

CASE STUDY

Swiss Post

New Headquarters with a Modern Challenge

By moving the headquarters to a new office building in Bern Wankdorf, Swiss Post stepped into a modern work environment. As part of the increasing mobility within the company, Swiss Post employees are able to flexibly choose a workplace according to their current task at the new location. In the approximately 30'000m² office space, more than 2.000 employees can take advantage of different areas, such as zones dedicated to individual work or interaction with others. This flexibility presents new challenges for managing the office; the availability of the right number of different workplaces and the optimal use of space must be ensured at all times. For example, the following questions arise:

- Where in the building are capacities currently available?
- How do the utilisation and vacancies develop in the long-term?
- Which workspaces are used when and how frequently?

Challenges Arise

The flexible work environment posed many new challenges: the availability of the right number of different workspaces and the optimal use of space must be ensured.



Summary

- The modern work environment in the new Swiss Post headquarters posed new challenges regarding capacity planning and employee experience.
- Swiss Post rolled out the Pro plan across 30.000m² and covering workplaces of more than 2.000 employees.
- The Employee and Kiosk App enables employees to find workspaces, co-workers and resources easily.
- With Locatee Analytics the sharing ratios of desks were optimised and 15-20% of office space savings were realised.

The Solution is Big Data

To answer these types of questions, Swiss Post pursued a data-driven approach and therefore chose to use the big data solution by Locatee. The patent-pending technology developed by the Zurich-based start-up evaluates thousands of data points from the existing LAN and Wi-Fi network infrastructure in real-time to determine which desks and meeting rooms are in use. Various data visualisation options make it possible to look into the effective utilisation of the entire building. To protect the employee's privacy, the data is anonymised and aggregated irreversibly.



Savings Potential

Savings potential of 15-20% of office space costs was realised



Find Resources Easily

With the Employee and Kiosk App employees are able to find meeting rooms, colleagues and resources easily



Prevention of Food Waste

Notification of canteen helped estimate the number of meals to prepare and prevent food waste.

Insights from Locatee Analytics

Optimisation of sharing ratio: Using Locatee Analytics, Swiss Post is determining how departments use their assigned areas. By improving the home bases in their headquarters, they found potential to consolidate further buildings by adding 150 employees into their headquarters. A savings potential of 15–20% of the office space costs was realised.

Retain great workspace experience: Swiss Post started consolidating their headquarters in July 2017 and identified that employees from other locations struggle to find meeting rooms, colleagues and resources. In order to improve collaboration between employees, and facilitate finding free workplaces as well as shared resources, the Employee App was rolled out. The Kiosk view is accessible for all employees in the intranet, and the real-

time information is displayed on screens in the lobby.

Notification to canteen: An automatic notification is sent to the canteen, reporting the number of people present in the office at 10am. The canteen uses the information to estimate the number of meals to prepare, and reduce food waste.

Conclusion

Comprehensive and continuous utilisation data down to individual workplaces and zones creates the necessary transparency for workspace management. This allows vacancies in the building to be identified easily, making workspace management more simple and effective. Furthermore, the insights are used to ensure that the work environment at Swiss Post stays up-to-date with the employee's needs and that the available space can be managed efficiently and sustainably.



«For us, the main advantage is that we have a purely data-based solution that does not require hardware investments of any kind – this was also the reason we chose Locatee Analytics.»

THOMAS OCZIPKA
Head of Work Environment

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We look forward to hearing from you.
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