

Making the return to work safe and simple: Mitie's Connected Workspace



TECHNICAL
SERVICES

As the very first COVID-19 vaccines are rolled out across the UK, bringing hope and optimism that 2021 will bring a return to normality, there is still a long way to go before social distancing and COVID-secure measures in the workplace can be abandoned. Anxiety and nervousness around being in the workplace will remain long into the new year.

Mitie's Connected Workspace is helping to make the return to work as safe and simple as possible for everyone. Our technology and services are there to provide a holistic approach to managing your work environments, enabling you to utilise your space effectively and efficiently while reassuring your colleagues that they are safely protected. And in the longer term, the benefits the Connected Workspace brings to your buildings and people will help you to navigate the challenges of the post-COVID workplace sustainably and optimise your facilities and property strategies.

Why the Connected Workspace?

Mitie's award-winning Connected Workspace technology makes managing and maintaining your facilities easy and intuitive. It offers colleagues a reassuring, contactless workplace experience and gives property and facilities teams access to insightful data, plus the ability to manage spaces seamlessly during the pandemic and beyond.



So, how do we do it?

Mitie's Connected Workspace technology encompasses a range of solutions designed to complement each other and provide a complete workspace management approach. We utilise sensor technology to underpin our solutions, enabling us to gather real-

time information about building occupancy, traffic flow and space utilisation, asset performance and environmental conditions. This data can then be meaningfully used to deliver a safe environment for staff and make informed property and facilities decisions.



Aria

While Mitie's planned maintenance and remote monitoring solutions mean workspaces run smoothly, we know unexpected problems still happen. Aria connects colleagues seamlessly to their facilities and services, enabling them to raise queries, report problems, book space remotely, order food and stay up to date with everything that is happening on site, all in a socially distanced manner and at the touch of a button.

To support social distancing, live desk and meeting room availability is displayed via floorplans and maps, enabling staff to quickly and easily find a safe space to work or identify where a space is at full capacity, with the ability to display the same data at entrances to floors and buildings, improving the user experience. Aria also has a chatbot facility, ESME, enabling users to easily follow up on queries and requests without having to call the helpdesk.

Available through both an app and web-based platform, Aria bridges the communications gap by enabling instantaneous, two-way dialogue between organisations and their people.



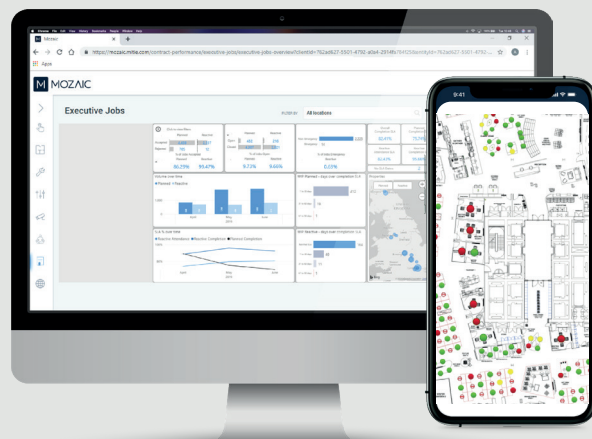
Mozaic

Through its award-winning interactive dashboards and reports, Mozaic brings operational and financial performance data into a single platform. You have access to trends, current and historical performance and real time data to inform and support business decision making. Mozaic is helping turn data into actionable insights and where clients have adopted this reporting platform they are seeing some fantastic results, such as backlog decreasing by 35%, aged work decreasing by 15% and same day fix reaching 90%.

The power of Mozaic is the way data is presented, providing high level overviews which can be drilled down to granular detail. All business critical financial, compliance, energy, workspace, asset and operating information is displayed together, creating a single source of truth and allowing your teams to confidently make decisions.

We can also provide detailed Workplace Insight Reports, providing:

- space utilisation data through visual dashboards
- environmental trend analysis for temperature, CO2, noise, light and relative humidity for comparison with building comfort policies
- idle work space analysis to rationalise usage, introduce design improvements or explore opportunities to use spaces more effectively and efficiently



Service Operations Centre



Our state-of-the-art Service Operations Centre (SOC) underpins Mitie's 'always-on' approach to our client's assets and facilities. Based in Manchester, the SOC connects to our Internet of Things (IoT) sensor technology, constantly monitoring assets, energy usage and environmental factors.

Whether it is real-time monitoring of your assets, delivering remote maintenance or supporting Mitie's Connected Engineers on-site, our specialist Subject Matter Experts (SMEs) based at the SOC proactively find and fix issues before it disrupts your business, reducing energy consumption and increasing uptime.

By monitoring your workspace remotely, we can often avoid a physical engineer visit completely through remote connectivity to your key assets, or provide targeted resolution instructions and insight when an engineer visit is required, helping to minimise their time on site and reduce footfall. Remote planned maintenance can be performed exactly when needed, reducing maintenance spend by 15%.

Our predictive or condition-based approach to digital asset maintenance is based on using intelligent algorithms to constantly monitor streaming data to deliver remote interventions before a failure occurs.



We can also enforce comfort policies (pre-determined environmental standards to be maintained, such as air temperature), COVID air quality requirements and other design standards centrally and react to changes in usage, such as periods of additional reduced occupancy during lockdowns.

All this brings a range of benefits to managing workspaces during the pandemic and maintaining social distancing measures:

- remote monitoring and diagnosis of problems means less people on site less frequently, enabling easier social distancing
- mothballed or low occupancy buildings are still being monitored for issues
- faults are picked up quickly, with problems being spotted even when people aren't present
- air quality is constantly monitored to ensure a safe environment for colleagues with sufficient ventilation

For added reassurance, Mitie and the SOC are accredited to ISO 27001 and Cyber Essentials Plus certification standards, and meet all GDPR requirements, so you can be sure your data is safe at all times.

380+

sites connected to the
SOC

44,600

assets remotely
monitored 24/7/365

98%

reduction in alarm
incidents

8 million

data points processed
each day

The Connected Workspace is award winning, recognising its power to make workspaces safer and simpler:



Turning Data into Insights Real IT Award 2020

Recognising organisations that drive increased value, innovation and business success through IT.



Big Data/IoT Project of the Year Digital Technology Leaders 2020

The Digital Technology Leaders Award is a prestigious IT award recognising innovative solutions in one of three areas: people, society and businesses.



Smart Building Innovation Award Verdantix 2020

Recognising Mitie's pioneering reactive and predictive maintenance solutions.

Case studies

A large food retailer



- 2,334 desk sensors installed across 7 floors
- Physical installation completed in 2 days
- Data from sensors enabled 1,394 staff moves to make space usage more efficient, develop COVID specific workspace strategies to enable better social distancing and mothball redundant space to save costs during periods of reduced occupancy

One of the Big Four accounting firms



- 1,027 ceiling sensors installed across 17 floors, feeding data into the intelligent building management system with 3,041 areas of interest monitored throughout the building
- Desk occupancy data fed directly to large display screens in reception and on each floor entrance showing hotdesking availability, supporting social distancing requirements
- Traffic flow counts captured in reception and toilet areas to monitor and manage occupier density

Key benefits from the introduction of Connected Workspace technology for these clients:

Changes made to space strategies were based on real insight rather than perception, with accurate data collected through sensor technology and easily analysed through the Mozaic platform.

Workspaces were reconfigured to better accommodate reduced occupancy while maintaining all social distancing requirements.

Real time occupancy information became easily available to colleagues, through the Aria app and display screens, helping to create a safe working environment and maintain social distancing and contactless interactions.

Mitie's Connected Workspace technology was deployed rapidly, at relatively low cost, and the benefits quickly demonstrated to both facilities teams and staff.