

Integrated Facilities Management for an Activity-Based Workplace

Samsung's Integrated Workplace Management Solution – My Workplace

Jackie Williams, Sr. Manager, Workplace Operations, Samsung

Dan Lorenz, President, AMS

Danny Hill, Applications Engineer, AMS

Agenda

- Introductions
- About Samsung Electronics America (SEA)
- Vision + Strategy
- Objectives + Benefits
- My Workplace Review
- Results
- Future
- Q&A



SAMSUNG Flip

Emergency Response + Preparedness?



Introductions

■ Jackie Williams



- Sr. Manager, Workplace Operations
 - Integrated Facility Management
 - Workspace Solutions
 - Workplace Technology

SAMSUNG



■ Dan Lorenz, FMP



- President
 - Account Management
 - Consulting
 - 16+ Years FM experience

■ Danny Hill



- Applications Engineer
 - Lead Implementer/Designer for Samsung account
 - Special Projects

About Samsung

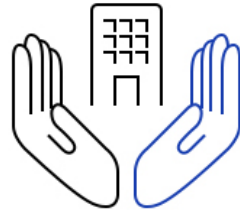
Samsung Electronics America, Inc. (SEA)

Mission

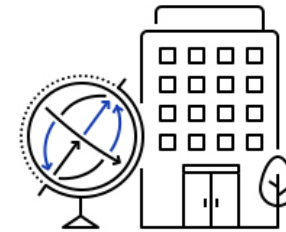
Inspire the world with our innovative technologies,
products and design that enrich people's lives
and contribute to social prosperity by creating a new future

VISION

Inspire the World,
Create the Future



Beloved Brand



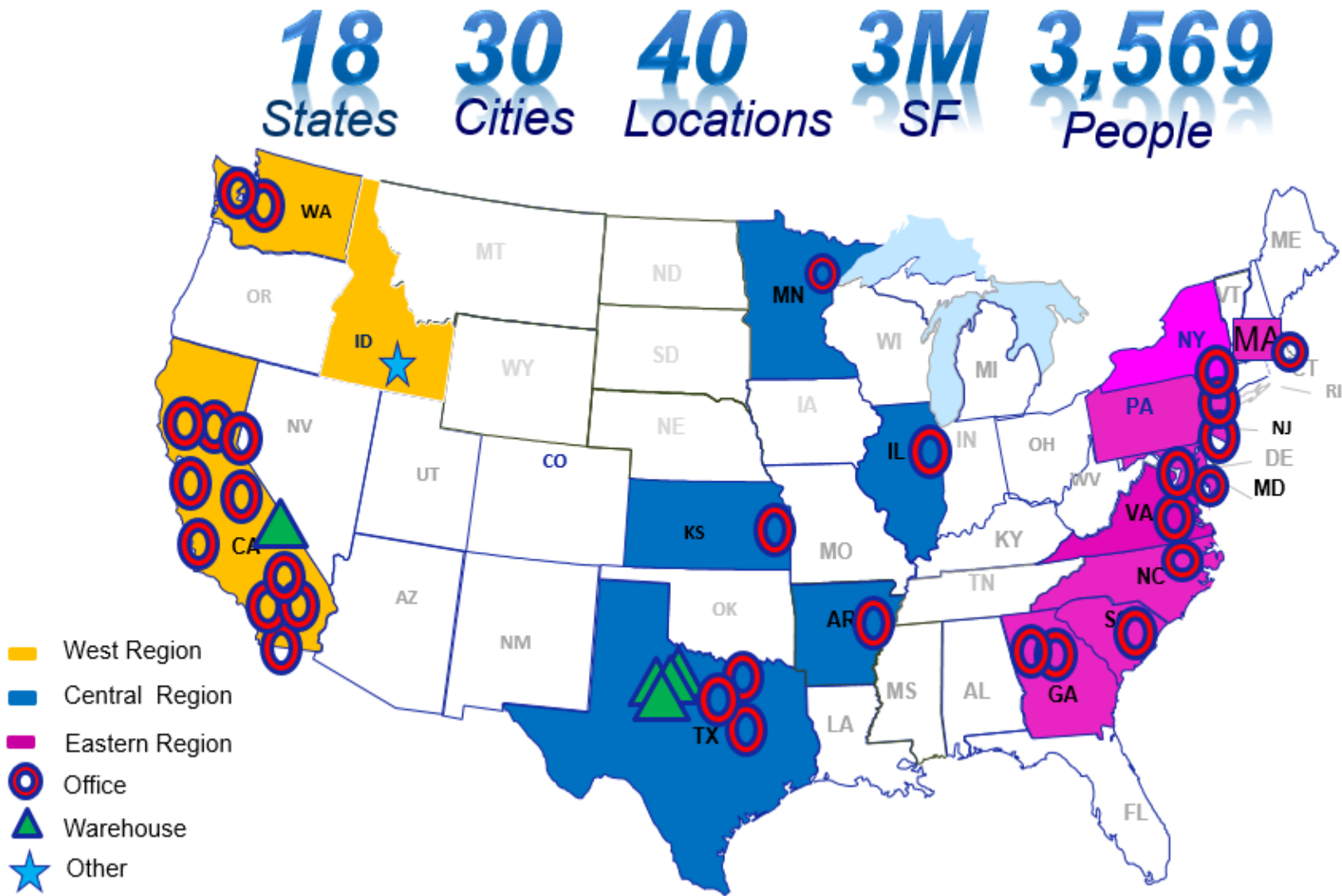
Innovative Company



Admired Company



SEA Site Locations



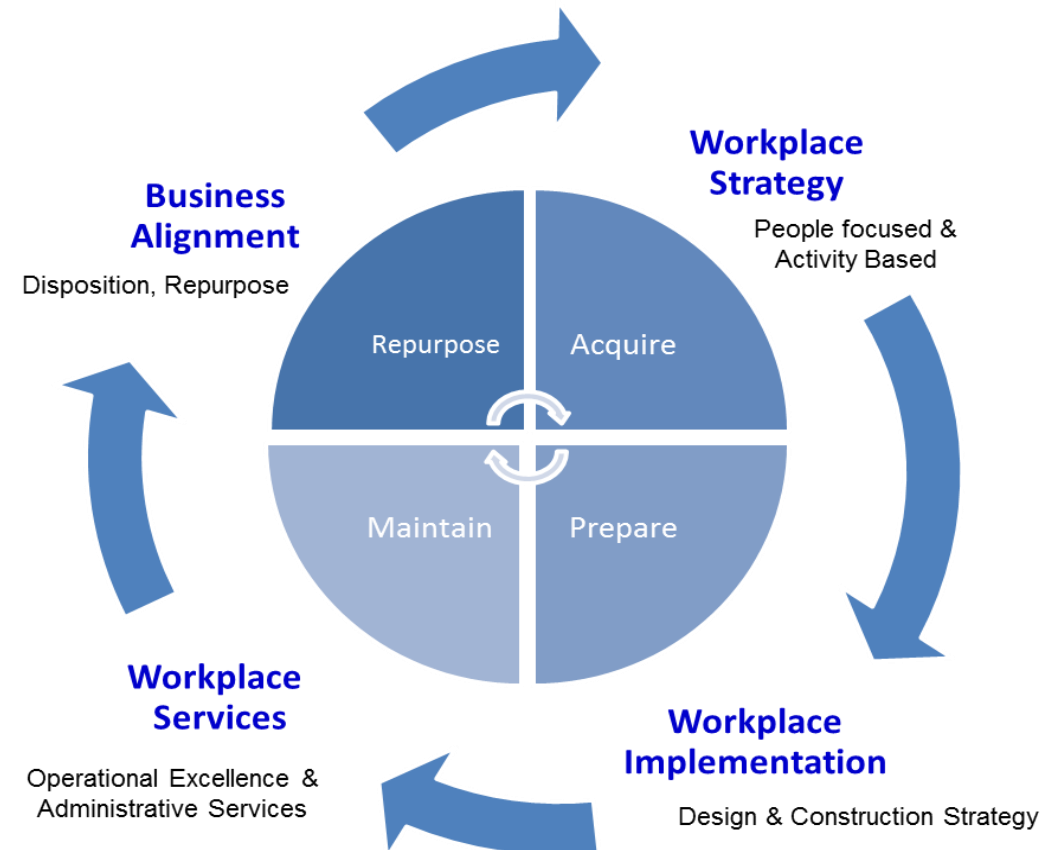
About General Affairs (GA)

Provide standardized, value-added workplace solutions and mobile testing and support.

■ Areas of Focus

- **Workplace Delivery**
Design, furniture/fixture and equipment standards, workplace strategy, and construction.
- **Workplace Operations**
Operations, maintenance, sustainability, and workplace solutions.
- **Employee Support**
Amenities, mobile productivity, home office support, and soft services (café, breakroom, vending, mail, concierge, travel, parking).
- **Mobile Product Testing Support**
Support the MQL team's ability to validate mobile product functionality

Workplace Provisioning Cycle



Vision + Strategy

Vision

- A user-friendly system that drives business growth through robust decision-making support and activation of strategic workplace imperatives, including:
 - Attraction & Retention of Talent
 - Workplace Experience
 - Integrated Facility Management



Strategy

■ Integrated Facilities Management

- Workplace Services
- ARAMARK + AMS Partnership
- IWMS – My Workplace



■ Activity Based Working

- A New Way of Working
- Choices + Amenities
- Change Management



■ White-Glove Support



- Culture
- Services (Concierge)



Integrated Facilities Management (iFM)

Integrated Facilities Management (iFM)

■ Strategy

- A performance-based agreement bundling all tactical workplace services and procurement that ensures consistent, repeatable delivery across the nation
- Facility Operations, Maintenance, Capital Planning, Project Management, Energy Management, Facility Conditions Assessments, Vending, Refreshments, Mail, Shipping/Receiving, Uniforms, & Catering



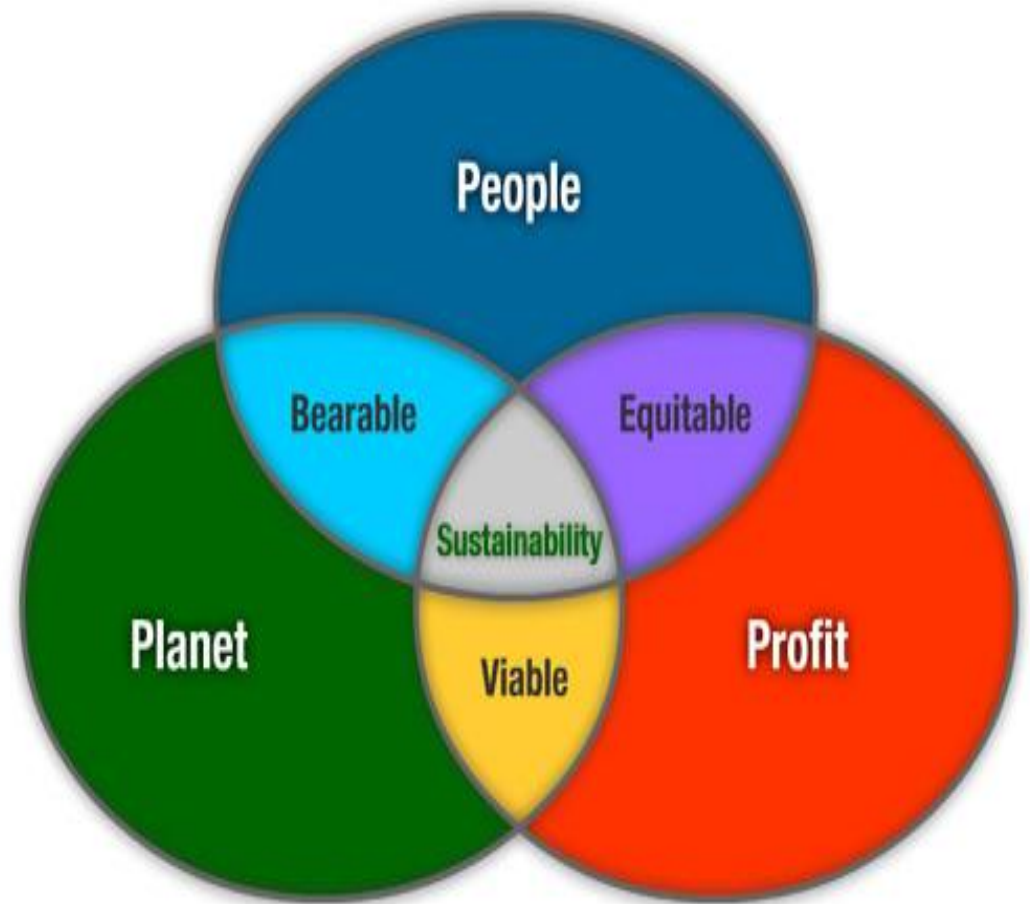
Integrated Facilities Management (iFM)

■ Benefits

- Simple to administer, low risk, high quality and agility
- Immediate response to needs at ALL sites; provides consistency across the portfolio.
- Enables economy of scale, best value, risk mitigation, consistent and repeatable delivery, workplace experience, and focuses expertise to grow business

■ Savings

- ~20% savings from previous model
- \$1.9M in Year 1

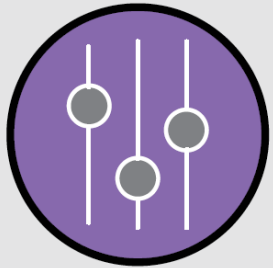


Activity Based Working (ABW)

Activity Based Working (ABW)

"A new workplace for a new era."

Key Components of ABW



Variety + Choice

Places for privacy on demand as well as an abundance of team-ready spaces.



Technology

All spaces are enabled so that you can seamlessly connect your technology.



Neighborhoods

Workstations and shared settings are clustered into neighborhoods to bring groups together and foster a sense of connection.



Personal Experiences

ABW allows you to customize what you want your work experience to be. Want to sit in a Destination Park to enjoy the view or be in the social hub to experience the buzz? Go for it!



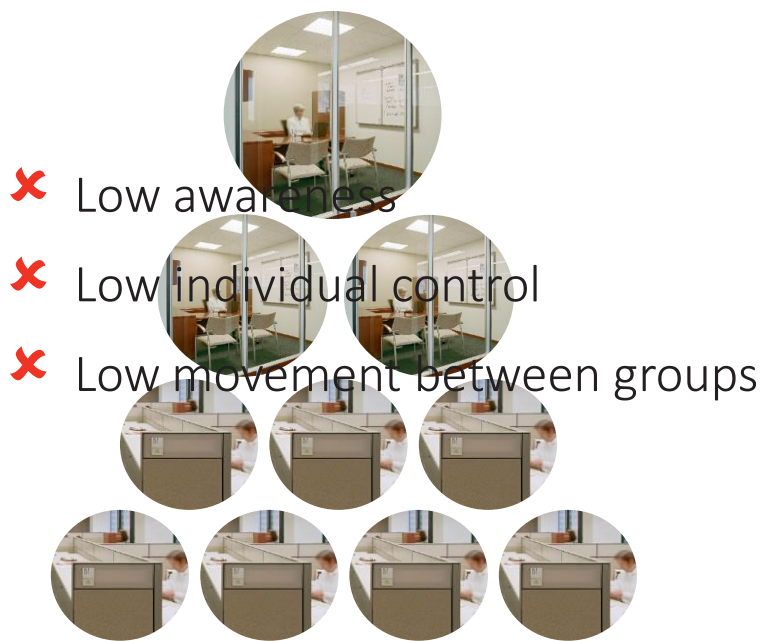
A New Mindset About Work

Work isn't a place you go, it's something you do. To fully embrace that requires a mutual commitment to trust and accountability.

Traditional vs. ABW Comparison

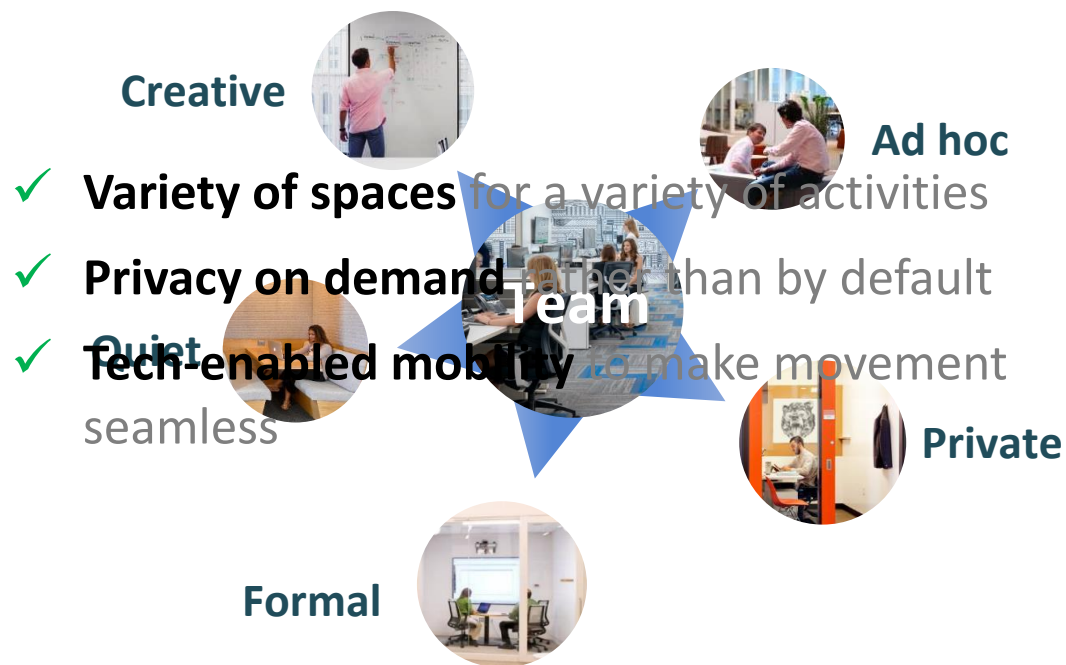
Traditional

- Prescribed environment based on hierarchy.
- Multiple activities happening in the same kind of space.



Activity Based Working

- Being able to take advantage of choices to align your surroundings with what you're doing.
- Multiple space options based on activities.



Benefits of ABW

Private Spaces

You'll find a few types of shared spaces designed to give you privacy when you need it for specific activities, whether solo or collaborative. Use them for specific activities, and then free them up so others can use them, too.

phone booths

PRIVACY ON DEMAND.

One-person spaces offering total privacy for calls. Use on a first-come, first-served basis. Never hold or camp out in them.



focus rooms

ZONE IN.

Space offering privacy for one to three people – for anything from calls to conversations to concentrative work. Use on a first-come, first-served basis. Never hold or camp out in them.



conference rooms

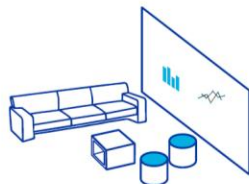
GET TOGETHER.

Formal meeting spaces. Always reserve in advance, and make sure you find a room that fits the size of your meeting (use a focus room or phone booth for solo activities).



Informal Spaces

You'll also find a number of informal spaces that can be used for almost anything, some in your neighborhood and some beyond. Use them for meetings, brainstorming, social activities or even to get away when you need a productive change of scenery.



backyards

OPEN YOUR MIND.

Need a place for a quick chat or to brainstorm? Backyards are creative spaces surrounded by whiteboards in neighborhoods that can be used on a first-come, first-served basis.

destination parks

YOU HAVE ARRIVED.

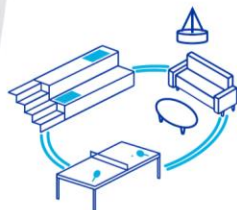
Communal zones just outside your neighborhood that include pantries as well as focus rooms and meeting rooms. Use them to meet, eat or just for a change of scenery when you need to get away from your neighborhood.



social hub

THE CORE OF THE LEGACY CENTRAL GALAXY.

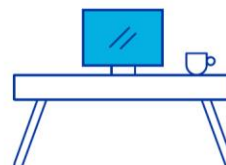
Located in the middle of everything, this two-story space is filled with communal and collaborative settings, along with games, pantries and areas you can buy prepared food and Samsung swag.



touchdowns

MI CASA ES SU CASA.

First-come, first-served workspace for visitors. Use as long as needed.



New Spaces

- More Meeting Spaces
- Building Amenities
- Campus Amenities

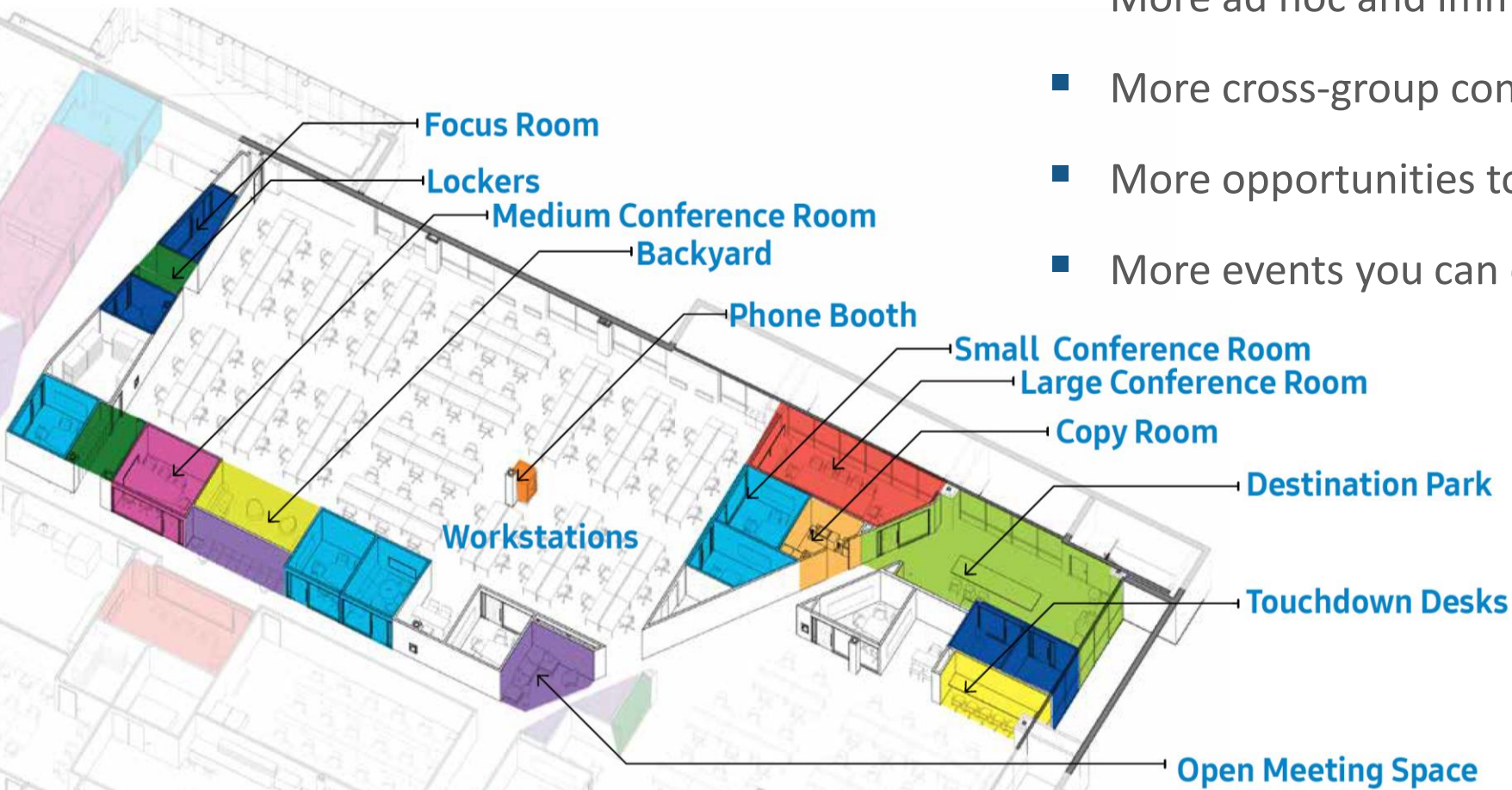


Benefits of ABW



Neighborhoods

- Easier access and visibility to the people you work with
- More ad hoc and immediate versus formal and scheduled
- More cross-group connections
- More opportunities to take breaks together
- More events you can do together versus virtually



The Change Management Journey



ABW Training & Materials

- Workplace Guide and other materials in My Workplace
- ABW Interactive Training Module
- Required Training Annually



My Workplace



My Workplace Objectives

- Create an on-line destination

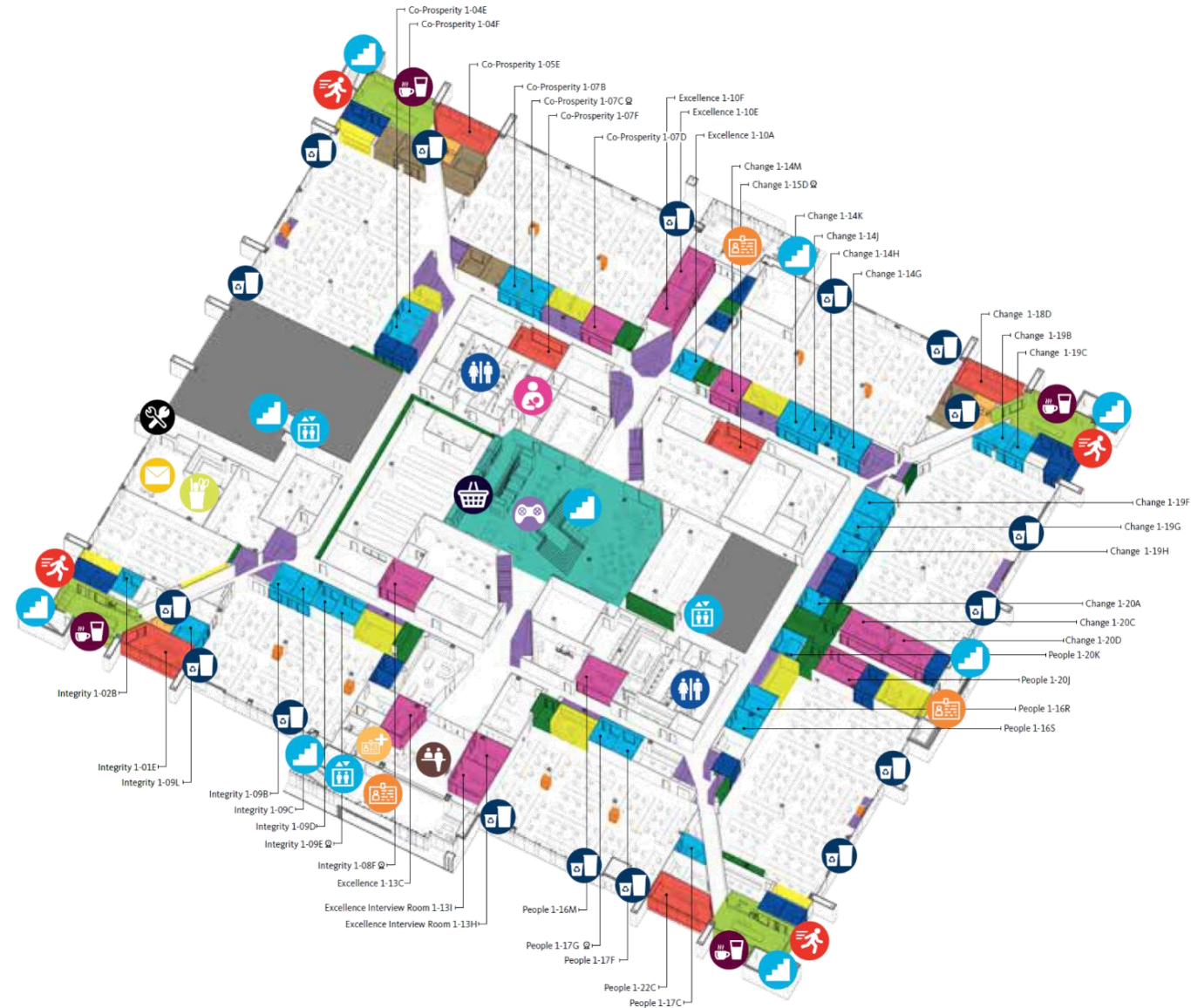


- A Best-in-Class solution
- White glove service
- One-Stop-Shop
 - Space Information
 - Services for Moves and Maintenance
 - Self services where possible

- Migrate away from legacy systems

- iOffice
- Impac

- Prepare, plan, and execute corporate move from Richardson to Plano, TX



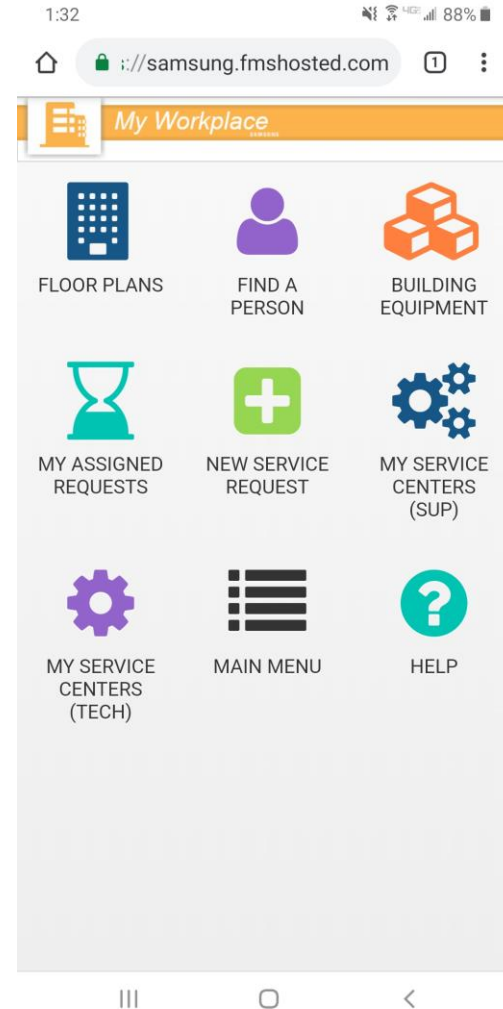
My Workplace – System Review

■ Phased Approach

- Space
- Service Requests
- Mobile
- Moves

■ Communication

- Branding + Awareness
- Training
- Office Network



Legacy Central – The Story So Far...



IMPLEMENTATION

- Using My Workplace to post moves in a phased approach.

ADJACENCY PLANNING

- Using My Workplace as the tool to understand visually space implications.
- Using Graphic Themes to quickly understand required adjacencies.

DATA GATHERING

- Meeting with Office Network to understand Headcount updates.
- Using the Spreadsheet upload utility in My Workplace to quickly insert moves for large groups all at once.



LEGACY CENTRAL

TRIAGE

- Using My Workplace to filter “Move Specific” employee requests to be handled in higher priority by technicians.

ESTABLISH NORMALCY THROUGH PROCESS

- Engaging employees through on-site and online My Workplace user trainings to understand how to request service from General Affairs moving forward.

SUCCESSFUL MOVE



My Workplace User Interface - DASHBOARD

■ Top Navigation

- Service
- Workspace
- Find
- Assets
- Resources

■ Special Navigation

- Frequently Used Requests
- Connect At Central



■ Dashboard Main Features

- My Building
- My Neighborhood
- My General Affairs Team
- My Planet
- My Safety & Emergency Management Team

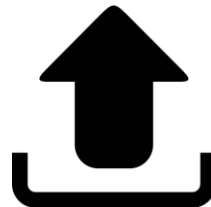
The screenshot displays the 'My Workplace' dashboard. At the top, there's an orange header with the title 'My Workplace' and a search bar. Below the header, a row of five circular icons represents different sections: Service (wrench), Workspace (person), Find (magnifying glass), Assets (cubes), and Resources (puzzle piece). The main content area is divided into several sections. On the left, a 'Workplace Requests' box shows 'Frequently Requested Services'. Below it, the 'My Building' section for 'Plano, TX - Legacy Building: 6' provides address details, floor plans, and amenities. The 'My Neighborhood' section includes city information, a weather widget for Plano, TX (79°F, cloudy), a map, and a 'My Planet' section with an Energy Star logo and 'WAYS TO SAVE TIPS'. The 'My General Affairs Team' section lists team members like Miguel Nunez and Stephanie Stovall. Other sections include 'Connect At Central' with a tagline, 'My Safety & Emergency Management Team' with links to emergency plans, and 'NY Times' with digital pass information. A sidebar on the left contains various utility icons.

Space Management

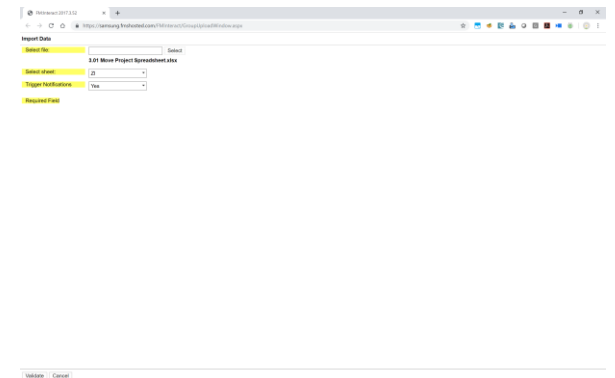
DATA GATHERING



Office Network Interviews



Spreadsheet Upload



■ Space Assignment Interviews

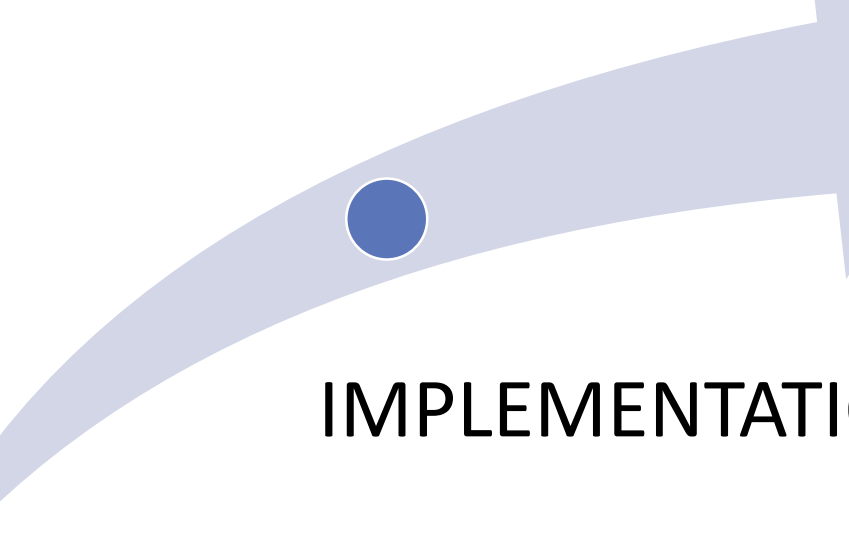
- Key Office Network Contacts
- Planned Move Spreadsheets – Excel Report
- Editing Sessions

■ Real-Estate Decision Making

- Influencing based on Occupancy/Growth/Utilization


1 of 1 Find | Next

[illegible]



IMPLEMENTATION

[illegible]

- Daily Activities that tied into LC Move
 - Onboarding
 - Moves
 - Service Requests Integration
 - Email Communication
 - Offboarding
 - Verification of terminations/contractors
 - MAC Concierge
 - Onboarding Support
 - System Training
 - Help/Support
- 



My Workplace

REQUEST New Hire

Details

Requested By:

New Hire

Not in list? ☒

Request Type:

First Name:

Last Name:

Employee Type:

Kronos As:

Title:

Group:

Work Location:

Hiring Manager:

Location

Need a Start? ☒

Building:

Floor:

Select Room on Plan:

Start Date

Start Date:

Services

☒ Support

Onboarding New Hires

My Workplace

MOVES: Ready to Post

00000104 188 above

00000105 Research & Dev

00000106 T Mobile sales

00000107 MNO San Diego

00000108 Retail Op Walmart

00000109 MNO KCS

00000110 Sprint KS

00000111 Retail sales/backup-Finance

00000112 Huntersville

00000113 Bellevue 3rd floor

00000114 Bellevue 3rd floor(2)

00000115 NJ Relocations

00000116 NASBO

00000117 Nasdaq

00000118 NASBO

00000119 MCL

00000120 240 Dickland

00000121 Danvers Hoeng of SA

00000122 danvers move project

Person Moving

Status

Hiring Manager

Manager VIP Status

From Building

Chrysdell Motenarung	Canceled	Adam Weiss	IS		
Rafae Shamsuddin	Scheduled	Becky Francis	IS	85 Challenger	06-10-10
Natalie Hoo	Scheduled	Michelle Mangalanan	IS	85 Challenger	06-12-10
Mark Kim	Scheduled	Nick Di Ponzio	IS	85 Challenger	06-11-11
Rafae Shamsuddin	Canceled	Becky Francis	IS	85 Challenger	06-10-10
Ashley Taylor	Scheduled	Becky Francis	IS	85 Challenger	06-10-10
Lucy Nakai	Scheduled	Jennifer Pointer	IS	85 Challenger	07-01-10
Jennifer Daly	Scheduled	Sandy Seibert	IS		
Carren Jackson	Canceled	Ivy Mulligan	IS		
Ang Yang	Canceled		IS		

Moves Ready to Post

My Workplace

MOVES: Terminations Requested All (excluding Scenario Planning projects)

Move ID	Type	New Hire Type	Move Date	Requested By	Person Moving	Status	Hiring Manager	Manager VIP	Status	From Building	From Room
E44 00011914	TE		4/26/2019		Arnell D	Requested	Lauren			Legacy Building	Legacy Information
E44 00011366	TE		5/24/2019		Mark Mayenda	Requested	Noah Lee			Blq 2 845 City	2-055
E44 00011387	TE		5/31/2019		Hong Lee	Requested	Mineah Lee			Connell Park, 200 Connell	380/102
E44 00011344	TE		5/24/2019		Sana Siddiqui	Requested	Heather Lynn Gramco			Legacy Building 8525 Declaration	290-179
E44 00011343	TE		5/31/2019		Majone Boscu	Requested	Donna Lynn Costabile			85 Challenger	05-0504
E44 00011171	TE		4/26/2019		Larisa Ogden	Requested	Sarah Elizabeth Malasio			85 Challenger	07-E104

Items 1 to 15 of 15 Page: 1 of 1 Go Page size: 50

More Request Details Service Tickets Archived Tickets

Move ID: 00011171
 Request Created: 5/15/2019 4:00:03 AM
 Requested By: Corinnette Worky
 Request Type: Offboarding Terminations
 Requested Status: Requested

Person Moving

Name: Larisa Ogden
 Title: Corinnette Worky
 Cost Center: CE 8504 (CERF) (Householder Record)
 Cost Center Number: 000001336
 Manager: Sarah Elizabeth Malasio
 From Building: NJ Ridgefield Park 85 Challenger Rd
 From Floor: 7th Floor
 From Room: USNRKPK0107-E11

Move to Location

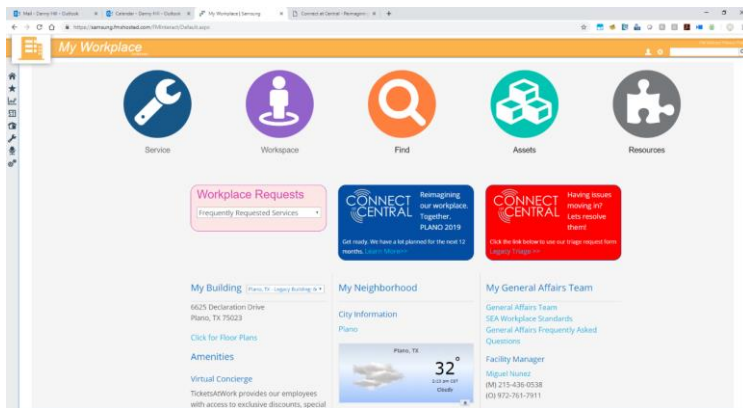
Have General Affairs Help Find a Space
 To Building: NJ Ridgefield Park 85 Challenger Rd
 Select Room on Plan

Requested Terminations

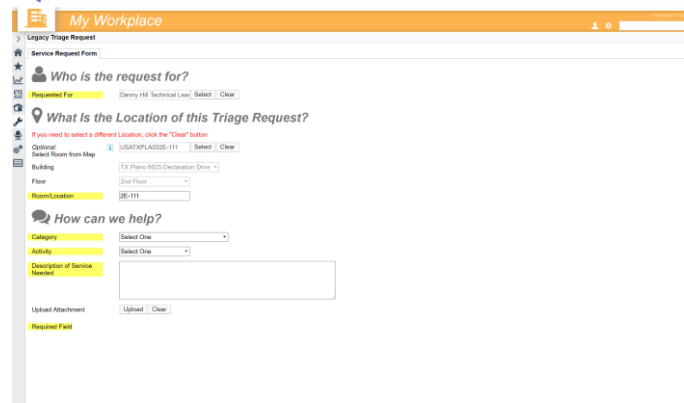
Service Requests

TRIAGE

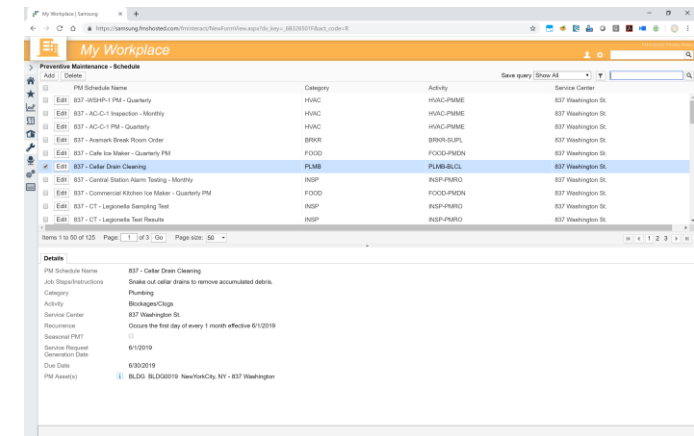
- On Demand Requests
 - Top Ten Frequently Requested Services
 - Concierge Services – Static Image(s)
 - Triage Requests
- Preventive Maintenance
 - Service Centers (ARAMARK)
 - Outside vendors
 - FM Mobile
- Performance Metrics
 - Statistics



Red Triage link on Dashboard



Triage Specific Service Request



Preventive Maintenance

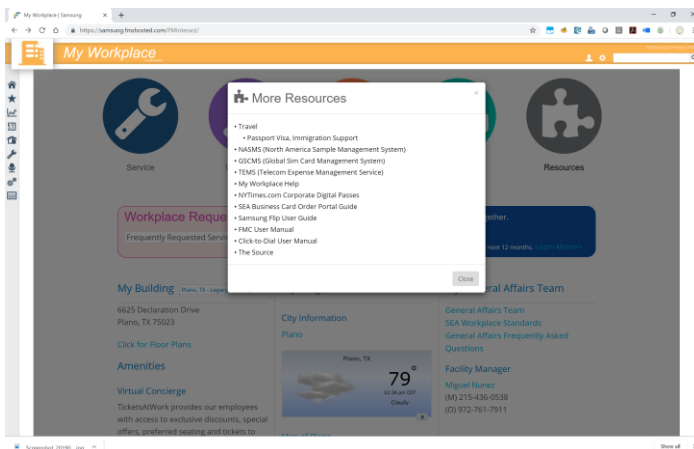
Resources

**ESTABLISH
NORMALCY
THROUGH PROCESS**

■ My Workplace User Training



- On-site and virtual training sessions to engage employees on how to properly use My Workplace to receive GA service
- Concierge Services
- Employee Engagement



My Workplace Training via Resources

A screenshot of the 'New Hire' form in the My Workplace system. The form is titled 'New Hire' and contains several sections: 'New Hire' (with fields for Name, ID, and Start Date), 'Location' (with fields for Building and Floor), 'Start Date' (with a date picker), 'Services' (with a dropdown for Service), and 'Signatures' (with fields for Signature and Department). The form is designed to be filled out by a hiring manager to create a new employee record.

My Workplace Training collateral



My Workplace Office Network Training

THIS MOVE



IS DONE!!

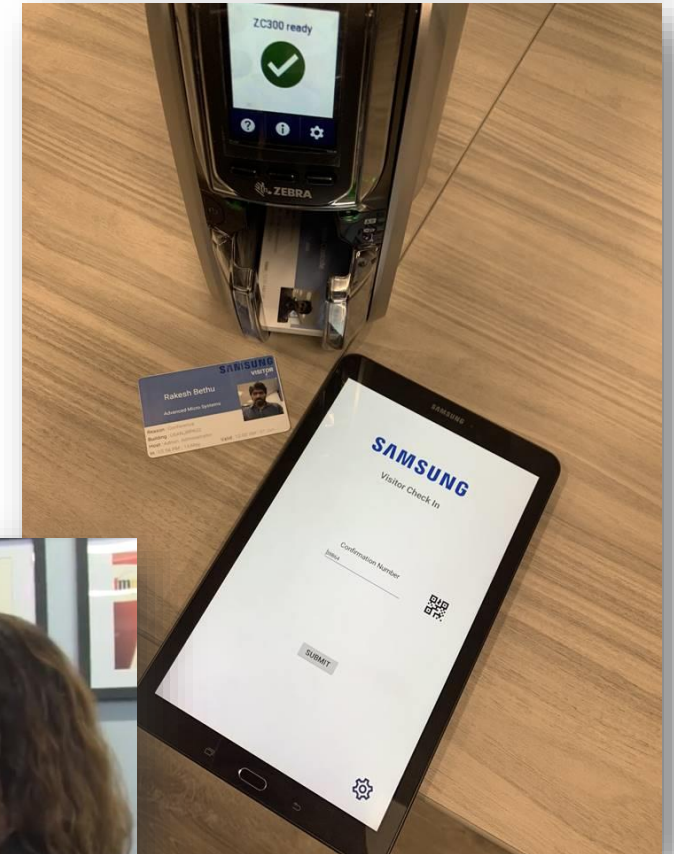
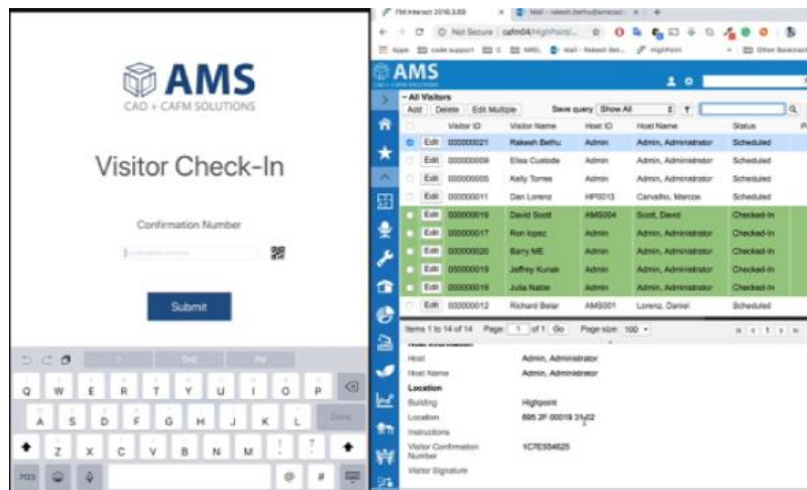
imgflip.com

To Be Continued



Visitor Registration

- Leverage My Workplace
- Incorporate Samsung Hardware
- Streamlined Process
- Quality Badge Printing





Visitor Check-In

Confirmation Number



Submit



FM:Interact 2018.3.69 x Mail - rakesh.bethu@amscad... x

Not Secure | cafm04/HighPoint/... | Apps | code support | C | NREL | Mail - Rakesh Bet... | HighPoint | Other Bookmarks

AMS CAD + CAFM SOLUTIONS

~ All Visitors

Add Delete Edit Multiple Save query Show All

	Visitor ID	Visitor Name	Host ID	Host Name	Status	Pre
<input checked="" type="checkbox"/>	Edit 000000021	Rakesh Bethu	Admin	Admin, Administrator	Scheduled	
<input type="checkbox"/>	Edit 000000009	Elisa Custode	Admin	Admin, Administrator	Scheduled	
<input type="checkbox"/>	Edit 000000005	Kelly Torres	Admin	Admin, Administrator	Scheduled	
<input type="checkbox"/>	Edit 000000011	Dan Lorenz	HP0013	Carvalho, Marcos	Scheduled	
<input checked="" type="checkbox"/>	Edit 000000016	David Scott	AMS004	Scott, David	Checked-In	
<input checked="" type="checkbox"/>	Edit 000000017	Ron lopez	Admin	Admin, Administrator	Checked-In	
<input checked="" type="checkbox"/>	Edit 000000020	Barry ME	Admin	Admin, Administrator	Checked-In	
<input checked="" type="checkbox"/>	Edit 000000019	Jeffrey Kunak	Admin	Admin, Administrator	Checked-In	
<input checked="" type="checkbox"/>	Edit 000000018	Julia Nable	Admin	Admin, Administrator	Checked-In	
<input type="checkbox"/>	Edit 000000012	Richard Belar	AMS001	Lorenz, Daniel	Scheduled	

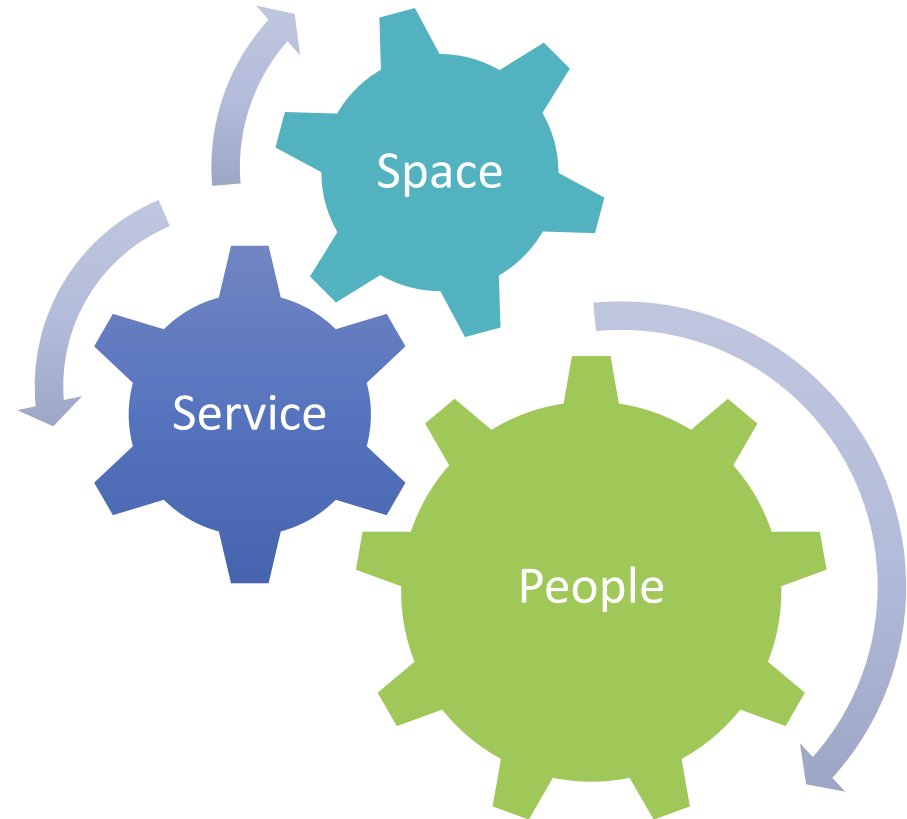
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Host Information

Host	Admin, Administrator
Host Name	Admin, Administrator
Location	
Building	Highpoint
Location	695 2F 00019 31-02
Instructions	
Visitor Confirmation Number	1C7E554625
Visitor Signature	

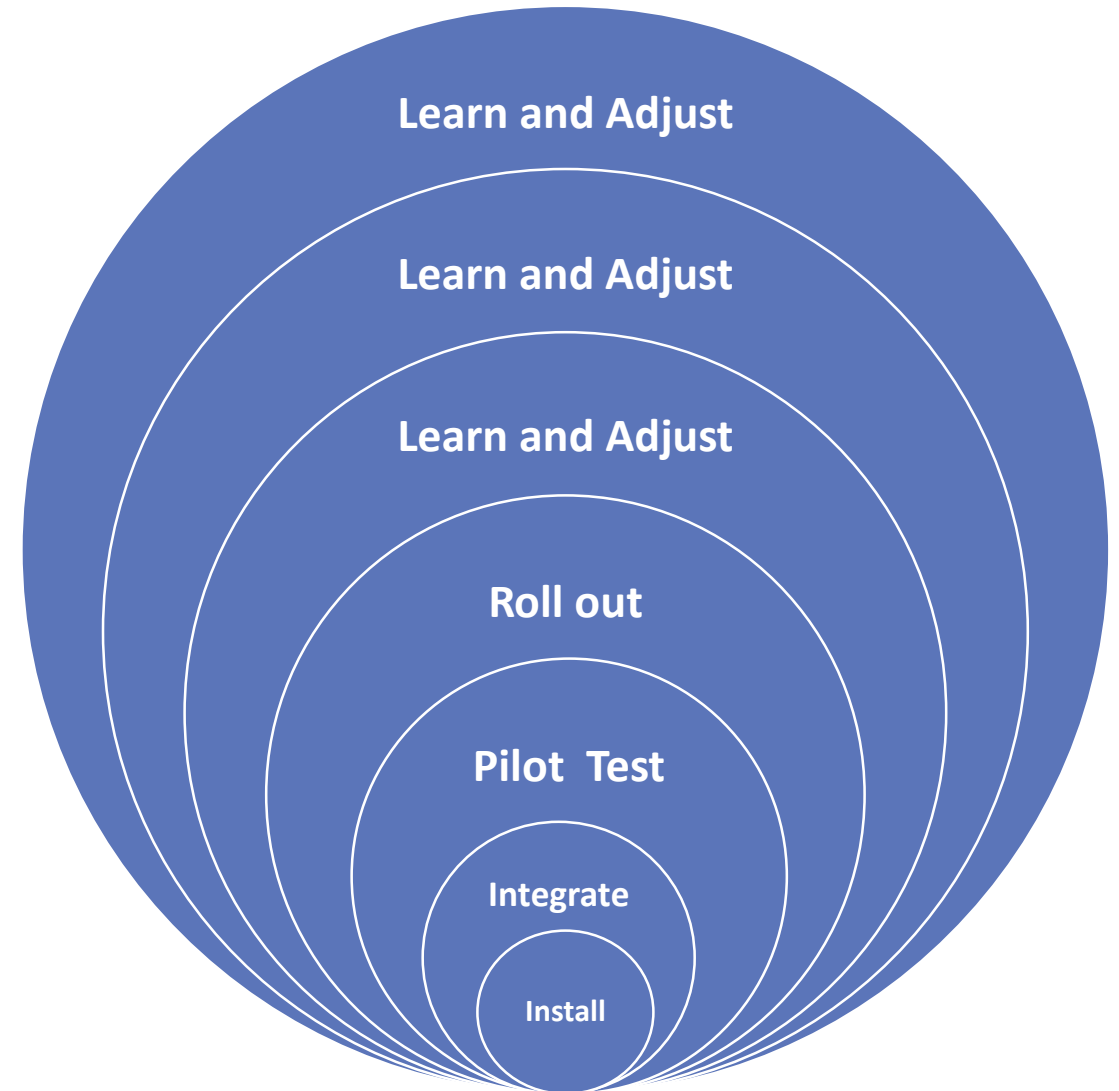
My Workplace Results

- Data Consistency + Visibility
 - Entire Portfolio
 - Access to Information
- *Strategic Planning*
 - Workday - Grouping of Personnel
- *Customer Engagement*
 - *Self-Service*
 - *Concierge*
- *Proactive Maintenance*
 - *Integrated Solution*
 - *Building Equipment*



Implementation Lifecycle

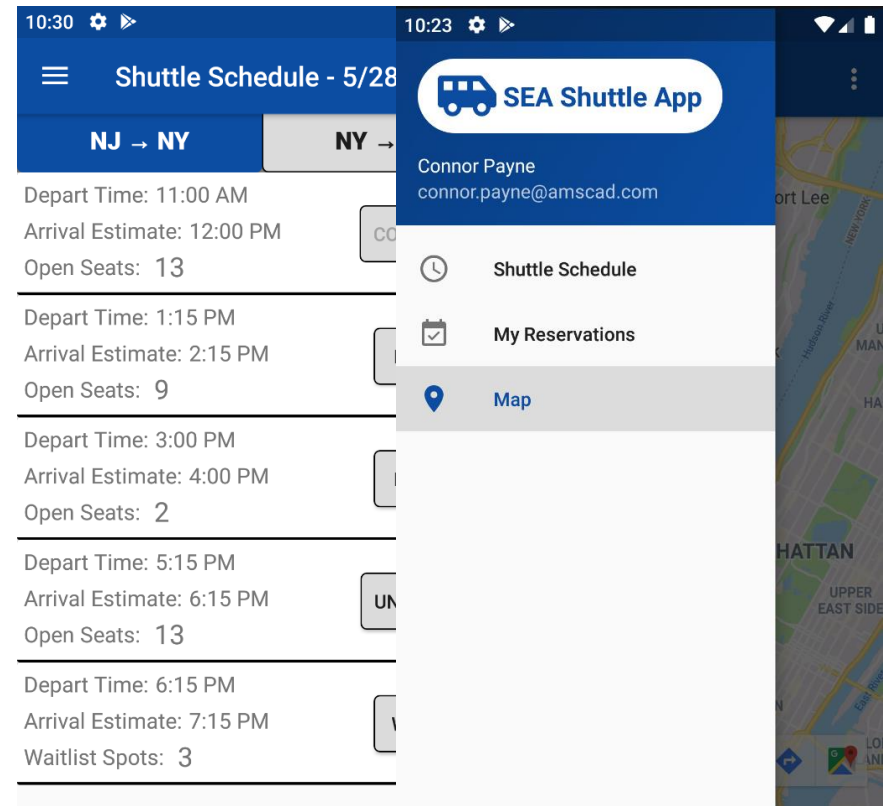
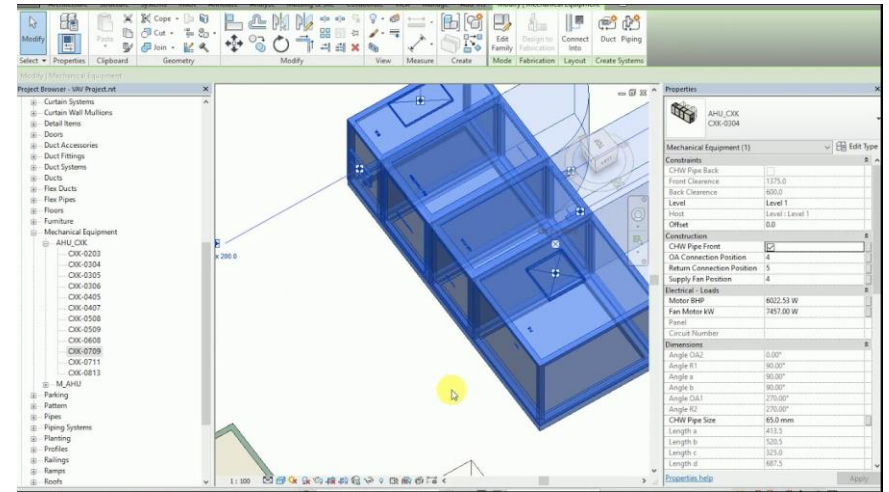
- The Snowball Effect
- Continuous Improvement
- Strategic Partnerships
 - Internal
 - Office Network
 - External
 - Service Providers
 - Consultants
 - Integrator/Developer



Next Steps...



- Shuttle Bus Registration App
- Wayfinding
- Asset Lifecycle Capital Renewal
 - Revit Asset Collection
 - Building Equipment
- Sustainability



Questions & Answers