



# WorkPlace Innnovation: tendenze ed innovazioni che rivoluzionano l'ambiente di lavoro

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# Agenda

Global  
innovations...

Mega  
trends...

Impact on  
FM and  
Workplace

Key drivers  
for  
change...

A person wearing a white lab coat is pointing their right index finger towards a display board. The display board features a photograph of a long, arched hallway and some text. The background is a blurred view of a museum or gallery with other display cases and arches.

Global  
innovations...

Mega trends...

Impact on FM  
and Workplace

Key drivers  
for  
change...

The way we  
use  
technology

The way we  
work and live

The way we  
communicate  
and  
collaborate

The way we  
act

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# TRENDS... DEVELOPMENT... DISRUPTORS

Some of the **CURRENT** trends...

Some of the **FUTURE** trends to watch...

Economics

Demographics

Environmental

Technology

Society

Governance

Outsourcing

Cloud Workplace

Kinetics

Mass collaboration

Mobability

Sensual society

Decoding work

Mass Mobility

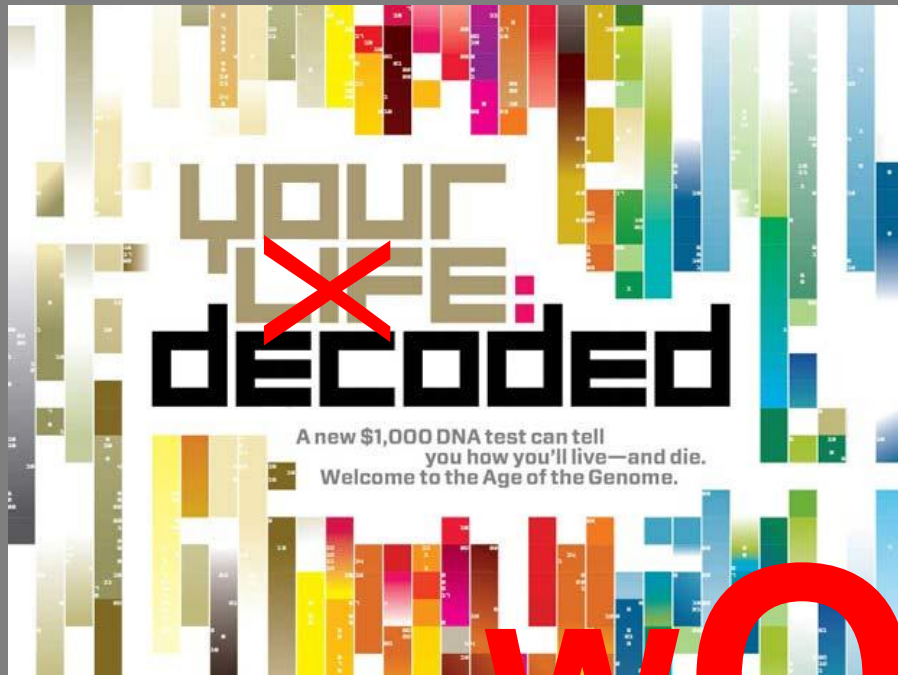
Glocal

Total engagement

Physual Design

Geolocalisation

Nano



# USER EXPERIENCE

Tracking

Monitoring

Understanding how your employees use their space...

... And adapting space to their need

# WORK

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# GREEN OFFICE

Working green

Glamorous Green

Creating a sustainable way of working...

... and embracing sustainability in the day to day business

# GREEN

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# Let's GO NANO!

nanoscale phenomena

A transparent society

Improved performance, resistance,  
durability...

...make the "smart building" a  
reality

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# IMMERSION

Sound architecture

Sense of touch and scents

...to change occupant perception of their space...

# sensual

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# NETWORK

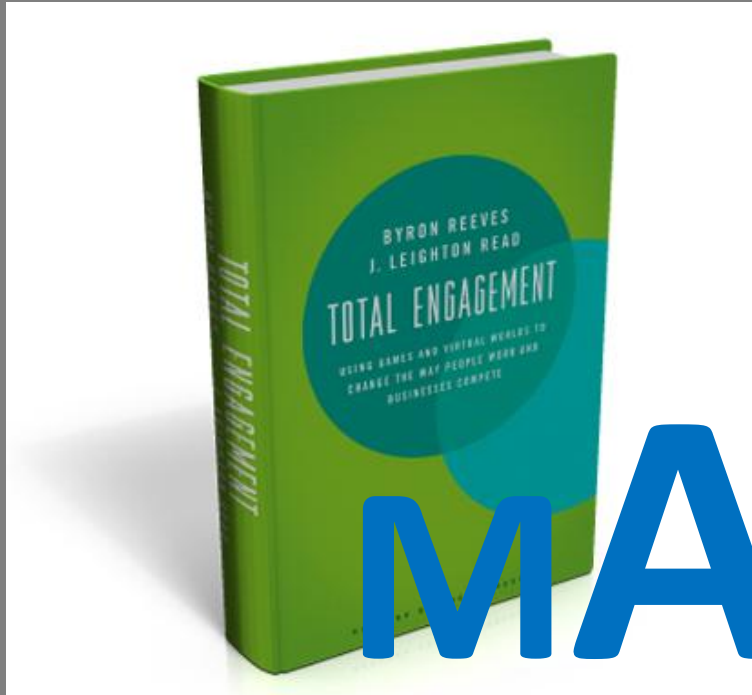
Giant network of individuals

No boundaries

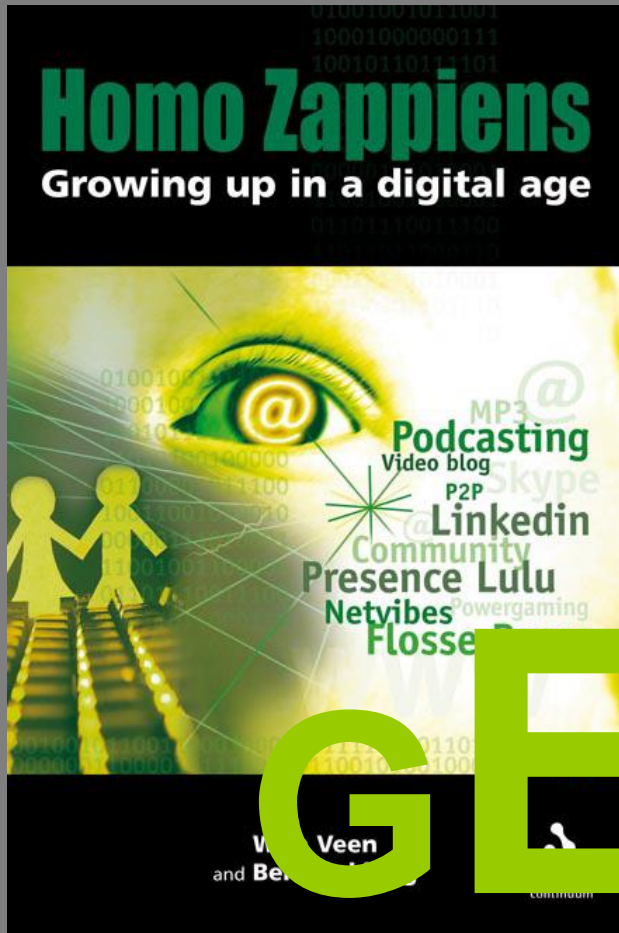
Mass Collaboration

Mastering the power of the cloud...

... And adapting the way of working to this new dimension



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# FIVE GENERATIONS @work

Diversity

Culture

Understanding culture at work...

... And embracing diversity in the  
working environment

GENS

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## WEB 2.0

Entreprise Social Networking

Twittermaster

Dealing with the impact of emerging technologies...

... And quickly adopting them or not

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Key drivers for  
change...

Technology  
Architecture  
Sustainability  
Support Services  
Workspace  
Cloud solutions

# Technology

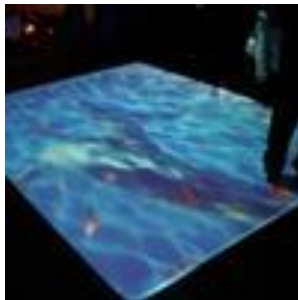
- **Nanotechnology** - development of new materials that will revolutionize how buildings work
- **GPS** - geolocalisation
- **RFID** – tracking
- **IRT** – Infra Red Thermography
- **Touch surfaces** – sensory surfaces, iPad/iPhone, Touch Tablets
- **Interactive floor surfaces and surface design** - sensing cues from an occupant's objects



# iTouch and interactive surfaces

From using surfaces to display signage, and messages, to highly interactive surfaces to engage users

The “i” revolution... From the fantastic potential of Apps to the power of interactive tablets



# Architecture

- **Kinetic architecture** - the redefinition of flexible space... air space, under space...
- **Sound architecture** - uplifting the lives of its occupants through sound...
- **Sense of touch and scent** – to change occupant perception of their space... temperature, weight, softness, scents...
- **Design a user experience** - the level of “immersion” of occupants into a space

# Sense and Architecture – focusing on the user experience

From the use of new material to embedding senses in spaces, architectural solutions are providing a full user experience

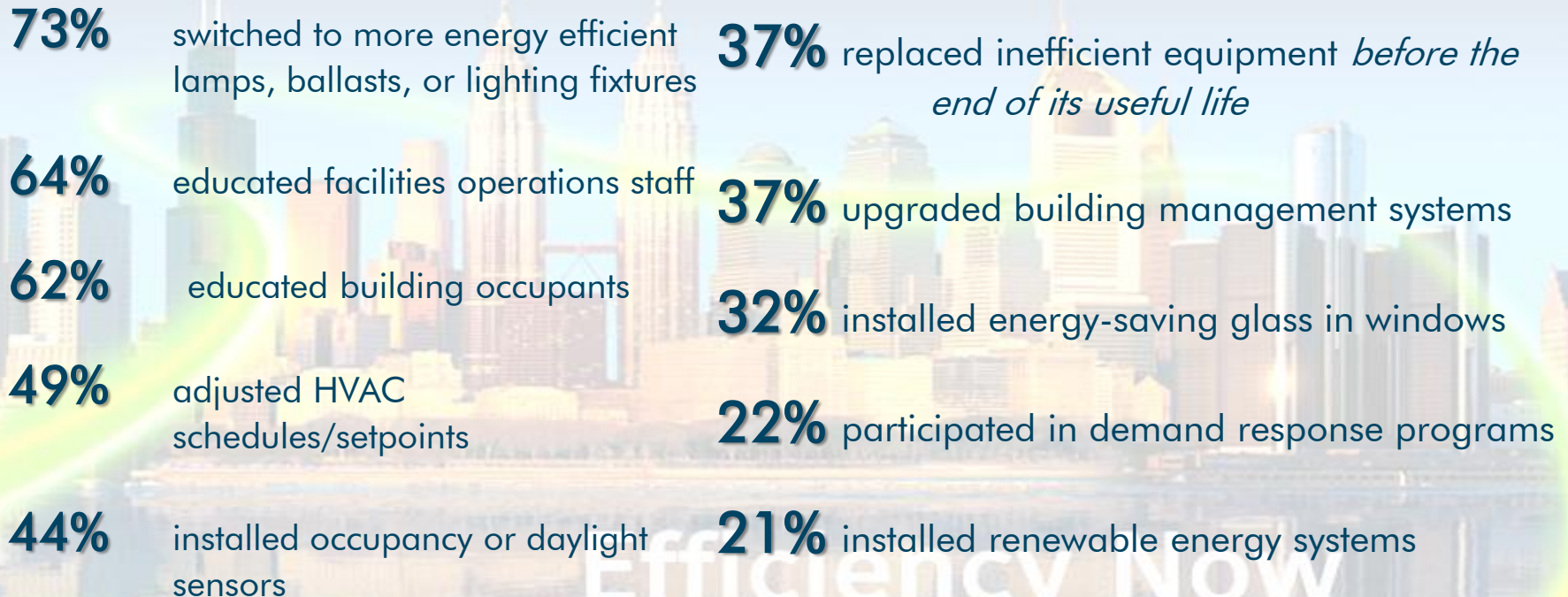


# Sustainability

- **Smart Building** - through the application of IT to facility management and operations, reduce operating costs and advance corporate sustainability goals
- **Energy Efficiency Indicator** – an aggressive goal
- **Glamorous green** – smart and green



# Energy Efficiency Indicators – aggressive goals: 51% are seeking green building certification for new construction projects



Efficiency Now  
It's Never Been More Important

# Support Services

- Virtual Reception – remote reception support
- Smart catering – optimise catering services on site
- Health and well being at work – focus on wellness
- Streetscape – access to amenities in the workplace

**Virtual Ambassador** - a scalable human presence through the integrated use of video, call center, and device control

A solution that replaces lobby-ambassadors/receptionists with a call-centered based video attendant capable of fully interacting with the visitor and controlling lobby devices.

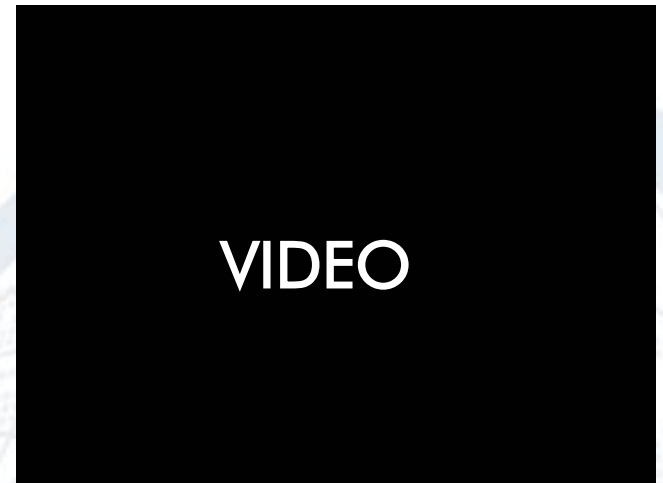
Lobby



Call Center



VIDEO



# Workspace

- **Mass collaboration** – high performance project spaces
- **Total Engagement** – using gaming to boost performance and productivity
- **Collaboration centres** - high standard collaborative environment



## High performance spaces - boosting performance and collaboration in office spaces... Also called war rooms, crash sites...

Many corporate organisations prone a clean space policy but as a consequence restrain the creativity of their employees. Reinstating 'chaotic' team spaces and high performance meeting spaces is recommended



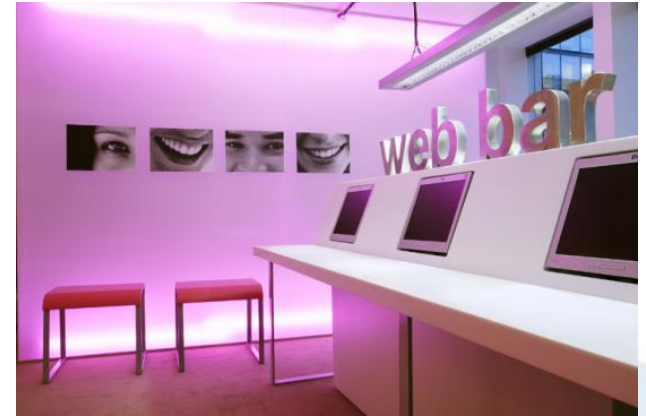
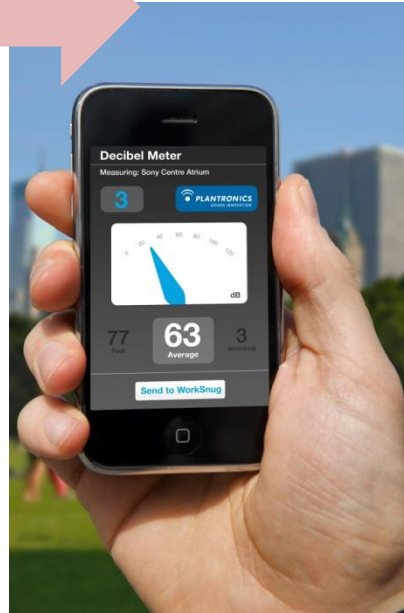
# Cloud solutions

- **Cloud Network**– to plug the best minds into their growth oriented innovation process
- **Hybrid organisation** - flexible, nimble and encourages individuals with a variety of backgrounds and approaches to work together to ensure organisational success
- **Cloud Networks** – boost performance and collaboration
- **Virtual workspaces** – anywhere – anytime but the right place
- **Cybercare** – on line support

# Third Places – access a workspace wherever you are

Connecting mobile workers to the nearest and best places to work in their office, in a business park and in the major cities of the world:

- Regus offices network
- Starbuck network
- Airport lounges card



# CREATING PRODUCTIVE WORK ENVIRONMENTS... A VISION...

**VIDEO**



A grayscale photograph of a person's hand pointing at an exhibit in a museum. The exhibit is a large panel with a photograph of a long hallway and some text. Overlaid on the image are four circular callouts. Three are dark gray and one is blue. The background shows museum columns and foliage.

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# HOW WILL THESE AFFECT FACILITIES MANAGEMENT AND WORKPLACE?

# In the future, we anticipate:

A service delivery focusing on the **user**

A shift to address user **experience** at work

An **integrated** set of services, **seamless** from a place to another one

The integration of **smart applications** in everyday product and solutions

For more information...  
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## Global WorkPlace Innovation


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► **Greenprint:** Improve your ecological footprint with the interactive online tool. [More...](#)

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► **Oxygenz:** Results of the Oxygenz survey out now! [More...](#)


**TECHNOLOGY**



► **Roadmapping our future:** Developing our roadmap of the future. [More...](#)

**TAKE PART, EXPLORE AND READ MORE**

Oxygenz survey results out now



How would Gen Y like to work in 2010? [Global report](#) (pdf 7780 kb)  
► [German report](#) (pdf 2061 kb)

Smart Workplace 2030

Global WorkPlace Solutions:  
<http://www.johnsoncontrols.com/gws>



# Grazie per l'attenzione

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