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Enhancing the ~~Employee~~ Occupant
Experience with Smart ~~Work~~Places

Planon 2026 User Conference

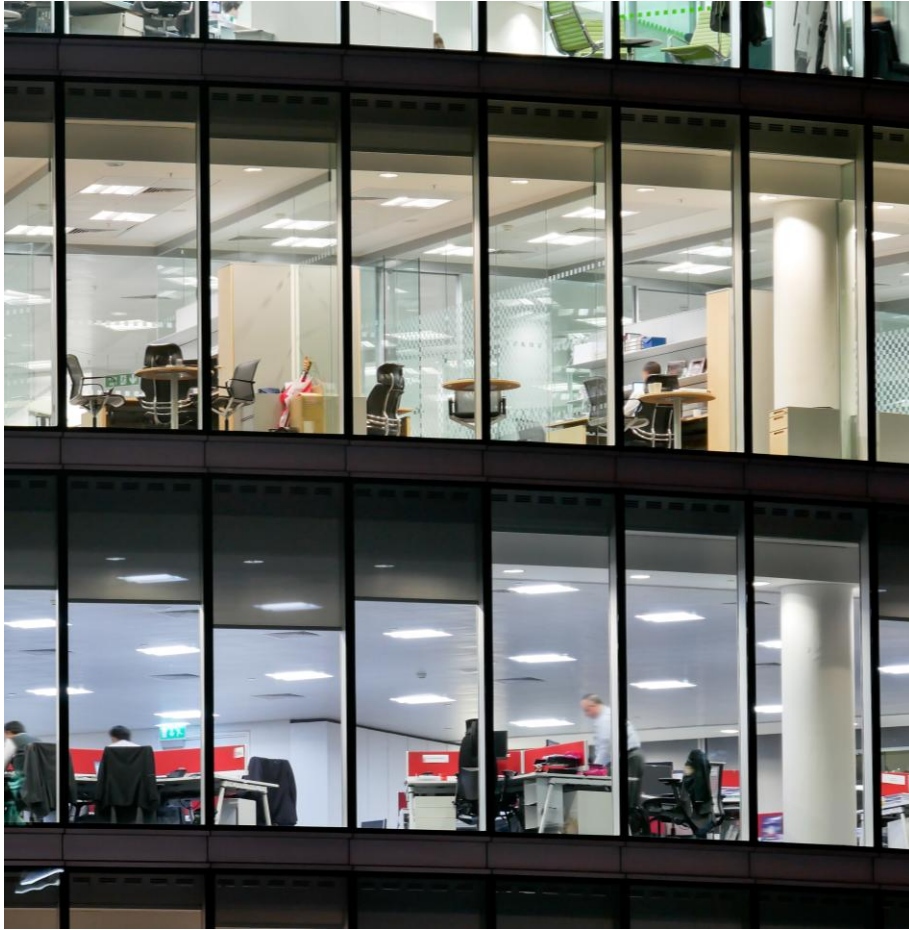
“My home is smart – Why isn’t my workplace?”
- Dennis Satterley, Novo Nordisk

The **WorkPlace** People Go To Do Work Has Shifted From Space to Service



- Yesterday: Square footage management
- Today: Experience orchestration
- Tomorrow: Intelligent, adaptive environments

Experience: Four Major Considerations



The 4 C's

- Culture
- Context
- Consultants
- CPIP (IWMS)

Culture: Shapes the Experience



- Company Type or Industry
 - Technology firms → Collaboration & innovation
 - Financial services → Privacy & security
 - Healthcare → Compliance & safety
 - Manufacturing → Integration with physical operations
- Culture Type
 - Collaborative Cultures
 - Open spaces, collaboration hubs
 - Focused / Analytical Cultures
 - Quiet zones, focus rooms
 - Innovation-Driven Cultures
 - Flexible project spaces
 - Hierarchy-Driven Cultures
 - Defined offices and formal meeting spaces
- Demographics

Context: Location Changes Employee Expectations



- Location, Location, Location
 - Urban Headquarters
 - Commuting friction matters
 - Suburban Campuses
 - Amenities and convenience matter
 - Global Offices
 - Cultural expectations differ
 - Climate & Infrastructure
 - Energy, transportation, building design
- Demographics

Demographics



- Generational expectations
- Work Preferences – Traditional, Remote, Hybrid
- Digital-first behaviors
- Work Styles - Collaboration vs independent
- PayScale
- Family Composition

Consultants



- There is no one-size-fits-all **w**orkplace strategy
- “Do what Google did” is not a strategy
- Arbitrarily putting sensors everywhere is not always necessary
- Implementing Ai should be the last step – not the first

CPIP (IWMS): The Strategic Digital Backbone



- Single source of truth for space, assets, and services
- Integration hub for IoT and building systems
- Data foundation for predictive intelligence
- Platform for enterprise-wide visibility

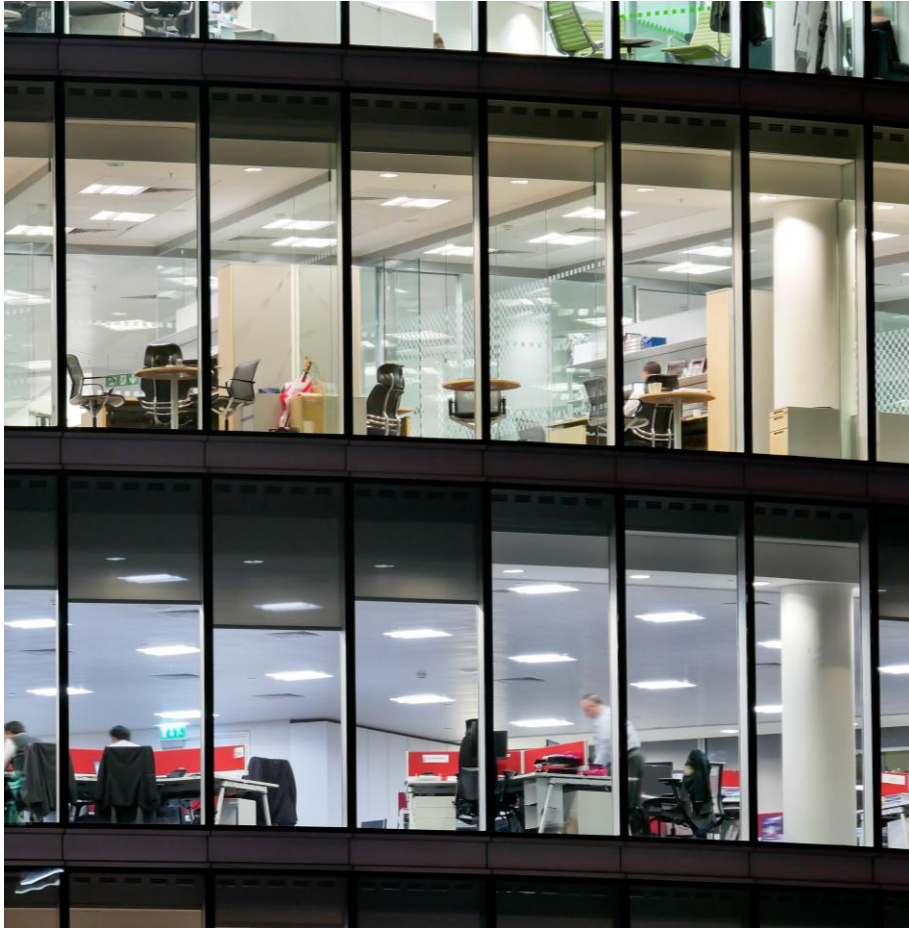
From Reactive to Predictive to Autonomous



- Reactive: Fix what breaks
- Predictive: Prevent what will break
- Autonomous: Systems act before humans intervene

This is not just for AMM – it applies to everything

“Earn the Commute”* with Experience



Employees who commute expect certainty

- They expect the desk to be there
- The room/tech to function
- The temperature to be comfortable
- The issue to be resolved quickly
- Wait times to be short
- Delays and distractions are minimized
- What they need to be where they need it when they need it

Smart workplace technology removes uncertainty—and creates confidence in coming to the office.

Ai as the Force Multiplier



- Predictive maintenance models
- AI-driven demand forecasting
- Automated workflow prioritization
- Dynamic optimization
- Combining data elements from disparate sources

A Vision for the Intelligent Workplace

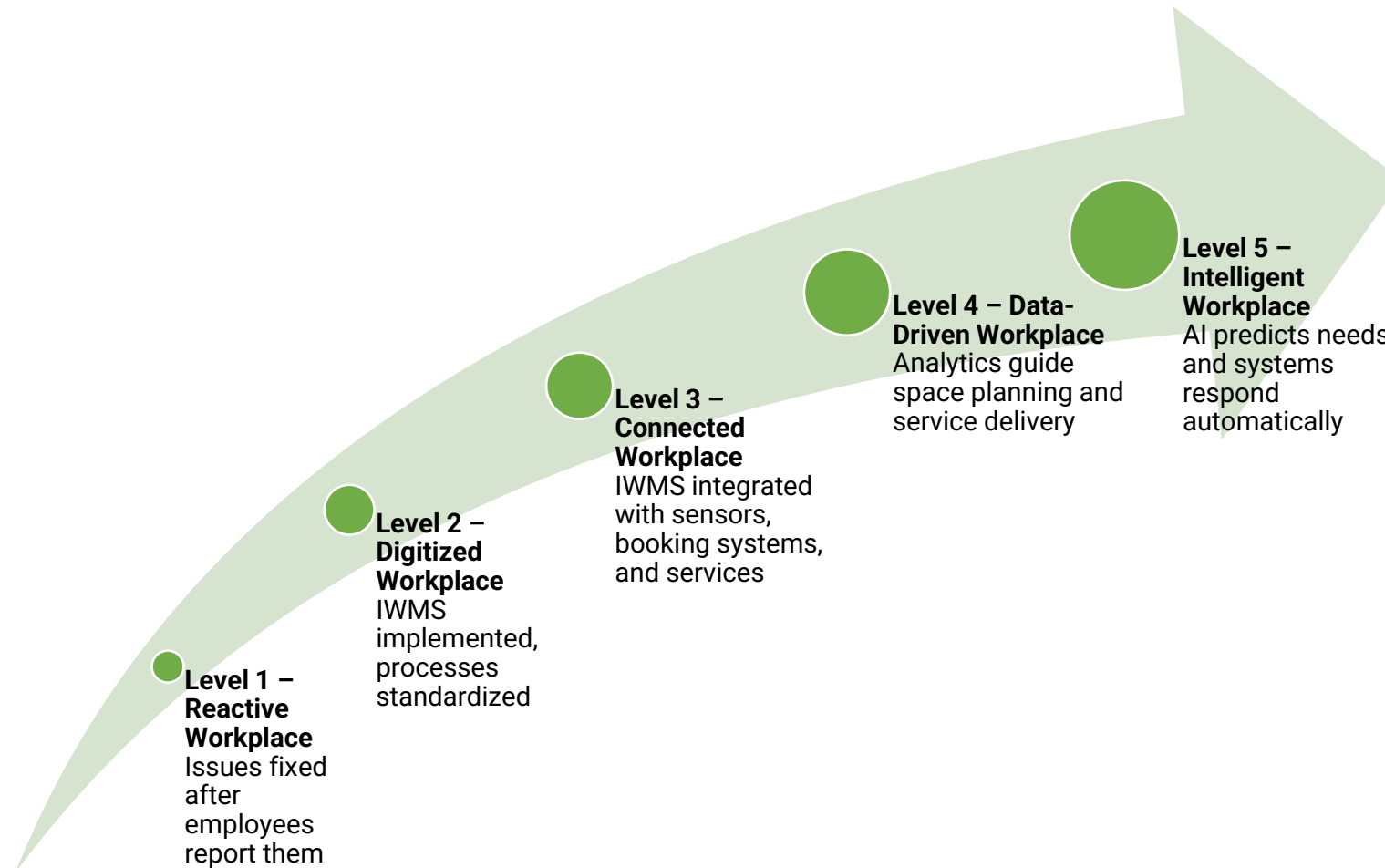


- Buildings that sense and respond
- Services that anticipate needs
- Data that informs executive strategy
- Technology that disappears into experience

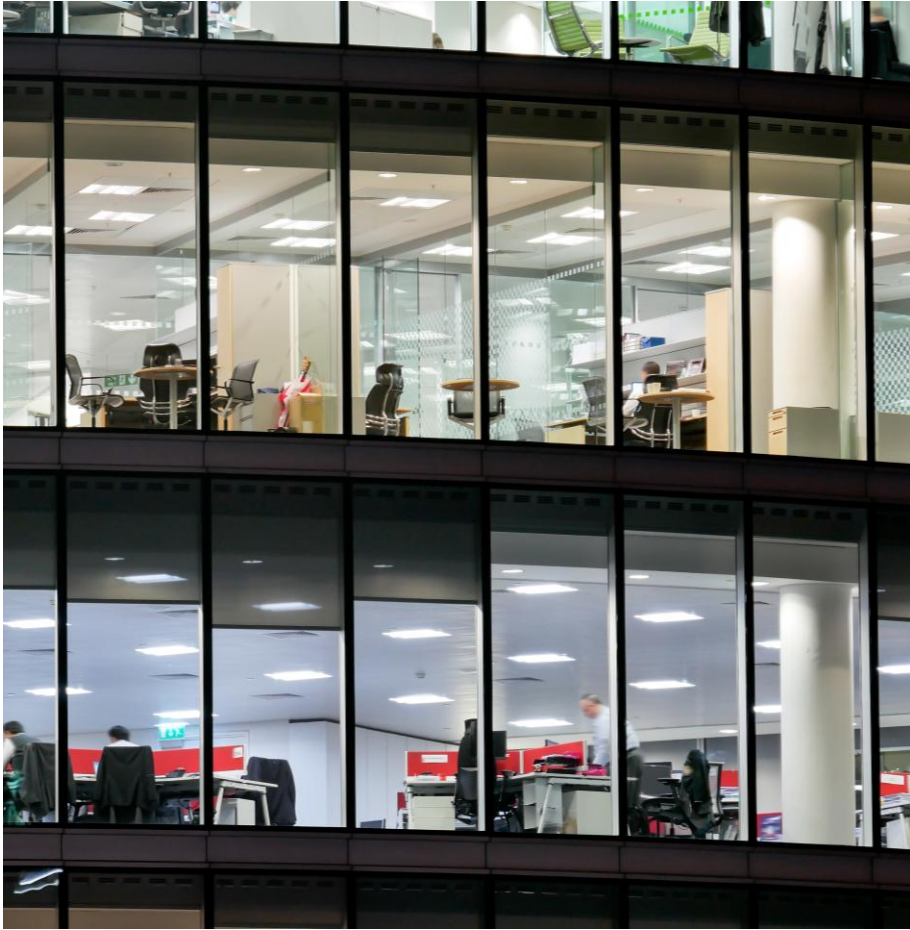
The 4 Pillars of the Smart Workplace Experience



The Smart Workplace Maturity Model



The Risk of Standing Still



- Underutilized real estate
- Declining engagement
- Rising operational costs
- Fragmented systems and data silos

Closing Reflection



Technology like Planon gives us incredible visibility into how workplaces function.

But the most important question isn't what the data says — it's how that data fits your culture, your workforce, and your geography.



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