Why Do Smart Workplaces Fail?

Lee Styles
Partner at Kromers

Lee.styles@kromers.co.uk
+44(0) 7592 594 864

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Agenda

Why do we have Workplaces

Definition of a "Smart" Workplace

Why do "Smart" Workplace Fail

Rectifying Failing Workplaces

Question & Answers

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Why Do We Have Workplaces?

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What is a "Smart" Workplace

A smart workspace is an office equipped with all the latest, smart, and advanced technologies.

SPC

A smart workplace is the use of technology to connect and engage employees with their work environment.

WRLD3D

A smart workplace is a space set up with networked platforms, Internet of Things (IoT) technology, software, sensors

Socpub

A smart workspace is a digital environment that pulls together all of a team's data as well as their favourite tools.

Ricoh

Smart workplace uses digitalization of physical objects to deliver new ways of working.

Gartner

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Human ~~Smart~~ Workplaces?

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People First, Technology Second

Why do Smart Workplaces Fail?

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Why Smart Fails

Technology First

Organisations design Smart Workplaces around the technology not the people.

Change the priorities

Financial Focus

Traditional business cases are built on soft benefits and cost savings.

Modify the focus

Siloed Decisions

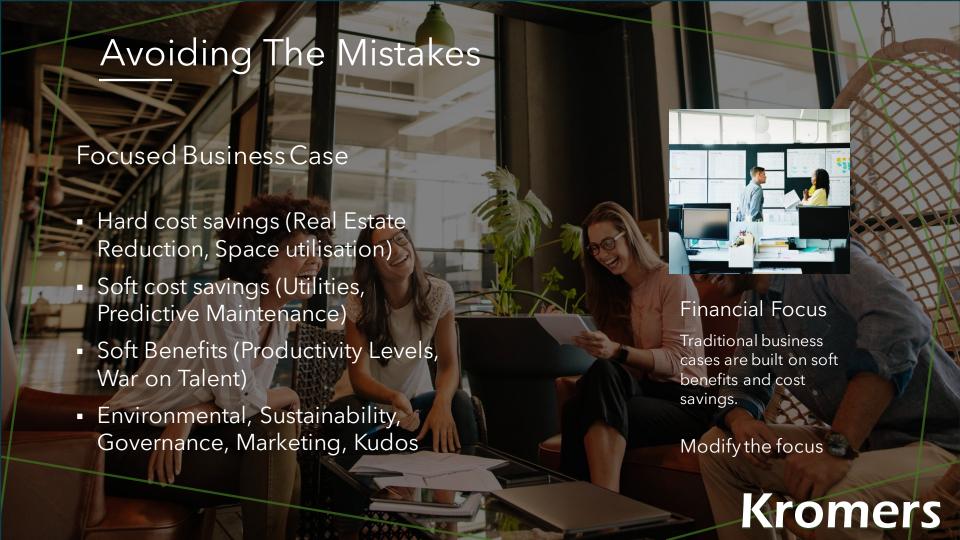Individually led decisions, with no collaborative insight, people not included.

Inclusive choices

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Avoiding The Mistakes

People First, Technology Second

- Start with the people's requirements not the technology

- Meet the organisations goals and ambitions

- Deliver technology that adds benefit to the people

- Simplify the solution and the technology

Technology First

Organisations design Smart Workplaces around the technology not the people.

Change the priorities

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Avoiding The Mistakes

Focused Business Case

- Hard cost savings (Real Estate Reduction, Space utilisation)

- Soft cost savings (Utilities, Predictive Maintenance)

- Soft Benefits (Productivity Levels, War on Talent)

- Environmental, Sustainability, Governance, Marketing, Kudos

Financial Focus

Traditional business cases are built on soft benefits and cost savings.

Modify the focus

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Avoiding The Mistakes

Inclusive Decision Making

- Include HR, IT, Finance, Operations, Real Estate & Change Management

- Define Internal Product Owner (AV or IT)

- Gamification of Solution to drive Utilisation

- Budget for Change & Lifecycle Management

Siloed Decisions

Individually led decisions, with no collaborative insight, people not included.

Inclusive choices

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People First, Technology Second

Rectification

Rectifying a Workplace

Identify an Issue

Interview the People

Review the ambitions
of the organisation

Understand and replay the
needs of the people

Redesign/Redeploy or Remove
the Solution

Review

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Summary

- Start with the people's requirements not the technology

- Focus on Hard Cost Savings when building the business case

- Make smart inclusive decisions and choices

Human Workplaces

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Questions?

Contact Details

Lee Styles

lee.Styles@kromers.cuk

+44 (0) 7592 594864