FM:SYSTEMS USER 2019 CONFERENCE
BUILDING INSIGHTS

Enhancing the User Experience

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RSP Sysco

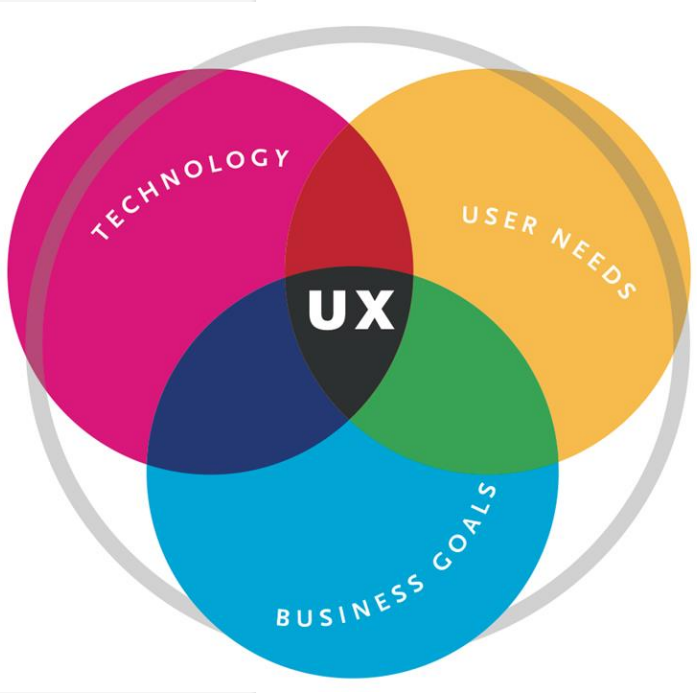
01 What is User Experience?

02 Meet Sysco

03 The Business Need

04 Solving the Problem

05 Takeaways for Success



us·er ex·pe·ri·ence (UX)

The complete product or service experience across all touch points.

A great user experience should match all the user’s needs and expectations of a product or service without any noticeable friction or stress.

Product Design

Product Experience

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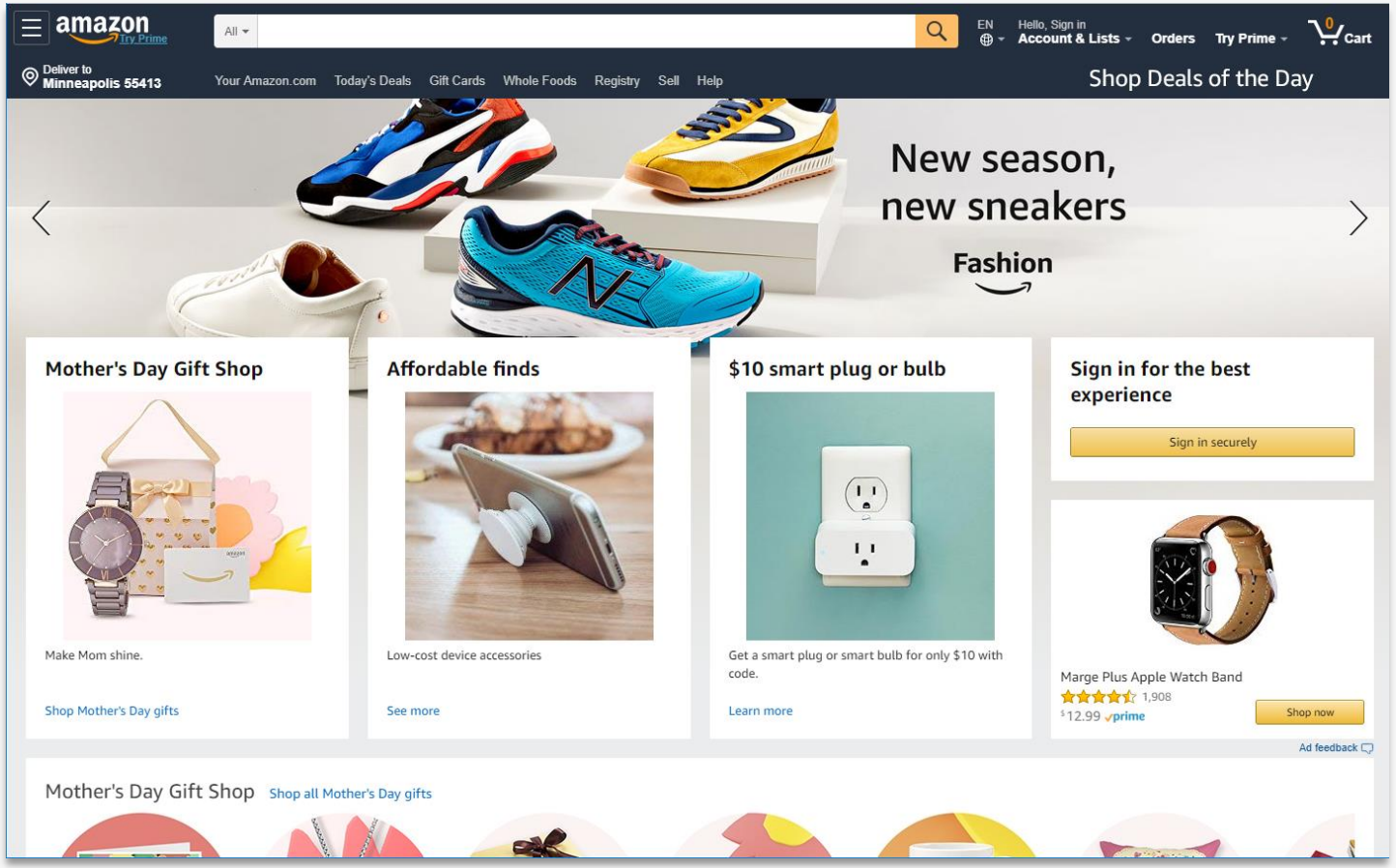
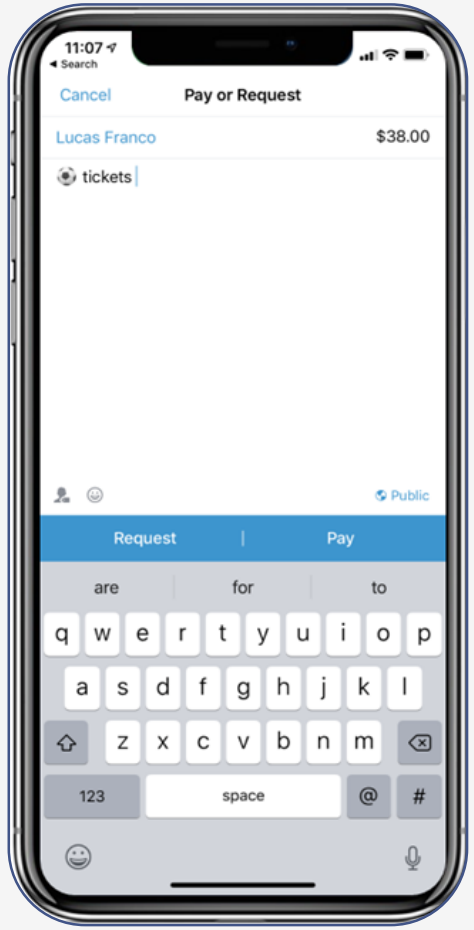
"The last best experience that anyone has **anywhere**, becomes the minimum expectation for the experience they want **everywhere**."

Bridget van Kranlingen
IBM

amazon

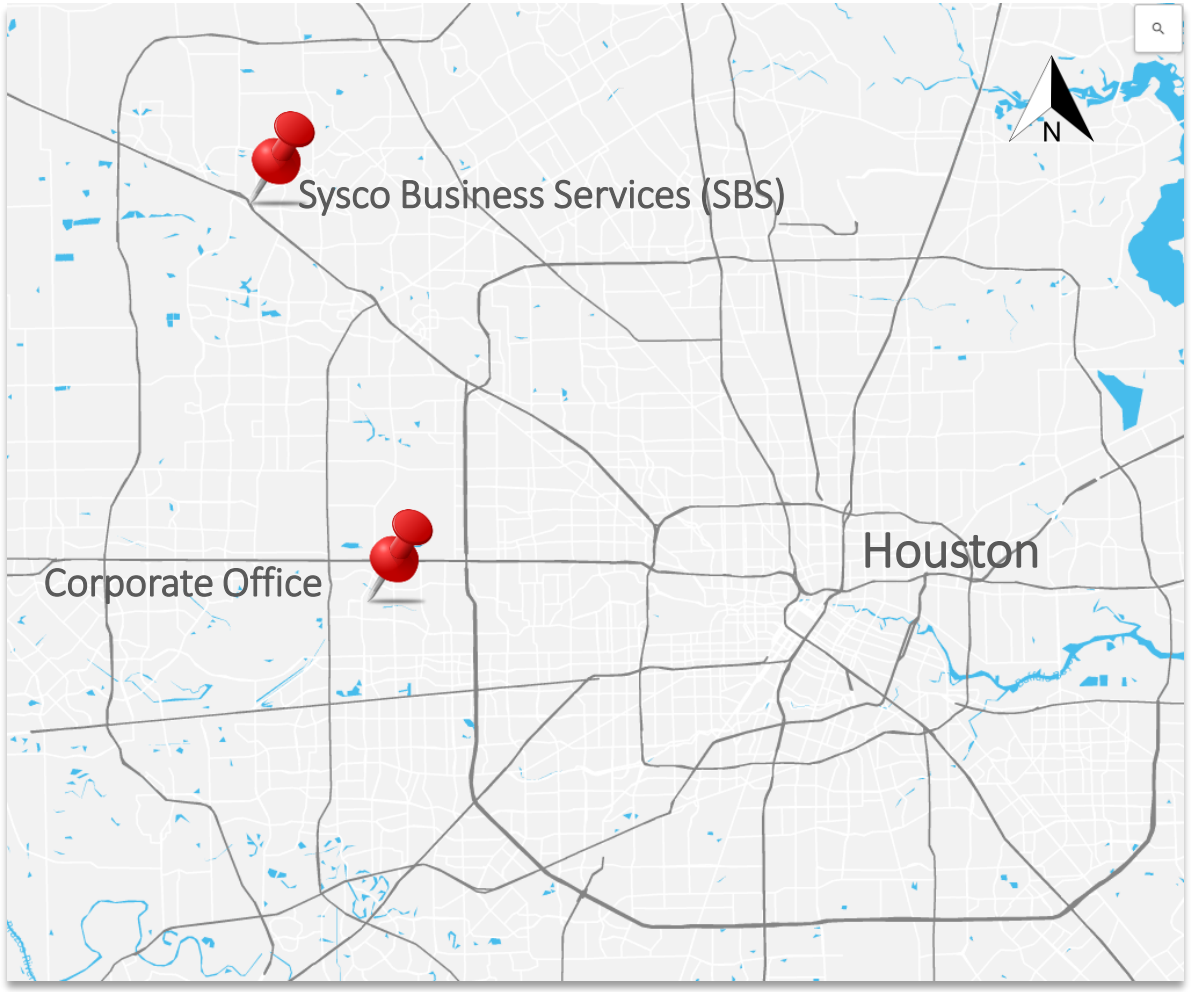


venmo



Sysco®

- Largest global distributor of food and related products
- Restaurants, hospitals, nursing homes, schools and colleges, hotels, caterers, and retail outlets
- Approx. 67,000 employees globally
- Operates approx. 330 distribution facilities worldwide
- Serves more than 600,000 customer locations

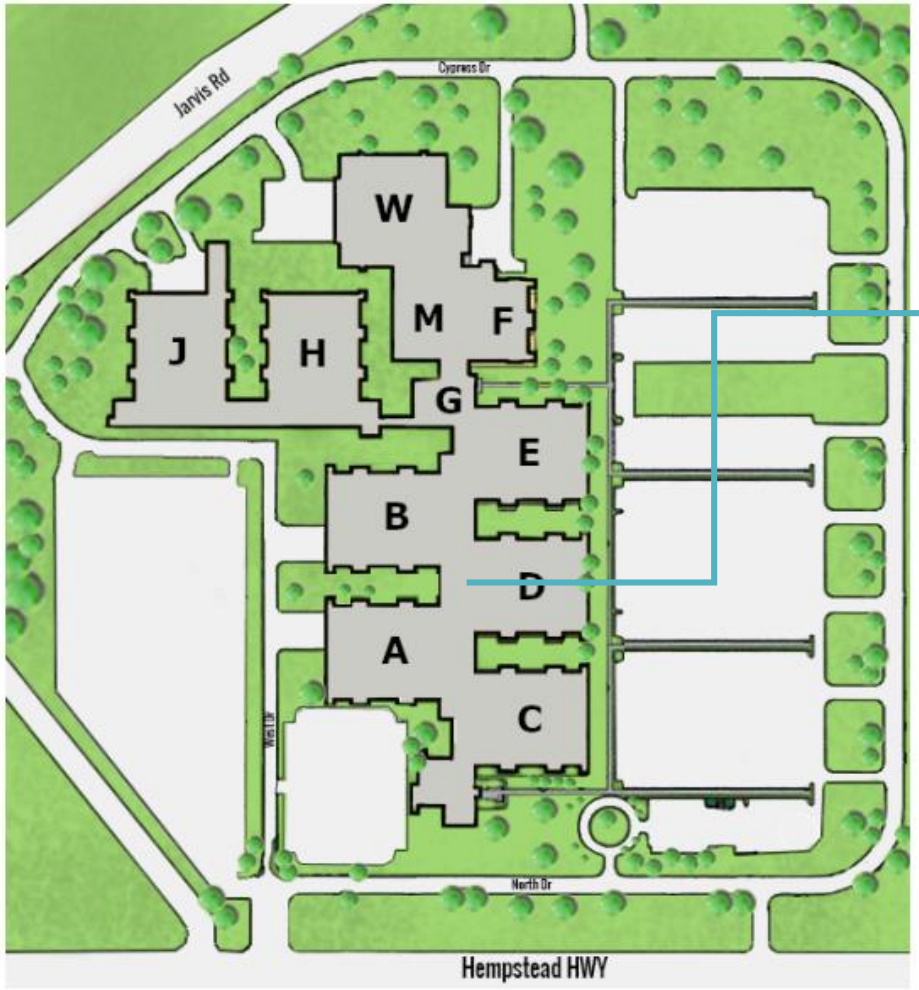


Sysco Business Services (SBS)

- One building made up of eleven sub-buildings
- 635,000 SF
- Recruiting, finance, customer and supplier call center, supply chain and IT services

Sysco Corporate Office

- One building
- 43,000 SF
- Approx. 300 distribution facilities serving more than 500,000 customer locations globally



Sysco Business Services (SBS)

105 acres

635,000 square feet

Quarter-mile hallway called Main Street

“Front Porch” entries to each building

Challenges

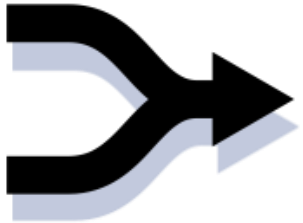
Large group expansions

Conference room set-up/take-downs

Navigation of large property

The Problem

Primary Goals

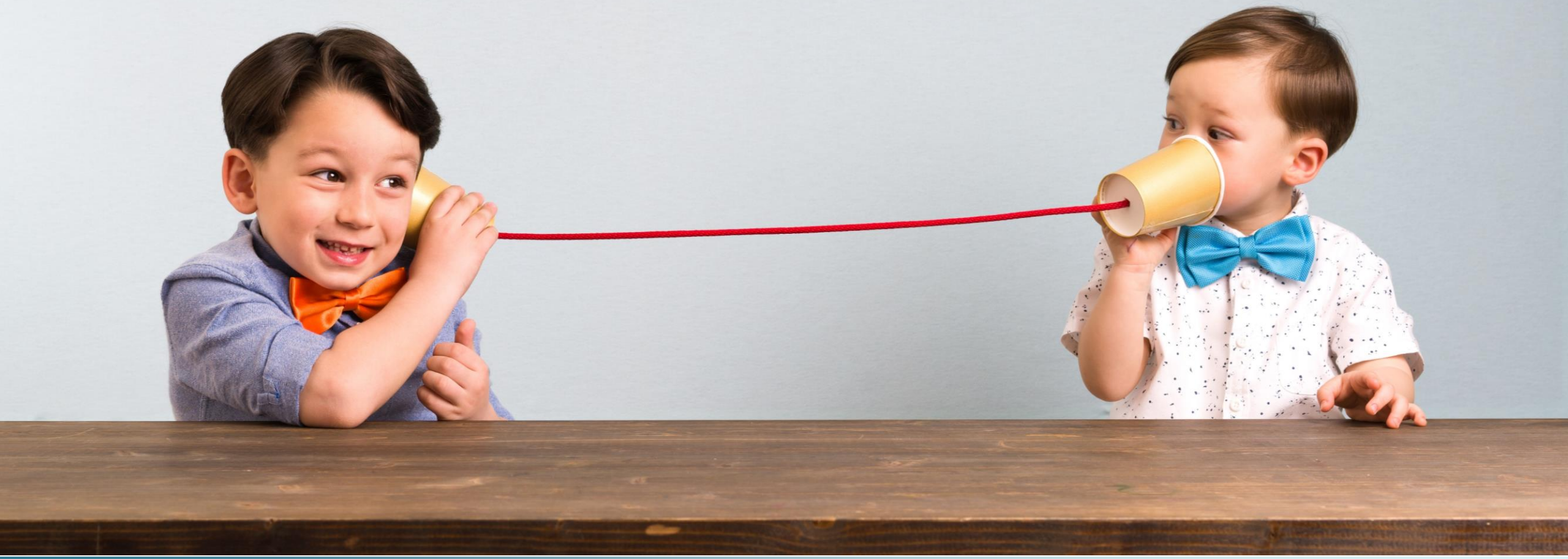


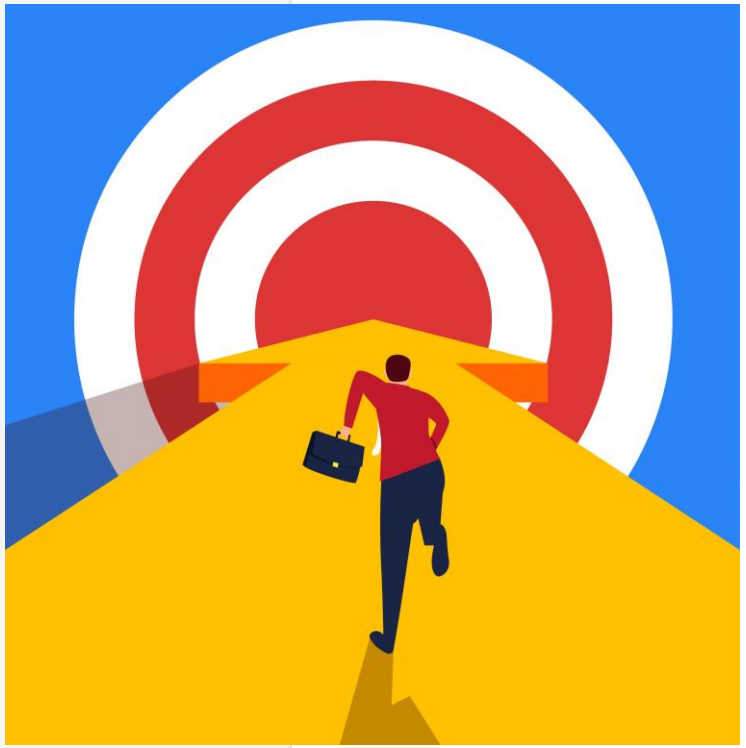
Merge Systems

Improve the
User Experience

Run
Independently

Solving The Problem

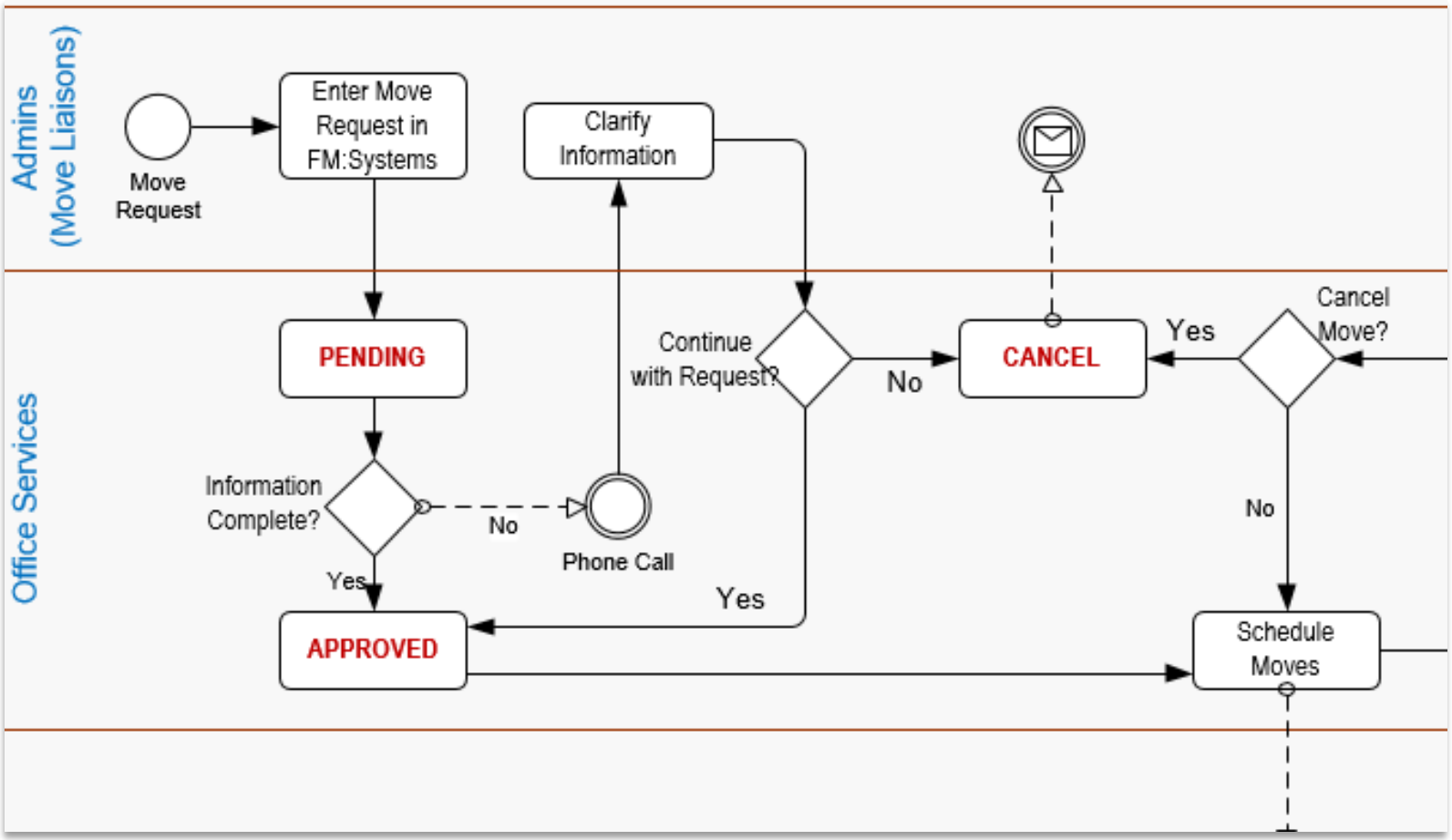




What user experience do we seek?

- Feelings
- Influences
- Tasks
- Pain Points
- Overall Goal

Mapping the Process



Developing Personas

Move Admins/Liaisons

Administrative staff
Manages team's seating locations

Office Service Administrators

Responsible for execution of plans

System Administrators

System management

General Users

Searching for a person,
conference room or space

System Configuration and Testing

Sysco documented their configuration

for streamlined review and retention.

It also acted as the first step in Change Management.

- Hardware Configuration
- Application Installation
- Data Tables
- Data Processing Automation
- Data Views
- Report Configuration
- Custom Programming
- Graphic and html Content
- External System Integration
- Email Notifications

Change Management

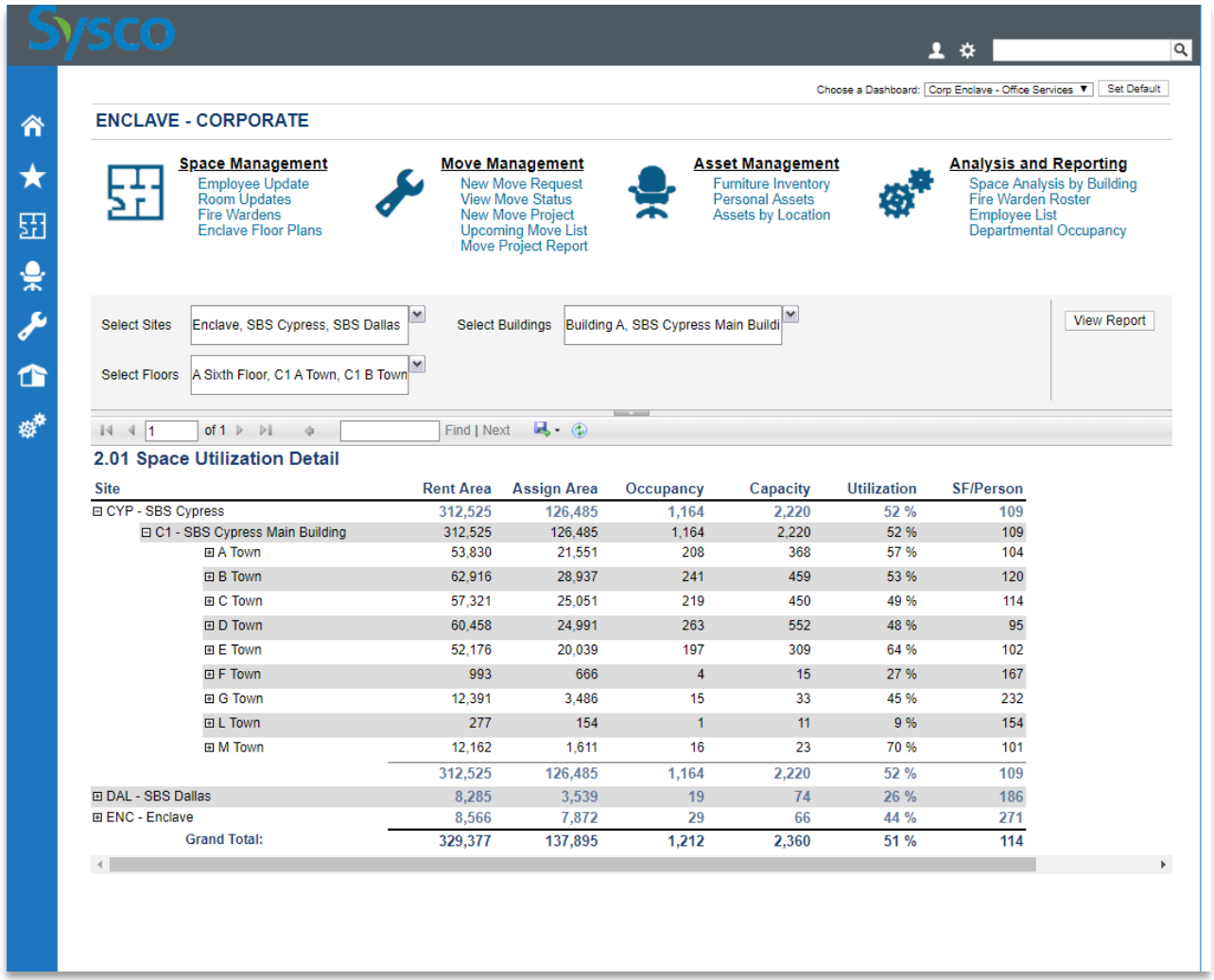
No matter the size of the project,

an effective change management plan

ensures user connection and buy-in.

User Experience
Homepage Design

Reduce friction by crafting easy to navigate homepages.



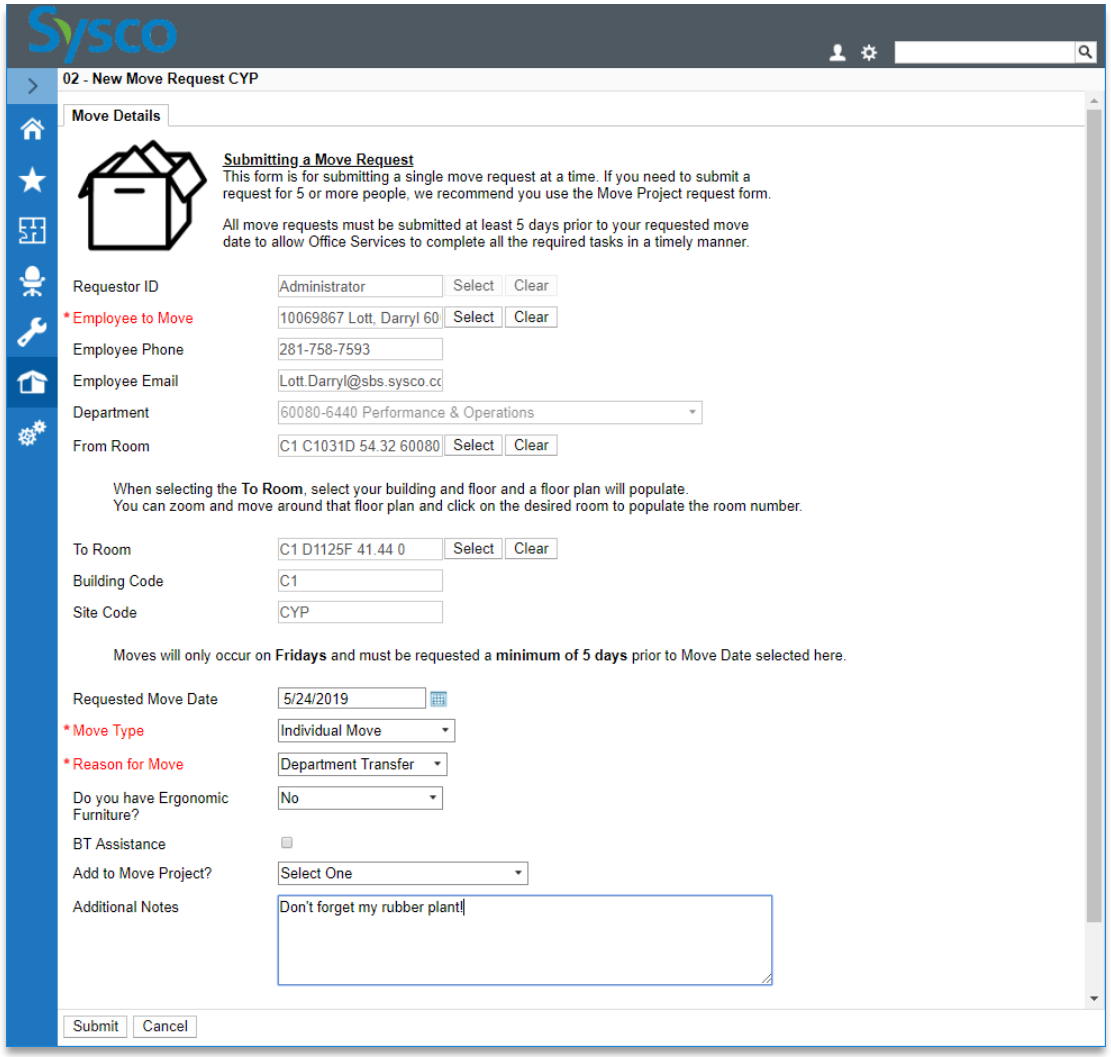
Site	Rent Area	Assign Area	Occupancy	Capacity	Utilization	SF/Person
⊟ CYP - SBS Cypress	312,525	126,485	1,164	2,220	52 %	109
⊟ C1 - SBS Cypress Main Building	312,525	126,485	1,164	2,220	52 %	109
⊞ A Town	53,830	21,551	208	368	57 %	104
⊞ B Town	62,916	28,937	241	459	53 %	120
⊞ C Town	57,321	25,051	219	450	49 %	114
⊞ D Town	60,458	24,991	263	552	48 %	95
⊞ E Town	52,176	20,039	197	309	64 %	102
⊞ F Town	993	666	4	15	27 %	167
⊞ G Town	12,391	3,486	15	33	45 %	232
⊞ L Town	277	154	1	11	9 %	154
⊞ M Town	12,162	1,611	16	23	70 %	101
	312,525	126,485	1,164	2,220	52 %	109
⊞ DAL - SBS Dallas	8,285	3,539	19	74	26 %	186
⊞ ENC - Enclave	8,566	7,872	29	66	44 %	271
Grand Total:	329,377	137,895	1,212	2,360	51 %	114

Office Services Homepage

User Experience
Views

What questions are truly relevant?

Does the view make sense upon initial access?

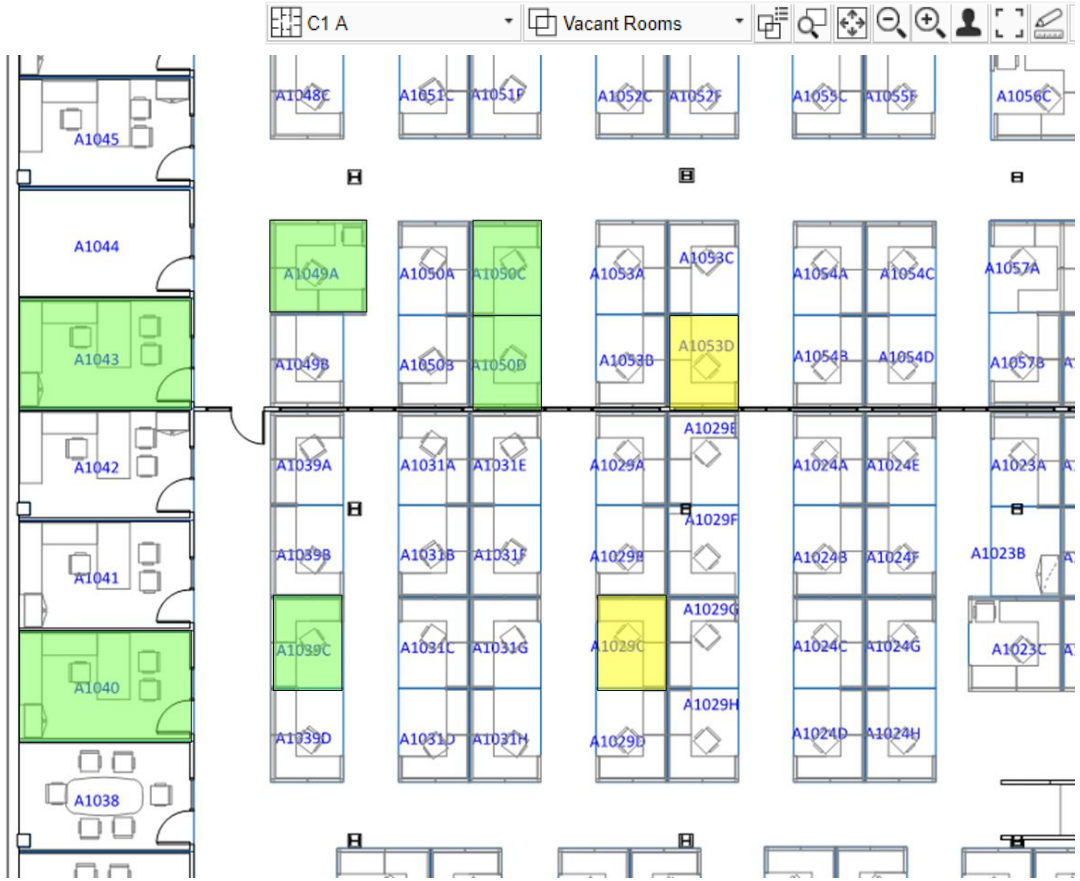


SBS New Move Request Form

User Experience
Graphic View
Floor Plans

Create contrast and reduce visual confusion.

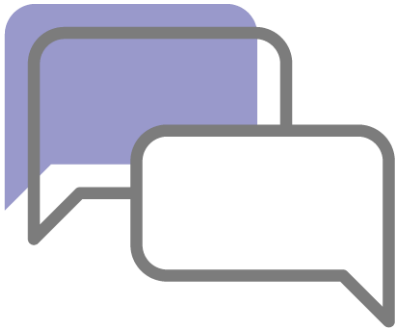
Vacancies	Vacant
Vacant	7
Vacant (Reserved)	2
Total	9



Floor Plan Graphic view

Takeaways for Success

Define the
User Experience



UX ≠ UI

Change
Management

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Thank You
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