

Background

A global research firm wanted to replace its current workplace of assigned private offices and cubicles. Space utilization studies supported the possibility of shifting to an unassigned, activity-based workplace, although there were concerns about information security and the ability to concentrate. The company created a pilot to test the viability of their new progressive workplace strategy.

Drivers

Knowledge sharing among researchers without compromising security or ability to concentrate.
Attraction and retention in the highly competitive market of PhD level researchers.
Innovation in the way work is accomplished, especially through communication technology.
Cost savings through better use of real estate.

Services

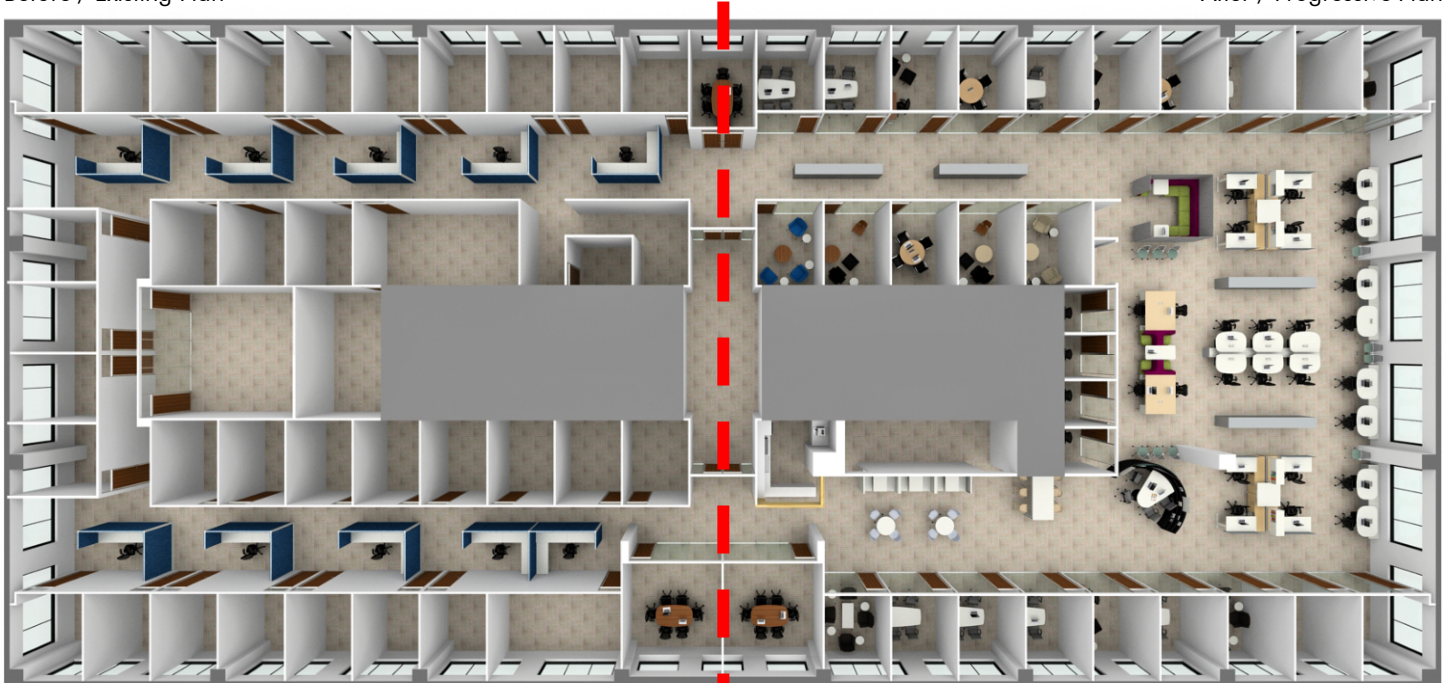
Verified space utilization using client's badge swipe and light sensors data.
Established desired workplace attributes in leadership and employee workshops.
Developed optimal quantity and type of settings to support flexible workstyles.
Created and analyzed multiple floorplans to meet client mobility ratios and support for workstyles.

Outcome

The pilot area on the right side of the building originally accommodated 33 employees and was configured like the left side of the building with private offices for researchers and open workstations for staff. The pilot area supports twice that many with a richer variety of settings. Almost all employees are unassigned and may choose the setting that works best for their activity. A post-occupancy survey found high levels of satisfaction with the new arrangement and the client has extended the strategy to other floors in this building and at other sites.

Before / Existing Plan

After / Progressive Plan



31 assigned individual seats (offices)
12 community seats
31 headcount, 20 % utilization

24 unassigned individual seats (flex offices)
25 community seats
66 headcount capacity at 2.75:1 ratio