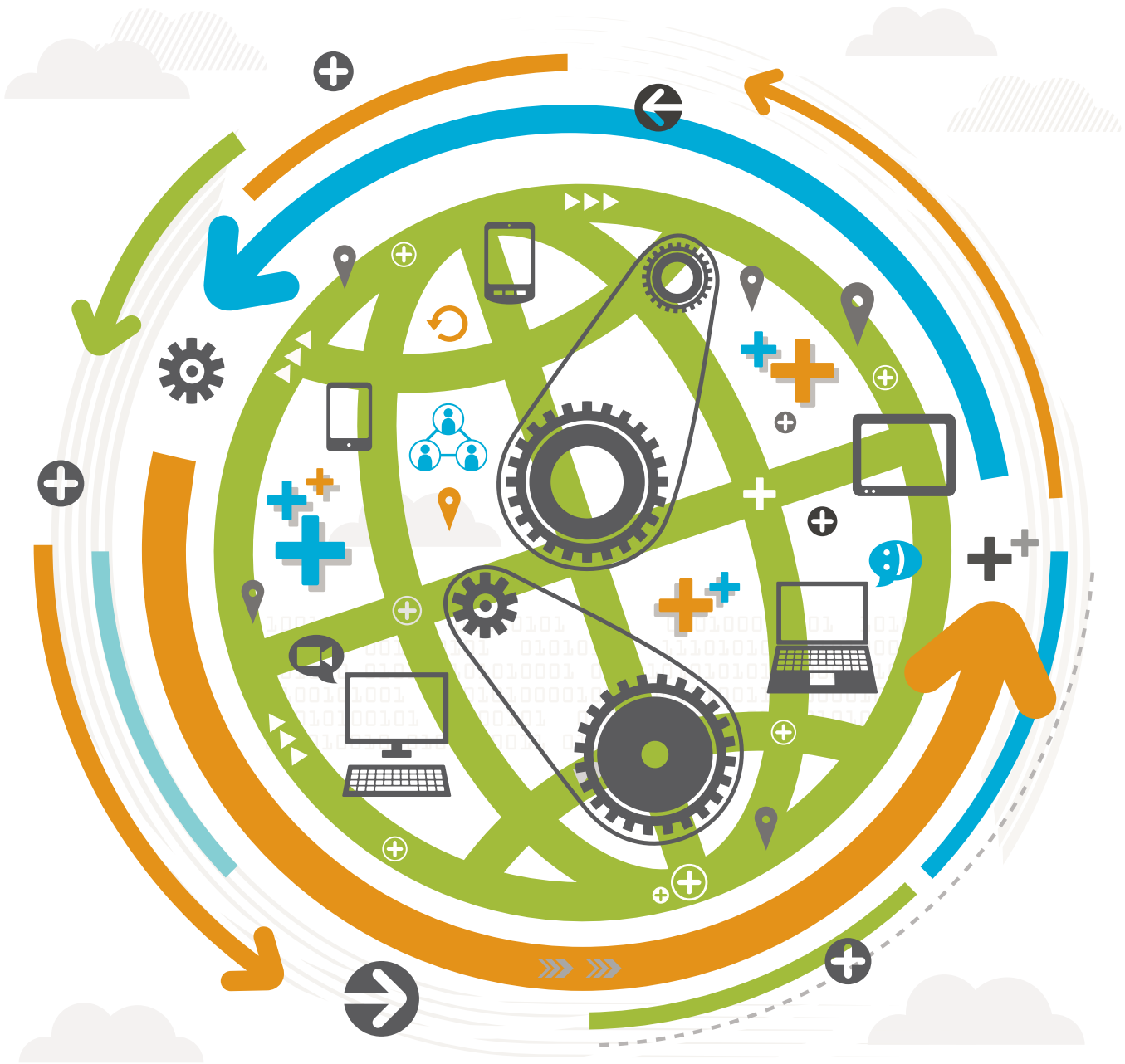


Facilities Management Opportunities IN TODAY'S MOBILE WORKPLACE



Modern technology has made it easier than ever for companies to manage their employees, workspaces, tools and communication networks.

Presented By:

ioffice

Mobility is an ubiquitous trend in workplaces today.

Thanks to the widespread use of modern technological tools, employees are now more flexible than ever about the way they do work. Once upon a time, they had to show up to their offices, sit down at their desks and boot up their computers before they could be productive.

Now, technology has evolved to the point where that old-fashioned approach is no longer necessary.

Using laptops, tablets, smartphones and other portable devices, workers are able to stay productive all the time, whether they're in the office or at home.

They can even check in with work from the road while traveling. Companies are introducing mobile apps for every office function, ranging from content production to workforce management and payroll. It's no longer necessary for employees show up - they just have to dial in.

The growth of the mobile arena has been staggering in recent years. According to The Epoch Times, it has ballooned particularly quickly in 2013. Survey data from Gartner now shows projections of 102 billion total mobile app downloads on smartphones this year.

Total revenues from these apps will be around \$26 billion - and that's despite the fact that most downloads are free apps.

Mobility has had a profound effect on the economy, and it also affects the way employees remain productive.

The latest technologies have positively impacted education, health and retail - and there are tremendous opportunities available in facilities management as well.



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1 Context on Mobile

Mobile technology has already had a noticeable effect on industries beyond facilities management. In education, it's helped students access more learning tools; in health, it's promoting wellness with consumers; and in retail, it's helping merchants creatively make sales.

According to Computerworld, North Carolina is one state that's already made the move toward making mobile devices accessible in schools - for students, teachers and administrators alike.

In Guilford County, for example, 18 of 24 middle schools are giving everyone a tablet computer. That's 15,450 devices in all, expected to be used for classwork, homework and "educational games."



Classes can also use the devices to keep their students constantly informed about their coursework. If students are ever missing reading materials or homework assignments, they can use tailor-made mobile apps to track them down. Thanks to this mobile revolution, schools will have the resources to make sure no child is left behind, at least technologically.



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Public health departments are also exploring the potential of keeping individuals connected via mobile apps.

Time magazine recently reported that Alabama was the latest state to get on board with this trend. By developing a health and wellness app, the state health authority was able to give medical patients a free resource to help them take care of their bodies.

With important alerts and advice on staying healthy - tips on navigating flu season, for example - the Alabama government is able to keep citizens informed in real time, Alexandra Hughes, an account director at Ogilvy Public Relations Worldwide, analyzed the mobile solution and Time she expects to see more states roll out similar apps soon.

As for retail, merchants are coming up with a variety of creative strategies for keeping mobile shoppers engaged.

For example, Neiman Marcus has an app for “VIP customers” that makes personalized product recommendations and helps valued consumers connect with sales staff.

Other popular mobile apps include a comparison shopping solution, which **helps consumers** find the best possible prices; a loyalty app, which enables shoppers to keep in touch with their favorite brands; and new payment processing technology, which makes it easy to pay for purchases without ever lifting a checkbook or a credit card.

All of these mobile mechanisms have made life easier for employees and customers alike, across the business world. But how can similar technologies improve facilities management?



2 Organizing People & Their Workspaces

In facilities management, mobile tools can help businesses organize their workspaces and the people therein. One of the most difficult challenges facing facilities managers today is the task of finding operational space for employees.

Richard Jordan, CRE business processes consultant at eBusiness Strategies, recently sat down for a webinar where he discussed this and other FM challenges with iOffice vice president Elizabeth Dukes.

When it comes to finding office space, Richard and Elizabeth agreed that mobile workers face a challenge. If an employee usually works remotely, but chooses to come in to the office for an internal conference or a client meeting, they need to be able to find real estate, whether it's a quiet desk or an open collaborative space. In these situations, **it's important that they access mobile apps that will show them all workspaces available.**

Using mobile technologies, employees can access scheduling data, which will tell them when a space is available, and details about the space such as what functions it can handle. Using any tablet or smartphone, workers should be able to **access this data quickly and painlessly.**

Relatedly, the employees themselves present an interesting facilities management challenge. How can the FM department keep tabs on workers' whereabouts? Increased mobility makes this tricky, but luckily, that same technology also points to a solution.

If companies are able to implement IWMS portals, this will help the create floor plans for their offices, mapping out who will work where, and when. **They can allocate their space as vaguely or specifically as they desire** - either doling out space to departments to use as they please, or giving particular desks to individual employees if they want more control.

Workplace dynamics are rapidly changing - it's difficult for companies to know who is using their office spaces. Mobile facilities management software can keep them informed in real time.

What is OpenSpace?

OpenSpace allows your workforce to reserve the type of space they need when they need it resulting in **better use of your space assets and more flexibility for your workforce.** OpenSpace is a room reservation app that provides the ability to reserve any type of space via your smartphone, tablet or desktop.



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3 Organizing Supplies, Printing and Mail

In addition to helping people manage their space, a facilities department should also look after people's supplies. Office employees typically need to have a wide range of materials available to them at all times, ranging from basic items like staples and paper clips to more complicated technical equipment. Luckily, facilities managers can ease all of these concerns by using mobile technology to monitor their inventory closets, making it easy to purchase more supplies when they're running low.

Printing is another logistical concern. All employees, whether they're present in an office or checking in remotely, should have the capability to print their important documents.

Even those who prefer the mobile lifestyle still sometimes need to have hard copies of their files.

IWMS systems make it easy for employees and their managers to locate printers and use them efficiently. By tapping into accurate, up-to-date floor plans, workers can find the printer, get to it quickly and avoid any unwanted delays.



For workers who need to complete bigger printing jobs, it may be necessary to have access to large-scale printing and production services. If companies have demanding clients that request big projects, IWMS portals can **help employees make customized uploads** and electronic file updates so that the job is done right.

They can then send jobs to specific printers and see the production through to the end.

Lastly, there's the issue of mail. Delivering packages to employees used to be a simple process when everyone was under one roof, but mobility makes it a little bit more complicated. **Companies therefore need to deploy IWMS solutions that include mail tracking and delivery systems.** Employees can easily keep in touch with office mail services, receiving up-to-date notifications about their shipments.

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4 Improving Communication, Solving Problems

Having covered the topics of people, workspaces, supplies, printing and mail, there's one last question - what if anything goes wrong with any of the above? Employees must have surefire methods of keeping in touch with their facilities managers, making sure they're informed of any problems.

This can be logistically difficult in the modern era - because the workforce is getting younger and more tech-savvy, employees sometimes demand creative ways of staying in touch with their employers.

This might mean using mobile devices - and more specifically, it might mean logging their questions and comments via social media.

IWMS service request software works much the same way as a site like Facebook or Twitter. There's no longer any need for written or even emailed requests - employees can get in touch with their facilities managers using a mobile solution that's automated and immediate, giving them information in real time. If anything needs to be fixed, FMs will know what, where and how, right away.

Before these solutions came along, facilities managers were sometimes left in the dark - they wanted to fix problems, but they didn't know what to fix. Now, thanks to mobile technology, they're not only staying abreast of current problems, **but they're planning for their future needs as well.**

Mobile tools have revolutionized the way all businesses do work.

Just as tablet and smartphone apps have turned education, health and retail upside down, they've had the same transformative effect on facilities management.

Modern technology has made it easier than ever for companies to manage their employees, workspaces, tools and communication networks.



Workforce management tools that give you the information you want, when... how...and where you want it.

If you are ready to derive more value from your facility data, we are ready to show you how.

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