

Case Study



Cisco Moves to Activity-based Workspaces

Activity-based office environments are becoming increasingly popular as more businesses acknowledge their inherent benefits. By offering work stations based on the specific activity at hand versus each person having a designated desk, organizations are seeing an increase in productivity, collaboration, job satisfaction and decrease in real estate costs. Cisco, a worldwide leader in networking equipment, recently abandoned its traditional "cube farm" layout in its St. Leonards, Australia office for an activity-based workspace.

The global financial crisis provided a good opportunity for Cisco's Workplace Resources Manager, Michael Saddington, to take a hard look at operating expenses and their workplace strategy. On average they found 50% of their workspaces were vacant each day. Michael says they had to do some soul searching and asked themselves, "What is the office for? How do we use real estate, which is an expensive asset, more efficiently without impacting business productivity?"

Activity-based workspaces would capitalize Cisco's St. Leonards, Australia real estate, but just as importantly it would help attract and retain top talent. He said, "The activity-based environment was an investment in our future.

To remain competitive in the marketplace, we have to be in tune with the next-generation workforce, which prefers a more collaborative work style. The new graduates we want to attract into the business are turned off by the old-fashioned "cube farm" and are much more interested in modern workplace activity solutions".

Another requirement was to make sure the workspace and technology was equipped for future growth and change. "It must be robust, versatile and adaptive enough for the next decade," said Michael.

In order to provide activity-based workspaces, Cisco uses Cisco softphones and Cisco IP telephones along with Plantronics Voyager Legend UC headsets so that you can be connected to your phone no matter what workstation you are using. Michael explains that "Without headsets, we wouldn't be able to take full advantage of our activity-based environment. The practical ease of moving from different work settings depending on your requirements while remaining connected to your phone is very useful."

The change has proven to significantly save real estate costs and increase employee collaboration and job satisfaction.

Cisco Systems, Inc.: www.cisco.com

Location: St. Leonards, Australia

Industry: Technology – Networking Equipment

Number of Headset Users: 125

The Situation:

Cisco's Workplace Resources team was tasked with enhancing its workplace strategy to capitalize on real estate investments, accommodate employee collaboration and offer a modern state-of-the-art building to attract and retain new talent.

The Solution:

Plantronics Voyager Legend UC



Workspace Efficiency