

# Implement Return to Office through personalized access to office services



## Dealing with unprecedented global events

Recent global events have necessitated unprecedented adjustments to our lifestyles. As we consider a return to work, our expectation is that we will need to incorporate emergency measures, such as social distancing and other safety considerations into our daily work lives for some time to come.

Clearly, for the office to operate as a productive, engaging and, most importantly, safe environment, there will need to be adaptations and compromises compared with the office model of the past. While the details are still emerging, we can already see that office layouts, processes and people's behaviors will need to adapt to embrace this new order.

As well as the ability to manage office operations within any government emergency measures or specific company policies, we believe that the use of office facilities will be governed by a forward planned approach. This approach will become the norm in order to ensure protocols are observed and user safety is maintained. Consequently, as users move to, from and around the office, their activities will need to be coordinated and choreographed to ensure optimal flexibility and safety.

## Reinventing our daily lives

This plan-ahead approach will enable users to “know before you go,” giving them confidence that they will be able to travel to and operate safely within the office environment. Knowing if a desk is available and knowing if travel plans are feasible will become increasingly important.

The daily employee journey will adapt and will need to be supported by technology tools specifically designed for this new norm. Access to relevant data will become critical together with tools that can quickly process and action that data.

For example, technology will support pre-planned visits to the office with capabilities to support resource bookings made in advance. Travel data will need to be available to ensure that office users can plan their journeys safely and coordinate with their time in the office.

It is likely that emergency measures and other operational requirements will be amended and flexed over time as circumstances evolve. The technology will need to be capable of enabling the working environment to adapt in an agile fashion in line with these changing requirements.

## Adapt and thrive safely with Orange Interactive Office

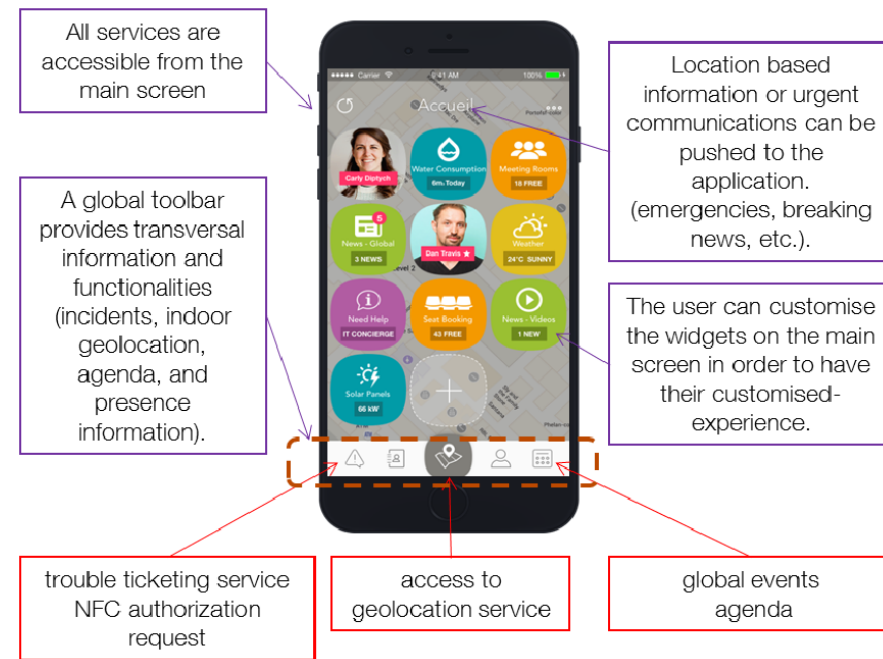
Orange Interactive Office is a set of modular SaaS-based services from Orange Business Services that helps employees make more effective use of time spent in the office by providing one place to access critical office services and resources. Its range of capabilities makes the employee office experience smooth, easy and more productive.

The standard Orange Interactive Office services are modular and have been designed to answer common employee requirements. They include a mobile app, room and desk management, location and wayfinding, integration with access control and a holistic parking solution.

## Facilities Now: Personalized mobile application

Facilities Now is a user-centric and innovative approach to providing users with access to advanced and consistent services to make their office lives more productive and safe.

In addition, Facilities Now provides its own range of services, such as: news and alerts, directory service, meeting point service, map/guidance services, weather and traffic information and incident reporting. Additional services can be added according to customers' business requirements.



*Facilities Now user interface*

## Collaborative office management

Interactive Office provides a simple way for users to manage their use of building resources, such as meeting rooms and hot desks. This modular service provides both advanced and real-time capabilities, allowing users to easily access these resources as and when they need them.

**Meeting In:** Touch tablet at the entrances to meeting rooms allowing users to book, cancel and confirm reservations

**Meeting Now:** Presence detection to facilitate the search for availability and the real-time occupancy of meeting rooms, plus the option to have a colored LED outside each room indicating availability status

**Desk Now:** Presence detection installed in office spaces to facilitate the real-time search for workstation availability based on occupancy

**Meeting Board:** On-screen solution for checking the status of shared workspaces represented directly on a site map

**Back-office:** Administration tool that provides the capability of checking screens and sensor status and provides room usage statistics

Access to the service is available via touch pads located at the entrance to meeting rooms, via the Facilities Now app or via the FlexOffice web client.

## Way Now: Geolocation and guidance within the office

The Way Now service is optionally available to provide geolocation and directions for users in real time. Based on a location site map, the user is able to identify a set of locations (points of interest) within the site, such as rooms, offices, equipment and so on.

The user is able to filter data by points of interest and ascertain location through the zoomable and moveable mapping interface.

Way Now also plots the user's geolocation data, which can then be used to enable actions such as guiding the user to a point of interest.

Way Now may also be used to locate other users of the service through an opt in/opt out capability.



## Digital Signage

Digital Signage solutions enable you to provide your office users with relevant and important information to enable them to make the best of their time in the office and beyond.

News channels and real-time access to travel system data – rail, bus and road traffic – will help office users plan for safe journeys after they finish their day.

Digital Signage can be used to reinforce the latest emergency measures and corporate policy information as it evolves. Inter-office video meetings can be hosted on large-scale video screens to help build social engagement between teams.

## Orange Business Services – Your partner for the smart office

Orange Business Services is a global technology integration provider with extensive experience in designing, deploying and managing complex global technology solutions to support customers wherever they choose to do business.

Our Smart Buildings experts are focused exclusively on the built environment. Their deep domain experience has led to their selection for a number of projects across smart cities, smart building and smart office.

Orange offers an end-to-end approach to smart office to create solutions that are uniquely tailored to your specific needs using the technologies and vendors that make the most sense.

- Concept design
- Prototyping
- Partnership strategy
- Technology
- Implementation
- Operation
- Innovation

We believe these services will position Orange to act as the trusted agent for the evolution to the smart office, delivering practical, forward-looking guidance to organizations.