

case study^o

workscan³@Steria

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workscan³ : A user needs design assessment process

Steria, a leading technology systems and process consultancy firm, occupied two floors of Central London building.

The real estate team were under pressure to make cost saving across the business and were looking to decrease the amount of space occupied in central London by approximately 30%. Space Utilisation data showed average occupancy at 40%.

These challenges led the Steria team to engage Steelcase **workscan³** in January 2011.

Steelcase **workscan³** is an in-depth assessment of an organisations work, worker and workplace requirements resulting in space allocation recommendations, findings report and concept floor plans.

The **workscan³** approach blends user data (explicit and tacit), industry benchmarks and bespoke design recommendations with Steelcase's unique insights to provide organisations with tailor-made solutions.

The engagement was designed to help Steria answer the central question of whether a 30% space saving was indeed possible as well as to help the real estate team achieve the following:

- Translate the space utilisation data into tangible space savings
- Gain buy-in and sell the potential

change in space use to their internal client (the business)

- Build a business case for funding to refurbish the potential new space
- Create a space that balanced efficiencies whilst supporting the effectiveness of employees

INSIGHTS

Following an in-depth investigation process that utilised research methods including user E-surveys, building Analysis, walkthrough, CAD analysis, leadership work sessions and concept design, the workscan team found that the revised space needed to:

- Support dyadic working within the teams by removing physical barriers
- Be updated - the current environment reflected many of the stereotypical generational preferences of the age profile of the users such as hierarchy and team allocation of space
- Maintain the strong team culture which was manifested by the high levels of social capital within teams and the territorial boundaries surrounding them
- Support the highly collaborative nature of work at Steria which accounted for half of the of the work process by increasing the current amount of collaborative space available from 21% to 50%



Based on these findings, **workscan³** recommended a series of changes for Steria that still accounted for the reduced real estate situation in London:

- Balance of i:we space increased from 80:20 to 50:50 to support Steria's increasingly mobile workforce with a variety of collaboration areas that were smaller to suit smaller groups
- Improved employee & visitor experience by creating an aligned brand experience with a clearly defined welcome area for all visitors and employees.
- Increased flexibility in the workspace to support Steria's 5-year business plan by increasing the levels of free address workspaces as well as increasing the diversity of workspaces (bench, concentration, standard)

THE RESULT...

Following the **workscan³** engagement, Steria was able to clearly see how their space could be a client destination and support their mobile workforce while still maintaining and improving its function as a primary workspace for the residential teams.

Andrew Bradburn of Steria said:

“Using the **workscan³** methodology and tools has enabled Steria UK to reduce its main office space in Central London by 40%. The output from the Steelcase study was of a sufficient quality and clarity to enable a compelling

case to be made to both Steria management and its employees on the potential returns in investing in new ways of flexible working and the necessary supporting technology.”

To find out more about how **workscan³** can help your organisation to make informed design decisions, contact:-

design@steelcase-solutions.co.uk

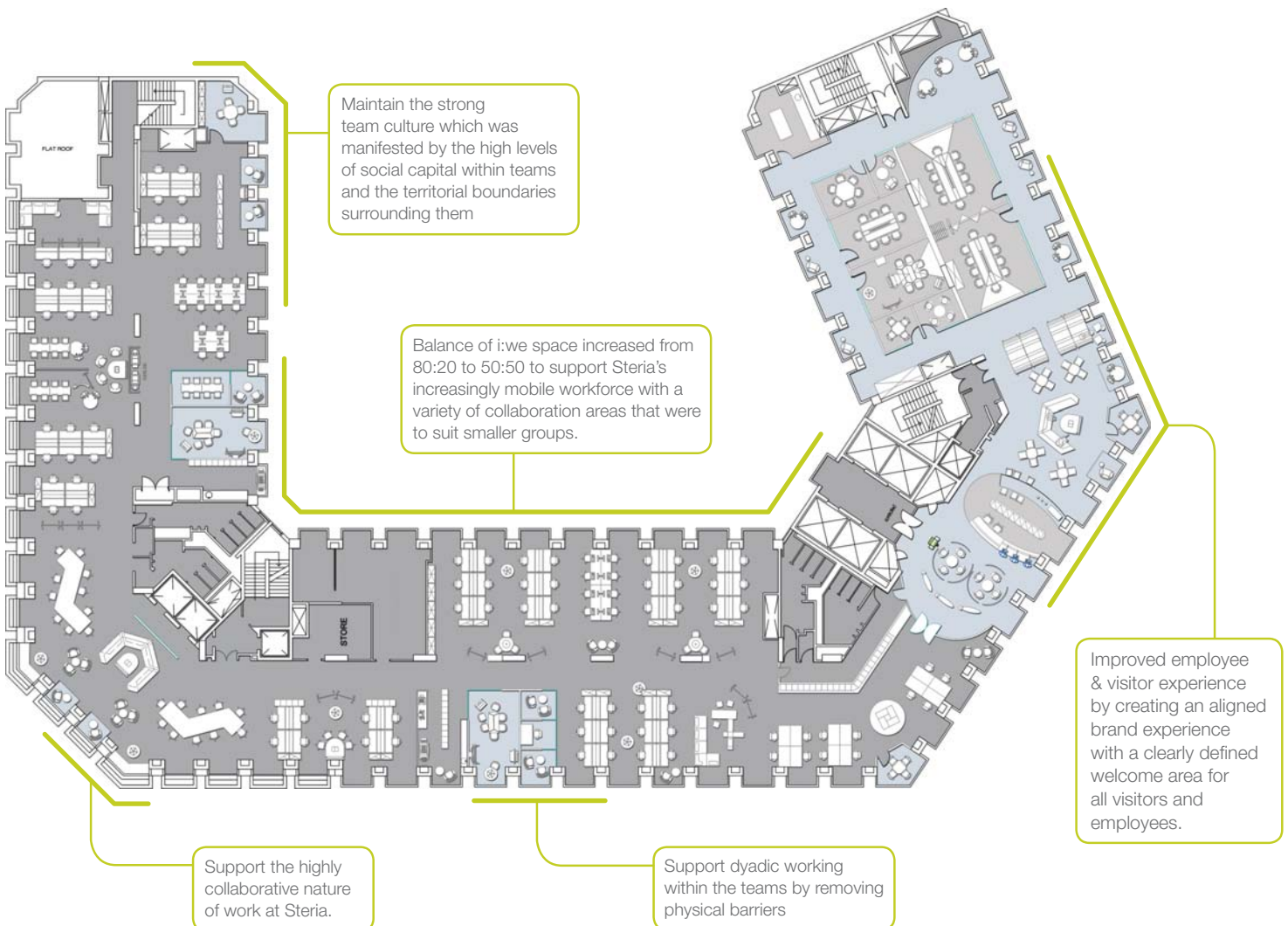
telephone: +44 (0)207 421 9000

www.steelcase-solutions.co.uk

Why workscan³?

- 1 Allows organisations to make informed decision about future real estate strategy
- 2 Help align thinking of a potentially diverse decision making team who may have competing spatial requirements
- 3 Provides a substantiated case for a change of space requirement/use as based on client s own data.
- 4 Reduces the risk of doing something new or different.

Concept Layout



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Steelcase Solutions London

77-79 Farringdon Road, London, EC1M 3JU | Telephone: +44 (0)207 9000

Steelcase Solutions North West

Belvedere Building, Booth Street, M2 4AW | Telephone : +44 (0)161 200 6990

Steelcase Solutions West Midlands

Maddox House, Edmund Street, Birmingham, B3 2HJ, United Kingdom | Telephone: +44 (0)121 233 2228

Steelcase Solutions Scotland

6th Floor, 116 West Regents Street, Glasgow, G2 2QD | Telephone: +44 (0)141 341 4910