



Dimension Data | South Africa | Technology | Intelligent Workplace

## Completing the quest for space optimisation and cost savings

### Vision

#### Why Dimension Data needed to reinvent their office environment

Dimension Data were looking to transform their workspaces, and as the lease of their Cape Town office was due to expire.

They had occupied the office space for several years but there was a sense that the total office space was not effectively utilised, and that it didn't foster their vision of innovation, collaboration and staff mobility.

### Transformation

#### Leveraging data to drive innovation

To successfully develop the workspace envisioned, they needed data to fuel the new office plan, and to reconfigure it in the most efficient way possible.

They decided to test their own Smart Spaces product and working with their preferred partner they installed workspace occupancy sensors.

The sensor data allowed them to measure the utilisation of all meeting rooms and desks within the building, as well as environmental wellness factors.

The results of the sensor data collected were presented through the Smart Spaces cloud-based dashboard, allowing them to easily view the statistics for each room and desk.

It was clear from the data that the office space was significantly underutilised, and a number of environmental wellbeing conditions were substandard.

Dimension Data, could for the first time, understand their actual workspace utilisation and environmental conditions in their offices. This enabled them to potentially save up to 45% of leasable desk space in the future and to give employees a much improved overall workspace experience.

The data has sparked conversations with the landlord and sparked green leasing initiatives. They are now embarking on a 66% flexi desk model which will see a culture shift towards full activity-based working in future.

### Results

#### Creating a data-driven smart workplace

The data indicated an average desk utilisation of 32% with the busiest periods peaking at just 40%. Some areas had an average utilisation as low as 20%.

The building health issues, identified by their Smart Health sensor data, were specifically identified as excessive CO<sup>2</sup> levels that averaged 1,298ppm and peaked at 1,974ppm, where it should be 800ppm.

There were also issues with high temperatures and low light levels in certain areas of the building. All these factors contributing to the total building health of 39%.

With the insights and knowledge of the Green Building Council of South Africa, green leasing has been a step taken with the landlord to help collectively improve their workplace environment.

Data also revealed that meeting rooms, although occupied at times, were utilised far below capacity.

The room utilisation was below 30% but actual seating capacity was below 10%.

Their space and health optimisation platform and data provides insight to unlock the following business benefits:

- reduce real estate costs saving up to 45%
- improved working conditions resulting in increased employee productivity
- new shared and virtual workspace design that supports collaborative and flexible working culture