Network Control Group

INSIGHTS:

Transforming the workplace experience

Today's most successful and admired organisations are highly agile – not paddling frantically to keep up with the change curve, but riding the crest of the wave.

Not so long ago, their ways of working would be unthinkable. Theirs is a world of flexible and part-time working, job shares, virtual teams, and hot desking, all built around fluid, project-centric structures. It's not just what central to their success, it's also what their dynamic, tech-savvy employees expect, demand and deserve.

The rest are left stranded in the backwaters. Sure, they have a deep-seated desire to create a dynamic corporate culture, but they're held back by the inflexible workspaces and working practices of the past, and it's costing them.

**But it doesn't have to be like this.**

Network Control Group will help you to create the adaptable environments you need, and make sure every square metre of your offices is working for you and your employees.

You can create spaces where your people want to work, not just where they have to work. Earn a reputation as an organisation that is truly people-focused, and you'll attract and retain the very best talent. Give them the freedom to express themselves, to innovate, and you'll soon be ahead of the competition.
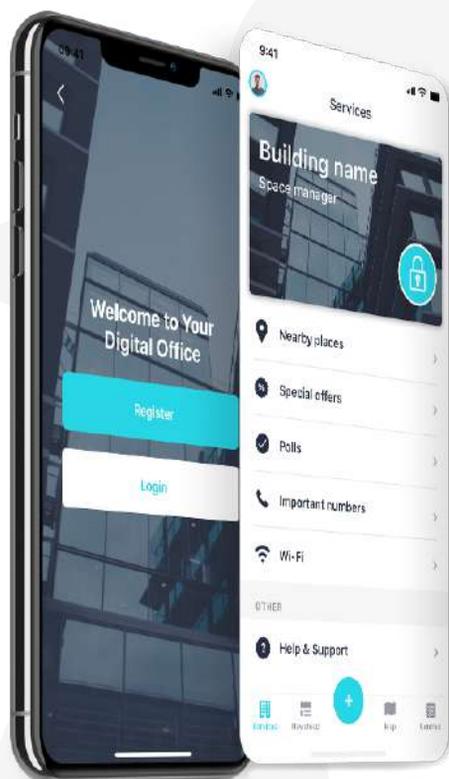
How?

Our app-based technology gives you a real-time view of how your buildings are being used – not just meeting rooms, but each and every desk. And this means you can reorganise your space to meet the actual needs of your business and the way your people want to work – no guesswork. You can have hot desks that people actually use, and flexible working without the stress.
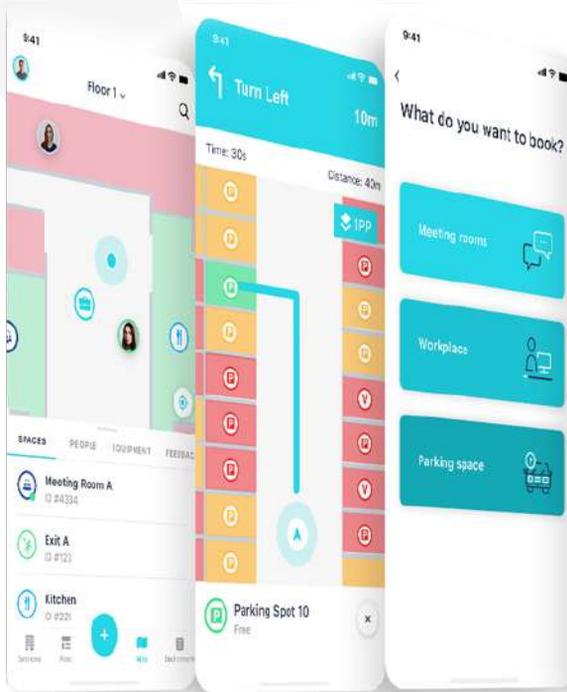
It's what your people deserve.

They will use this same app to choose where they want to sit and meet that day, and enjoy a new sense of control over their working lives. It's also stress-free for new starters, or anyone who is unfamiliar with your building – the app will guide them to their chosen room or desk. It can even be used to control your working environment – for example to adjust the light or temperature, or close the blinds.

The app gives everyone a connection with the building – a sense of belonging – whether they are working there or not. They can see what is happening there, keep in touch with key events and use its interactive features to have their say. Out of office no longer means out of touch with what's going on back at base.

The result can be transformational.

By breaking old routines that lock us into the past, you not only change the way people work, but the way they think and behave. Crucially, you take them with you on the journey, by giving them a sense of empowerment.

That's the secret to any successful culture change. It's isn't something you tell people to do – they have to believe in it, and feel part of it. Culture change only succeeds if you capture hearts and minds.

So let's work together and create the kind of company people want to work for. The kind of company where a culture of agility is not just an aspiration, but an everyday reality. One which leads the way in a competitive market because an ability to change, and to innovate, is built into the very fabric of its buildings, its people and its working practices.
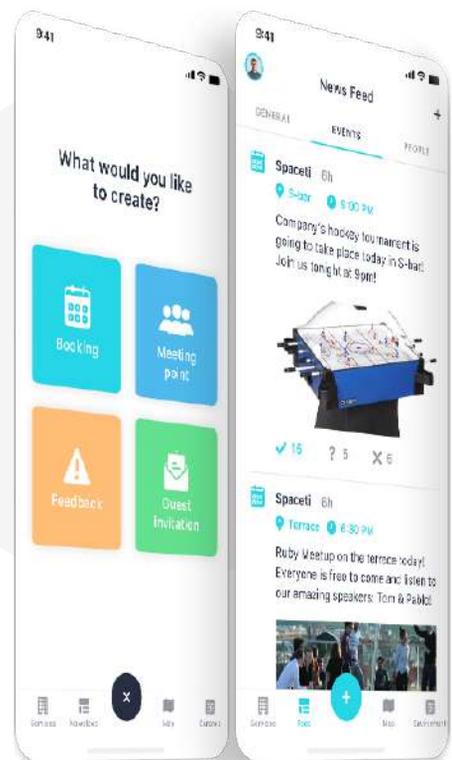
THE PROBLEM

So many companies are attempting to create truly flexible working environments. They know it's vitally important, especially when talent is scarce and so much work tends to be project-based. In London in 2018, for example, 50% of rented office space was classed as 'flexible'.

- But just how flexible are these work spaces?
- And are they being used to best effect?

Without reliable, real-time data, it's impossible to answer those questions.

As a result, some will opt for buildings that are too small. On busy days, frustrated employees wander the corridors in search of a desk, and end up in the cafeteria. Others go the other way, and end up with a huge building with a desk for everyone, despite the fact that there has never yet been a day when 'everyone' is in the office, and there never will be. As a result, vast amounts of valuable space are left unoccupied.

Poorly planned spaces are full of unhappy people. If they're lucky enough to find a meeting room, they arrive to find it's too hot, too cold, or too small... or double booked. They return to a desk that is far away from the people they need to work with, too noisy when they need to concentrate, or too quiet for a confidential conversation. They end up hiring expensive off-site locations for team meetings, despite the fact that half the office is effectively empty or underused.

These companies know that an agile, collaborative team culture is vital to their future success. They are desperate to achieve this. But without the data to support their decisions, there's a serious risk they will end up achieving the exact opposite.

It doesn't have to be like this. It really doesn't.

In London ...

... the average desk occupancy is 40%

... the average cost per seat per month is £500

... the average costs per employee per month is £4,000

Lack of reliable, real-time data and analytics about the indoor environment leads to poor key management decisions and ineffective facility management.

Inflexible workspaces are uncomfortable, limit a team's ability to communicate and result in a poor user experience – the exact opposite to the highly productive, collaborative work environment that organisations need.

Businesses that don't innovate, die.

"Meeting room utilisation in most buildings is very poor with on average 39% of meeting rooms being used for the time they are available.

This picture however becomes worse when we examine the degree to which the seats in meeting rooms (i.e. their total capacity) are used with 19% of meeting room capacity being used."

"Where Hot Desks are provided their utilisation is on average 16%, which is surprising given the nature of their supposed use..."

• Source: Report by Advanced Workplace Associates: The Utilisation of the Office

THE POTENTIAL

Our lives are increasingly automated. We can control so much, so easily. Apps tell us where we are going, and how long it will take to get there. They help us to order the goods and services we need, when we need them. They can ensure our home will be warm and the water hot when we get home again. And we do all of this, and so much more, from a device we carry around with us.

So why do so many of us have to step back in time when we go to work? Why would you want to work for a company that is stuck on the 20th century?

Harvard Business School researchers compared the outcomes of flexible work arrangements at the US Patent and Trademark Office and found that **employees with liberal 'work from anywhere' arrangements were 4.4% more productive** than those following a more traditional 'work-from-home' policy.

Imagine a world where...

You wake up in the morning, decide on the working environment you need that day and select it using an app. You arrive at the building, use your smart device to gain entry, and it guides you to your desired location. You already know that the people you need to collaborate with will be sitting nearby, because you made sure of this when you booked the space.

As a manager, you know where your team will be sitting, and when they've arrived in the building. You know your team have the freedom to choose the environment that suits them, whether it's a quiet space for focused work, or a place to interact and innovate together. You know your meeting room will ready at the chosen time at the right temperature, and you can lower the blinds, using your app, to make the screen easier to see.

As a senior executive, you can develop a productive, collaborative culture, and earn a reputation as a people-focused employer and a great place to work. You know that your buildings are quickly adaptable to the changing demands of the market and cost-effective – with no more space than you and your people actually need. You know this, because you have access to real-time data showing exactly how your facilities are being used.

"If you want to attract top talent, you need to create an environment that's really going to attract that kind of people. This is an investment. It will fuel your business growth like you would never, ever believe. Because as you scale a business up... you want to make sure those people coming into your business have the best working environment possible. And your sales are going to be directly correlated to that."

Sabri Suby, King Kong

THE SOLUTION

We will help you to build a culture of engagement, teamwork and collaboration.

Using our app, developed by our partners, Spaceti, you can manage all your working environments, with easy access to real-time data showing how the space is being used, who is using it and when. Combine this with user surveys and feedback – using the same app – and you can make informed decisions, and build an office space that works for you, and your people.

Not only can you book hot desks and meeting rooms with ease, but the app enables you to control the in-building temperature, light and energy consumption, one room at a time. It can help you to create healthier spaces – by monitoring CO_2, you can receive an alert when it exceeds a certain level, so you know it's time to have a break or get some fresh air!

The app will show you to be a company that cares for its employees – one which understands that everyone is different, and with a flexible workspace to match. This can be a key differentiator in the increasingly competitive jobs market.

Your app is as flexible as your buildings. It can become the way employees report problems to the IT team. It can offer polls, so your people can vote and comment on the hot topic of the day. It can even promote special offers at the staff restaurant.

We will sort out the technology that will make all of this possible – we have years of expertise in this field. We'll work with your IT guys to make it happen. We talk their language.

A great Wi-Fi experience

High density environments are not known for great Wi-Fi, which is deeply frustrating for users and bad news for businesses who depend on it for communication and collaboration. So we will provide a seamless experience across all floors with our custom designed equipment and connectivity. Where super-fast 5G is a realistic option, we can bring that into your building too.

Twenty-four participants spent 6 full work days (0900–1700 hours) in an environmentally controlled office space.

On different days, they were exposed to higher or lower concentrations of volatile organic compounds (VOCs) and artificially elevated levels of CO2.
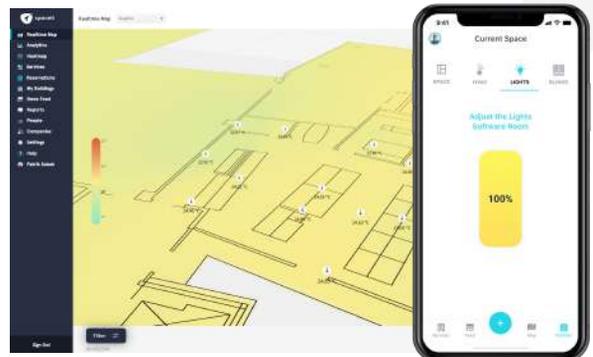
A healthy experience.

Create a pleasant workspace for your tenants and employees, and meet your environmental obligations at the same time. You can use our technology to monitor heat, humidity and light levels, and even CO2, and so ensure that the space is healthy and compliant.

You can create, customise and schedule reports on the entire building, individual sections, floors, or rooms, for the time period of your choosing. And with just a few clicks, you can adjust lights, heating and ventilation in any part of your building.

On average, cognitive scores were 101% higher on days where VOCs and CO2 were low.

Source: Report: 'Associations of Cognitive Function Scores with Carbon Dioxide, Ventilation, and Volatile Organic Compound Exposures in Office Workers: A Controlled Exposure Study of Green and Conventional Office Environments'

Proven results

Castellum's vision is to develop the best possible locations for its customers. Implementing Spaceti technologies including occupancy and environmental analytics helped the company achieve this goal by making their spaces more pleasant while using resources, such as energy, more efficiently.

The Skoda Auto Academy operates a vast, multi-floor building that was confusing for employees and visitors alike. Spaceti's technology was installed to make navigating the complex's interior easier, to help optimise environmental settings, and to improve occupant satisfaction.

Thanks to a fast-growing headcount, MSD had constant parking problems. Implementing IoT sensors – Smart Parking Stones helped solve the issue. Building administrators now have a precise overview of data about how the parking lot is used while employees can be navigated to open spots.

• Case Studies: https://www.thenetworkcontrolgroup.com/case-studies

WHY US?

NCG provides the technology, engineering and training you need, so that your office space can contribute to your business results and be a great place to work.

Our team has extensive technical and commercial industry experience, ensuring you only get the best, tried and tested solution.

We're experts at enterprise-level internet connectivity. We know how to ensure everyone in your buildings gets access to reliable, high speed Wi-Fi.

Our engineers have worked with some of the largest property management companies in the UK, responsible for hundreds of buildings and thousands of internet access points. We know how to get the most from busy working environments, new and old.

We only partner with tier 1 carriers like Colt and BT – highly reputable, leading internet service providers to deliver scalable solutions at building, business and user level.

We're used to working with an existing infrastructure – without needing to disrupt your business. And our Software as a service (SaaS) model means there is no big outlay up front, and no worries about upgrades – this will happen automatically. So you will always know that your software is up to date, fully licensed, and easily scalable when your organisation needs to expand.

We know that monitoring your facilities is essential. Real-time data offers you the ability not just to understand exactly how your buildings are being used – right now – but also unlocks the potential to get the most from that space. We don't use cameras, which can, of course, raise privacy concerns. Instead, small sensors record which seat is occupied or vacant.

We also monitor internet connectivity. We've developed unique software that acts as a user, continually sending and receiving data all day, to provide a continuous measure of Wi-Fi speeds, and alerting us should they fall below the required level.

About our app

Our app has been developed by our partner company, Spaceti. We have UK exclusivity and are building a centre of excellence for them here at our London base. Based in Prague, Spaceti is well established in many parts of Europe, and especially in Germany. To date, it has delivered hundreds of projects over 15 countries, so they have compiled extensive evidence-backed knowledge and expertise.

The Spaceti app and service forms a key part of our offering and can be branded as you wish, so will be unique to you and your employees.

In one recent deployment with a large corporate client, around 800 people downloaded the Spaceti app.

It has received positive feedback from 720 (90%).

ASK YOURSELF

How can you make your existing buildings work harder for you and your employees?
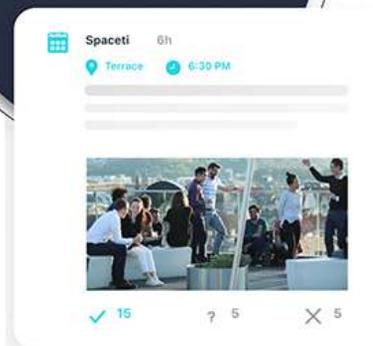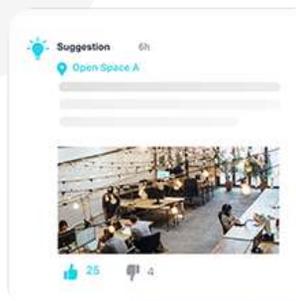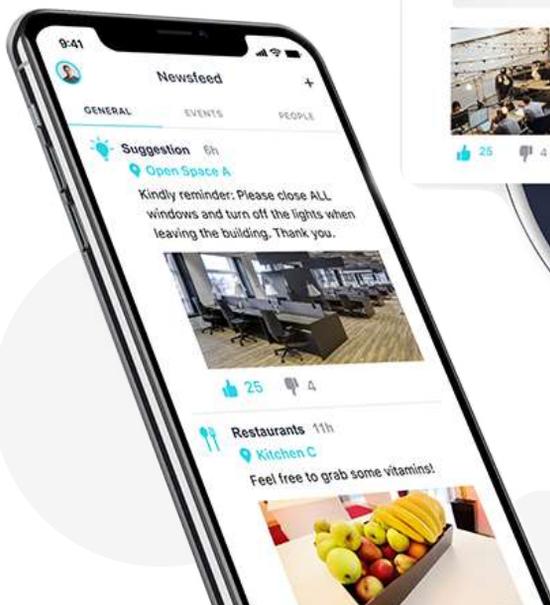
Do your people have the working environments they need, and increasingly demand, to be productive, innovative and collaborative?

How can you achieve the right balance of working environments for your company and the people who work there?

Our data will answer these questions and so much more.

It will enable you to make the best possible use of older, existing buildings so that you can evolve your site, and get the most from it. Maybe large meeting rooms can be replaced with a series of small pods for twos and threes. Maybe an under-used open plan area could become an innovative space for teams to meet and generate new ideas. You decide – with the benefit of real-time data.

Cut the guesswork or expensive and time-consuming 'space consultants' – you will have the data at your fingertips.

Your building won't be just 'an office' any more. It will become a responsive, smart environment, fully automated and as flexible as its walls allow. Working there will be more enjoyable, and less stressful and restrictive.

Show that you truly value your people. Show that you mean it when you say you want yours to be a great company to work for.

Banish that Monday morning feeling. Yours will be a company that people want to work for.

So let's work together.

Find out how NCG can help you to develop a working environment that is fit for the future – one that is a pleasure to work in, and which contributes to your business results.

contact@thenetworkcontrolgroup.com

+ (44) 20 7459 4045

thenetworkcontrolgroup.com