



# FONZEL

Enhancing Workspaces

## Get ready to flex

4 top tips for flexible workplace success



Welcome to Vecos

# We help people and workplaces to flex

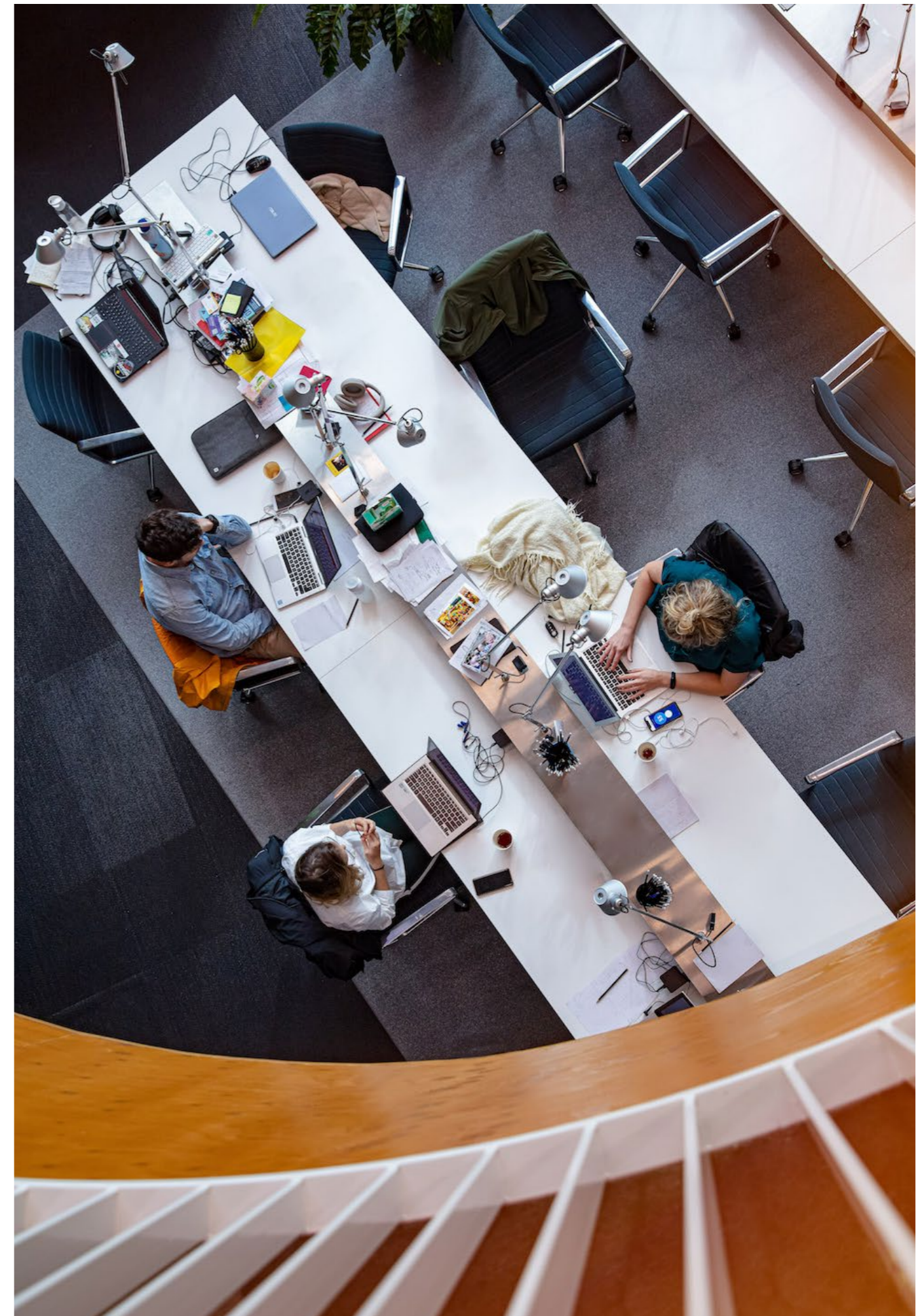
We're Vecos, the market's leading self-service, smart locker management system. We use our specialist expertise to help all kinds of businesses transform their offices into thriving hybrid and dynamic workplaces.

We've spent years working closely with leading workplace and real estate managers on their workplace strategies. Our clients are frontrunners in dynamic working. They place technology at the center of their workplace goals, and are shaping the future of dynamic work. No matter where they stand on their journey to full flex – they all build a tailored solution that empowers their people to be at their best.

In this e-book, you'll discover how some of the world's most influential organizations have made the transition into high-performing dynamic workplaces. We've talked to our clients big and small, to find out their secrets to success – and show you ways to positively improve your post-Covid office.

**“Enabling people to decide when, where and how they work helps increase engagement and productivity”**

**Bram Kuipers, CEO, Vecos**







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## The new dynamic normal

# The Pandemic Effect

For ten years, dynamic working has been slowly on the rise. But then came Covid-19, and the work landscape changed dramatically, fast. What was optional before, is now an imperative for businesses – so in this e-book, we've put together four tips to help you transition to a more flexible way of working, from companies who've successfully made the change.

### The pandemic effect

When lockdown hit, some employers were prepared. Others had to fast-track their processes. But nearly all discovered that, yes – employees can be just as (if not more) productive working how and where suits them best ... as long as they have the right technology backing them up.

### The shift to a more dynamic workplace

A dynamic workplace is one that's quite simply set up to empower your employees to work flexibly. It represents a new way of thinking about and approaching 'the office'. The new dynamic model uses everything from furniture, collaboration areas and smart technology to allow people to work where they want, how they want, and to use office space more efficiently.

**"The best performing workplaces in the world consistently offer a specific type of workplace experience - a participatory space where infrastructures are crafted, immersive and user-centric"**

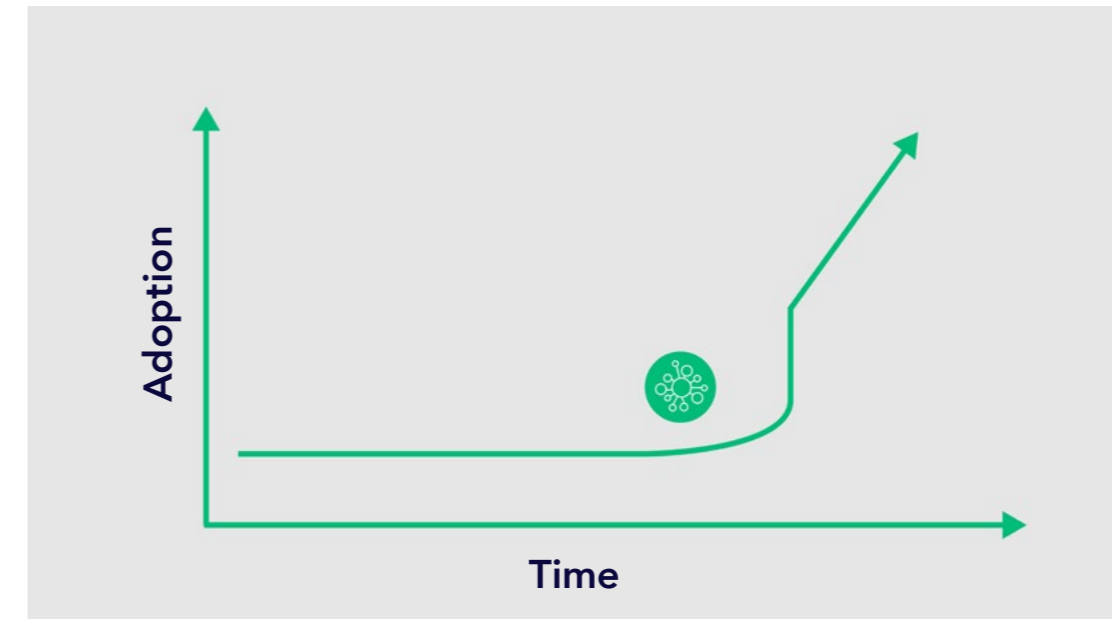
Source: Leesman

### Employees and technology are leading the change

After discovering a new way of working is not only possible, but productive – the pandemic changed employees' expectations of their workplace. They no longer want to work in the old, traditional '9-5 at your desk' way. So employers must now adapt, to help meet changing expectations.

And technology is enabling this change. Joining the pandemic staples of video calling and collaboration software, we'll see more - from intelligent workplace management technology, to desk-booking apps, conference room finders and smart lockers. All of them use insight-led data and can be managed and controlled at the tap of a screen.

### How Covid-19 accelerated the shift to dynamic working



**"92% of millennials identify flexibility as a top priority when job hunting"**

Source: Capability Jane Recruitment

### Helping your employees transform with you

Transforming to a more flexible workplace means helping your employees transform their behavior. And with the right technology in place, you can give them the tools they need to develop, work together and be productive. For some employers, the complexity of change can be hard to navigate.

How do you create a more dynamic environment, prioritize safety and - at the same time - future-proof decisions? How do you ensure your employees' new expectations are met? The good news is that technology can help answer these questions and build-in flexibility.



## The future workplace

# It's still the office, but different

**So now employees have become used to a new way of working, is there still a place for the traditional office?**

The answer is yes. Offices will still be the engine of the business world. But rather than a static place to work, they'll be a dynamic, evolving space of collaboration, creativity and flexibility.

### Going with the flow

In the new 'dynamic' office, there will be a greater mix of home and office working. Businesses will need to embrace flexibility to keep track of who's in and out, and to

make their workspaces viable in terms of productivity and profit. Smart technology will enable seamless movement into and around the workplace, and help employees communicate easily – wherever they are.

### Your employees expect a smarter workplace.

Employees now expect you to provide flexible working so they can meet their professional and personal commitments. They're no longer OK with key card lockers, hunting for meeting rooms or missing out on parking spaces. They're looking for smart workplaces that adapted to flex seamlessly to meet their changing needs.

### The rise and rise of the smart office

**70% of facilities managers are investing in space utilization data analytics at one or more sites to support agile workplace programmes.**

Source: Verdantix



### Welcome to the future

The workplace of the future is designed to be flexible. There will be no assigned seats. People can drop in for the day, work remotely at a client's the next, and from home the day after. With the right technology in place, your employees will be able to instantly see which desks are occupied (and by who), which locker space is available, and which meeting rooms are free.

Technology will be incorporated at every touchpoint. Data and analytics will optimize the workplace in real-time, and inform future design choices, usage and development.

A dynamic working environment is a smart way to positively impact staff retention, collaboration, creativity, productivity and wellbeing. And if you want to incorporate agility in your office, you need to get the right technology – and of course, the right advice.

### With the right workplace technology, you'll gain:

- Higher flexibility
- Space optimization
- Cost savings
- Management efficiency
- Future-proofed solutions
- More employee satisfaction
- More employee engagement

Get ready to flex

# 4 top tips for flexible workplace success

So, to transform your office into a dynamic workplace, what should you be doing? We've put together four practical tips to help you build in more flexibility and transition to the dynamic workplace of the future – all learned from our in-depth partnerships with workplace transformation leaders like Microsoft, Deloitte and the Commonwealth Bank of Australia.



## Tip 1

Empower your people to work dynamically



## Tip 2

Anticipate emerging needs



## Tip 3

Support your people as you transform



## Tip 4

Make improvements using insight-rich data







# Empower your people to work dynamically

To transform your workplace, it needs to be easy and seamless for your people to work anywhere. First, you need to understand how your people use the office, and what's stopping them doing it flexibly. Then empower them to move around where and when they like, by giving them the tools to do that with confidence.

What's stopping employees from working dynamically? There are many barriers to flexible working – both physical and behavioral. In a large office, employees may be working across different desks, rooms and even floors – and the logistics of finding and securing available spaces can be tricky.

## Give them a personal space

Then there's the question of where they store their belongings when they're moving around all day. On an emotional level many employees still feel they want a fixed workstation – where they feel in control. Thankfully, this can all be fixed with good use of space, and empowering your employees with the right technology.

## Empower them with autonomy

With dynamic working, your employees can enjoy more autonomy, flexibility and agility in their workplace. That could mean seamlessly moving from a brainstorming session on the first floor, to hot-desking on the second floor, then to a meeting room on the third floor, all in one morning. If your employees feel supported and well trained in their new environment, they'll adapt more quickly and be more productive. They'll also feel trusted, valued and more in control.

## Full control through technology

Workplace apps are a good way to empower your employees. Our client, the Commonwealth Bank of Australia (the largest bank in the southern hemisphere), has an app that lets employees control their access to the building, and book rooms, desks and lockers from anywhere. Our self-service smart locker system integrated seamlessly into the bank's existing technology ecosystem. By harnessing insights gained through data gathered by the cloud-based lockers, our system has now helped more than 10,000 staff (and thousands of visitors each year) move easily round their 1 million square foot Sydney campus. A real feat of empowering technology!



## More movement. More control. Less hassle.

When your employees are moving around the building, they don't want static storage that limits their movement and flexibility. With a cloud-based, self-service smart system, they can book a locker anywhere, any time. Which enables frictionless movement and use of the space – and leaves them always feeling in control. Plus, the insights you'll get from the usage data, mean you'll be able to adapt the working environment to suit your employees, as their needs change.

[Find out more about the Vecos smart locker system >](#)





# Anticipate emerging needs

**Trends in workplace management change all the time – but which changes to embed and which adoption speed is right for your business, can be very hard to predict. Think back to 2019. Who knew then that we'd all be asked to move to 100% home-working overnight?**

So other than a crystal ball, the best way to be prepared for anything is to keep talking to your employees, find out what they want – and arm yourself with the right technology which is so flexible, that you are enabled to quickly adapt when needed.

## **Build in flexibility via technology**

When people start to work more dynamically, you have to be ready for the unexpected. So, you need to build in flexibility – and ways of quickly and efficiently meeting emerging needs.

Businesses selecting technology solutions are wise to be on the lookout for technology which not only turns the office into a smart office, but also provides the flexibility to adapt to evolving needs and

changing behaviors. Think about easily changeable configurations, intuitive and easy-to-operate management platforms, scalability and seamless integrations with the full office IT landscape. Think ahead, avoid costly do-overs.

## **Instantly adapting technology**

As a small but very practical example, one of our clients harnessed the adaptive possibilities of our smart tech, fast.

They spotted an emerging need for easy documentation exchange between employees, when not everyone is in the office at the same time. We re-configured their smart locker system, re-allocating some of their existing locker setup to enable staff handovers. A great example of one technology system efficiently flexing to evolving needs.

And while working with the Commonwealth Bank of Australia, our client uncovered another emerging need: team access to lockers. We were able to quickly adapt their system configuration, establishing team locker functionality literally overnight – all accessed via our easy-to-use app.



## A Covid-safe turnaround

Businesses with adaptable technology were able to flex faster to the 'new normal' when Covid hit. For example, we were instantly able to build Covid-sanitization into the Vecos locker platform. This enables lockers to be blocked when user release them, and automatically put on a cleaning list before re-allocation.

[Find out more about the Vecos smart locker system >](#)





# Support your people as you transform

**In any kind of change management, it's vital to support your employees. The uptake of your flexible working strategy will live or die by the way you manage and communicate the change process.**

## Technology is a communication enabler

Workplace technology can support people in fundamental ways. It can keep them informed about the transition and help train them in how to get the most out of their new way of working.

## Lead your people by the hand

The move to dynamic working means encouraging some fundamental behavioral changes. So, supporting and guiding your staff is more important than ever – especially when the number of people in the office can fluctuate dramatically from week to week. This also means people are in the office less frequently, making new ways of working and new behaviors of how to use the workplace even more complicated to remember and embrace. People need to be taken by the hand now more than ever.

## Communication all the way

Once you've got your strategy in place, you'll need to inform people about the new ways of working and help them start getting familiar with it. To ease the transition to a new, more dynamic way of working, it's important to:

- Engage with relevant internal stake holders.
- Communicate the changes, clarify the added value for them - including sharing the inspiring bigger picture workplace vision - and listen to their feedback.
- Make training and updates on flexible working and the technologies involved and available to all relevant employees.
- Nudge the right behaviors based on real usage data, hereby supporting people through change, preferably on an individual level.



## A dynamic work buddy on your phone

The Vecos Locker app can remind employees which locker they used that morning and prompt them to release it, if they haven't used it for a while. The system can also be fully integrated into other, broader workplace technology apps. They combine functionality such as booking meeting rooms, car parking spaces, couriers and – smart lockers.

[Find out more about the Vecos smart locker system >](#)





# Make improvements using insight-rich data

The modern-day office is becoming ever-more technology driven – providing unbiased data to help businesses understand their current workplace needs, reduce complexities and plan for the future.

And with the evolution of IoT in the workplace, businesses have never been so empowered to make informed decisions based on objective data. This drives decisions on everything, from allocating resources and optimizing the workplace, taking in furniture, real estate and – arguably their most important asset – people.

## Increase efficiency using data

More technology supports increased efficiencies, better collaboration and enhanced productivity. Through analytics and data-driven insights, businesses can now truly connect their people, understand existing assets and optimize spend to create a frictionless workplace experience.

## Harness real-time user insights

The insights like those provided by our cloud-based smart locker system helped our client Deloitte reduce on-floor storage dramatically by 60%. Our data also helps our clients to regularly reconfigure the balance of locker allocation between dedicated employee lockers and flexible day lockers – greatly increasing efficiency and use of space as behaviors change.

You can use data to discover and adapt to employees' work patterns, too. After all, a software engineer's flexible working needs may be very different to someone from the sales team. Insights such as these, can help you build the workplace around their individual needs – so you can optimize all your work processes.



## Don't pay for air.

Our research into workplace behaviors shows that while people are happy to have unassigned desks, they still want their own personal storage space. However, after analyzing the data of thousands of employees across the globe, we found that over 30% of lockers and workspace is sitting unused.

[Find out more about the Vecos smart locker system >](#)



Planning for success

# Design your future-ready flexible workplace

Dynamic workplaces offer an unrivalled opportunity to benefit both your business and your employees.

Through technology-powered flexible working, your organization can truly connect with your people. It helps you understand existing assets. And it empowers you to optimize spend – so you can create a frictionless workplace experience.

And the best part of transforming into a dynamic workplace? You'll have a business and workplace strategy that's backed-up, monitored and able to flex – all using data.

Check out more insights into creating a smart, dynamic workplace >

- The impact of the coronavirus on the development of a flexible workplace strategy
- The smart office: a data driven workplace
- Your guide to successfully transitioning into a dynamic workplace
- Attracting and retaining talent with the smart workplace
- Activity-based workplaces and the importance of smart lockers

Remember these 4 tips - get ready for a flexible future



Tip 1

Empower your people to work dynamically



Tip 2

Anticipate emerging needs



Tip 3

Support your people as you transform



Tip 4

Make improvements using insight-rich data

Ready to build your flexible, dynamic workplace success story?

Get in touch with us today.

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