

REAL INSIGHTS

— A day in the life of a
smart building

HI! I'M TOMÁS

CEO of Hereworks, a
**Master Systems Integrator
(MSI)**

Head of Product for
“Hereworks Happy”

hereworks
Technologies to Connect & Inspire



IF WE FOCUS ON THE HUMAN, WE WILL GET EVERYTHING ELSE RIGHT

1. Staff Wellbeing & Happiness
2. Productivity
3. CO2 Emissions
4. Reduce Waste



A large, diverse crowd of people of various ages and ethnicities, all smiling and cheering with their hands raised in the air. The background is filled with people, creating a sense of a large, enthusiastic gathering.

REAL VALUE PROPOSITION

TO ANY ORG.

LET'S TALK INSIGHTS



WHAT'S MOST IMPORTANT?

1. Internal Environment
2. IT Systems
3. Cleanliness of Buildings & Facilities



- FM's DO see themselves as responsible for wellbeing
- Uncertainty around what the day holds when coming into work can be stressful

- **THE BUILDING HAS A JOB TO DO**
FM's are in before everybody else is
- **LOOK AFTER ITS OCCUPANTS!**
EMs are on their feet a lot as they don't trust what systems are telling them

KEY FINDING

Reporting and managing
building issues is challenging.



CHARGING
CABLE IS
MISSING !!!



KEY FINDING

Reporting and managing
building issues is challenging.

LET'S TALK OCCUPANT APPS



THE APP CHALLENGES

1. Every Tenant is different
2. Staying up to date?
3. BYOD





THE OCCUPANT'S

INTERACTION WITH THE

BUILDING SHOULD BE

SEEMLESS

A high-angle, close-up shot of a red sports car, possibly a concept car, in a dark environment. The car's sleek, aerodynamic lines are highlighted by dramatic lighting. The front wheel is prominent, featuring a multi-spoke black alloy design. The text 'FAST', 'SMART', and 'LOCATION AWARE' is overlaid on the left side of the image in a bold, white, sans-serif font.

FAST

SMART

LOCATION AWARE



Report an issue

Report issues you have with your desk

Report



Powered by Hereworks

App Store >



WHAT'S IMPORTANT?

1. Internal Environment
2. IT Systems
3. Cleanliness



REAL INSIGHTS



WHAT WE LEARNED

SOLVE REPORT | 20 JULY - 28 JULY, 2022

hereworks
Technologies to Connect & Inspire

KEY FINDINGS

What issues are being reported?

55% of all reports are about toilet roll shortages in the restrooms.

22% Coffee machine in the Knight area has required multiple visits for different issues

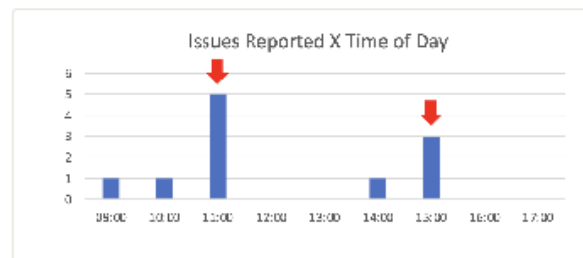
How long does it take to resolve issues?

44m Average time to resolve issues

20% of the time issues are solved within 6-8 mins

55% of the time issues are solved within 60-70 min

Busiest times of the day for reported issues



Problems breakdown



- Almost every working day in the last week - Any restroom / Any floor
- Accounting for 55% of all issues reported
- Any time of day but most often around 11AM





- Ground floor / Knight area -
- Multiple issues





BIRD'S EYE VIEW


The screenshot displays the hereworks software interface. At the top left is the hereworks logo. A search bar is located at the top center. On the top right, there is a notification bell icon and a user profile for John Aderson with a 'View profile' link. The left sidebar is divided into 'MANAGEMENT' and 'BUILDING' sections. The 'BUILDING' section is active, with 'Map' highlighted. Below the sidebar, it shows 'Building 1' and a 'Change building' link. The main area is titled 'Map' and shows a floor plan of 'Building 1' for 'Today, 9 Aug, 2022'. The map has two tabs: 'HEATMAPS' and 'ASSETS & TICKETS', with 'ASSETS & TICKETS' selected. An 'Export' button is visible in the top right of the map area. The map shows several rooms with colored circles indicating data points: room 1005 (blue circle with 124), room 1006 (orange circle with 40), room 1007 (red circle with 124), room 1001 (orange circle with 24), and room 1002 (blue circle with 6). A 'Floor' selector at the bottom of the map shows '01' selected, with buttons for '1', '2', and '3'. At the bottom of the map area, there are 'Tickets' and 'Assets' buttons. On the right side, there is a 'Location' panel with a search bar and a list of rooms with their corresponding values:

Room Name	Value
Open space 1007	124
Open space 1006	40
Open space 1005	12
Open space 1002	38
Open space 1002 A	6
Hall 1001	24
Kitchen 1004	8

- 
Toilet us running
 Gents Toilet | First Floor 12/20/2022 >
- 
Cistern constantly running
 Gents Toilet | First Floor 12/20/2022 >


Cistern still running constantly. Can this be sorted ASAP...
 Gents Toilet | First Floor 01/04/2023 >


Leaking cyphon. Turn off penny valve before holidays if ...
 Gents Toilet | First Floor 12/20/2022 >


Anomaly Detected: Water
 9 hours ago ...

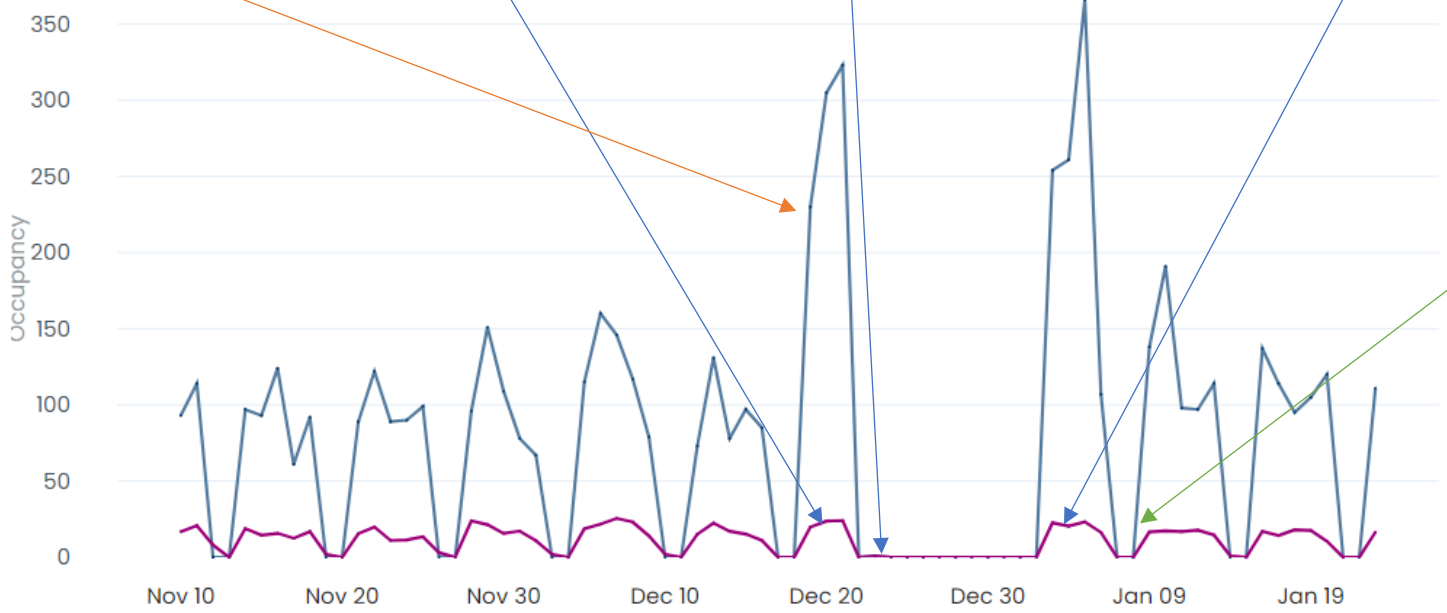
Utility vs occupancy

10 Nov - 23 Jan

Overall utility

You can choose only two parameters at once

- Occupancy
- Electricity
- Water
- Gas






GRAPH


INSIGHTS


 Resolved

Water

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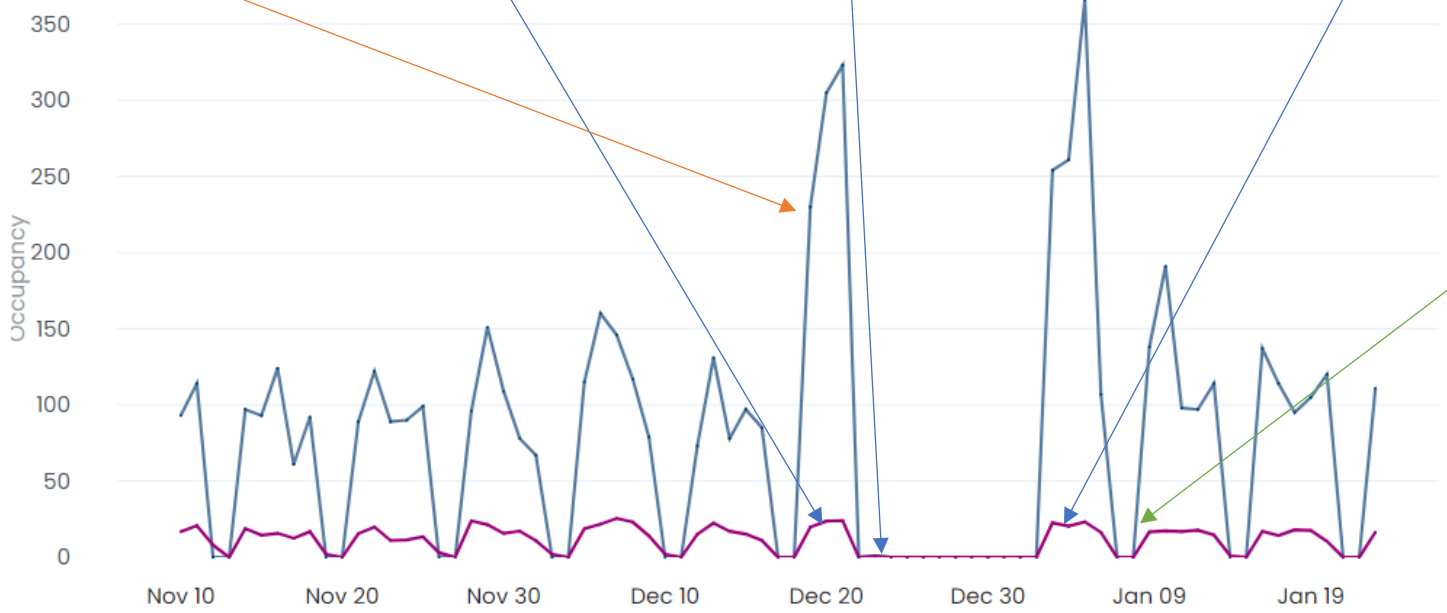
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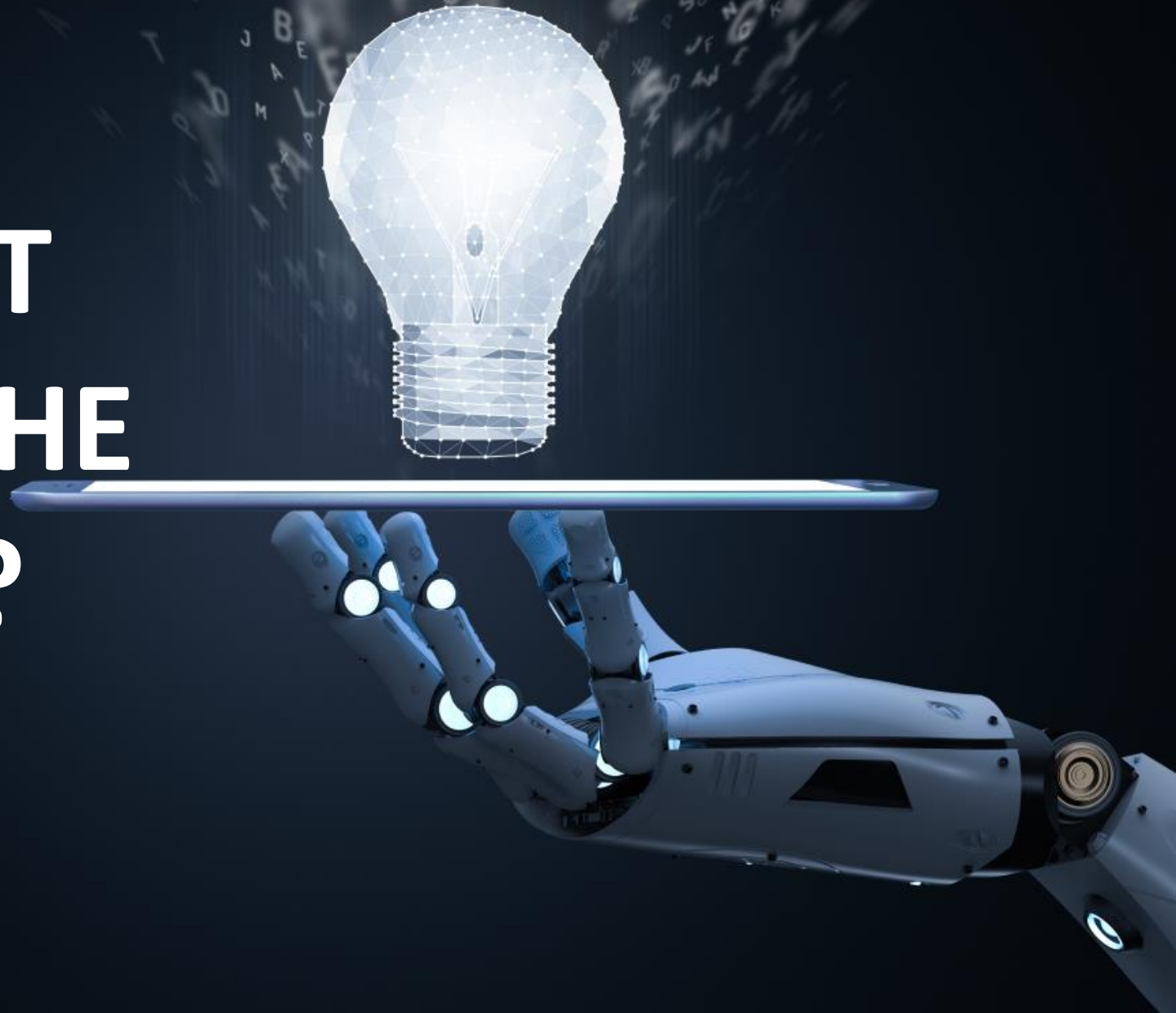
AHA!



THE BEST IS YET TO COME



WHAT'S AI GOT TO DO WITH THE HAPPY SCORE?



HOW IS THIS DONE?



**Low activation
negative emotions**

Tense
Uneasy
Worried

**High activation
negative emotions**

Depressed
Gloomy
Miserable

**Low activation
positive emotions**

Calm
Contented
Relaxed


**High activation
positive emotions**

Cheerful
Enthusiastic
Optimistic

HOW IS THIS DONE?

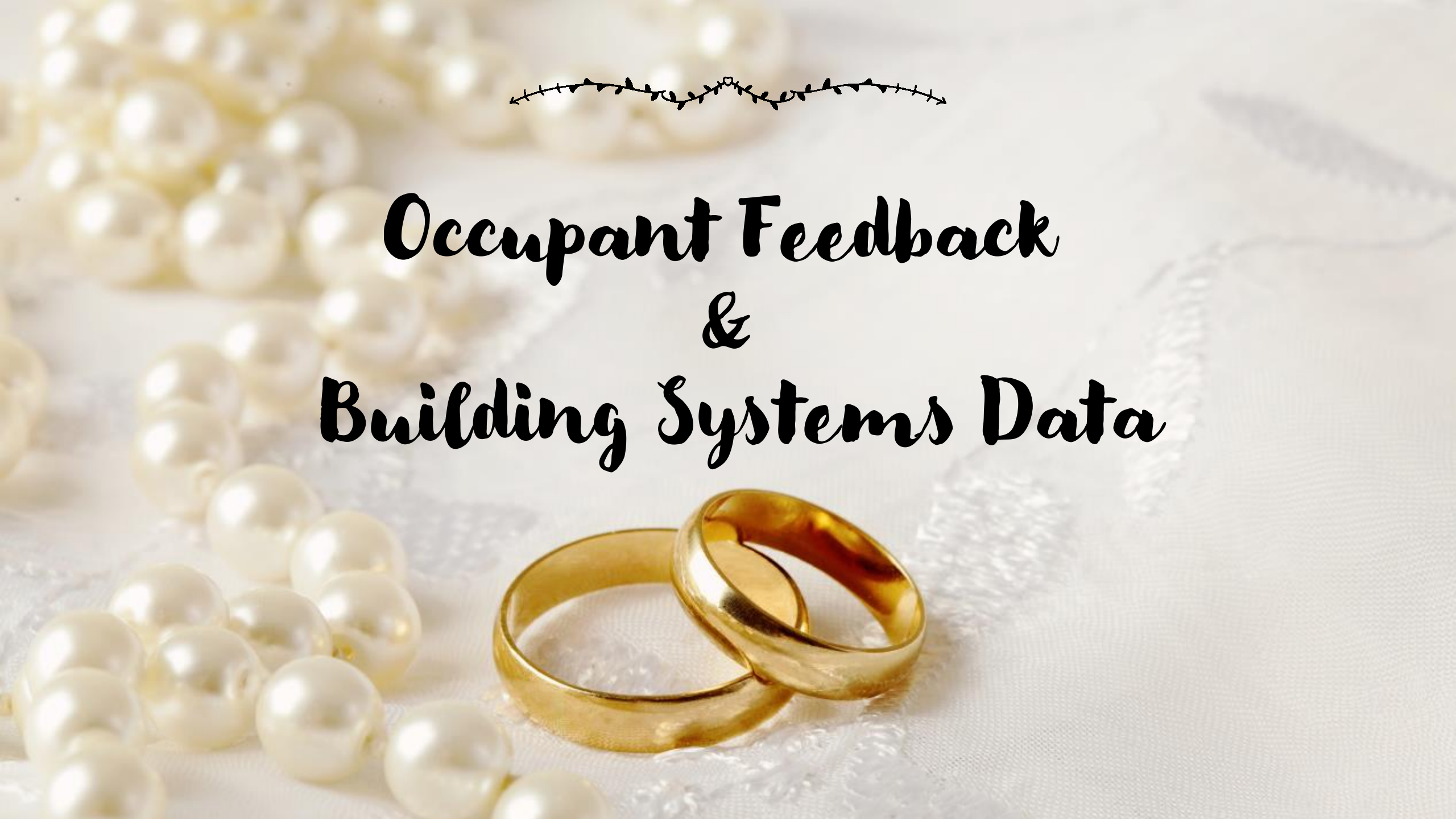


**High activation
positive emotions**

Cheerful
Enthusiastic
Optimistic



Occupant Feedback & Building Systems Data



IMPROVING THE HUMAN EXPERIENCE





THANK YOU