

Hybrid working whitepaper 2024.

Embracing change and navigating the
challenges of hybrid working.

Understanding the dynamics of hybrid working with insights
gathered from business leaders. We explore real-life experiences,
challenges, and successes in adapting to a hybrid workforce.

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Executive summary

In the ever-evolving landscape of the modern workplace, the concept of hybrid working has emerged as a new permanent reality.

As organisations continue to navigate this paradigm shift, understanding the strategies, challenges, and technologies that facilitate successful adaptation is paramount.

This whitepaper presents insights gathered from a survey designed to explore how businesses have embraced and adapted to the hybrid workforce model.

Through the participation of business leaders, workplace managers and change consultants like yourself, valuable information has been collected regarding best practices, encountered challenges, and the role of technology in supporting this transformation.

The findings of this survey not only offer industry-wide insights but also serve as a catalyst for future product development and innovation geared towards enhancing workplace management in the hybrid era.

We extend our gratitude to all participants for their invaluable input, which promises to shape the future of workplace dynamics.

Together, we embark on a journey of discovery and innovation, empowering organisations to thrive in the era of hybrid working.

Hi, we're Your Workspace and Hotbox!

We're the UK's market leaders in simplifying hybrid working, providing smart, innovative solutions that optimise the workplace.

Our collaborative vision is to lead the way in the development of workplace technology, smart storage systems, and hybrid working accessories that enable businesses to support a hybrid workforce more efficiently.

By partnering with a dedicated survey team, we gained valuable insights into the state of hybrid working, ensuring an unbiased perspective. Our collaborative approach enables us to truly understand our clients' needs, driving us to continuously evolve and innovate. This means we're always ready to deliver the latest product innovations and smart solutions that best serve our clients' ever-changing requirements.

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Author: Sarah Ward, Your Workspace

Introduction

Hybrid working has swiftly emerged as a cornerstone of the modern workplace, offering a dynamic blend of remote and in-office work arrangements. As businesses adapt to this new reality, a myriad of challenges has surfaced, ranging from maintaining staff engagement to fostering seamless collaboration among teams.

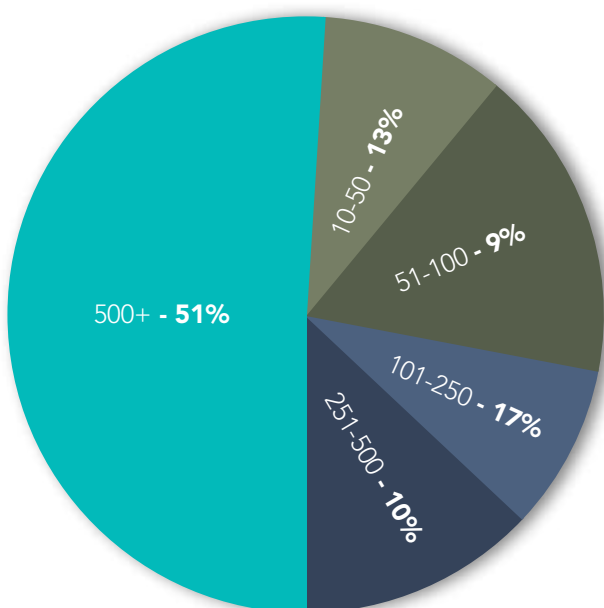
Moreover, the enticing prospect of luring employees back to the office presents a multifaceted dilemma. These challenges have persisted for some time now, urging businesses to seek viable solutions. In this whitepaper, we delve into the intricacies of hybrid working, drawing insights from a survey conducted among 70 companies of varying sizes.

Through this survey, we explore how these organisations are navigating the complexities of hybrid working, whether through adapting their business structures or choosing not to adopt it at all.

The focal point of this report lies in dissecting the challenges posed by hybrid working and providing practical solutions to overcome them. Moreover, we showcase real-life examples of businesses embracing hybrid working models, illustrating the tangible benefits derived from their innovative approaches.

Furthermore, we delve into the realm of smart workplace technology, examining how businesses are leveraging technological advancements to create inviting work environments while enabling leaders to optimise and monitor workspace utilisation effectively.

Through this comprehensive exploration, this whitepaper aims to equip businesses with actionable insights to thrive in the era of hybrid working.



Number of staff

Data

We surveyed 70 companies spanning various industries including Architects, Interior Designers, Financial Services, Public Services, Brands, Agencies, Building & Construction.

Our respondents included senior professionals holding titles such as Facility Manager, People Manager, CEO, Managing Director, Business Owner, Environmental Manager, Health and Safety Manager, and Workplace Manager.

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The hybrid working landscape

In the survey, it was found that **6%** of companies reported a full in-office presence among their staff on a daily basis, attributing this to either company policy or the intrinsic nature of their operations, thus indicating a lack of hybrid work options.

Meanwhile, **11%** of the surveyed companies indicated having only a small fraction of their workforce engaged in hybrid or remote work arrangements.

The predominant response, accounting for **52%** of the surveyed companies, revealed that employees typically spend 2-3 days per week in the office.

Notably, **31%** of the companies reported a majority of their staff functioning as remote workers, underscoring a significant shift towards remote work practices within the surveyed businesses.

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31%

Of the companies reported a majority of their staff functioning as remote workers.

52%

Of the surveyed companies revealed that employees typically spend 2-3 days per week in the office.

64%

Believe that working from home should be a legal right.

The State of Hybrid Working 2023, Owl Labs

45%

Of companies have a formal hybrid working policy.

Flexible and Hybrid Working Practices in 2023, CIPD

24%

Of companies take an informal approach to hybrid working.

Flexible and Hybrid Working Practices in 2023, CIPD

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Hybrid working influences

In our survey, we were curious to learn what's been driving companies to embrace hybrid working for their teams.

Turns out, a whopping **93%** shared that attracting top talent was an influence in their decision. And not far behind, **88%** mentioned that keeping their current employees happy and sticking around was a big deal, too!

It seems that offering hybrid working options is like extending a warm invitation to top talent! It shows potential hires that your company values flexibility and work-life balance, making it an attractive place to work.

Plus, for existing staff, it's like a breath of fresh air—they get to mould their workdays to fit their lives, boosting morale and loyalty to your company.

84% of businesses mentioned feeling nudged to offer hybrid working because, well, their competitors were already doing it. It's like a friendly game of follow-the-leader!

But get this—there were still **16%** of businesses marching to the beat of their own drum, not really feeling influenced by what their competitors were up to.

They were all about doing what's best for their team, no matter what anyone else was doing.

Interestingly, for **71%** of businesses, the thought of being prepared for whatever the future throws their way was a major motivator. Remember those crazy times during the COVID-19 pandemic? It's like they wanted to make sure they're ready to rock 'n' roll if they need to work remotely again. On the flip side, **29%** of businesses were already feeling pretty confident in their setup, so future-proofing wasn't really on their radar.

Now, let's dive into the financial side of things - **76%** of businesses were totally on board with the idea of saving some serious cash.

With a hybrid model in place, they're slashing expenses left and right, from office space to cleaning costs and everything in between. But for **24%** of companies, money wasn't the main motivator.

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If hybrid workers were required to be
in the office full-time

36%

would go in but start looking for a new job, and
10% would quit.

The State of Hybrid Working 2023, Owl Labs

40%

Of workers say that 'not allowing for flexible
working hours' is the top reason that would
prevent them from accepting a job offer.

The State of Hybrid Working 2023, Owl Labs

75%

Of hybrid workers feel that hybrid working has had
a positive impact on their work-life balance.

Hybrid Work Commission 2023, Public First

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The importance of encouraging staff into the office

Top reasons to encourage staff into the office

When we inquired about the importance of motivating staff into the office we received a variety of responses. A small **4%** indicated it wasn't important, while **7%** mentioned it definitely wasn't important at all. For nearly a third of respondents (**28%**), it fell somewhere in the middle - not particularly important nor unimportant.

On the positive side, **32%** considered it somewhat important, suggesting a moderate level of significance. Interestingly, **29%** emphasised its importance, rating it as very important, showcasing a notable priority among this group of companies.

Among those who deemed it important or very important, we delved into the reasons behind their stance. Respondents had the opportunity to select multiple factors relevant to their business.

In their surveys, businesses that prioritised encouraging staff back to the office unanimously cited team collaboration as a top reason. They emphasised that having staff present in the office nurtures team dynamics through face-to-face interactions and fosters spontaneous collaboration.

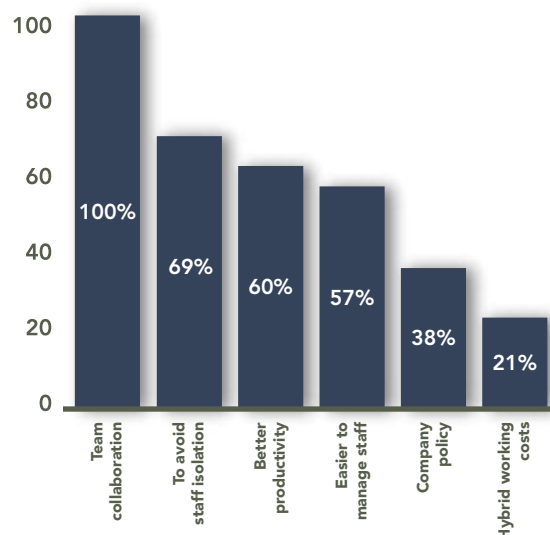
Recognising the importance of direct interpersonal connections, they highlighted how such interactions build trust, strengthen relationships, and cultivate a sense of camaraderie among team members, ultimately enhancing overall teamwork and productivity.

Among the same group of companies, **69%** expressed concerns about staff isolation. They observed that the office space serves as a reflection of a company's culture and values, and encouraging staff to return helps reinforce this culture. They believed that a strong company culture contributes to a sense of belonging among employees, thereby enhancing their commitment to the business.

In addition to fostering team collaboration and addressing staff isolation concerns, better productivity emerged as a top priority for businesses too. They viewed the office environment as a hub for brainstorming sessions, impromptu discussions, and creative problem-solving.

By physically bringing employees together, these businesses aimed to create opportunities for idea-sharing that could lead to innovative solutions and fresh perspectives not easily achievable in a virtual setting.

For the **7%** who didn't find it important and the **4%** who thought it wasn't important at all, they mentioned that hybrid working suits their needs just fine, and they see no need for a change. Some respondents also noted that their businesses operate solely online, so there's no necessity for a physical office space.



41%

Fear missing out on learning and development opportunities when working remotely.

The Office Matters 2023, MoreySmith

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Desk management

Hybrid staff booking desks when in the office

Desk allocation is ad-hoc

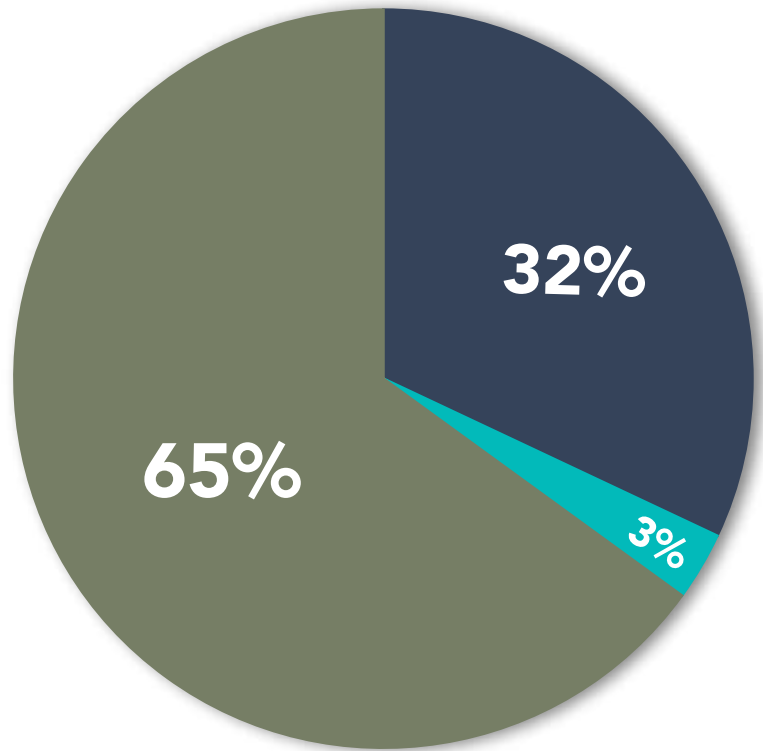
65%

Desks are prebooked

32%

Sometimes prebooked

3%



A hefty **65%** of the companies we spoke to are handling desk allocation for hybrid workers on a bit of a "grab it while you can" basis - it's all about who gets there first. So unsurprisingly, many of these companies admitted that a smart-tech desk booking system would be pretty handy. It'd put a stop to any desk kidnapping and office turf wars real quick.

Interestingly, it seems like some companies are ditching individual desks in favour of more collaborative spaces. It's all about boosting teamwork and productivity!

Out of all the companies we checked in with, a solid **32%** are currently using a desk-booking system, with **80%** booking via an app and **20%** booking by a workplace management platform, that make booking a breeze.

Only **3%** of the companies we reached out to have implemented a booking system, and they're currently working hard to get their staff onboarded to use it. Teaching employees new procedures can be a challenge, but these companies believe it'll pay off in the long run. By having insight into how their staff utilise workspace, they can better adapt and meet the evolving needs of their workforce.

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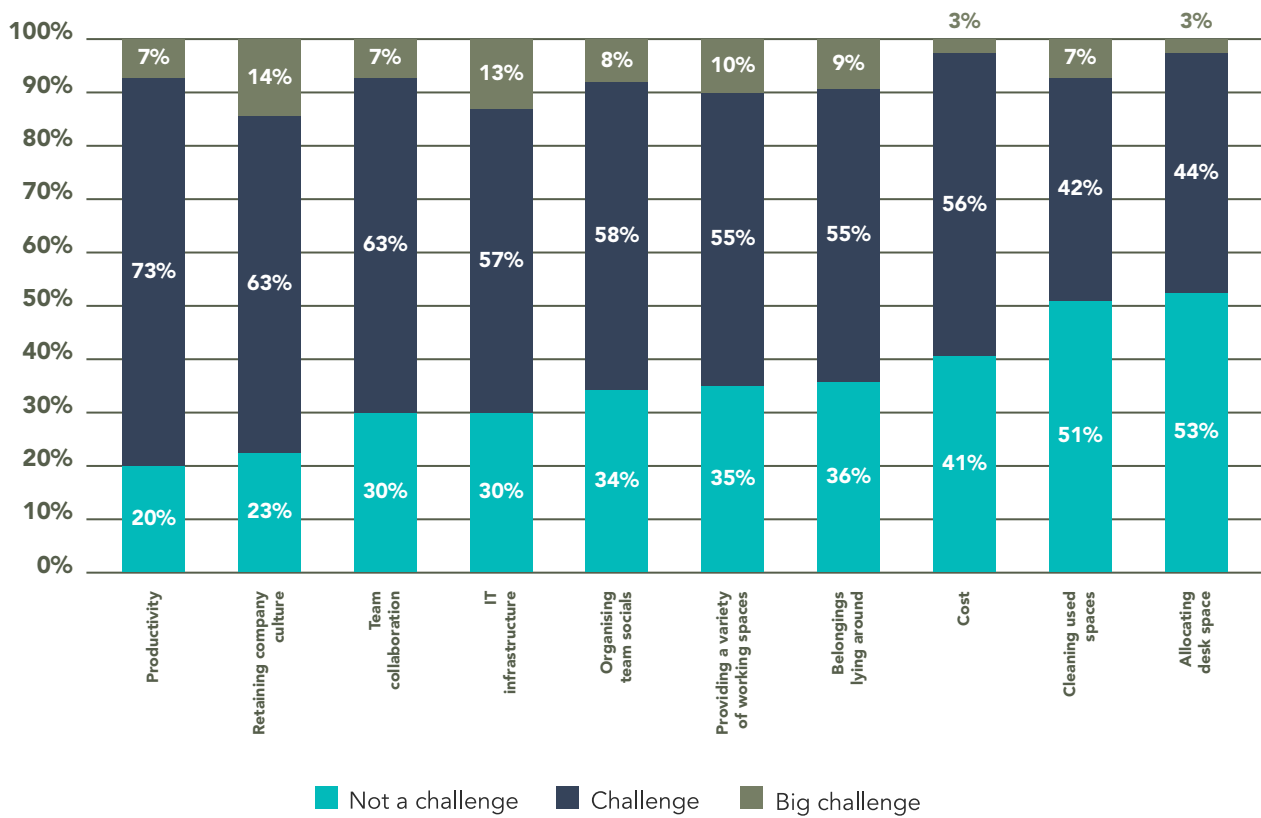
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The challenges of managing hybrid working

To grasp the challenges companies encounter when managing a hybrid workforce, we invited our survey respondents to share their experiences.

Hybrid working challenges



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Store, carry & organise your work belongings anywhere





Managing productivity

In our interviews, productivity emerged as the primary concern for many companies, with a notable **80%** expressing difficulties in managing productivity within their hybrid workforce.

This observation isn't surprising, especially considering that **60%** of surveyed companies admitted to not providing any form of text communication software (like Slack or Cliq) to their hybrid workers, **46%** not providing VOIP phones, and **30%** not providing mobile phones.

However, it's encouraging to note that **100%** of respondents equipped their hybrid workers with laptop/computer equipment, and an impressive **98%** offered virtual meeting software for video calling, showing a commitment to supporting their remote teams.

80%

Of companies found managing productivity within their hybrid workforce a challenge.

33%

Of business owners feel people work better when working from home.

Hybrid Work Commission 2023, Public First

32%

Of business owners feel people work better when in the office.

Hybrid Work Commission 2023, Public First

35%

Of business owners feel it makes no difference at all.

Hybrid Work Commission 2023, Public First

48%

Of managers believe that working hybrid/remotely has made their team more productive.

The State of Hybrid Working 2023, Owl Labs

85%

Of hybrid and remote workers say they have been the same or more productive.

The State of Hybrid Working 2023, Owl Labs

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Retaining the company's culture

In our discussions with companies, a staggering **77%** grappled with the challenge of maintaining their company's culture amidst the shift to hybrid working, with **14%** deeming it a significant hurdle.

Every company has its own take on things, though. We heard from one company that viewed the introduction of hybrid working as an opportunity to overhaul their company culture entirely, while another expressed concerns that implementing hybrid working could exacerbate existing cultural issues.

The latter emphasised the importance of fostering in-person collaboration, underscoring the complexities companies face in navigating the hybrid work landscape.

It's essential for a company to keep its culture intact, even with a hybrid workforce, as it helps everyone feel like they're part of a tight-knit team with shared values and goals. When employees feel connected to the company culture, whether they're working remotely or in the office, it boosts morale, productivity, and keeps everyone aligned with the company's mission.

77%

Of companies who offer hybrid working find retaining the companies culture a challenge.



Collaborative working

In our chats with companies, we found that **70%** of them found orchestrating collaborative working to be a bit of a puzzle, with **7%** even describing it as a BIG challenge for their business.

It looks like creating inviting workspaces that encourages collaboration and productivity is high on the priority list for many companies.

Creating working environments that foster and promote collaborative working is essential for companies to encourage teamwork, innovation, and productivity. By facilitating open communication and idea-sharing among employees, such environments can lead to creative problem-solving, better decision-making, and ultimately, business success.

Interestingly, **30%** of respondents mentioned that collaborative working wasn't much of a hurdle for their business at all.

44%

Of companies plan to improve the collaborative spaces in their offices.

Flexible and Hybrid Working Practices in 2023, CIPD

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IT infrastructure

During our discussions, **70%** of the companies we engaged with highlighted their IT infrastructure as a challenge when managing a hybrid workforce, with **13%** describing it as a significant obstacle.

Ensuring seamless integration of remote and on-site technology is essential for a hybrid workforce, allowing employees to access files and documents whenever needed. However, this presents concerns regarding data privacy and internet security, which can be a headache for management teams.

Additionally, providing IT support and maintenance across dispersed teams poses its own set of challenges. Interestingly, for **30%** of the companies surveyed, IT wasn't a challenge at all, indicating a successful adaptation to hybrid working practices.

82%

Of employees have lost meeting time in their hybrid meetings due to technical difficulties.

The State of Hybrid Working 2023, Owl Labs



Organising team events/socials

66% of businesses revealed that organising team social events has become quite a challenge due to the hybrid workforce dynamics as people aren't typically in the office simultaneously.

Among our super-social respondents, constituting **8%**, this was considered a major obstacle as they wrestled with synchronising the calendars of their hybrid workforce.

However, for a reassuring **34%**, coordinating team gatherings and social events posed no difficulty whatsoever.

42%

Fear missing out on social occasions & workplace culture when working from home.

The Office Matters 2023, MoreySmith

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Providing different working spaces for different work styles and needs

A significant **65%** of the companies we interviewed reported that catering to the diverse needs of their ever-evolving workforce posed a challenge, with a notable **10%** considering it a considerable hurdle.

During our discussions, one company highlighted the struggle of competing with the comfort of the home environment. They emphasised how home workers tailor their spaces to their exact preferences, even down to lighting and heating. To compete, offices must strive to create environments that are equally inviting and appealing.

Another company we spoke to recognised the importance of offering varied workspace options. They shared their experiment with cycling desks, allowing their team to stay active while working.

Furthermore, a different company stressed the necessity of providing both collaborative and private spaces within the workplace. They mentioned the increasing demand for private areas where workers can conduct video calls or phone conversations without disturbing others. Telephone booths and work pods have proven to be popular solutions in open-plan office layouts to address this need.

65%

Of the companies reported that catering to the diverse needs of their workforce posed a challenge.

55%

Of workers want their workplace to provide a wider range of amenities than their home environment.

The Office Matters 2023, MoreySmith

25%

Of workers say they would consider leaving a job due to a poorly designed workplace.

The Office Matters 2023, MoreySmith

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Hybrid workers leaving belongings laying around

Messy hybrid workers posed a challenge for **64%** of the companies we interviewed, struggling with the task of preventing workers from leaving their belongings strewn about, which not only made the office look untidy but also posed a potential fire hazard.

Office employees prefer to stow their belongings in a safe and secure place like a smart locker because it provides them with a sense of ownership and control over their personal space. Having a designated storage area reduces clutter, promotes organisation, and minimises the risk of loss or theft. This sense of security enhances employees' comfort and peace of mind, allowing them to focus more effectively on their work tasks without worrying about the safety of their belongings.

64%

Of the surveyed companies posed 'messy hybrid workers' as a challenge their company faces.



Cost of enabling hybrid working

In our discussions, we found that for **59%** of companies, the cost of enabling hybrid working posed a challenge, with **3%** of this group describing it as a significant challenge for their business.

To enable a hybrid working model, businesses face financial burdens associated with investing in technology, infrastructure, software, and remote collaboration tools, as well as providing support and resources for remote workers, such as internet connectivity and ergonomic equipment.

However, for the remaining **41%**, the cost of enabling hybrid working wasn't a challenge. This could be due to the cost savings in office space, utilities, and other overhead expenses that hybrid working brings. Moreover, the flexibility and productivity gains associated with hybrid working often outweigh the initial investment.

59%

Of the companies reported that the potential cost of hybrid working posed a challenge for them.

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40%

Of companies are looking to invest in technology to improve and support their hybrid workers.

Flexible and Hybrid Working Practices in 2023, CIPD

35%

Who engage in hybrid or remote working said they received no reimbursements for office equipment or supplies they buy.

Hybrid Work Commission 2023, Public First

27%

Of hybrid workers said that spending more money on household costs like heating and internet was one of the main disadvantages of working from home.

Hybrid Work Commission 2023, Public First

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Efficient management of cleaning used spaces

We also inquired about the challenges of efficiently managing cleaning in workspaces utilised by hybrid teams, ranking it as the fifth biggest challenge alongside productivity and team collaboration. Overall, **49%** of our respondents identified that managing the cleaning of used spaces as a challenge in their business.

Using smart technology in large businesses to indicate which spaces have been used is crucial for efficient cleaning operations. It enables cleaners to focus their efforts on areas that require attention, reducing unnecessary cleaning and optimising resource allocation.

49%

Of our respondents identified that managing the cleaning of used spaces as a challenge for them.



Allocating desk space when staff turn up to the office

Desk allocation garnered a fairly balanced response from our respondents, with **53%** of the companies we engaged with indicating that it wasn't a significant challenge for their business.

However, for the remaining **47%**, allocating desk space for their hybrid workforce posed a notable challenge. This sentiment isn't unexpected, especially considering that **65%** of the companies we surveyed manage desk bookings on a first-come, first-served basis.

47%

Of the companies reported that desk allocation for their hybrid workforce posed a notable challenge.

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Workspace design that fosters **collaboration**



Overcoming the challenges of hybrid working

Now that we've identified the challenges companies are facing, let's delve into how we can overcome them by exploring the tools, innovations, and technology available in today's modern world.

Here's what the companies we surveyed felt would be beneficial in managing hybrid working within their organisation.

Smart tech for the workplace

Hybrid working insights

Smart technology, especially for booking and managing meeting spaces, was a hot topic. **54%** of the companies expressed a strong interest in having smarter tools to oversee how their teams utilise meeting spaces.

Understanding how these spaces are utilised is key to optimising office layouts and boosting overall efficiency. With Your Workcharge, businesses are able to gather real-time and historical insights on the usage of their workspaces, empowering fact-based business decisions and propelling office optimisation. This smart puck can help to save money on cleaning (which 49% of companies we surveyed identified as a challenge), rental costs, and reduce your carbon footprint, all whilst improving the overall employee experience.

This clever device not only helps improve overall office efficiency, for added convenience, employees can also wirelessly charge their devices. Upgrading is hassle-free too, without the need to integrate with existing IT systems or Wi-Fi.



Image - Your Workcharge by Your Workspace

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Smart tech to book and manage meeting space

54% of the companies we spoke to expressed that having a smarter way to manage how their team use meeting space would be beneficial to their business. You can experience how smart tech can be used to book meeting space by visiting the Your Workspace showroom in Clerkenwell, London.



Click here to book a showroom tour!

Smart storage and intelligent lockers

Smart storage solutions and intelligent lockers also caught the attention of many, with **49%** of surveyed companies recognising their potential to streamline hybrid workforce management. This isn't surprising, given that hybrid models typically require fewer lockers, leading to cost savings and improved environmental sustainability.

Introducing Simplicity by Your Workspace, a smart locker solution designed to benefit both businesses and employees alike. For businesses, implementing smart locker technology offers significant cost savings, enhances employee experience, and provides valuable insights and analytics on usage to optimise operations efficiently.

With Simplicity smart lockers, management can be centralised and accessed across various devices, eliminating the need for geographical resources to oversee multiple locations within a business estate. This makes it convenient and hassle-free for businesses to manage their locker systems effectively.

Appealing to environmentally conscious companies striving towards net-zero targets, Simplicity is proudly manufactured in the UK using responsibly sourced FSC certified materials. Furthermore, at the end of its lifecycle, Simplicity lockers can be recycled, aligning with sustainability goals.

For employees, smart lockers offer safe and secure storage for personal belongings while in the workplace, along with a designated space to store equipment and tools essential for performing their roles efficiently.



Image - Simplicity Smart Lockers by Your Workspace

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Smart tech to allocate desk space and workstations

Additionally, **46%** of the companies voiced a desire for smart technology to allocate desk space and workstations. These tools facilitate better utilisation of available space and help prevent conflicts over desk usage, creating a more harmonious work environment.

You can experience how smart tech can be used to allocate desk space and workstations by visiting the Your Workspace showroom in Clerkenwell, London.



Click here to book a showroom tour!



Image - Your Workspace Showroom, Clerkenwell, London

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Accessories that make hybrid working easy

Mobile desk organisers to store belongings and maintain a tidy workspace

For **32%** of the companies, mobile desk organisers emerged as an essential solution. These organisers offer a convenient way for workers to store, carry, and organise personal belongings and work equipment, helping to maintain a tidy and organised workspace.

Hotbox provides a selection of portable caddies meticulously crafted to maintain employee movement between workspaces, provide quicker workspace setup and consolidate personal belongings. Whether navigating a hot-desk setup or transitioning between various workspaces, Hotbox caddies offer versatility tailored to the demands of a typical hybrid workday.



Image - Hotbox 1 by Hotbox



Image - Hotbox 2 by Hotbox

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Work bags

Similar to mobile desk organisers, **30%** of the companies identified work bags tailored for the needs of hybrid workers would be valuable assets. These specialised bags cater to the unique requirements of hot-desking employees, providing a practical solution for transporting work essentials between home and the office.

The Hotbox "On the Go" collection presents a variety of bags and accessories tailored for the needs of hybrid workers. Designed to accommodate the diverse workstyles of today's workforce, the collection features backpacks with ample space suitable for a typical workday and more, ideal for those incorporating gym sessions or overnight stays into their routine.

These sustainable individually designed bags with padded straps and back support, provide plenty of space for laptops, tech accessories, stationary and personal items. Not only this, but these bags also serve as portable workspaces, transforming any surface into a practical and functional desk space.



Image - Shuttle by Hotbox



Image - Flow by Hotbox

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Case study Farrar & Co



Farrar & Co are a UK company offering high quality legal advice and service.

The problem

Farrar & Co switched to hybrid working quickly during the pandemic, offering the choice to their workers to work from home or from their newly refurbished offices in London. For those days where staff chose to go into the office, they need to provide a product for them to transport their belongings from the office and within the office.

The solution

The Hotbox Shuttle was designed with the commute to and from work in mind. With two sections for both work and personal items, you can easily organise all your belongings so you do not forget anything, making sure you are prepared for the day ahead.

The results

Employees are more organised

Improved wellbeing with padded back & shoulder support

Showerproof material ensures their important tech & documents stay dry

The product: Shuttle Backpack



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Case study Wells Fargo



Wells Fargo is an American multinational financial services company.

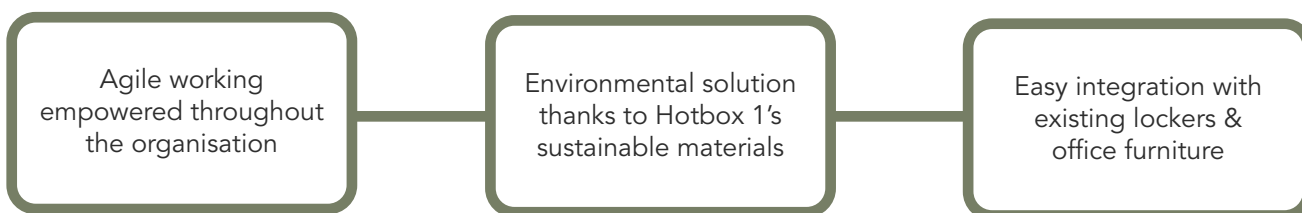
The problem

When Wells Fargo made the switch to agile working just before the pandemic, colleagues found themselves swapping a dedicated desk to non-allocated desks with lockers - and it was challenging. As well as losing time moving between lockers and desks, the workstations closest to the lockers were suddenly at a premium and the space felt anything but adaptable.

The solution

After distributing Hotbox 1 caddies to their entire staff, Wells Fargo managers began to see the potential for agile working finally taking shape. Doubling as a desk top organiser and substitute pedestal drawer, the eco grey Hotbox 1 made it possible for team members to move smoothly around the office environment, defining their workspaces on their own terms.

The results



The product: Hotbox 1



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Case study McKinsey & Company



McKinsey & Company are a global management consulting firm with headquarters in London.

The client

McKinsey & Company aimed to create an innovative workspace that fosters collaboration and integrates bold design with smart technology to benefit both clients and employees.

The project

We were tasked with creating a complete smart storage solution, with all workspace space managed on the system and allocated to various individuals, teams and partners. Other requirements included remote locker assignment, access card operation, user insights and automated notifications.

Our Simplicity lockers emerged as the ideal choice, seamlessly integrating with McKinsey's vision for a dynamic and collaborative workspace. The challenge was to transform The Post Building into a fresh and dynamic environment that promotes employee well-being and productivity while meeting LEED criteria.

Our Simplicity lockers not only automated IT equipment distribution, but also facilitated parcel management and workplace recycling initiatives, aligning with McKinsey's sustainability goals.

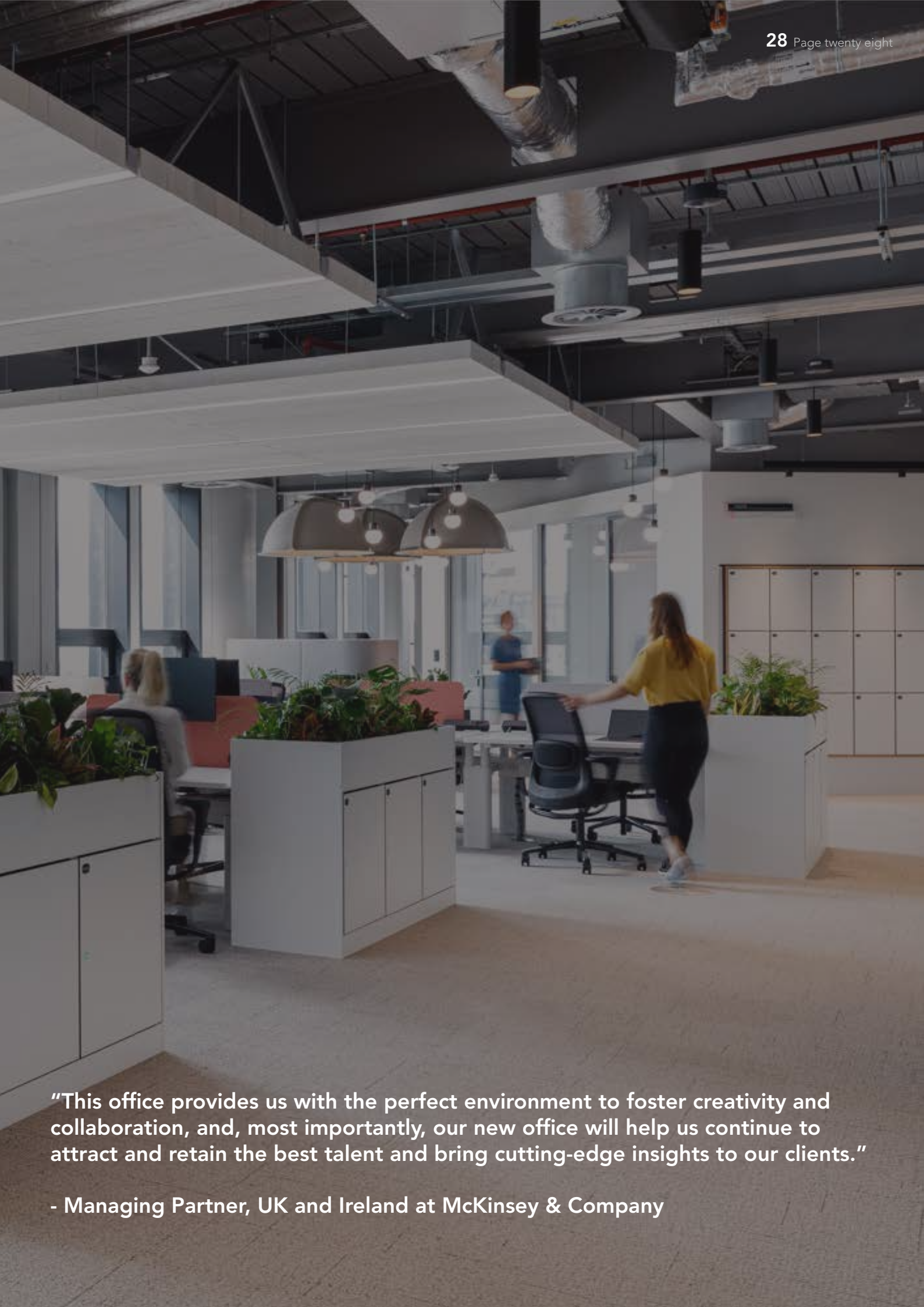
The results



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"This office provides us with the perfect environment to foster creativity and collaboration, and, most importantly, our new office will help us continue to attract and retain the best talent and bring cutting-edge insights to our clients."

- Managing Partner, UK and Ireland at McKinsey & Company

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Case study **Deloitte**



Deloitte are a globally renowned professional services network.

The client

Deloitte embarked on a transformative journey to create an innovative and dynamic workspace at their new headquarters in London, 1 New Street Square (1NSS).

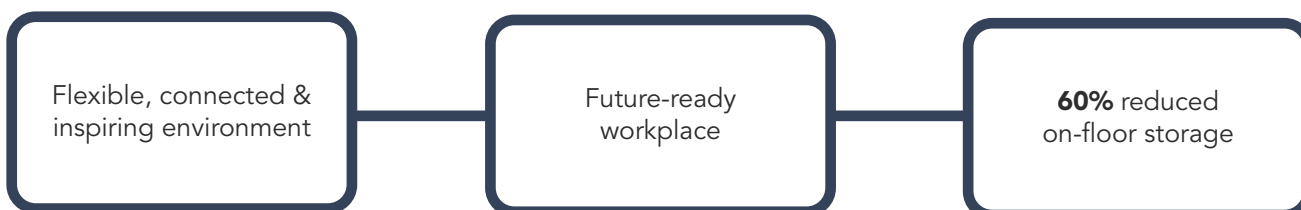
The project

Guided by five key principles – uniqueness, connectivity, simplicity, relevance, and inspiration – the design of 1NSS aimed to provide a space that not only met the diverse needs of Deloitte's 5,500 employees, but also welcomed clients with warmth and sophistication.

The project entailed meticulous planning to incorporate 2,000 core and 1,500 flexible working positions, various collaboration zones, dining facilities, wellness spaces, and sustainable design elements.

Embracing the concept of agile working, the new workspace shifted away from traditional fixed desks to shared spaces, promoting collaboration and flexibility. Leveraging Internet of Things (IoT) technologies, 1NSS became an intelligent building, enhancing efficiency and well-being throughout the office environment.

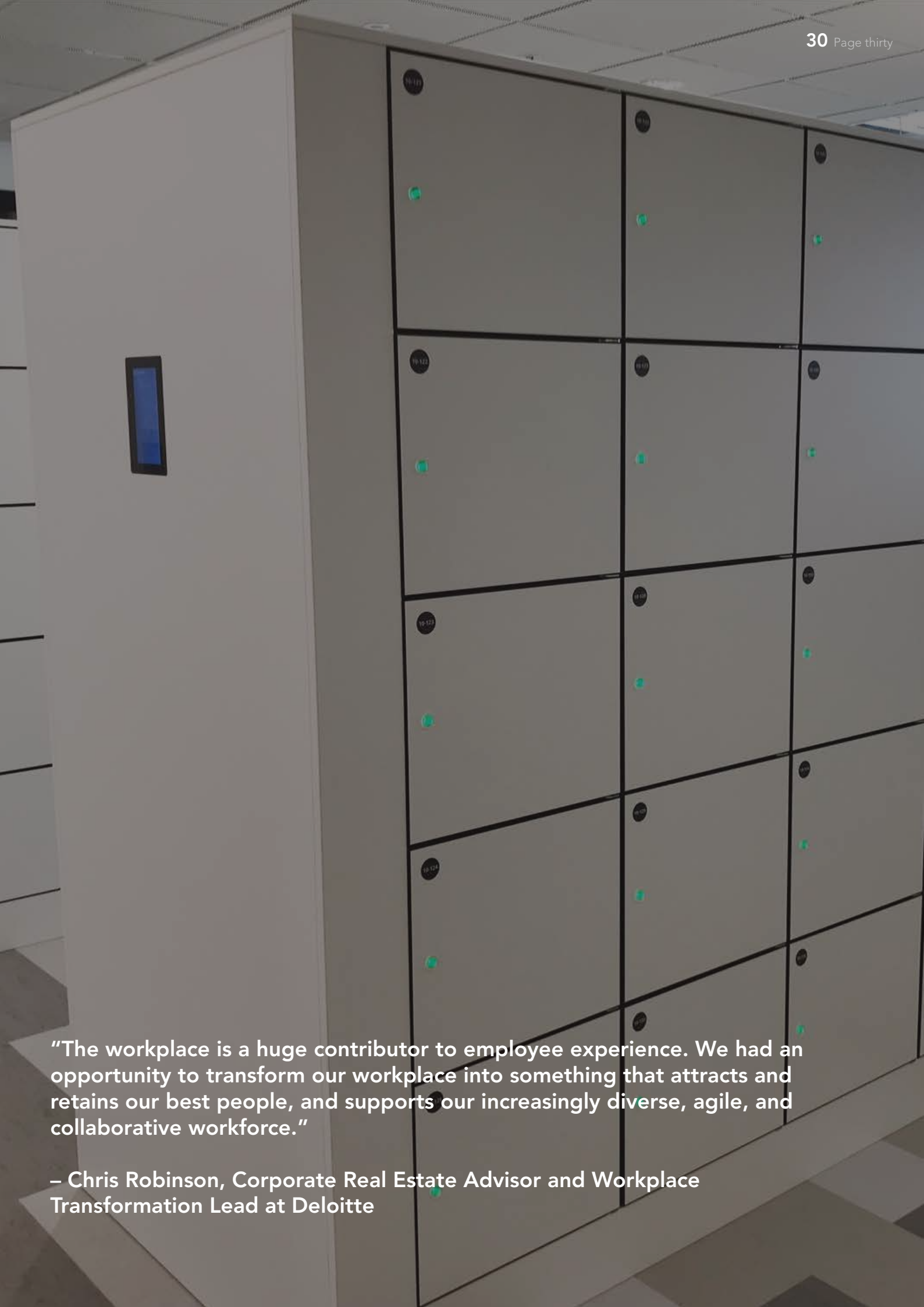
The results



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**HOT
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"The workplace is a huge contributor to employee experience. We had an opportunity to transform our workplace into something that attracts and retains our best people, and supports our increasingly diverse, agile, and collaborative workforce."

– Chris Robinson, Corporate Real Estate Advisor and Workplace Transformation Lead at Deloitte

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Case study
**Osborne
Clark**



Osborne Clark are a global law firm with offices in Bristol and London.

The client

Osborne Clark aimed to create a collaborative and sustainable office space to unite their 780 employees. Seeking expertise, they partnered with Interaction, a workplace design agency, to craft a cutting-edge workspace, prioritising both people and the planet.

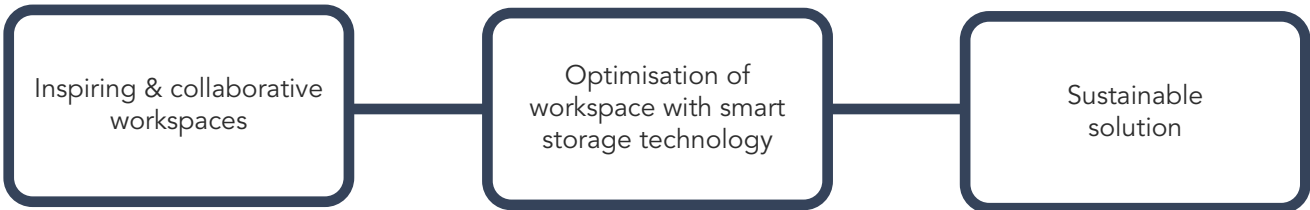
The project

We undertook the design and UK manufacturing of bespoke joinery for the project, leveraging our expertise from our factory in Attleborough, Norfolk.

Our Simplicity smart lockers offered sustainable and efficient management of personal and work belongings, complemented by ReleezMe software providing insights for optimised facility usage.

Additionally, we crafted touch-down areas, media walls, and guru bars using sustainable materials to support agile working practices.

The results



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"The end result of this project is phenomenal. It's everything we hoped it would be, plus a whole lot more."

– Change Manager at Osborne Clark

Conclusion

In conclusion, hybrid working presents both opportunities and challenges for businesses navigating the evolving landscape of modern work environments. Throughout this whitepaper, we have delved into the multifaceted nature of hybrid work and explored the myriad challenges faced by companies in managing this new paradigm.

From grappling with productivity and team collaboration to addressing IT infrastructure and workspace management, businesses encounter a diverse array of obstacles in their journey towards successful hybrid working arrangements. However, amidst these challenges lie ample opportunities for innovation and growth.

By leveraging tools, innovations, and technology tailored to meet the needs of hybrid workforces, businesses can overcome hurdles and unlock the full potential of their teams. Solutions such as smart locker systems, portable desk caddies, and smart workspace technology not only streamline operations but also enhance employee experience and productivity.

As we move towards a future where hybrid working becomes the norm rather than the exception, it is imperative for businesses to embrace change and adapt to the evolving needs of their workforce. By investing in the right tools and strategies, companies can foster a culture of flexibility, collaboration, and innovation, setting the stage for sustainable success in the hybrid work era.

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