

## WORKPLACE TECHNOLOGY REVITALIZATION

As we begin to reopen offices and embark on a journey of recovery, it is important to consider workplace improvements that will help minimize the impacts of future disruptions.

ESD's Technology Revitalization Guide provides our clients with recommendations that help enable a healthy, safe and resilient workplace environment well beyond re-entry.



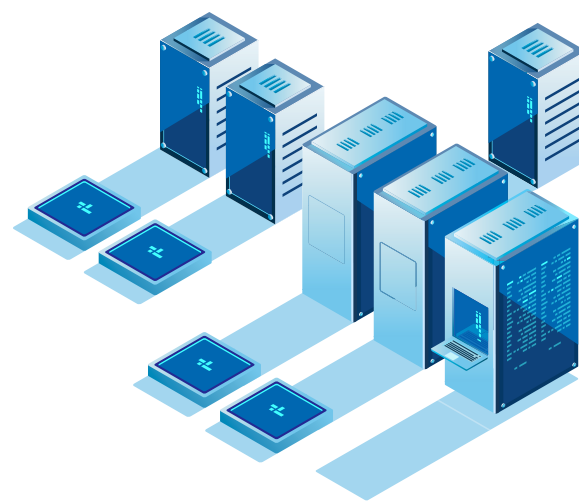
### STRATEGY

#### REVITALIZATION PLAN

- Identify a business leader responsible for leading the development of your workforce's continued reintegration and workplace technology revitalization plan.
- Ensure post return-to-work planning takes into consideration the technology recommendations and best practices identified in this guide.
- Include a member of your IT Team or hire a Technology Consultant to provide support and guidance for IT and Facility Systems.
- Work with a Technology Consultant to help evaluate existing infrastructure, identify potential gaps, growth opportunities, tech improvement initiatives and create an infrastructure upgrade road map.



### BUILDING TECHNOLOGY



#### AUDIO VISUAL

- Perform a UCC platform assessment to determine the right solution for your corporate environment's long-term success.
- Evaluate and decide on conference room infrastructure and collaboration platform access plan to enable remote collaboration with the office—mobile Bring Your Own Meeting (BYOM) vs fixed Room Based/join a Meeting (RBM).
- Review digital signage solution and content management platforms to continue to provide a fluid and transparent employee communications plan. Deploy content management solutions that provide cloud storage and/or remote web application access as well as 3rd party API integrations.
- Consider reduction of common touchpoint devices and surfaces within conference rooms and collaboration areas and substitute with occupant individualized controls, personalized devices, and mobile applications.

#### ICT

- Install a monitoring solution that allows for remote monitoring of computer rooms.
- Evaluate Automated Infrastructure Management (AIM) systems for remote managing of network physical layer.
- Evaluate zone wiring topologies that can provide greater flexibility for future IoT deployments, WiFi-7 upgrades, or office reconfigurations.
- Evaluate cable infrastructure to support increased use of Audio/Video over IP (AVoIP) and high Power over Ethernet (PoE, UPOE+) edge devices.

#### SECURITY

- Integrate automatic door operators into access control system to further reduce touch points.
- Incorporate digital credentials, QR readers, touchless check in kiosks and security devices to help eliminate common touchpoints and streamline visitor experiences.
- Incorporate safety training requirements into access authentication.

#### WIRELESS NETWORK

- Ensure WiFi network configurations include the reduced use of the 2.4Ghz spectrum and 20Mhz channel allocation on the 5Ghz spectrum.
- Upgrade to WiFi-6 (802.11ax) standard access points, allowing for a mobile office environment where people can work while maintaining social distancing.
- Evaluate use-case criteria for deploying a Private LTE network across your corporate campus or facility.

### ENTERPRISE TECHNOLOGY



#### WORKPLACE MANAGEMENT

- Consider deploying occupancy and space utilization solutions to help better track actual space usage, live people density and determine live desk/office/room/space availability and status. Select solutions that provide web and mobile application access as well as 3rd party API integrations.
- Consider implementing solutions that digitize office facility, maintenance, and service requests. Select solutions that provide web and mobile application access as well as 3rd party API integrations.
- Explore integration between space utilization and facility management solutions (if present) to create actionable cleaning scheduling and notifications based on real time space usage.
- Integrate space utilization and facility management solution with digital signage to help visualize space analytics and metrics such as:
  - Current office occupancy and area usage
  - Current space and room availability
  - Office "region" occupant density
  - Common and high contact area cleaning schedule
- Evaluate hoteling/free addressing flexible office seating to help in the strategic reduction of unused space. Deploy solutions that help with dynamic reservation and seating management. Select solutions that provide web and mobile application access as well as 3rd party API integrations.

#### WORKPLACE EXPERIENCE

- Explore 'remote-first' mobile workplace solutions that help build a better digital culture, connect the workplace disparate tech stack, and enable fluid collaboration among the distributed workforce.
- Explore implementing a workplace experience mobile app solution that helps bundle the recommendations and helps connect technology features mentioned in this guide under a single platform.
- Update visitor management process to include health and safety declarations and select solutions that help digitize the visitor experience and also push medical disclaimer acceptance messaging and/or asymptomatic confirmation requirements.
- Consider Indoor Air Quality (IAQ) IoT solutions that continuously monitor, track and measure toxins, chemicals, and environmental conditions within your workplace to help get insights into the indoor environment and promote positive change.



ESD's Technology Consulting Team is here to assist with developing your requirements and programs, provide support for reintegrating technology into the work environment and determining the right audio visual, security and wireless upgrades.

For more information and to contact one of our Technical Consultants, please visit [www.esdglobal.com/COVID-19](http://www.esdglobal.com/COVID-19).

**tech-knowledge** /tek'nälaj/ noun  
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