



technology



The Workplace 2021

# Leader's Handbook

Results, Analysis, Conclusions and Actions  
from the worldwide Workspace Survey by  
NFS Technology

[www.nfstechgroup.com](http://www.nfstechgroup.com)

The NFS

# Workplace 2021 Survey

The way we work changed dramatically in 2020 – but how many of the changes will stick as the world escapes the pandemic?

At NFS Technology, we provide leading-edge workspace software to support more than 1,000 clients in over 40 countries.

We asked 30,000 FM professionals and C-suite executives for their opinions on the key current issues – and what workspace decisions they plan to make.



*In this guide, you'll discover what they said – and what you need to do now.*



**Luis De Souza**  
CEO of NFS Technology

# Why did we carry out the survey?

“In this time of great workplace evolution, making robust workplace plans and decisions depends more than ever on having the right data at hand.

The fascinating results of our survey provide strong pointers to your plans and actions for [#Workplace2021](#).

And they reveal what workplace leaders should be doing now to fulfil the dramatic new demands of industry and workers, creating the conditions for happy, healthy and productive working.”



# Who responded in our survey?

We had respondents from all corners of the globe

- ◆ 50% from the Europe
- ◆ 20% from Asia
- ◆ 12% from the US
- ◆ 4% from Australia

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The respondents ranged from senior facilities heads to CIOs, Managing Directors and CEOs. 6% of respondents were from the C suite.

Companies represented included international law firms, major banking institutions and global IT companies and many more.



# The Workplace 2021 Survey Results and Analysis



# Impact on space



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56% indicated NO change in space profile. Why?

- ◆ Lease commitments
- ◆ Information gaps on space utilization
- ◆ More space per employee
- ◆ Keep space but re deploy
- ◆ Uncertainly about home working, in the longer term
- ◆ Other priorities right now.

# Agile office



34% are looking to REDUCE space footprint, the majority by over 25%. Why?

- ◆ Making a transition to new styles of work
- ◆ Priority to reduce costs
- ◆ Embracing home working more aggressively
- ◆ See the office as the "Brand Value" facility and collaboration hub
- ◆ More willing to confront fixed term obligations.

# Creating back to work strategies

What are the key factors driving staff back to work or not?

- ◆ Having the correct social distancing measures in place- meeting face to face then rules are applied limiting space occupancy.
- ◆ Sanitation procedures are tightly enforced. Scheduling software with automated notification can be used to schedule cleaning after each booking.
- ◆ Allocated seating is socially distanced. Mobile technology can be used to book space and enforce the blocking of desks.
- ◆ Track and trace procedures are followed. Visitor technology can be used to book space and enforce the blocking of desks.
- ◆ Proactive screening. The visitor technology can also be used to deny entry to visitors who have not self certified.





# Other findings you should know

01

55% of respondents said agile working will increase in 2021

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02

The majority feel staff can work more effectively at home

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03

But staff also miss the camaraderie and casual collaboration in the office

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04

Workplace leaders are increasingly concerned about wellness and mental health issues

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05

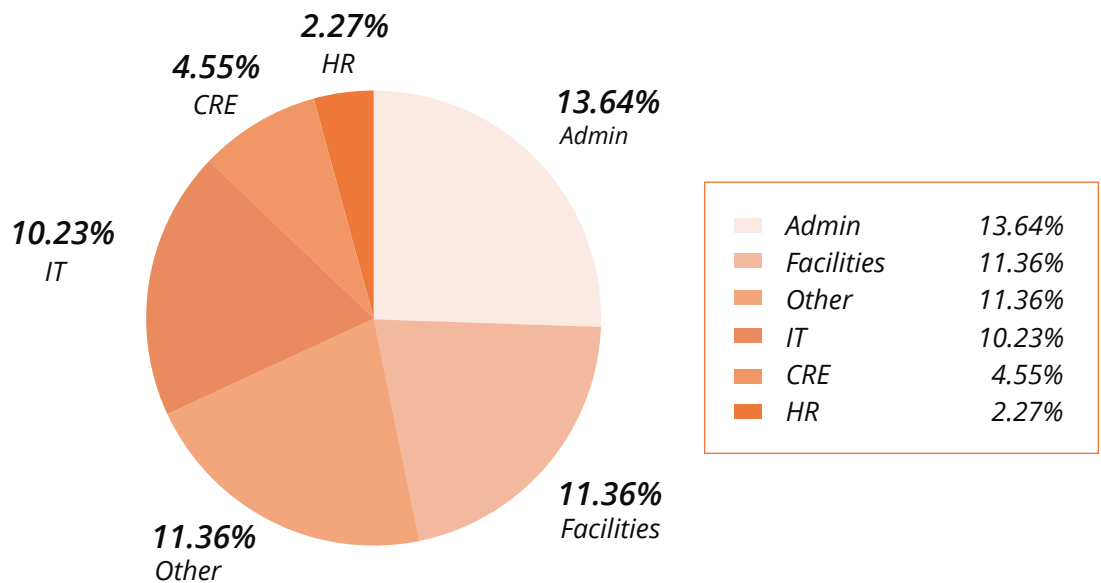
Desk utilization information is rated No 1 in terms of critical data – but there appears to be a lack clear information when it come to granular space utilization data.

# Who is leading workplace change?

There are some open question but also key findings

**—** The Board seems to be taking a strong lead in setting workplace change direction, 46% of respondents cited this fact

The other functions involved, in order of priority, are:



The research points to a high level of certainty on critical decision support data, but other survey responses suggest this is generally available at a high level, rather than at a granular level.

An important deduction from the survey responses is that some functions like the HR and CRE teams appear to have a less strategic contribution. Why?

# The Survey Results in Quotes

“

## **Space** —

Make workplaces hubs that people occasionally visit e.g with meeting spaces, fewer desks and, if demand isn't there, downsizing.

“

## **Leadership** —

Having medium term growth expectations set correctly by our business.

“

## **Technology** —

User friendly interfaces for users to book the desk or service in a few simple steps.

# Workspace - international trends

“Managing work has evolved permanently from command-and-control to autonomous, self-governing teams. Employees know what they want and insist companies honor their values.”

*- Forbes*

## 5 human capital trends – *Deloitte 2021:*

01 Design work for wellbeing

02 Unleash worker potential

03 Build superteams

04 Set new directions for work and the workforce

05 Re-architect work

“By 2028, employees will use avatars, language software, conversational interfaces and real-time dialect translation to work and speak with team members.”

*- Gartner*

“Should we get rid of our office?” I get that question a lot. The answer is “No. But you might want to move it.”

*- Nicholas Bloom*

Stanford Institute for Economic Policy Reform



# The Workplace 2021 Survey

## The Role of Technology



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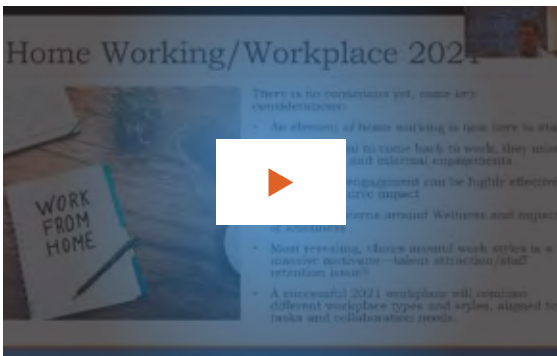
# Technology is no longer just a catalyst – it’s foundational

- Luis De Souza

*Luis outlines and analyzes the results of the Workplace 2021 survey*

## Home working

*How will home working evolve as the workplace changes in 2021?*



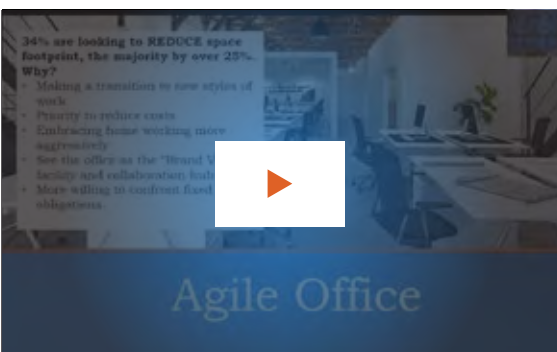
## Supporting agile working

*Supporting a workforce that's more agile*



## Reducing space, grow collaboration

*Reduce your workspace but grow your team collaboration*



## Tech and workplace evolution

*How technology is supporting the workplace revolution*



[Watch full video of NFS survey results](#)

# The 6 Challenges Now for Workplace Leaders

- 01 You need to overcome employees' safety concerns about coming back to the office.
- 02 You need to identify what your organization wants from its workspace - one size does not fit all when it comes to technology.
- 03 You have to curate home and remote working for the best productivity and collaboration.
- 04 Good workplace planning requires focus on wellbeing to promote productivity and retain talent.  
[5 ways to make your workplace healthier](#)
- 05 You need to build agile teams and communities that collaborate in new ways.
- 06 You need to handle visitors to this agile workplace efficiently.

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*"Organizations now require a more holistic approach to workspace strategy and technology deployment, involving FM, HR and corporate real estate professionals as well as Board members"*

**- Luis De Souza**



# How does technology support these needs?

**Workers:** It streamlines your [\*agile workforce\*](#) journey. They can co-ordinate home, remote and office-based working via an app and graphical floorplans.

[\*How to plan for hybrid working\*](#)

**Integration:** Fully-connected technology works hand-in-hand with other systems and technologies like Outlook and digital signage.

[\*Read more\*](#)

**Collaboration:** Meeting spaces are now Teams/Zoom/ WebEx enabled spaces for both in-house and external attendees, and multi-location events are easy to organize.

[\*See how it works: watch Amy's perfect day\*](#)



## Fully-connected technologies

**Sensor technology:** Collects valuable *utilization data* and makes unallocated seating/space automatically available.

[Watch video](#)

**Touchless technology:** Includes desk sensors and QR code/RFID, and enables simple check-in and out.

**Digital signage:** helps staff and visitors find the right workspace quickly.

**Visitor management technology:** automates and streamlines the guest journey, and ensures safety and security.

[Watch visitor management video](#)

**Beacon/IOT Technology:** Helps colleagues find each other via mobiles, boosting collaboration.



# The Workplace 2021 Survey

## Your Action Plan



# Your 7 key actions now

- 01** **Think holistically** about workplace technology – remember, technology is now the foundation stone of your operations.
- 02** **Rethink space use.** Meeting rooms will become technology-enabled collaboration hubs. Desk sharing and hot desking will increase.  
[\*Booking a desk with Quickbook\*](#)
- 03** **Support agile working with technology.** Features like desk and meeting room booking via a mobile app make life easier for agile workers. [\*Watch video \(mobile booking\)\*](#)
- 04** **Remember the ‘softer’ aspects:** consult HR, corporate real estate and FM. Consider appointing a Head of Remote to co-ordinate agile working. [\*See our blog\*](#)
- 05** **Improve visitor management** with touchless check-in and out, badge printing, security and safety checks built in. [\*Read our guide\*](#)
- 06** **Refresh your data capabilities:** many survey respondents don’t have the occupancy data for good space planning and organization.  
[\*Explore how workplace software helps\*](#)
- 07** **Seek a technology partner** with a consultative approach to take your #Workplace2021 strategy forward. [\*Discover more\*](#)

*The secret of success lies in taking all the elements of change and making them fit with the culture, size of business and workplace you have in mind for your organization.*

[\*Explore Rendezvous Workspace\*](#)

# Act now to secure the best outcomes for your people and business

At NFS, we know your world is changing.  
Our experts can help.

Contact Us Today

Corporate Video

## Your Workplace Technology Partner



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