Studio:

Smart City Example...



Case:

The Generic Smart Products Business Unit

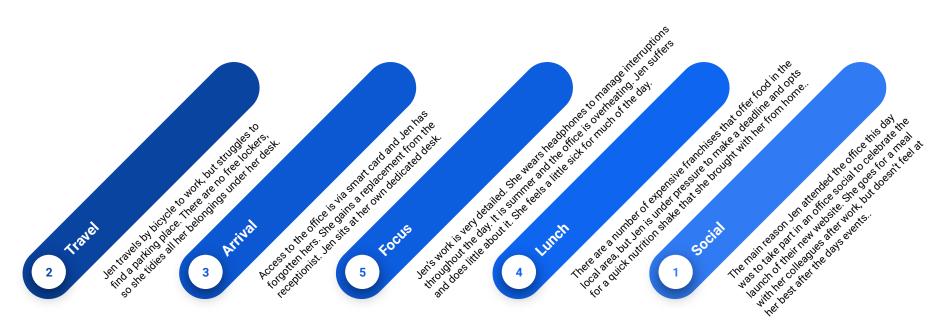
- A large multi-national focussing on both legacy and emerging design practice.
- Agatha leads an innovative business unit of ~50 employees across multiple disciplines located together.
- Presently rents one floor of a city centre office on a 5-year lease.
- The office has a permissive remote working from policy which has been informed by employee performance data.

Persona:

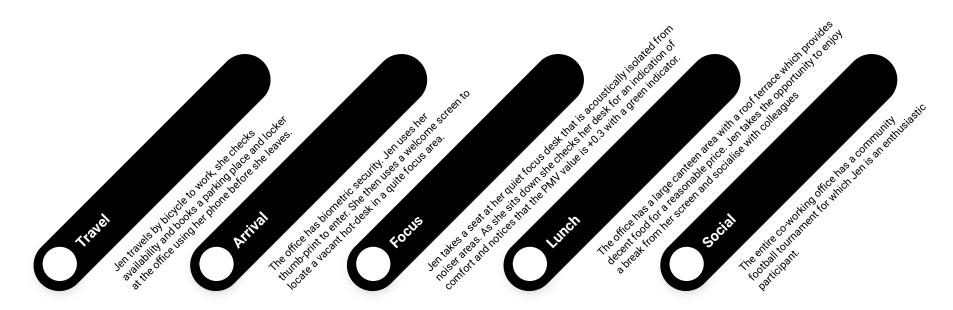
Jen, Front-End Developer

- Jen is an experienced front-end developer.
- She spends the vast majority of her time involved in desk-based work, for which a reliable internet connection is essential.
- Jen attends a weekly sprint plan and daily scrum meetings for which she often joins via virtual conference. Otherwise, most business communication is achieved using a popular chat service.
- Conflicts and quality assurance of her work are largely automated through adopting version control and continuous integration tools.
- Jen works from home 2-3 days a week. There have been occasions where she has worked from abroad for a number of weeks without disruption.

Jen's Journey



Jen's Journey Re-Imagined

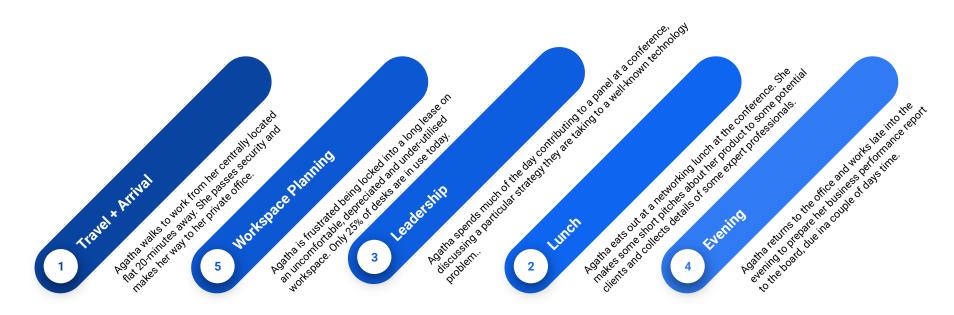


Persona:

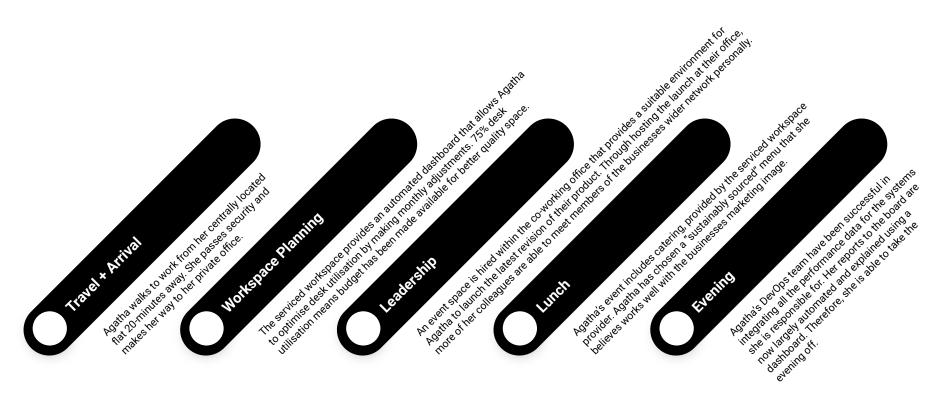
Agatha, Business Unit Manager

- Agatha is a Business Unit Manager providing direction for the products full stack and coordinating activities amongst team leaders.
- Agatha reports to group board.
- She spends much of her time in meetings and networking with clients. Her role is highly demanding, requiring technical leadership as well as quality communication skills.
- Agatha is ultimately responsible for the success of the product and ownership of the product business plan.
- Within her role, Agatha is responsible for providing her team with their workspace.
- Agatha works from home some Friday's.
- Most business communication is undertaken using email.

Agatha's Journey



Agatha's Journey Re-Imagined



Intervention:

Co-Working Serviced Workspace

- Many of the improvements to Jen and Agatha's journey are realised through optimisation of co-working serviced office workspace.
- The serviced workspace optimisation dashboards have allowed Agatha to save on unused desks, creating a budget surplus that she has invested in improving workplace quality.
- What sort of Internet-of-Things technology could support such an outcome?