



EXPERIENCE & THE CHANGING FACE OF CONNECTION

BRENNAN MCREYNOLDS
SVP | CBRE360

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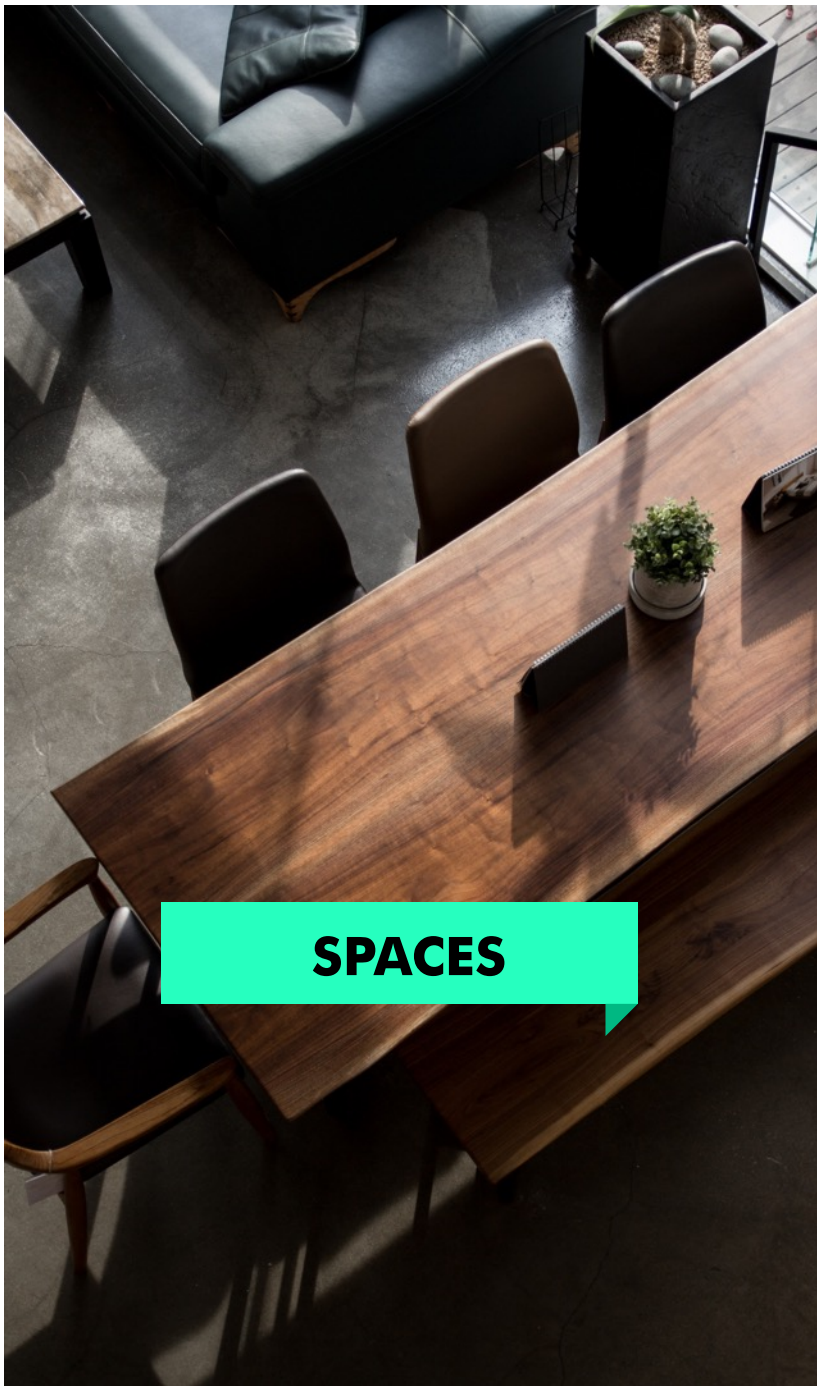


KNOW YOU...

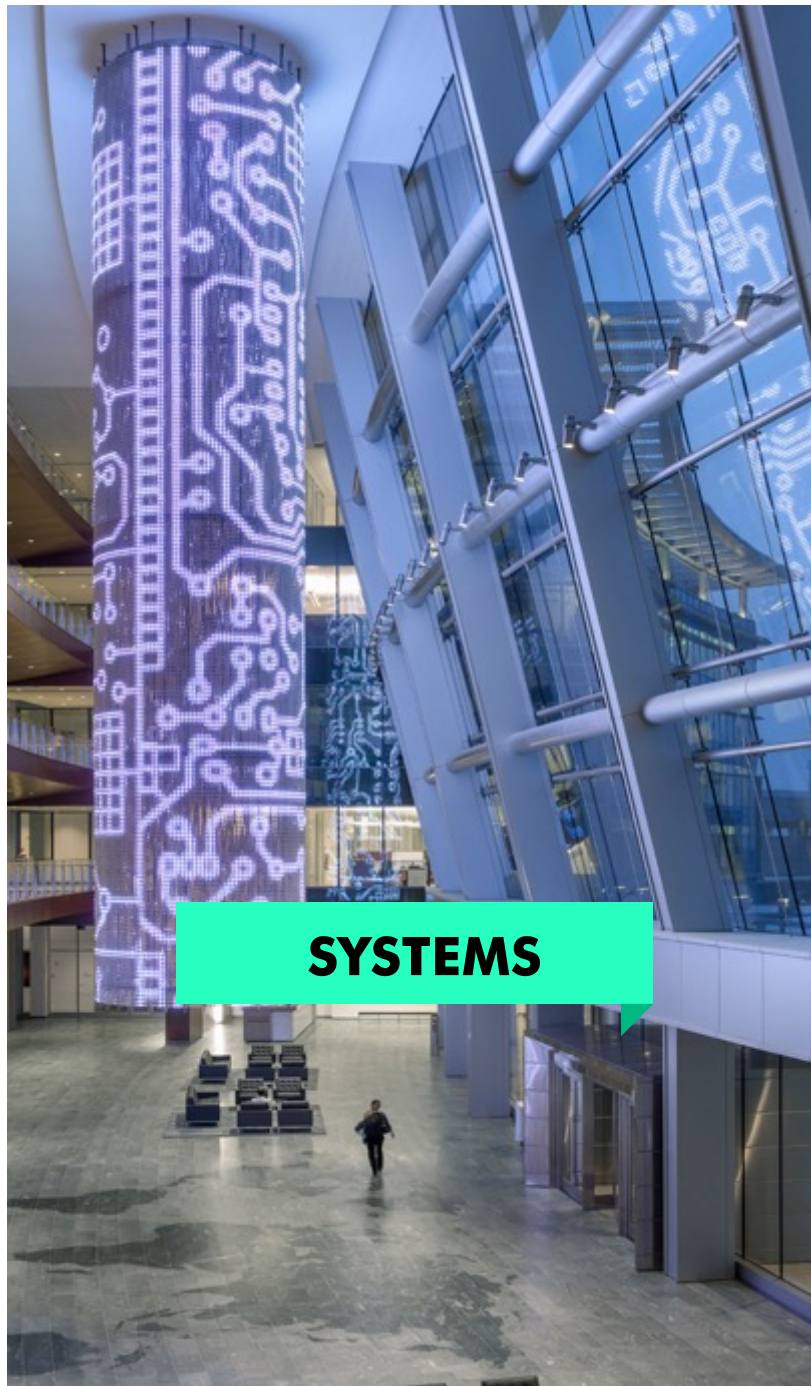
SERVE YOU.

CREATE DELIGHT

**UNLIMITED
ALWAYS**



SPACES



SYSTEMS



SERVICES



**WHERE
PEOPLE
SIT**



**SHOULD BE
STRATEGIC**

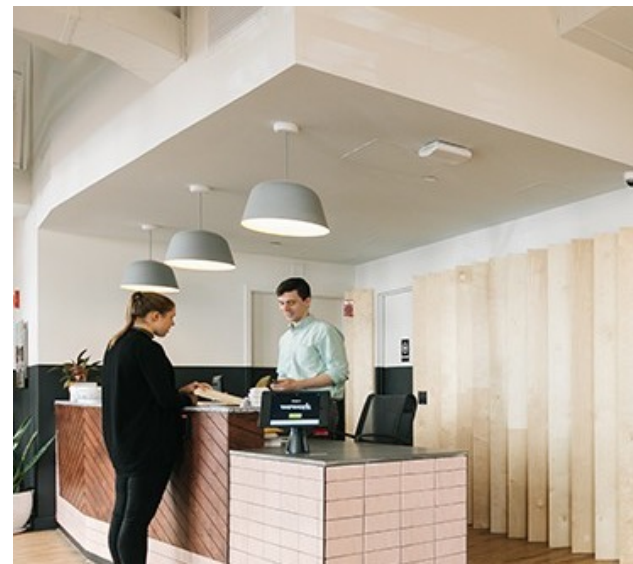


BUILDING SYSTEMS

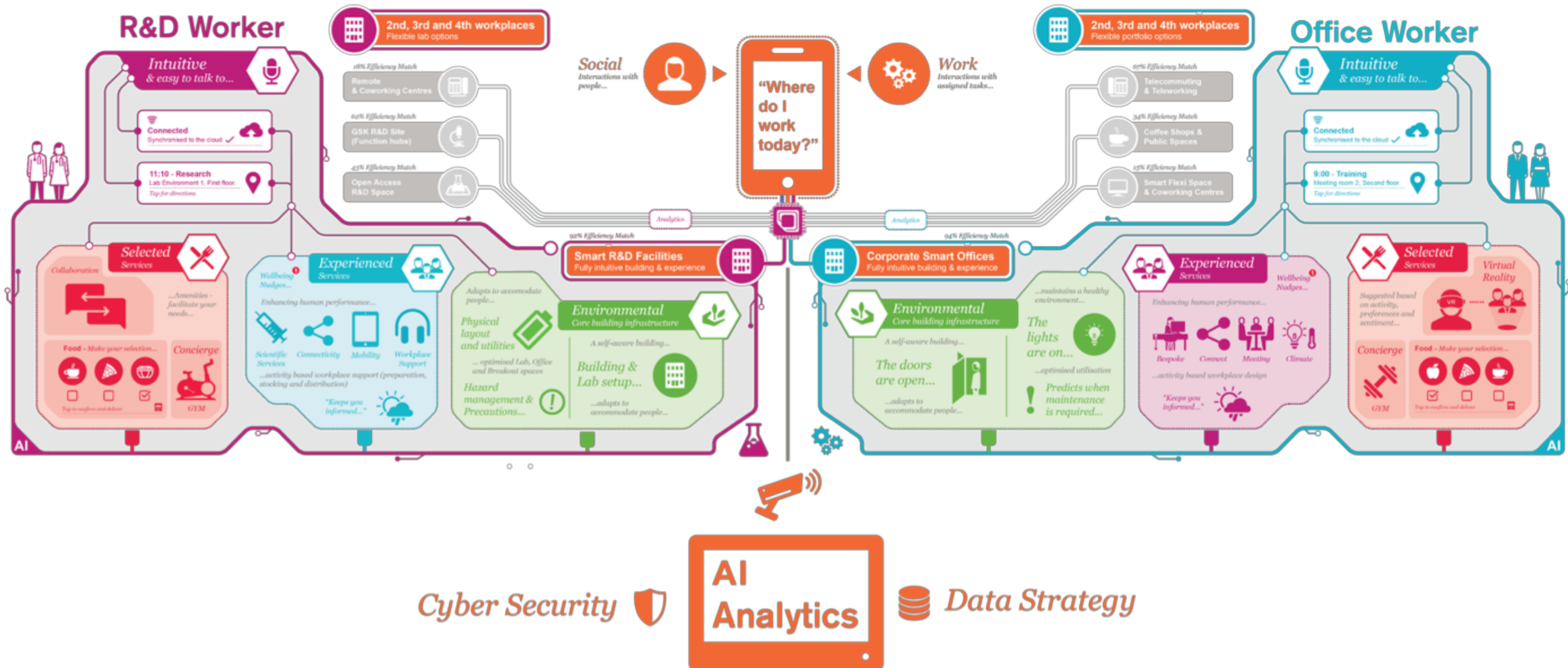


ADAPT TO PREFERENCES

SERVICE WITHOUT BORDERS



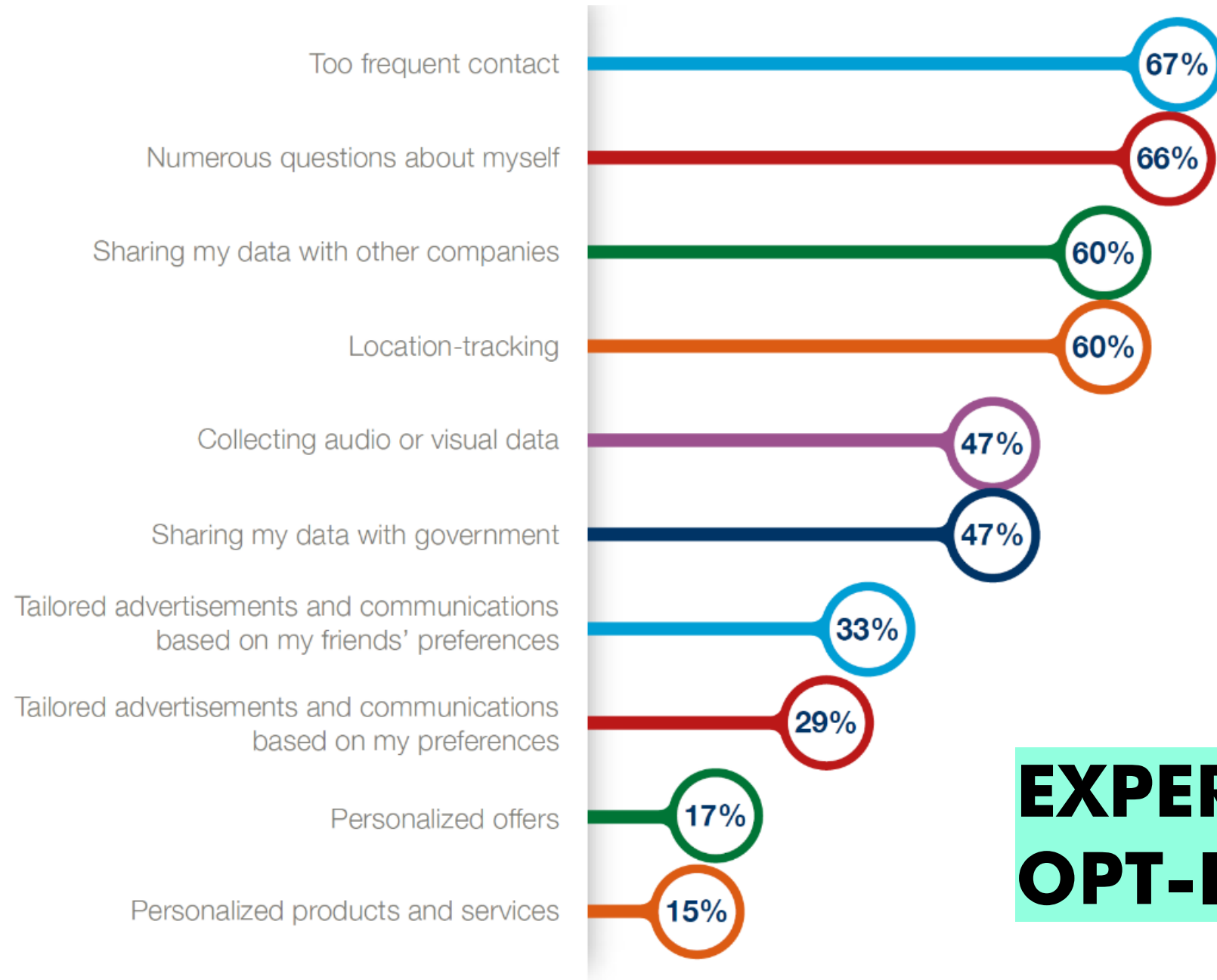
OUR CLIENTS HAVE THEIR OWN VISION OF THE CONNECTED WORKPLACE



**PRIME REAL
ESTATE**



**WHAT'S ON YOUR
HOMESCREEN?**



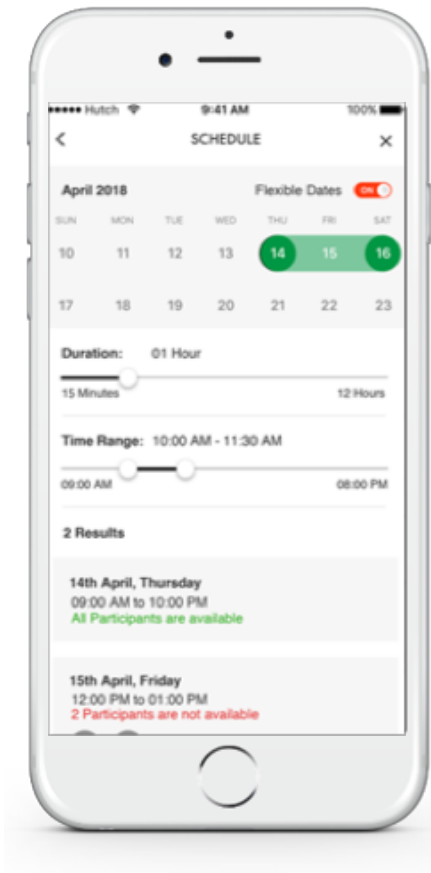
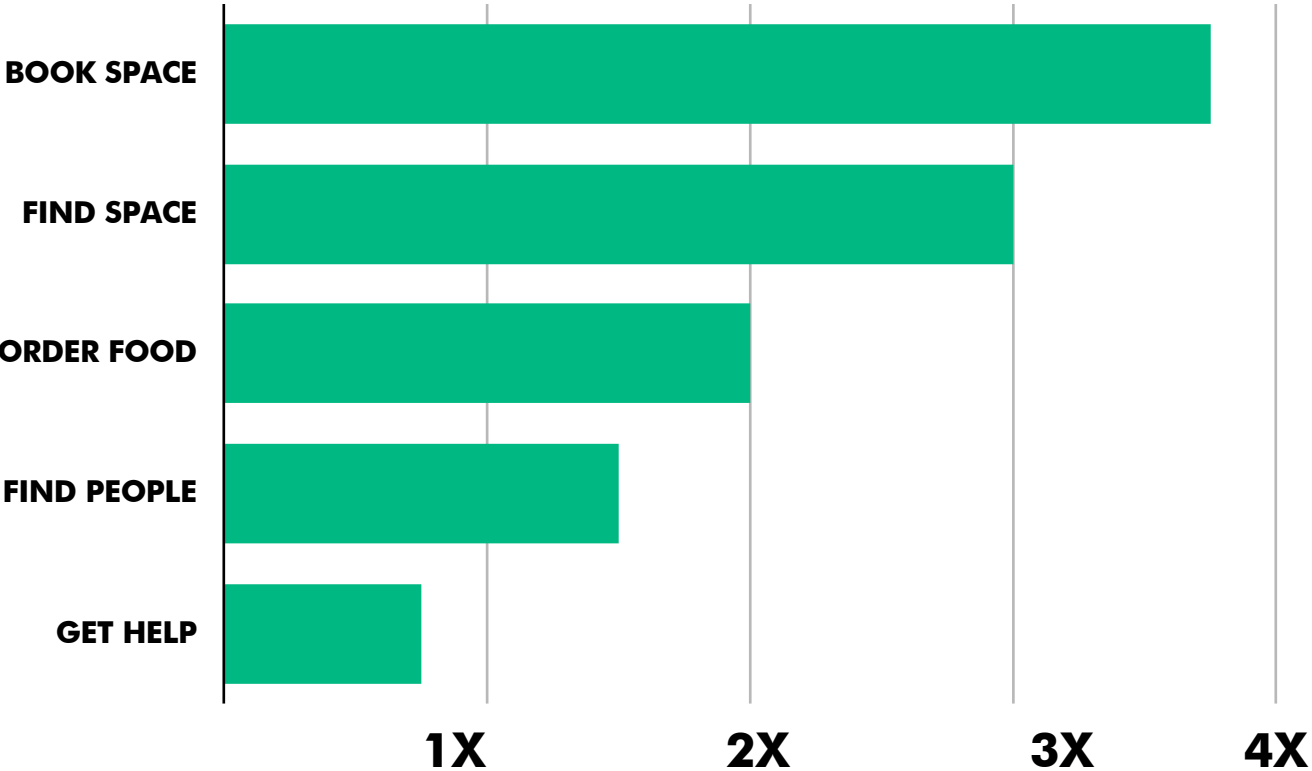
“We need to strike new balances between consumer interests and business needs.”

Zee Kin Yeong, Deputy Commissioner of Singapore's Personal Data Protection Commission

SOURCE: OXFORD ECONOMICS

EXPERIENCE DRIVEN TO OPT-IN ECONOMY

WHAT DO EMPLOYEES WANT IN A WORKPLACE APP?



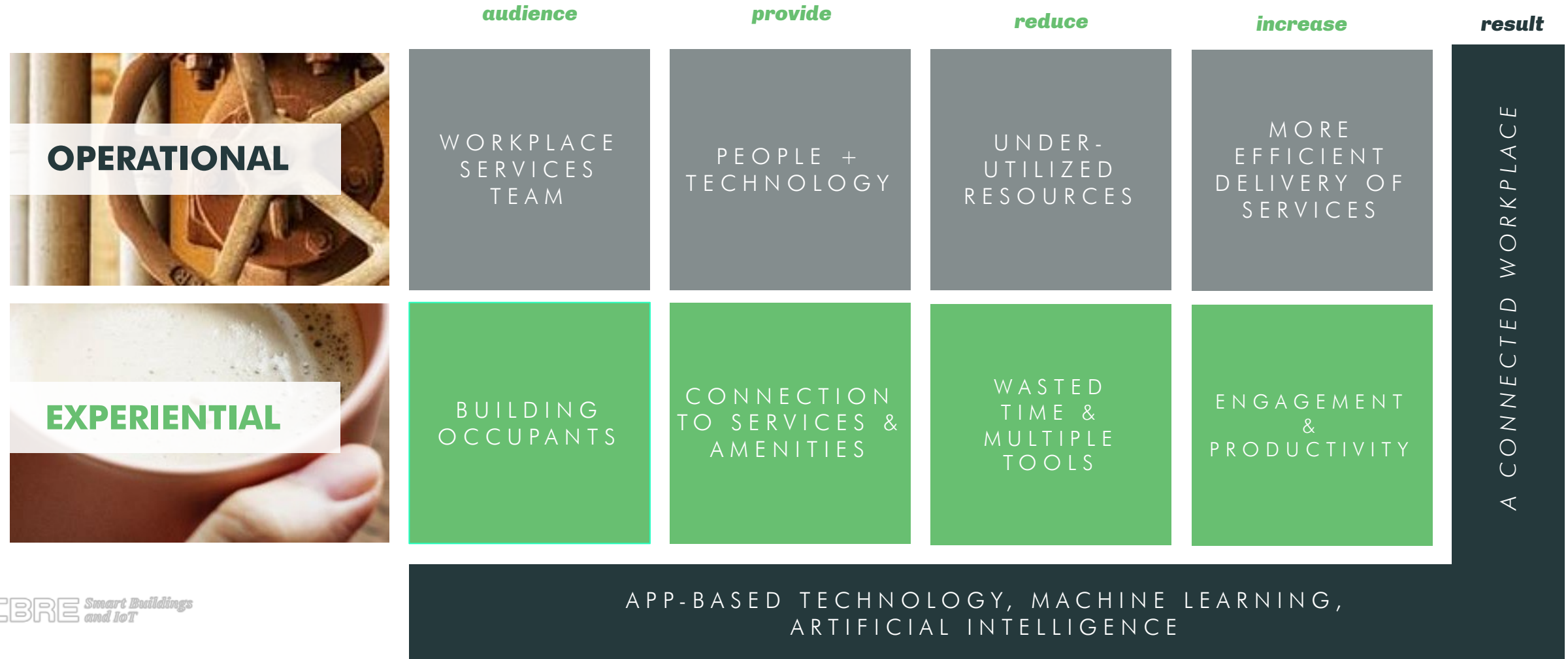
**TEAM
AVAILABILITY**



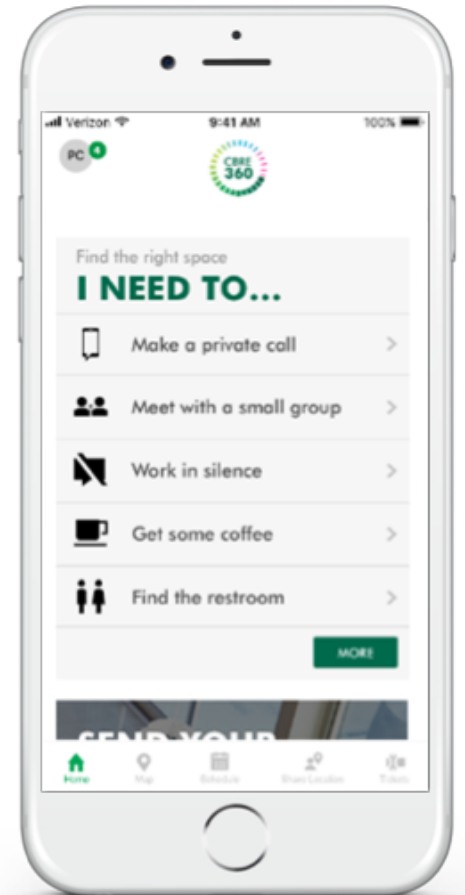
**ROOM
AVAILABILITY**

THE PRODUCT IS NOT TECHNOLOGY

ADAPTING TO THE NEW NORMAL OF EXPECTATIONS WITHIN THE WORKPLACE

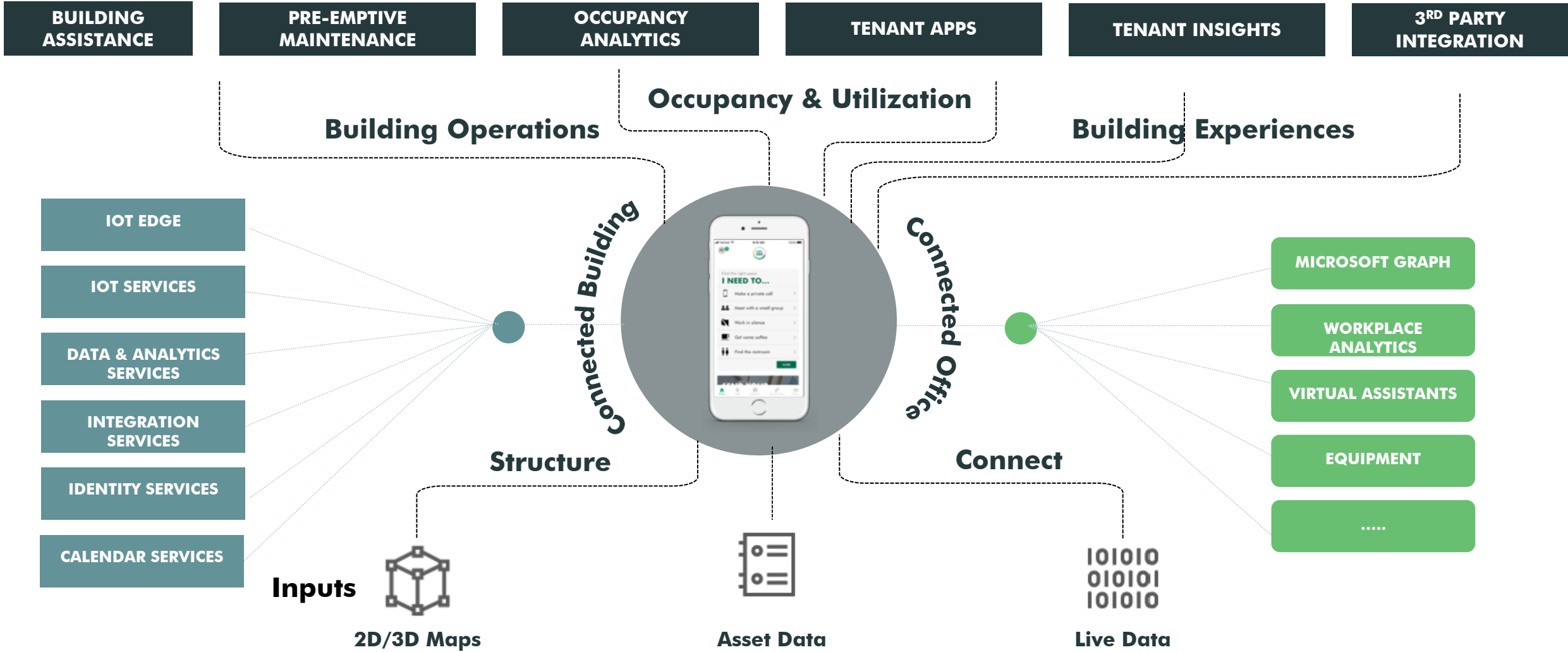


CAN WE REALLY CONNECT & INFORM EMPLOYEE BEHAVIOR WITHIN THE WORKPLACE

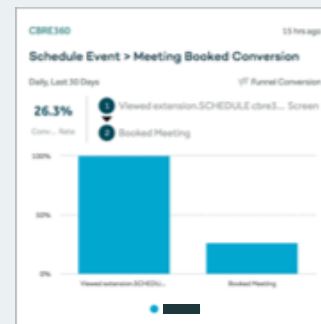
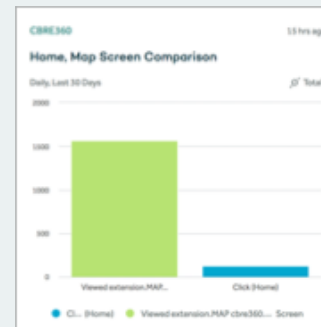
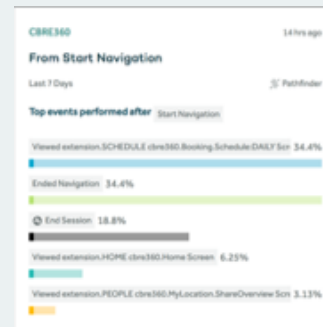
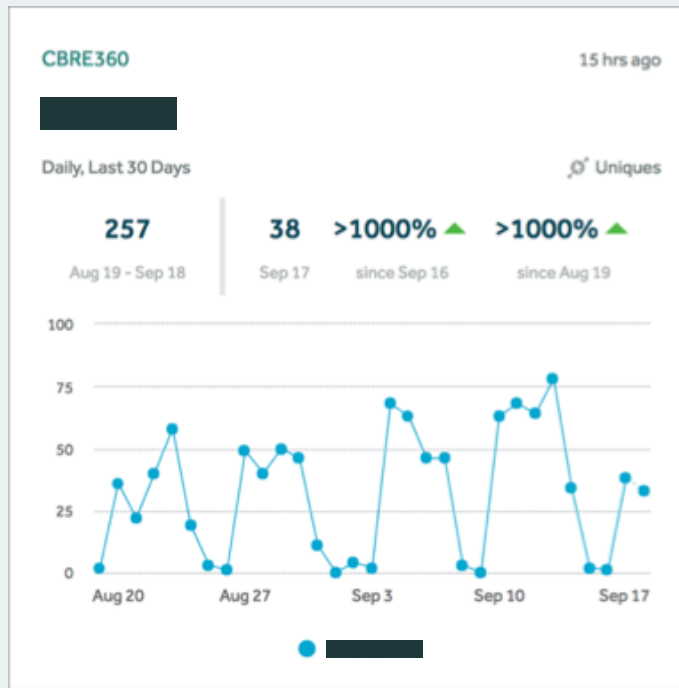


EXPERIENCE GRAPH

MODELING PEOPLE & PLACES TOGETHER



EMPLOYEE ENGAGEMENT & WORKPLACE ANALYTICS



- Understand how an organization spends its time + collaborates
- Discovery new insights through customized queries + templates
- Enrich existing collaboration data with relevant business outcomes data

Driving to Actionable Insights

Are large spaces being occupied by individuals?

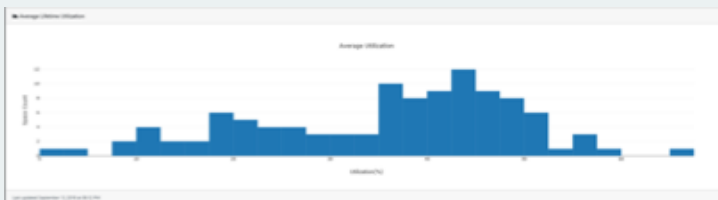
Are there rooms that are always available, but rarely occupied?

Which spaces are chronic service request generators and symptomatic of a larger issue?

Are employees happy with their experience?

How much time are we saving our employees?

OPTIMIZING SPACE & OCCUPANCY PLANNING



Driving to Actionable Insights

Space/Seat/Room Utilization

Space/Lobby/Entry/Exit Stats

Zombie Spaces

Mtg Duration/Participant Sizes

Space Popularity + Why

Ratings & Reviews

Space Plan

Schedule Prediction

Energy Simulation/Baseline
Prediction

Visualization - Key Areas



HOW MUCH FURTHER TO OZ?

**TOWARD A SINGLE,
INTEGRATED
SOLUTION OFFERING**



**WE'RE
NOT
THERE YET.**



PRIORITY MATRIX

SPACES

SYSTEMS

SERVICES

BLEEDING EDGE

WHAT IS THE MOST
AMBITIOUS THING YOU'VE
INVESTED IN?

VALUE ADD

WHERE ARE YOU GETTING
THE GREATEST RETURN?

NEEDED AHEAD

AS YOU LOOK AHEAD, WHAT
GAPS NEED TO BE FILLED?

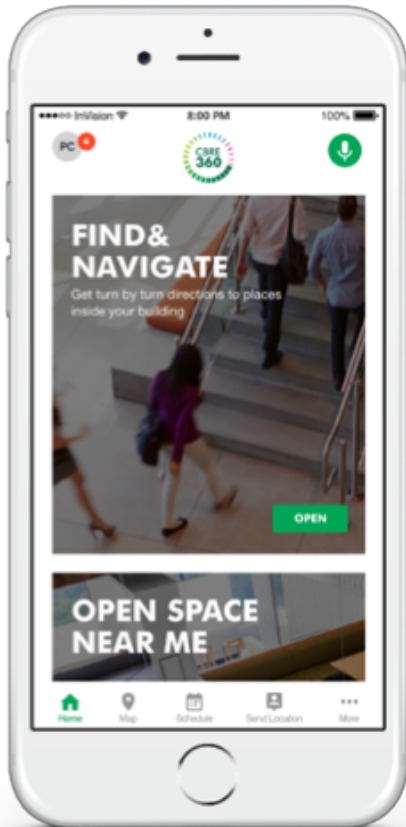
CONNECTION TO CULTURE & COMMUNITY



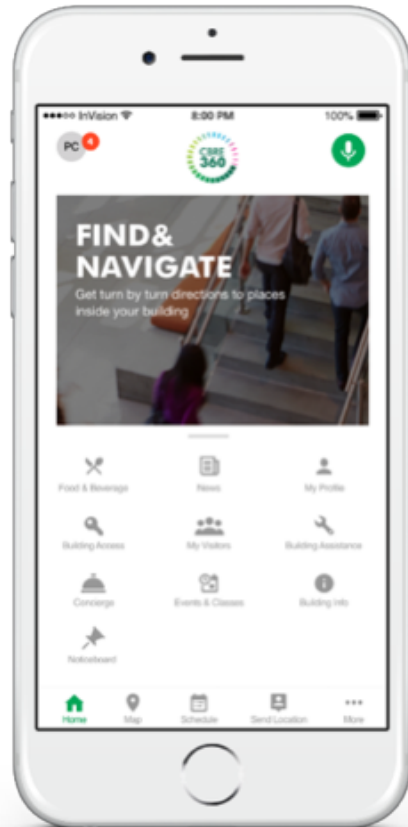
THANK YOU.

Employee Experience Mobile App

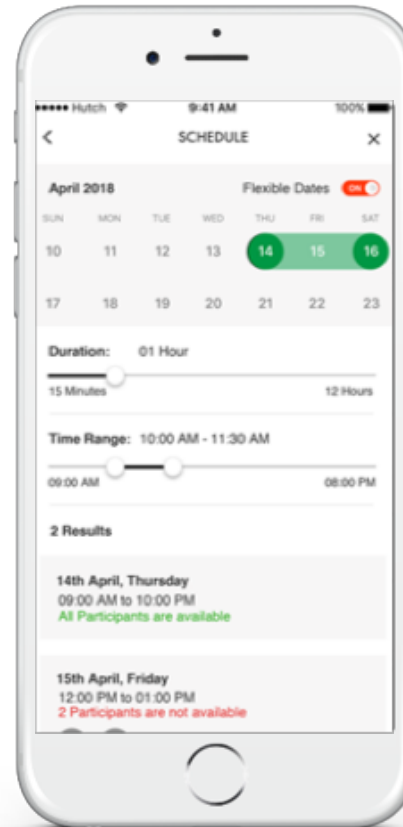
Connecting employees to how, when, and where they want to work



Home Screen



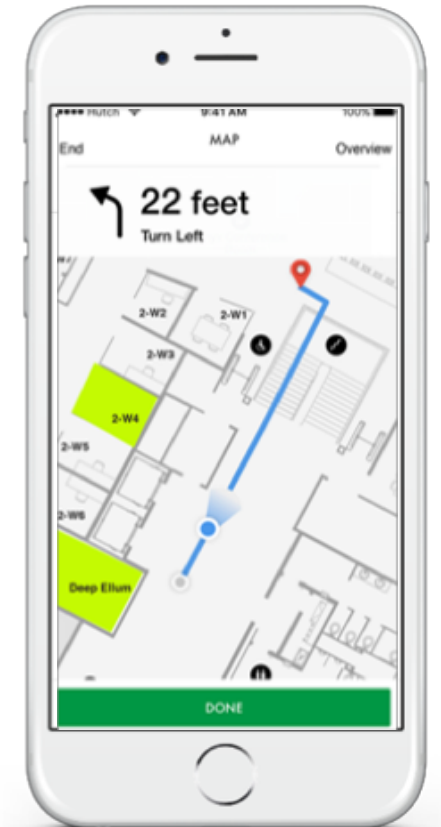
Main Menu



Team Availability



Room Availability



Way-finding

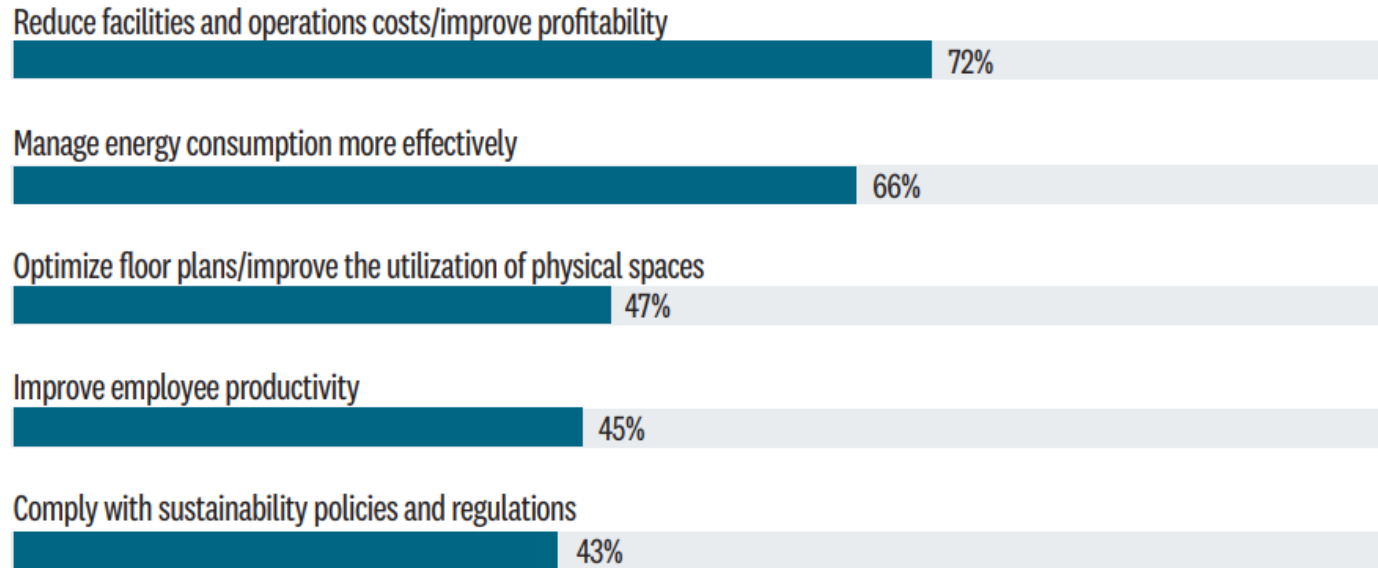
KNOWLEDGE THROUGH CONNECTION TO...

FIGURE 1

CLEAR INCENTIVES FOR GETTING 'SMART'

What business goals are most important when making smart-building investments?

[MULTIPLE REPLIES PERMITTED; TOP FIVE SELECTIONS SHOWN]

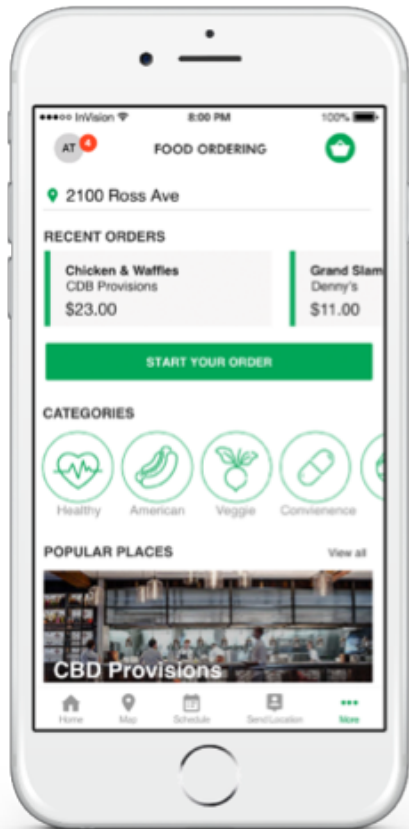


SOURCE: HARVARD BUSINESS REVIEW ANALYTIC SERVICES SURVEY. JULY 2018

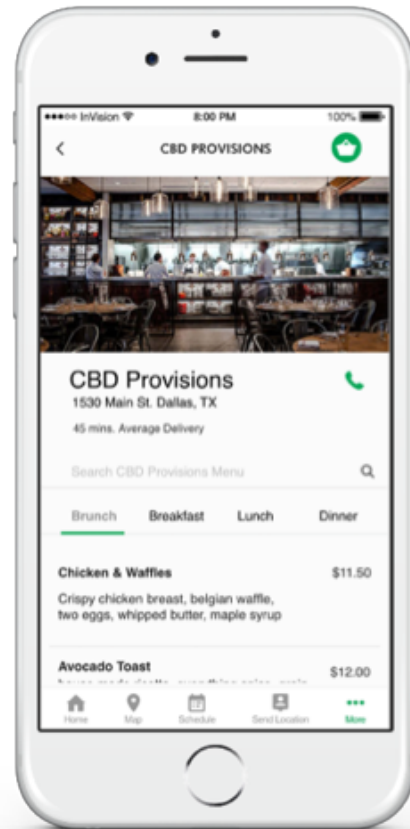


Employee Experience Mobile App

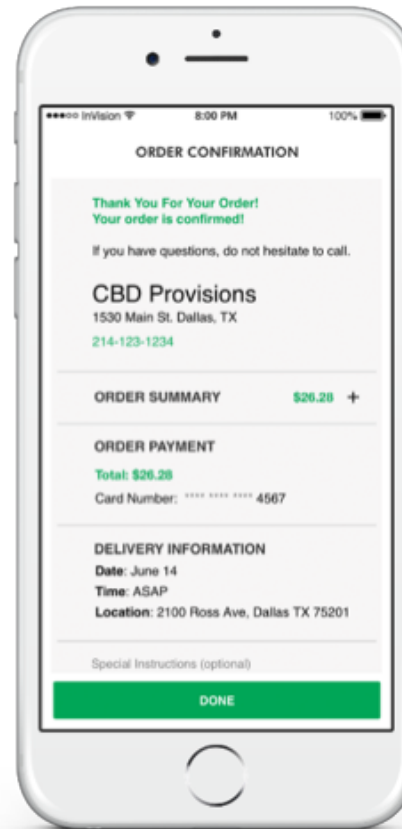
On-demand ordering, employee services and community building



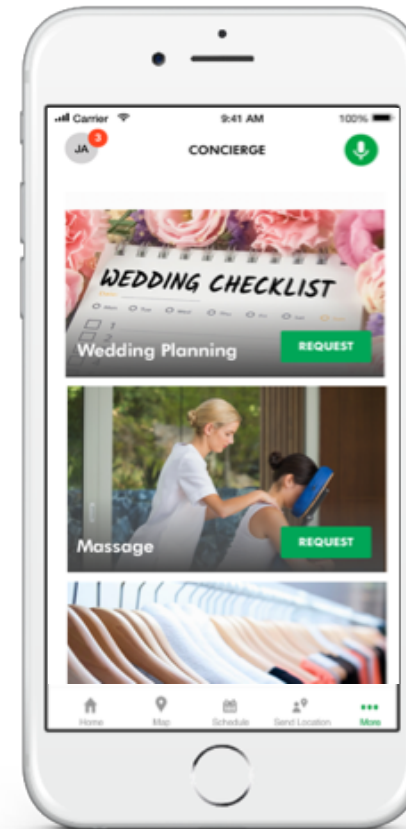
F&B - Vendor Selection



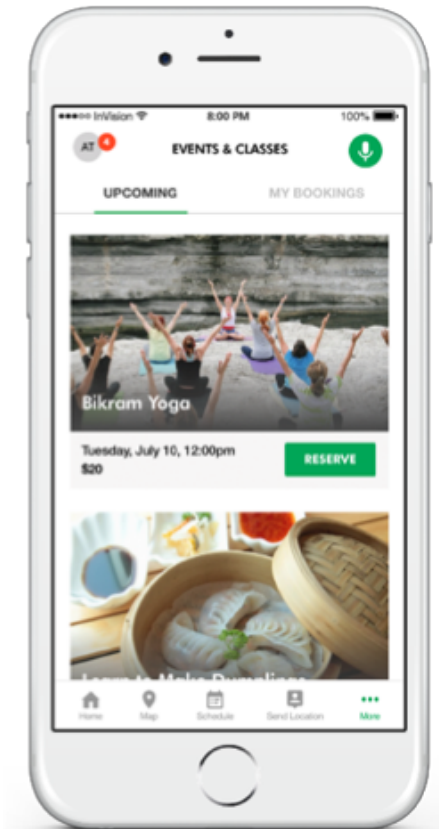
F&B - Ordering



F&B - Confirmation



Employee Services



Events & Classes

App Usage for Space Utilization

Insights into prioritizing needs specific to using space.



101

Responses from User Sample Set



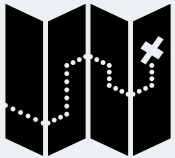
60%

Respondents use the App



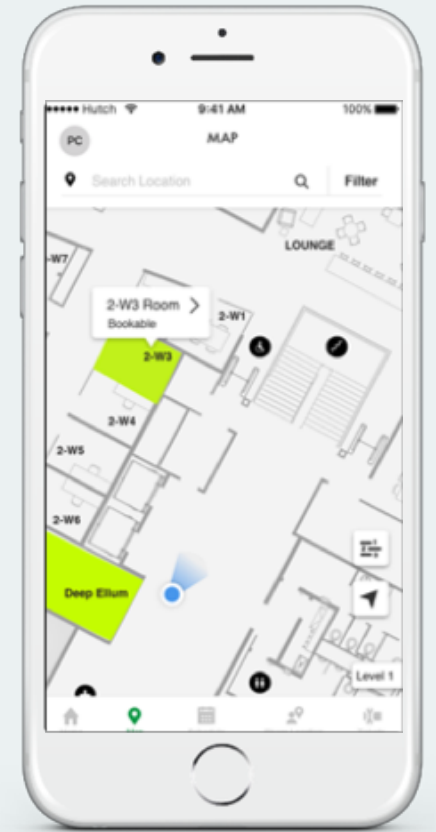
41%

41% use weekly (Daily + Weekly)



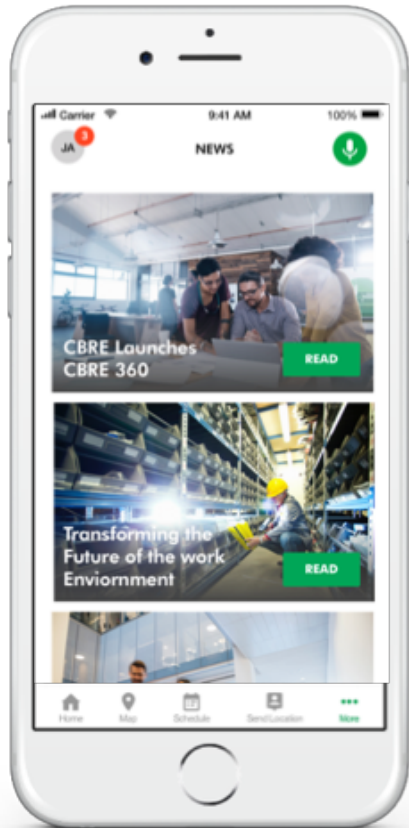
1.5x

the most used feature is way-finding, 1.5 more than next used feature



Employee Experience Mobile App

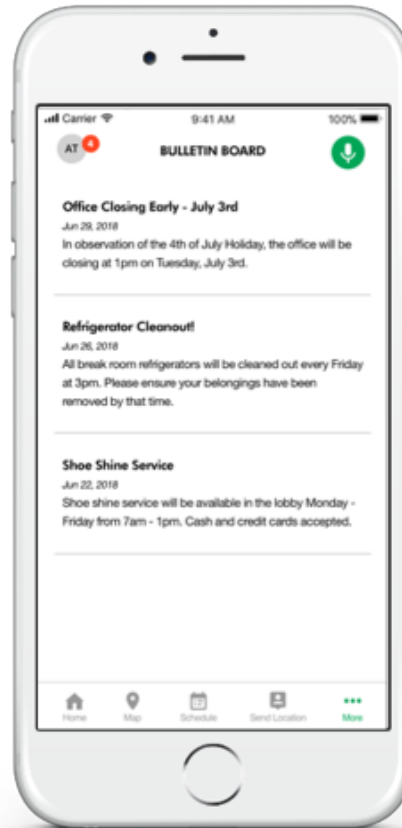
Relevant communication and information sharing



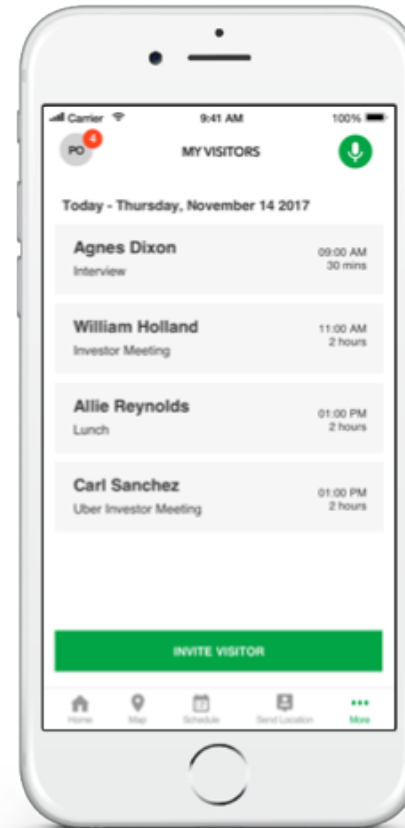
Company News



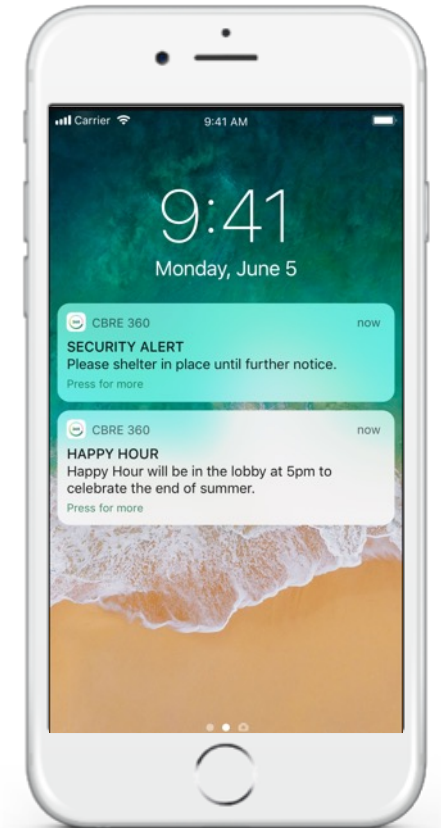
Building Information



Building Notices



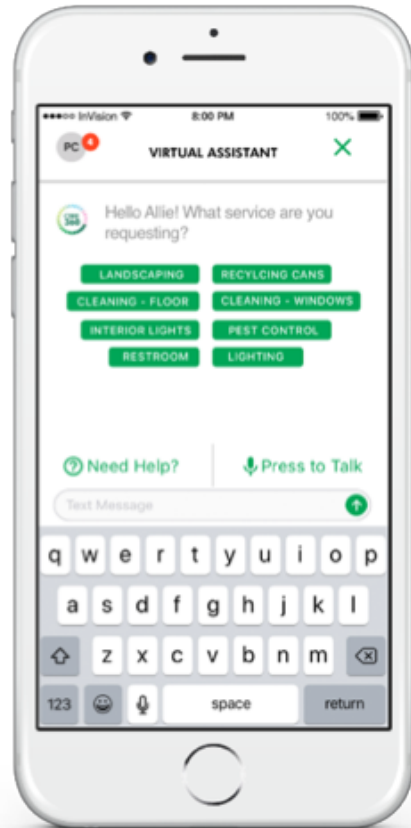
Visitor Management



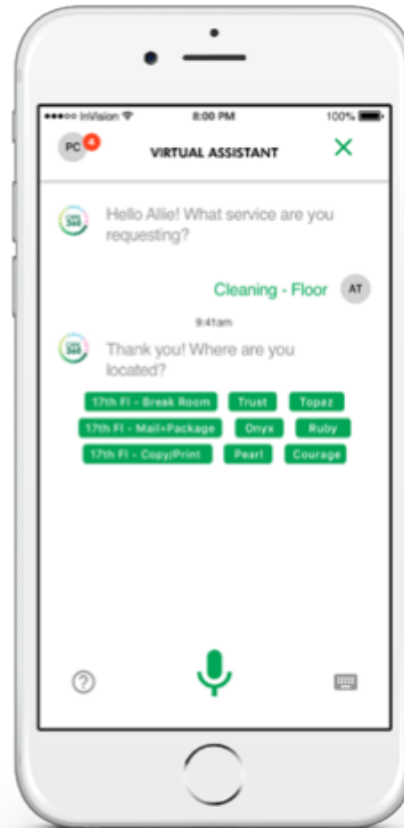
Push Notifications

Personalization

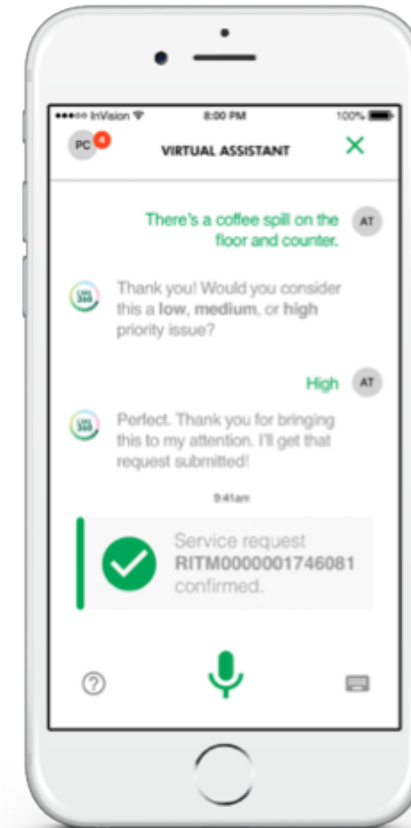
Leveraging AI to streamline employee services.



Conversational Chat

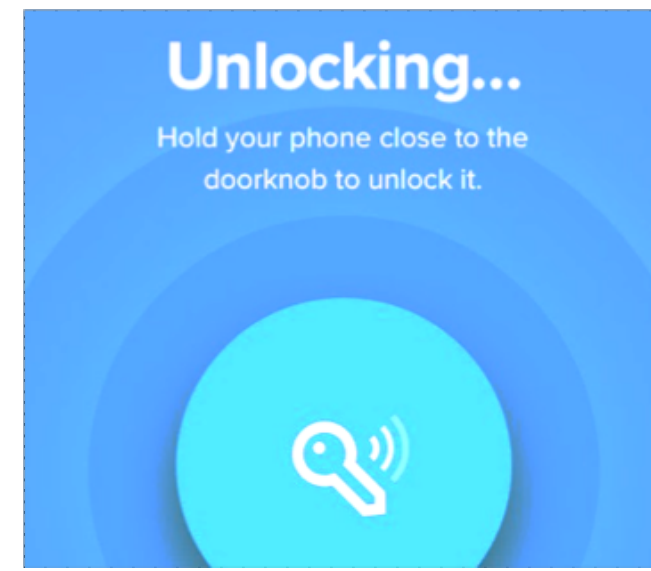
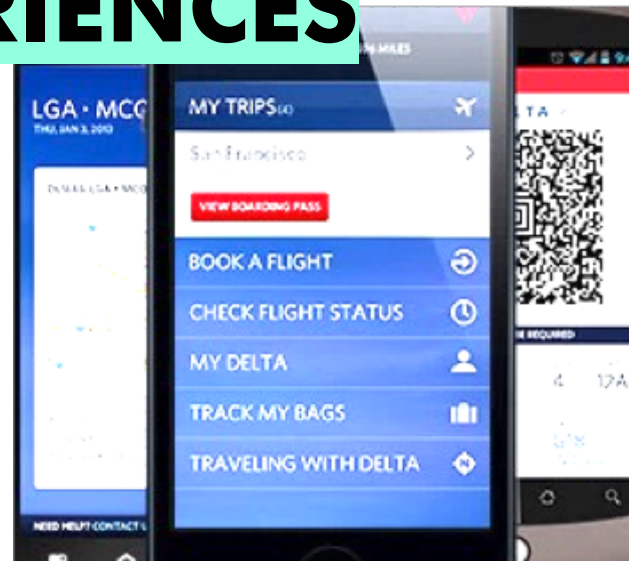
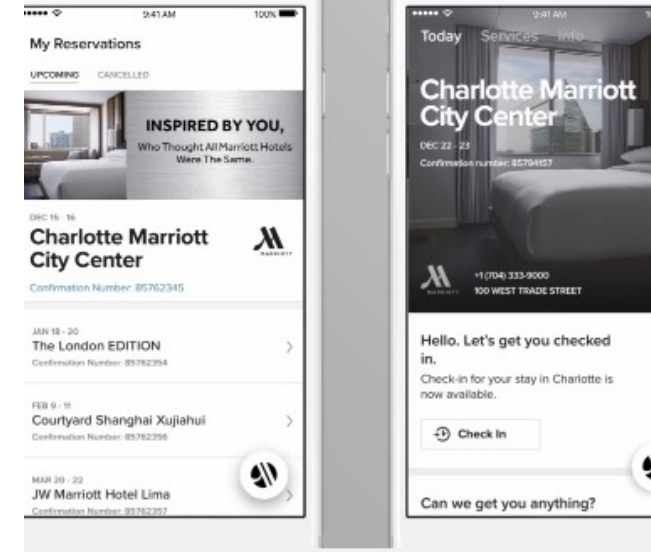


Voice Enabled
Requests

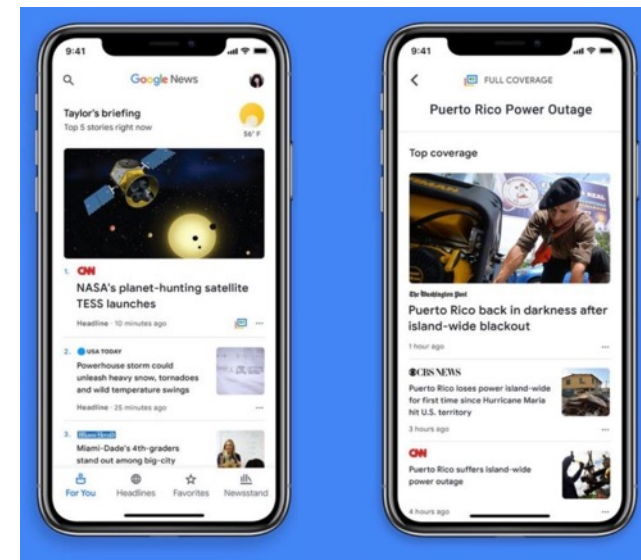
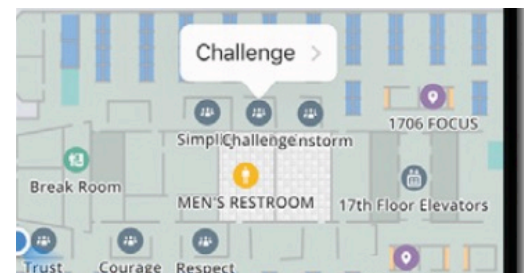
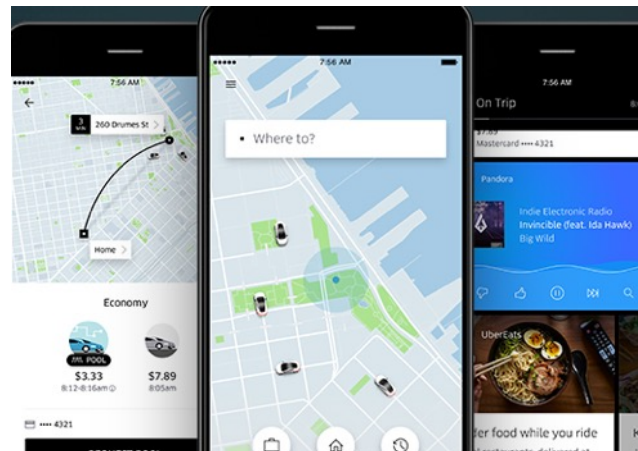
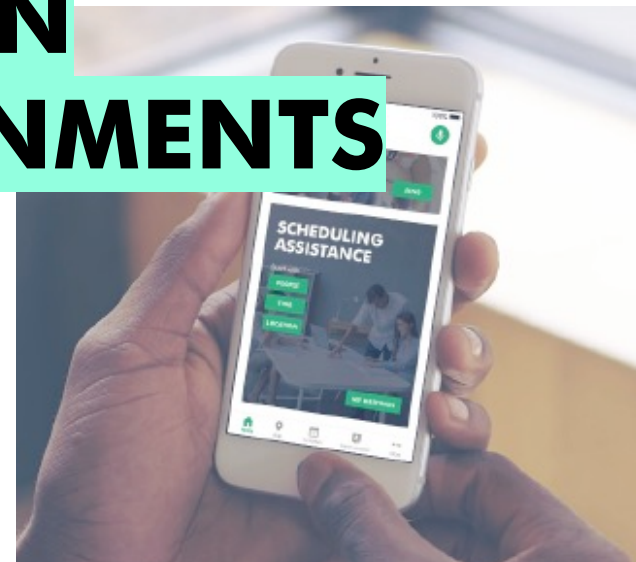
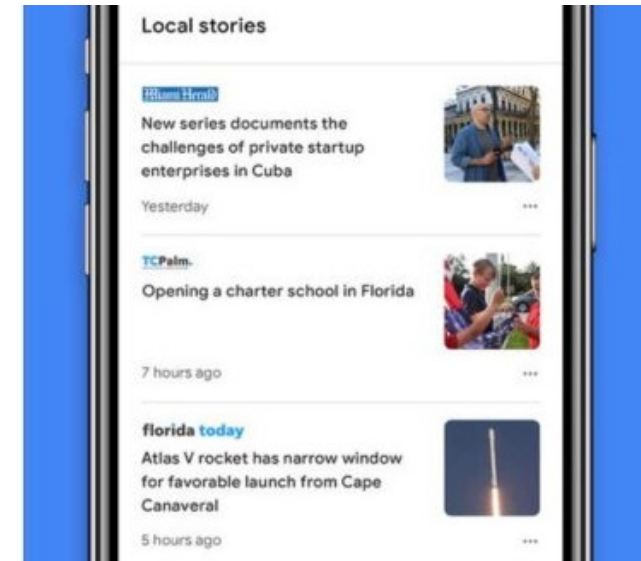
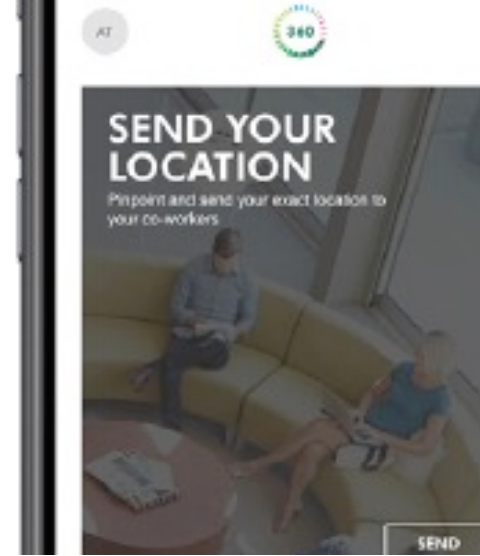


Virtual Assistant

BUILD TRUST BY CONSISTENT EXPERIENCES AT SCALE



DIGITAL TOOLS CREATE CONTEXT IN PHYSICAL ENVIRONMENTS



MACHINE LEARNING IN THE WORKPLACE

How will AI
TRANSFORM THE
WORKPLACE? → SPACES WILL BECOME
EMOTIONALLY INTELLIGENT → THEY WILL EARN
OUR TRUST →

WHY DO YOU LOVE
YOUR MOM?

SHE LISTENS TO
YOU

SHE HAS YOUR
BEST INTEREST
AT HEART

SHE MAKES YOUR
YOUR FAVORITE
FOODS

AI WILL ALLOW
THE WORKPLACE TO
KNOW YOU LIKE
YOUR MOM KNOWS YOU