



A COVID-19 Virtual Ideation Experience

The Autonomous Workplace

Team Number: 06

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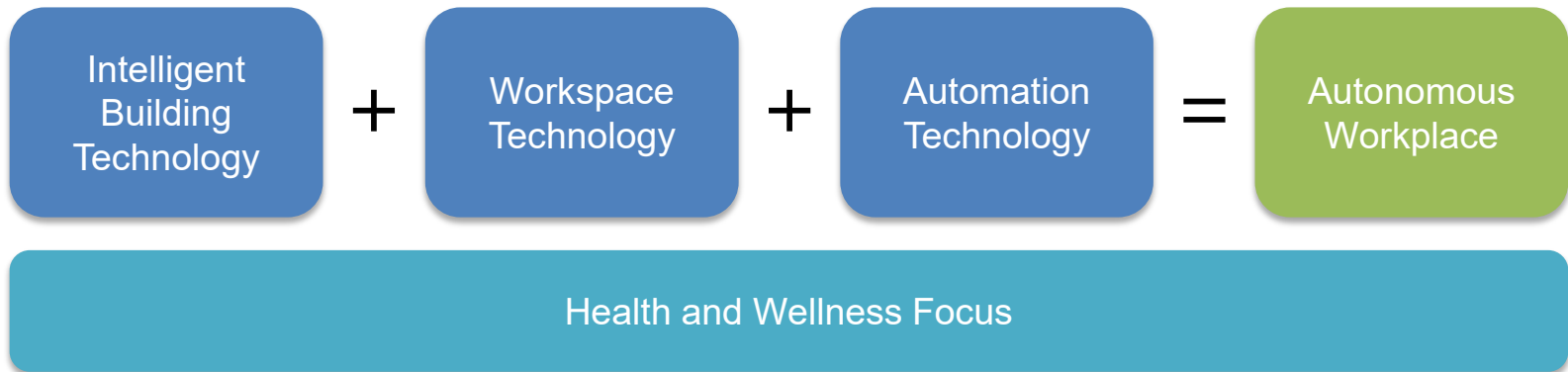
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Exec Summary

Technology like Artificial Intelligence (AI), Machine Learning (ML), Robotic Process Automation (RPA) and more, has already, and will continue to change when, where, and how work happens. The events of 2020 will accelerate this shift and will have a profound impact on how corporate real estate (CRE) leaders worldwide manage their portfolios.





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Two Big COVID-19 Questions

01 Will automation have replaced some jobs for good?

02 Will COVID-19 catalyze more rapid development of autonomous workplace?

Short Answer:

“Yes” to both

(and it's complicated)



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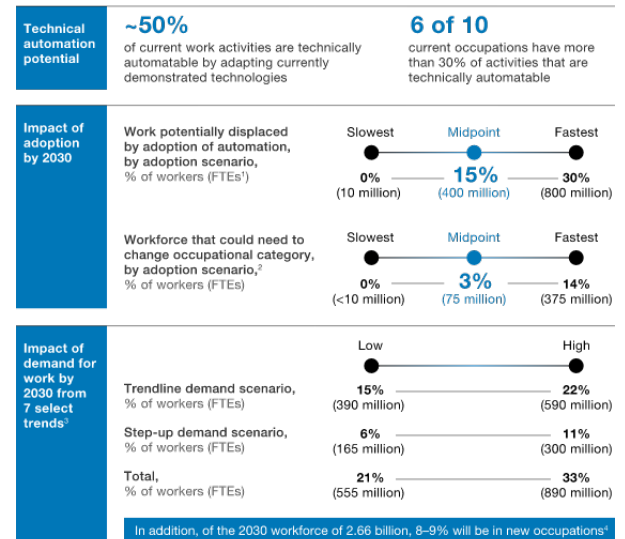
01 – Will automation have replaced some jobs for good?

Yes, and it had already started prior to COVID-19.

Sector-specific key shifts:

- Online ordering with logistics fulfillment
- “Lowest risk” replaces “Lowest cost” in supply chains

Automation will have a far-reaching impact on the global workforce.



¹ Full-time equivalents.
² In trendline labor-demand scenario.
³ Rising incomes; healthcare from aging; investment in technology, infrastructure, and buildings; energy transitions; and marketization of unpaid work. Not exhaustive.
⁴ See Jeffrey Lin, “Technological adaptation, cities, and new work,” *Review of Economics and Statistics*, Volume 93, Number 2, May 2011.

McKinsey&Company | Source: McKinsey Global Institute analysis



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02 – Will COVID-19 catalyze more rapid development of autonomous workplace?

Yes, and technology will need to include growing number of WFH employees.

Build trust with employees for a safe, healthy work environment

Need to address obliterated work/life balance and COVID-19 mental health issues



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Themes and Scenarios

Increasing automation

- FM gearing ratios
- Dynamic space optimization
- Building engineering & maintenance
- Building automation
- Active construction

Economic health /S employee health

- Indoor Air Quality
- LEED and WELL
- Social distancing in workplace via IoT sensors

Virtual replaces face-to-face

- +investment in collaboration tech
- Value of workplace

Agility will be a survival skill

- We don't know what we don't know
- [Yale: COVID-19 through 2021](#)



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Risks and Challenges

Risks “Getting it Wrong” due to lack of scenario planning and preparation

Challenges “Getting it Right” by identifying specific ways in which tech makes your people better, not replace them

| Challenges of Deploying Technology Across Modes | |
|---|---|
| Workplace (physical CRE asset, "the office") | Workspace (includes all remote/WFH employees) |
| Infrastructure impact | Implementation skills required |
| Scalability across regions & locations | Comfort level of users for adoption |
| Difficulty in defining requirements and relevant investment | Shift in cultural norms and expectations |
| Physical access | Workload balancing - AI could overtake some currently manual tasks (reporting), could also push tasks to individuals (“book your own travel”) and increase their workload |



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Key Recommendations

1. Define your requirements and increment
2. Be optimistic and prudent (not fearful)
3. Invest in tomorrow...today