

Project Scope:
SMaRT Workplace Design,
Delivery and Optimisation



Photo Credit: Hufton & Crow

Baker & McKenzie LLP is a global law firm with 74 offices. The London office, the Firm's largest, relocated from Blackfriars to Bishopsgate in October 2023. In addition to supporting growth and reflecting the sustainability goals of the Firm, the office has also enabled a new way of working underpinned by SMaRT technology.

SMaRT-Enabled Agile Working

The new office spans 6 floors, plus terraces, roof space and a ground floor reception. No one has their own desk or workspace. Gone are the cellular lawyers' offices of old. In their place, a variety of spaces are available according to need rather than role or hierarchy.

Staff navigate the building via their secure credential. They can locate a self-service SMaRT locker for belongings and appropriate workspace with live desk availability via an intuitive app. Desk check-in is via an integrated desk puck which secures their workspace for the day, also notifying colleagues of their location.

Meeting spaces can be booked, catering arrangements made, and the air quality checked. In the event of a no-show, space occupancy sensors release rooms 15 minutes later.



“The insight we had from NuXform into how and why something should work and their ability to get under the skin of things was invaluable.”

“At the same time, they have a broader knowledge of what's evolving in the market and what these upcoming developments could make possible. Their approach is very supportive, very open and always flexible.”

Rachel Slade, lead for the relocation project & Jason Souris, IT service delivery manager

Design Detail

The systems that connect and serve the firm are as discreet as the offices are striking. SMaRT fittings that are visible were carefully sought to meet the exacting interior design of the offices. These range from recessed AV systems and flush-mounted control panels to slimline LED tracks and spots, cameras and occupancy detection sensor lights.

Project Challenges

A relocation project such as this presents many challenges, one being the introduction of numerous pieces of technology within a tight timeframe. Baker & McKenzie have stringent cybersecurity due diligence processes. So, a major part of our role was concerned with the onboarding of the SMaRT technology. We helped bridge their understanding of how the different technologies come together, map processes and work towards milestones.

Showcasing the Best

The new office has a smaller footprint than those in Blackfriars. Great office design and SMaRT technology have enabled better and easier use of space and a complete transition to agile working.

Rachel Slade, project lead for Baker & McKenzie, concluded,

“Only months after moving in we are focused on bedding in the technology that we’ve implemented with NuXform and refining what we get from it, but there’s huge potential ahead.”

“Does our new office create open and visible networks, allow us to be our best selves and showcase the best about Baker & McKenzie?
Yes, it does.”



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Working on new and existing buildings to deliver long term benefits and investment returns.*

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