



Transforming Work at GSA: Smart Occupancy + Smart Building

Success of Smart Occupancy + Smart Buildings at US General Services Administration

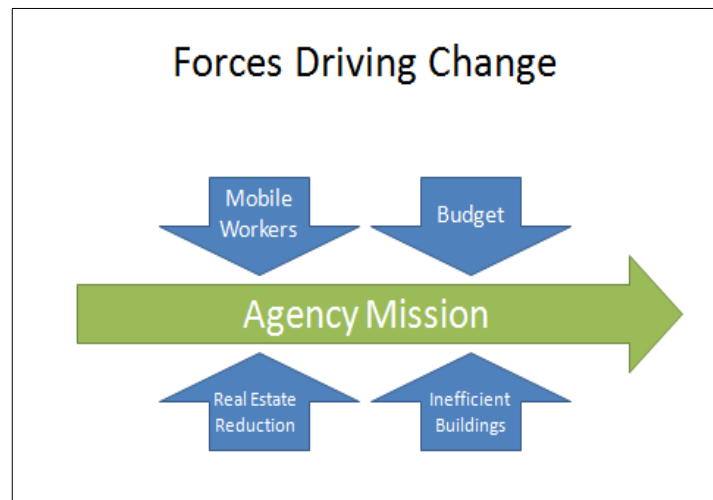
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America's largest public real estate organization, the US General Services Administration, responded quickly and assertively when budget pressure, mobile workforce needs and an inefficient building infrastructure demanded drastic workplace changes. With innovation and vision, GSA simultaneously transformed their own workplace into an optimal, sustainable use of space and developed the expertise and services to deliver the same dramatic changes for all other Federal agencies.

The Washington DC headquarters for GSA (1800 F Street NW) now supports over twice the number of workers in the original real estate footprint, integrates seamlessly with other GSA locations to form a network of places to work, and serves as a showcase for Smart Occupancy + Smart Building.

Forces Driving Fundamental Change

The Federal workplace is at the center of several simultaneous forces, each demanding response and change. Technology is advancing rapidly, becoming available everywhere, allowing work to be performed anywhere, anytime. Newer generations of workforce talent expect more flexibility and expect to use what the latest technology allows. The President and Congress are requiring agencies to provide more for workers and to do more with less budget and less real estate. Everyone expects GSA and all government agencies to trim their budgets.



- Federal Law PL 111-292 – Telework Enhancement Act
- 40 US Code 587 – requirement to consider alternative workplace arrangements (hoteling) when acquiring space
- Executive Order to improve environmental, energy, and economic performance
- Executive Order to increase Federal employment of individuals with disabilities
- White House Working Group to improve flexible workplaces



- Presidential Memorandum to dispose of unneeded Federal real estate
- GSA high-priority performance goal to decrease physical footprint
- OMB's "No Net New" or "Freeze the Footprint" policy

GSA management saw these forces as an opportunity to transform the agency as well as the use of its workplace. Leadership at the General Service Administration designed a new workplace strategy to recruit and retain top talent, collaborate to innovate, enable mobility, support distributed work, and improve sustainability and efficiency. This bold new strategy was crafted to meet the mandates, as all agencies are required to do, and in the process to serve as the model for other agencies to follow.

Two things had to be done: 1) provide significantly better support for the new way people occupied buildings, and 2) dramatically improve the efficiency of the operations of the buildings. Half-hearted and timid steps to just construct modestly-more efficient buildings and sending people home to work some of the time would not suffice. The results had to be big, and that meant starting with how, where and when work is actually performed.

What Was Done: Smart Occupancy + Smart Building

GSA's strategy was to reduce the most-significant costs first and then make the remaining resources as efficient as possible. GSA began with Smart Occupancy to improve building utilization and then improved the physical plant itself with Smart Building.

Smart Occupancy

Pioneered by AgilQuest Corporation, Smart Occupancy is a workplace strategy which maximizes workplace efficiency, workforce productivity and organizational sustainability. It balances employee freedom and flexibility with management's measurement and control. The result is an efficient organization of happy, productive workers. Smart Occupancy achieves an optimized, network of space through the implementation of integrated technologies and business processes.

As with any best practice, the first step in Smart Occupancy is to measure and build a baseline. GSA collected data and measured the actual use of their existing office space and realized it was over 50%



vacant (unutilized) on a daily basis due to constantly changing work patterns and a highly mobile workforce.

Recognizing this vacancy as an opportunity to “do more with less”, they took the next step of consolidating several leased locations that housed 4,500 workspaces in total and enabled an owned property, the 1800 F HQ building, to support the entirety of that workforce.

The dramatic efficiency of Smart Occupancy is easy to see with nearly 4,500 workers remaining productive and collaborative using only the 2,000 on-demand workspaces in the 1800 F headquarters. The first step in Smart Occupancy eliminated approximately 2,500 unutilized workspaces with a projected savings of over \$30,000,000 annually. A key component of Smart Occupancy, office hoteling, allows worker-to-workspace ratios of 2:1 and higher. GSA also:

- Created new Telework policies to enable productive mobility,
- Implemented collaboration technologies to enable and support their mobile workforce,
- Trained all managers in how to manage a mobile and distributed workforce, and
- Enhanced COOP (Continuity of Operations) by improving the ability to work from many places.

Smart Building

Once the real estate footprint was reduced, it was time to make the remaining space as efficient as possible with Smart Building.

GSA created one of the finest smart buildings in the US today. They redesigned and updated the original structure to make it work well for today’s workforce. Their environmental impact was made even more positive by the adaptive re-use of their existing structure at 1800 F.

They integrated 1800 F building systems into a single, addressable and measureable infrastructure. Mechanical and electrical systems such as lighting, security, HVAC, digital signage, networks, and power were knitted together as an integrated whole, maximizing savings by making the right-sized amount of space as efficient as possible without impacting productivity.

Smart Occupancy + Smart Building

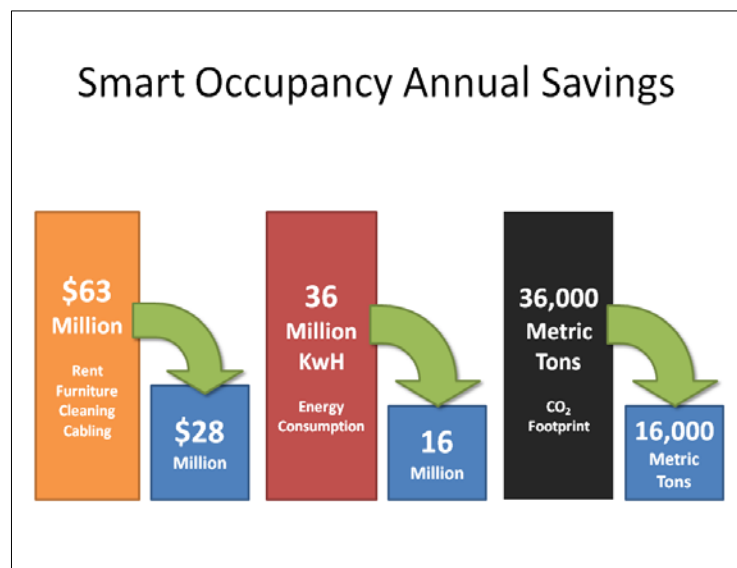
By integrating Smart Occupancy with Smart Building systems and processes, GSA has more efficiently used employee time, maximized their building utilization and improved sustainability to the next level.

This groundbreaking innovation allows people to interact seamlessly, and often transparently, with their workplace infrastructure. It allows the beautifully renovated and highly efficient 1800 F HQ location to participate as a node in a network of GSA buildings and space, all connected together by Book-IT, GSA's branded edition of AgilQuest's OnBoard workplace management software. This sustainable network of space provides GSA employees a choice to work where it most appropriate for their task that day. The changed commuting patterns will deliver further significant public and personal benefits including traffic congestion mitigation, energy savings, time savings and more.

Value Delivered

Smart Occupancy + Smart Building integration delivers great value in many ways to people, the organization and the environment.

Employees waste less of their time by commuting less often, they enjoy greater workplace choice and productivity numbers often improve. The organization receives lower real estate costs, energy consumption and carbon footprint, with the added benefit of improved business continuity. The sustainability advantages include reduced energy consumption and carbon emissions from the building, plus those resulting from reduced commuting.



The unconscionable waste that results from assigning offices and workspaces to a workforce that averages less than 50% actual occupancy are eliminated with Smart Occupancy.



AgilQuest's Role

AgilQuest worked with GSA since 2010 to deliver the Smart Occupancy + Smart Building integrated solution. Specifically, AgilQuest:

- Led the planning and use case development for the Smart Building + Smart Occupancy integration,
- Built integrations with the Smart Building infrastructure to control HVAC, lighting and power based on the actual presence of people,
- Provided the capability to continuously, consistently and systematically measure the actual utilization of all workspaces and conference rooms,
- Provided AgilWork e-learning training system for all 7,500 GSA managers nationwide to speed the adoption of new workplace practices,
- Developed with GSA the Policies and Procedures and configured the business rules GSA uses for the day to day operations of 1800F, and
- Seamlessly manages the allocation of workspaces, conference rooms and other office resources at 1800 F, tying it together with the many other locations a GSA employee can chose to work.

Summary

GSA's executive leadership envisioned a new workplace and "way of working" that would sustain the agency's mission within the new budget constraints, legislation and mandates. They carefully implemented their own transformation so as to set an example for and provide guidance to other agencies that are also faced with "doing more with less." Their 1800 F Headquarters is now a showcase of what is possible when leaders and the organization's people work together to change for the better. There is more to do and all of federal government needs the benefits of Smart Occupancy + Smart Building. AgilQuest stands ready to support GSA and all agencies in this challenge.

About AgilQuest

AgilQuest Corporation develops scalable software and service solutions to manage and measure the actual occupancy of commercial office space and enable today's workforce to secure the office assets wherever, whenever they need to work. Companies and governments trust AgilQuest's products and



expertise to manage hoteling, conference rooms and associated services and equipment, visitors, permanent space and business continuity. Customers receive value in significantly reducing real estate costs, energy consumption and CO2 production and improving business resiliency.