



The Importance of Collaboration and Workplace Metrics in the Enterprise

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Collaboration Week

New York
2020



@TheIMCCA @UCWeek #CWNY20

Vyopta Incorporated

Today Vyopta works closely with hundreds of Enterprise organizations, helping them leverage metrics that support their collaboration and workspace environments. Vyopta's collaboration with large numbers of Enterprise customers in various segments has allowed Vyopta to better understand how metrics and data insights are being used to optimize collaboration and workspace deployments and planning.



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Agenda

- Trends that matter
- Turning data into insights
- Using Metrics to design Activity Based Workspaces
- What metrics are available and how to make use of them
- Top data insights requested by Enterprises
- Three use cases of Enterprises successfully leveraging Insights
- Effective management and planning requires metrics and analytics

Trends That Matter

- The confluence of technology, spaces and employee engagement
- Supporting employees moving in and out of planned workspaces
- An Informed Design requires analytics and metrics
- Technology change is making change management critical



Analytics Should Reveal Insights That Support Change

- Data - information assumed as facts
- Analytics - systematic assembly of data or stats
- Metrics - quantifiable measure used to track and assess the status of a specific business process
- Insights - combining data and analysis to find meaning
- Change Management

The Remote Worker Trend is Affecting Space and Tech Design

- Tech use is shifting to mobile devices that seamlessly integrate into workspaces
- The availability of Workspace & Technology needs to be accurate and intelligent
- Keeping remote workers connected with the Enterprise is critical to productivity and retention
- Enterprises need accurate analytics that express the direction and rate of change
 - Collaboration technology requirements are shifting
 - Space allocation and configurations are shifting

What metrics are available from this collaboration space?

Current occupancy
at 40% of capacity

Tech delivering high
quality collaboration

Current Co2
levels above
1,000 PPM

Meeting concluded 30
minutes before
scheduled end time

Available collab tech
fully engaged

Current lighting levels
below 800 lx

This room design
occupied 72% of time

Space and Tech
investment at 55% of full
utilization

Space scheduled but
unoccupied 2.4 hours/day

Space unused
3.2 hours/day

Top Insights Requested By Enterprises

- Identify and address systemic issues affecting collaboration quality
- Benchmark and track collaboration adoption growth
- Managing technology transitions (optimal room design/deployment)
- Informed design for space planning/design
- Improving employee efficiency in spaces
- Employee engagement and collaboration index
- Correlation of sales activity and results

Key Insights that Customers are Leveraging

- **Global Beverage Company**

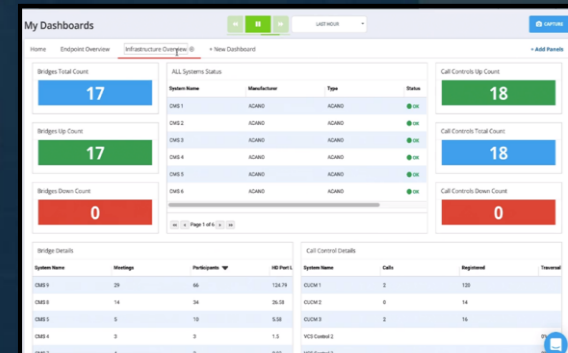
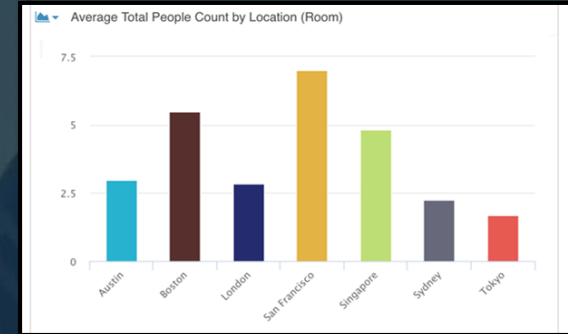
- Insight → Understand global meeting room occupancy
- Insight → Identify underused space for consolidation
- Result → Data-driven space planning to justify \$80M reduction in real estate spend

- **\$190B Software Company**

- Insight → Uncover massive difference between perception & actual space utilization
- Insight → ~45% of scheduled meeting minutes go unused
- Result → Prescriptive, data-driven individualized outreach to employees to improve room usage

- **\$25B Entertainment Company**

- Insight → Room activity in and out of calls
- Result → Redesigned global HQ after seeing 60%+ of room activity outside of video calls



Questions?



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Thank You!

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Prize Drawing



*Amazon Echo Show 8
Courtesy of Compunetix*



Attendees will be entered into a random drawing to win:



Echo Show 8 – courtesy of Compunetix



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Hear from &
speak with
industry
experts &
industry peers!



Day 1, Session 2 Highlights:

- Not Your Father's Endpoints
- Collaboration Users Speak Out
- Selecting Your Collaboration Service Provider

Speakers
and
Panellists
Include:



Poly's Sam Kennedy Amicus Therapeutics Gary LaSasso JPMC's Gene Pitts

Attendees will be entered into a random drawing to win:



Poly Voyager 8200 UC Headset