



Facilities Manager Briefing: What to Know about Creating Connected Workplaces

Much has been written about the need to transform to a digital workplace. The once-prized independent contributor has given way to what [CEB calls the enterprise contributor](#). These workers thrive in a more connected and collaborative work environment. For most Facilities Managers, digital workplace initiatives that support this work style are on the radar if not the roadmap.

Digital workplace transformation is broad in scope and ambitious in its objectives. Though details vary, most digital workplace initiatives seek to increase employee engagement, support the changing nature of work, and align workplace technology with business objectives. This article will address a specific aspect of workplace transformation: creating connected workplaces. *A connected workplace is a collaborative environment that enables fast communication, information-sharing in real-time, and the ability to quickly work together to solve day-to-day business challenges.*

We recently partnered with IDG Networks to better understand how companies are creating a connected and collaborative workplace. This article will share the survey results and offer insights into what you can expect from your own initiative.

➔ **Are you interested in how the Internet of Things (IoT) improves employee work and provides actionable data for space and technology planning? Read [“The Facilities Manager’s Guide to IoT in Meeting Spaces.”](#)**

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Top Use Cases Driving Business Leaders to Consider Connected Workplace Initiatives

Part of the changing nature of work is the number of people we must collaborate with on a daily basis just to get our work done. CEB found that [60 percent of us work with 10 or more people daily](#), and 63 percent of us regularly interact with people at different locations. With collaboration so integral to work, it's not surprising that the primary reason for pursuing a connected workplace is to improve employees' ability to quickly collaborate with remote colleagues.



Source: 2015 AVI-SPL, IDGNetwork Study

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Creating an environment that enables employee engagement and increases satisfaction is high on the priority list for facilities managers because of the strong correlation between engaged, connected workers and financial gains for the company. CEB research has found that companies that develop enterprise contributors [have “twice the impact on financial outcomes.”](#) Despite the importance of creating and enabling highly collaborative workers, CEB notes that only 17 percent of employees today are enterprise contributors.

The AVI-SPL/IDG study echoes that finding as only 16 percent of companies with 250-999 employees believed they had mastered the connected workplace. That percentage jumped to 41 in companies with more than 1,000 employees. For many of the rest, moving from the radar to the roadmap is a critical next step.

➔ **Do you need help identifying and describing use cases for the connected workplace? [Contact our collaboration solutions team.](#)**

The High Cost of Workspace and Employee Disconnect

In addition to enabling collaboration with remote employees, vendors, clients, connected workplace initiatives yield critically important benefits to those who plan and manage workspaces. Currently, employee dissatisfaction with their workspaces, which include desktop, meeting rooms, and flexible spaces, is too high. [Forty-five percent of employees do not have access to the right workspace at the right time](#). This failure causes employees to spend 27 hours each year looking for the best space to work—[costing the average company \\$31 million in productivity annually](#). On the flip side, employees who are happy with their workspaces are [16 percent more productive and 18 percent more likely](#) to stay at their organization. Connected workspace initiatives can help facilities managers and space planners:

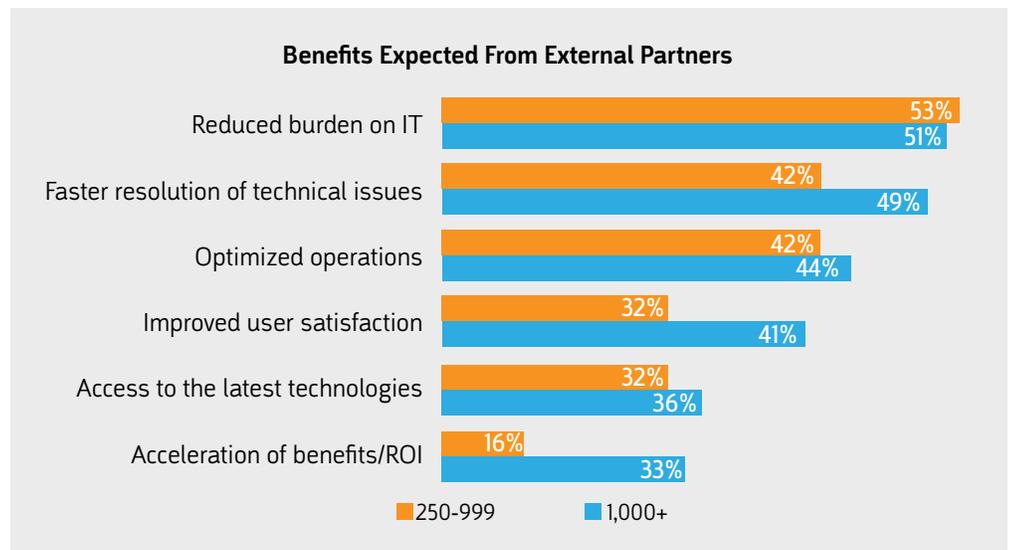
63% percent of IT managers expect external vendors to reduce the burden on IT and fifty-six percent expect the relationship to help optimize operations.

- Gain insight into room usage
- Understand technology preferences
- Ensure right workspaces are available
- Increase employee productivity and satisfaction

➔ **Trying to quantify the benefits of a Connected Workplace initiative? [Download the AVI-SPL Business Case Toolkit](#) or [work on your business case](#) with our **Collaboration Solutions team**.**

Business Leaders Expect External Partners to Deliver Important Benefits

Most facilities and IT teams will work with external vendors that specialize in designing, building, and managing communication and collaboration spaces. These relationships



can accelerate connected workplace initiatives and provide many important benefits. The respondents to our survey identified several benefits they expect from their external partners.

When we look at respondents by company size, the top expected benefit for companies with 250-999 employees and 1,000+ employees is to reduce the burden on IT (56 percent), closely followed by faster resolution of technical issues for larger companies. Mid-size companies give equal importance to resolving technical issues and improving operations.

→ [Talk to us](#) about how we've helped IT managers reduce the burden on their team and optimize operations.

Start Your Connected Workplace Initiative

Whether you are evaluating use cases or starting your business plan, consider working with a partner that has steered many companies to connected workplace mastery. Not only can an AV integrator like AVI-SPL reduce the burden placed on your IT team and provide access to the latest collaboration and communication technology, they can quickly resolve technical issues and put you back on the path to workplace success.

About AVI-SPL

AVI-SPL designs, builds, integrates, and supports the systems and environments that enable communication and collaboration. AVI-SPL has highly trained and certified system engineers in offices throughout the United States, Canada, and EMEA in addition to an international network of solution providers in 30 countries. Visit www.avispl.com for more information or connect with AVI-SPL on Twitter, Facebook, and LinkedIn. Contact AVI-SPL to learn how a properly sourced and strategically deployed collaboration solution can help your organization take the next step to realizing con-nected work as part of a truly digital, collaborative enterprise: 1.866.559.8197.

