



# THE CONNECTED WORKPLACE

Optimizing the Workplace Requires  
Cross-Team Collaboration



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# Overview

This new day and age has forced businesses to adopt a modern working environment, regardless of if they were ready. Working from anywhere, a reliance on video conferencing, employees reserving a space before they come into an office for the day, and the overall need for constant sanitation are all essential needs today. As a result, businesses everywhere are making the shift to a digital, modernized office that is turning out to be empowering, inspiring, and bringing the definition of the workplace to a new level.



# What is a Connected Workplace?

It is all people, locations, devices, and business services running on the same platform. It is the backbone of integrated support groups and systems to maintain the operations and functional services for the modern workplace. And it is enabled by three key characteristics that have emerged over the past few years.

- One, all components work together to ensure the office runs as efficiently as possible; connected support teams exchange vital information and ensure smooth operations with easy access for employees to submit and check status of their requests.
- Two, flexible workspace reservations, including improved mobile application access and a simplified open seating layout that offers a self-service employee experience.
- And three, integrated systems provide in-depth data analytics for leadership teams to make insightful business decisions on maintenance operations, space planning, real estate and sustainability.

These characteristics, empowered by technology solutions, work to integrate teams from Facilities, IT, HR and Security to work more effectively. This is achieved by improved communication, collaboration and exchange of shared data.

# Optimizing the Connected Workplace

Early adopters in the modern workplace movement are trying different methods to integrate their support systems, but many organizations are still working with siloed platforms that make it difficult to share information for data analytics and enable business process workflow. Businesses that are not on a connected platform are quickly scrambling to piece together a solution from many different systems to accommodate for today's nontraditional work environment. When looking at a new way of doing things, most organizations are moving forward with a single-platform solution to support their modern workplace optimization charter. Gartner has even created a technology category for these multi-faceted, integrated solutions that cover the broad set of capabilities to support the connected workplace. They are called Integrated Workplace Management Systems (IWMS), or what we call the Connected Workplace.



## **The Gartner market guide describes an IWMS as a solution that helps**

“...optimize the use of workplace resources to provide an improved employee experience. It also assists in cost containment by monitoring the real estate portfolio, energy usage and capital projects.” IWMS solutions represent workplace supporting technology that govern the workplace construct, both physical and digital. They represent the technologically powered environment that enables the modern, connected workplace.”

**Gartner®**

# Why Choose Nuvolo?

The sophisticated evolution of work comes on the heels of workplace technology growth. By choosing a Connected Workplace system that streamlines your different business processes and provides key data insights to make better business decisions, your organization will transition from a traditional, outdated office to a modern, empowered, and digital connected workplace.

**Nuvolo is the *only Connected Workplace solution* that provides an integrated set of software solutions built on the NOW platform. Nuvolo covers all five areas of the smart building software market:**



For those organizations that are already running ServiceNow for IT Service Management, or HR Service Management, then Nuvolo is a perfect fit because of its strong synergies, seamless extension, and reduced costs for platform lifecycle support. In addition, Nuvolo provides add-on capabilities to manage OT Cyber Security for those connected devices that aren't supported by IT.



## Teams Supporting the Modern Workplace

At the core of the connected workplace strategy is the necessity to synergize the different support teams involved in the day-to-day operations of the modern office environment. Every member of a team is an asset. Teams are successful because they are more than the sum of their parts—but that's only true if each part contributes to the whole. If members of a group cannot collaborate properly, they're limited in the assistance they can provide. And if different support groups cannot collaborate and share information on overlapping business processes, then they are also limited in their ability to streamline operations. The real benefit of a connected workplace lies in empowering and enabling support groups to engage with the workplace together using integrated technology systems.

**Continue to see the teams supporting the modern workplace! →**



# Meet the Teams Supporting the Modern Workplace

## IT Department

Responsible for monitoring, and maintenance for digital networking, wireless and computer equipment.



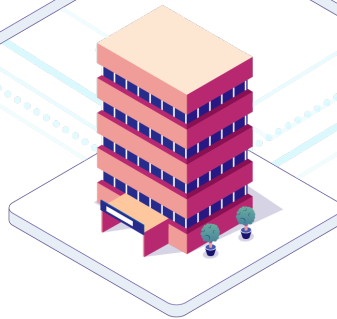
## Human Resources

Tasked with recruiting and retention management, plus coordination with department office space moves.



## Maintenance

Tasked with equipment maintenance, sanitation, physical security, and office space management.



## Real Estate

Office portfolio management for building leases, new construction and building sustainability.



## Security

Responsible for monitoring and maintaining cyber-security as well as physical building access.

# Benefits of a Connected Workplace Platform

Organizations planning to invest in a modern, connected workplace will face many technology choices. One critical decision is whether to invest in a single Connected Workplace solution, integrated at the architectural level, or leverage multiple stand-alone point solutions and attempt to connect their data repositories for aggregated reporting and utilize technical integrations to tie the workflow processes together.

- **Simplified User Experience**
- **Streamlined Business Processes**
- **Improved Business Decision from Data Analytics**
- **Better Vendor Management, Oversight, and Accountability**

## Benefits of a Connected Workplace Platform

# Simplified User Experience

There are unique benefits provided by a single, self-service portal for employees to interface with the connected workplace. Employees can perform all manner of service requests whether they are related to IT, Facilities, or HR processes, by utilizing a simple mobile app or an on-line webportal connected to the company intranet page. In addition, when employees need to make quick workspace reservations, meeting room holds, or request department moves, they can do it from the same portal.

This simplicity for employees is a big part of the advantages for the connected workplace. There is never any confusion as to what different system they need to access to submit requests or check on status updates. All employees go into the same application, web or mobile, and are linked to the business processes related to their workplace. The outcome is increased personal productivity by providing an integrated approach to work processes.



## Benefits of a Connected Workplace Platform

# Streamlined Business Processes

Quicker, better communication and collaboration has spilled over into other areas of workplace transformation as well. One of the most notable positive effects of technology in a connected workplace comes from integrating business processes across departments. By reducing the operational friction that comes from separate, disparate systems, and automating workflow processes through a single platform solution, different support groups can collaborate efficiently and improve the response time for all service requests.

Leveraging an integrated platform architecture provides the visibility, control and insights needed to drive value and create efficiencies for responsive workplaces. Different support groups gain full participation and synergy, so everyone contributes meaningfully in a show of true collaboration.

- **Automated Service Request Ticketing and Routing**
- **Assigning Multiple Tasks Across Departments for a Single Work Order**
- **Coordination of Activities for Complex Maintenance Requests**
- **Faster Cyber Security Response for Operational Technology (OT) Network Connected Non-IT Devices**

## Benefits of a Connected Workplace Platform

# Improved Business Decisions from Data Analytics

Detailed and granular data, when aggregated from a central, integrated platform, can enable companies to micro-target their business processes and to personalize their facilities support services. Further internal moves to digital solutions generates data that leaders can use to improve their operations, including maintenance and equipment performance, resource allocation and scheduling, capacity planning and inventory management. These trends are also causing many companies to converge their “Business Intelligence” and “Operations Research” units on the common ground of predictive and advanced analytics to improve the workplace.

Data analytics, with its far-reaching use cases and diverse applications, is now emerging as the keystone of strategic business decision making. From enabling businesses to make employee oriented office space decisions to helping them address key operational inefficiencies, analytics is radically changing the perception towards the importance of data. Rather than “going with gut” when maintaining facilities inventory, purchasing new equipment, or managing space occupancy, companies are embracing analytics and systematic statistical reasoning to make decisions that improve efficiency, risk management and cost savings.



### Benefits of a Connected Workplace Platform

## Better Vendor Management, Oversight, and Accountability

Many organizations often outsource the maintenance and cleaning operations for their facilities. Even though service level agreements (SLA's) are included in the vendor services contract, most vendors utilize their own separate tracking and management systems to process their work orders and monitor labor hours and parts used. This reduces the visibility into service performance oversight and accountability for the organization. By bringing vendors into the same integrated connected workplace solution with the internal support teams, they become part of the collaborative framework of the complete process.

With this visibility also comes an element of accountability. If an urgent work order isn't finished, facilities support leaders know which vendor to hold accountable. Or, from a proactive perspective, managers can view the daily performance metrics of vendors against their contract SLA's. This monitoring helps manage the ROI of vendor support agreements based on accurate metrics, and it provides the level of performance details required during contract renegotiations.

## Client Success Stories

Clients that have embraced the connected workplace model have gained efficiencies, streamlined business processes, and found incredible cost savings. These example client success stories describe a more connected, collaborative, and flexible work structure that reduces operational costs and helps increase process efficiency and productivity. Each of them has been running Nuvolo and ServiceNow for over one year.

→ **North American Retail Convenience Store Chain**

→ **Enterprise Financial Services Technology Company**

## Client Success Story

# North American Convenience Store Chain

A North American convenience store with 10,000+ locations and over 1,200,000 equipment assets decided to deploy Nuvolo's Maintenance solution in February 2019 to modernize their store support operations and improve their vendor management oversight. The planned expectations include long-term efficiency gains for work order routing, service technician performance and improved tracking for asset inventory and service history.

“ We outsourced our store maintenance to external vendors over 10-years ago. We lost sight of the actual cost to value ratio because we didn't share a common management system to monitor each vendors' maintenance activities. Now with Nuvolo we force our vendors to share all their work order metrics for us to scrutinize. With Nuvolo, we can now monitor all the labor spent performing corrective and preventative work orders. Plus, we will finally have an accurate inventory for all our assets including their service history and performance failures to make better replacement decisions.”

- Director of Facilities

See our clients reported success after just one year! →



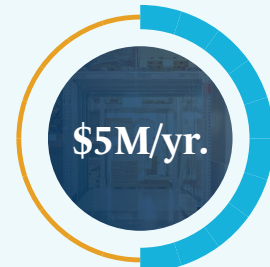




Simplified service request transfers  
by leveraging ServiceNow =  
**over \$3M/year savings**



Identified corrective maintenance  
work order redundancies =  
**over \$1M/year savings**



Streamlined repairs & replacements  
for revenue generating equipment =  
**over \$5M/year savings**



Estimated savings per year since  
deploying the Nuvolo =  
**over \$10M/year savings**

## Client Success Story

# North American Convenience Store Chain

After a few months of data analytics based on the metrics gathered in Nuvolo, there were some interesting discoveries that helped reduce facilities maintenance costs immediately. An example was for redundant service requests during IT related maintenance work orders that caused double billing from vendors. This incurred duplicate costs as the overlapping service technician would bill their time as they just stood by. By connecting the different service request systems from IT and Facilities the redundant work orders were identified right away. These cost savings from business intelligence data analytics totaled over \$1,000,000 in 2019 alone.

Another obvious efficiency gain was found by integrating their different service request systems on the same platform, ServiceNow. Previously, store managers and employees had 15 different support center options for reporting a problem. As you can imagine, they did not always call the right number. The convenience store support centers were on different unconnected platforms. Transferring a work order over to IT, or an IT ticket over to facilities, was a manual and costly process. They estimated ticket re-routing costs were over \$3 million a year before switching to Nuvolo. And this estimate did not include the lost revenue due to the delays in repairs for on-site equipment.

Overall, the convenience store chain has estimated that they are saving approximately \$10 million per year from the deployment of the Nuvolo connected workplace solution that integrates their internal support teams with their vendors, and provides detailed data analytics for key business decisions and forecasting.

“ Before Nuvolo we had little visibility into our vendor maintenance activities. It was a black box. We knew there were inefficiencies at all levels. Now we can see ALL work orders, vendor performance, labor metrics, and equipment performance details across different geographies to find areas to improve and reduce costs.”

- Director of Facilities Services

## Client Success Story

# Enterprise Financial Services Technology Company

A global financial services technology company with 20,000 employees and over 100 locations was managing its office workplaces using outdated, disparate applications and spreadsheets in 2017. Moreover, employees still used email and phone calls to make service requests with no way of tracking status updates.

“ We had Asure for conference room scheduling, Archibus for space management, a homemade form for facilities service requests, and nothing for office sustainability. For capital project tracking we used post-it notes, chewing gum and duct tape.”

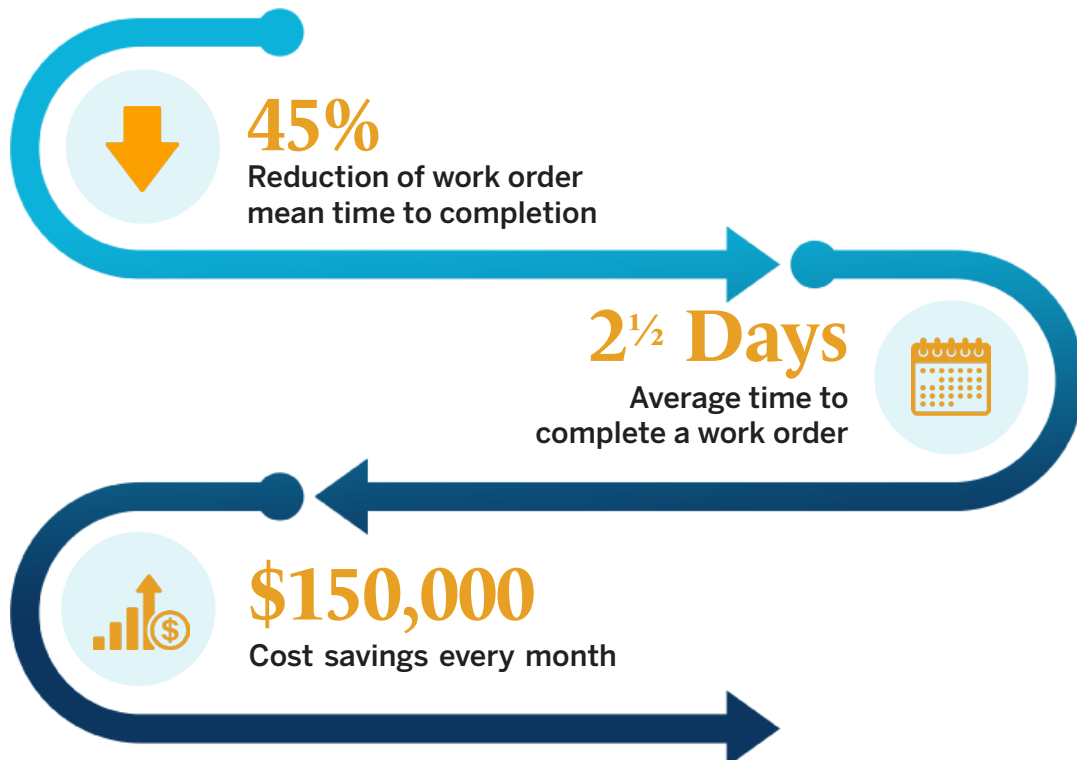
- Senior Director of Program Management



## Client Success Story

# Enterprise Financial Services Technology Company

Since deploying Nuvolo in 2018, with a focus on the employee self-service portal to submit and track both IT and Facilities service requests, the company has reduced the amount of time to assign and process work orders by 45%. Average work orders used to take 4 ½ days to complete with the old methods. After 6-months of using Nuvolo, the average time for work order completion was down to almost 2 ½ days. Internal assessments of that time savings showed over \$150,000 of cost savings every month.



## Client Success Story

# Enterprise Financial Services Technology Company

In addition, the company was able to leverage Nuvolo's Projects solution in 2019 to support a consolidation of five current locations into one. The sheer logistics of these type of office migration projects could be overwhelming, explained the Director, "We tend to think of consolidation as one project, when in reality, it's five or six independent projects that need to be fully integrated. To execute well means involving HR, IT, Security, Facilities and Finance. These departments all have their own tracking tools. Simply getting updates across departments was really hard before Nuvolo." By using the Projects solution, the consolidation team had a single system for collaboration and enabled departments to operate from the same source of information. This effectively eliminated ad-hoc coordination efforts and unforced, costly, human errors.

The bottom line: Nuvolo's Connected Workplace, single platform architecture, drove the company's purchase decision.

“ We looked at point solutions and realized that Nuvolo would satisfy all our current and future needs in a single solution across all departments. The decision was a no-brainer.”

- Vice President, Global Real Estate & Workplace Solutions

# Conclusion

The onset of the COVID-19 pandemic has completely changed the workplace environment for organizations worldwide. There is a new normal for employees as they return to the workplace. The different departments that support the workplace will need to work together closely to put these new management models in place. The necessary process changes and cross-team collaboration requirements present an opportunity for organizations to completely revamp their workplace support systems and more tightly integrate them to provide the platform for the connected workplace.

Transformation does not occur overnight. When dealing with an implementation to modernize the workplace, organizations should consider the factors for employee safety and the integration points for the support systems required to make substantive change. By planning ahead and putting the right foundational elements in place (e.g., cross-department work order coordination, simplified service requests for employees, workspace safety standards, increasing cleaning rounds, work style flexibility models, and workspace reservations), organizations can be ready to drive significant workplace optimization at key opportunities, some of which only present themselves once per decade.

Ultimately, workplace optimization is an important strategic consideration for any organization, and they should be addressed on a regular basis as part of an integrated operating model and performance improvement / teamwork strategy. A team is only as good as the sum of its members and their ability to work together. The easier it is to collaborate, the easier it is to succeed. Leveraging the synergies of a Connected Workplace solution like Nuvolo will empower the different support groups from Facilities, IT, Security and HR to streamline their business processes in a holistic and sustainable matter, and utilize aggregated data analytics to make better business decisions. Empower your teams to do their very best work by giving them simple and mobile-friendly tools to support the connected workplace, all from one platform. To find out more about the Connected Workplace solution from Nuvolo, please contact us for a demonstration tailored to meet your business needs.

# About Nuvolo

Nuvolo is the global leader in modern cloud-based Connected Workplace solutions. We provide a single platform to manage all people, all physical locations, all assets, and all work – enabling data sharing across departments. Industries we serve include healthcare, life sciences, financial services, retail, government, higher education & enterprise. We're the largest and fastest-growing independent software vendor globally, built on the NOW platform. Nuvolo is headquartered in Paramus, NJ with a global workforce located throughout the North America, Europe and Asia.

[Visit our website to learn more about the Connected Workplace!](#)

