

Case study

# VISIBLE Living Lab

Farnborough, UK



## Innovative solutions for business

### Using revolutionary workplace technology to deliver savings

Property is one of the biggest costs faced by business. It also offers great potential for driving down costs, without impacting on business performance. But how can a business rationalise its property portfolio if it doesn't know how its space is being used and if it meets the needs of the users?

As flexible and mobile working increasingly becomes the norm, understanding the level of capacity a business needs is more important. Analysis of space utilisation undertaken by researchers with clipboards will never provide data that is 100 per cent accurate. Working with its corporate clients, Johnson Controls recognised the demand for highly informative data on space utilisation, so that businesses could make intelligent property decisions.

From this insight, Johnson Controls Global WorkPlace Solutions developed an award-winning, innovative technology that anonymously tracks people's movements to produce detailed and highly accurate analysis of how the space is used.

The VISIBLE Living Lab is a forward thinking web-based space management and real time occupancy tool. By using radio frequency technology and smart cards, the movement of hundreds of occupants is monitored and analysed, in real time, providing in-depth understanding of how users utilise their working environment – be it a meeting room or a desk.

By embracing this technology, the VISIBLE Living Lab allows businesses to get a clear picture of how a workplace is really used day in and day out. This new intelligence enables fast property change to increase staff productivity and reduce the cost of ownership – creating business advantage.



For more information on the VISIBLE Living Lab visit [www.globalworkplaceinnovation.com](http://www.globalworkplaceinnovation.com)

"The VISIBLE Living Lab is one of the most outstanding innovations that we can now offer our corporate clients and it can save them 20-30 per cent of their occupancy costs. It will do for occupancy what LEAN programmes have done for manufacturing and industry management."

**RICK BERTASI, VICE PRESIDENT AND GENERAL MANAGER, JOHNSON CONTROLS GLOBAL WORKPLACE SOLUTIONS, EMEA**

"Our objective is to deliver, through active technology, an intelligent, analytical and graphical assessment of the efficiency and effectiveness of the layout and utilisation of today's workspaces. Ultimately, this technology helps us to identify space utilisation improvements that increase productivity and reduce the total cost of ownership for our customers."

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At Johnson Controls we believe in bringing ingenious solutions to both our customers and our own business to embrace the challenges of today and the future. We recognise the role that a smart environment plays in business productivity and our running costs.

With 140,000 employees in 1,300 locations across 125 countries, property is a big part of our business. We have used the VISIBLE Living Lab in our offices in the UK to understand how we use facilities to ensure our property provision continually aligns with changing business needs.

In 2004, Johnson Controls centralised its Building Efficiency business in the UK at Park West One in Farnborough and in 2006, relocated its London office to a facility that provided a base for employees to use when meeting in the capital. The VISIBLE Living Lab technology was installed in both offices during 2006 to understand how the facilities were being used and if they met requirements of the business.

The VISIBLE Living Lab showed that average utilisation was significantly lower than expected as mobile working had increased. Park West One showed an average utilisation of just 25.7 per cent, growing to 60 per cent at peak times. From the detailed data and analysis provided by VISIBLE, Johnson Controls was able to consolidate its use of space at Park West One. Subsequent monitoring via the technology showed utilisation could still be as low as 20 per cent and the decision was taken to restrict the use of the building to one floor. This enabled Johnson Controls to proceed to sublet the redundant space as well as saving on heating and power costs and reducing the total cost of occupancy.

In contrast, the recently opened London office showed average utilisation of 60 per cent peaking at 80 per cent for short periods of time. As VISIBLE is able to break the space into zones, which can vary from a work station to a meeting room, Johnson Controls could see that the London facility was being used as a drop in office, with desk space rarely used by the same person for a whole day and the highest levels of utilisation in meeting rooms. This intelligence reinforced Johnson Controls commitment to its London space strategy, supported by online desk and room booking systems.

Using the VISIBLE Living Lab to reveal these fresh insights into its space utilisation, Johnson Controls achieved the following key benefits:

- Ability to monitor business change on how workplace is used
- Reduction of the total cost of occupancy through space optimisation
- Cost savings through subletting redundant space
- Better informed property decisions from more accurate data on utilisation and occupation
- Ability to integrate historical data via web-based application and generate comparative reports
- Improved productivity by aligning workplace to the needs of the user
- Increased staff interaction through changed workplace design
- Optimised corporate footprint
- Reduced carbon footprint

By using the VISIBLE Living Lab, Johnson Controls benefits from a highly effective workplace that supports its business operations. This innovation also helps to meet the needs of its users by providing the space to enable interaction and creativity whilst remaining flexible to meet future business needs.