



LMG's WorkSpace IQ: International Professional Services Company Saves £2.75m pa By Improving Space Management Efficiency

Our client has a UK wide estate consisting of 33 buildings accommodating in excess of 22,000 employees. While looking to upgrade the quality of their estate, they wanted to ensure that their space requirements reflected the working practices of their employees, providing them with a best in class environment that would optimize productivity and effectiveness.

Before making any investment in the new project's bricks and mortar, the client needed to be sure that the occupancy data gained from their existing estate was comprehensive and accurate. This had to be achieved whilst simultaneously working their estate harder to achieve an employee to desk ratio in excess of 1.8:1. Consequently, they decided to use LMG's WorkSpace IQ to provide the business intelligence necessary to scope the design of their new Manchester office and achieve their strategic real estate objectives.

THE SOLUTION

WorkSpace IQ is a space and occupancy management solution that allows organisations to maximise the efficient utilisation of their workspace, assets and resources. WorkSpace IQ used data derived from the company's intelligent building sub-systems (including IP security, intelligent infrastructure management (IIM) & building management systems) to provide the real-time business intelligence necessary to manage its workspace, users, and assets in a more effective and sustainable way.

By deploying WorkSpace IQ, the organisation's Corporate Real-Estate (CRES) team were able to monitor the utilisation of their space and track their assets and users in a geospatial context as they moved around and interfaced with building services, whether that was by entering a building, logging onto the corporate network, accessing printers, using a meeting room or by using cashless vending and catering services.

WorkSpace IQ provided the unique capability to offer a detailed, real-time view of how efficiently the company's space, assets and resources were being used; both when and where, down to the individual desktop or service point, whilst ensuring that no individual's identity is compromised.



	<2 Hrs	2-4 Hrs	>4 Hrs	Total
Dept A (allocated)	5	3	12	20
Dept A (hotdesk)	10	9	3	22
Dept B (allocated)	4	14	2	20
Dept B (hotdesk)	2	8	14	24
			Total	86

PROGNOSIS

WorkSpace IQ has now been deployed across the organisation's entire UK estate to provide increased levels of confidence in predicting the peak workspace demand of the user base in real-time. This enables the lowest quantity and the right type of desks to be made available, whilst ensuring that demand and capacity are fully aligned with the organisation's business needs.

By adopting WorkSpace IQ, the organisation's CRES team has been able to confidently demonstrate to the business that a user to desk ratio in excess of 1.8:1 is viable and therefore more users can easily be accommodated within their existing estate, providing an opportunity to realise significant ongoing cost savings.



PROJECT OUTCOME:

The Delivery of Space & Cost Saving

The business intelligence resulting from the utilisation of WorkSpace IQ at the organisation's Manchester office has enabled them to:

- Prove that the number of desks could be reduced from 681 to 420 whilst adequately servicing user demand. This provided annual savings in excess of £2.75m.
- Provide the ratios of desk types, alternative seating and shared space necessary to effectively service demand and increase capacity, whilst simultaneously reducing overall space. This saved an additional 33 desks or £348k p.a.
- Negate the requirement to provide additional external capacity to service local fluctuations in demand.

In direct comparison with manual people-counting methods, WorkSpace IQ was delivered at a significantly lower cost in a shorter timescale and was proven to offer enhanced accuracy as well as a level of behavioral analysis previously unavailable to the organisation's CRES team. This was the key to realising the savings highlighted above.