kinds of workspaces have you created to support different work styles, such as breakout rooms for virtual or in-person meetings, quiet rooms, video conferencing rooms, brainstorming sessions?

11. How do your employees reach each other? How do you reach employees who are away from their workspace?
12. How easily can you provide visitors in your buildings with network access? A workspace?
13. What elements of your physical work environment inhibit collaboration?
14. Do you feel the physical work environment is one that helps attract and retain the best employees?

Technical Audience

Workplace Resources, Building Planners, Network Managers, Voice Managers, IT Directors and Managers, Network Architects

1. How is IT supporting corporate initiatives to increase building usage and reduce real-estate costs?
2. How easily can employees move within locations and access required functionality without technical support?
3. What major office or department moves are you planning?
4. What functionality to employees lose if they use a common work area instead of working from an assigned desk?
5. What work areas do you have for employees or visitors who don't have assigned spaces in the building?
6. How are you accommodating a wide variety of communication requirements in work areas?
7. How can employees be reached when away from their workspace?
8. How easily can you provide visitors in your buildings with network access?
9. How do you manage compliance and security?

Formulas

- Annual real estate and facilities operations expenses often account for more than 15% of non-compensation operating expenses and up to 8% of total operating expenses. (McKinsey Quarterly, 2010)
- The average vacancy of commercial office space in the United States and Europe is 50% to 70% during business hours. (Int'l Facility Management)
- Supporting mobility can help an organization increase productivity 5% to 15%, reduce occupancy costs 20% to 50%, and improve business continuity. (Int'l Facility Management)

For More Information

Go to the Collaboration Use Case Tool & Resources or www.cisco.com/go/collaboration.



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