ultima

Intelligent Workplaces

Enable Your Workforce and Automate Your IT

Offices
Shared Office Spaces
Facilities Management
Educational Campuses
Warehouses & Manufacturing

Intelligent Workplace Solutions

The workplace has changed dramatically over the past 40 years - back when cubicles dominated the office floor, separating workers to ensure they could focus on their paper-based tasks. Employee collaboration was predominantly over landline phones or formal meetings, and although personal computers were starting to gain popularity, mobile phones and the internet were not mainstream until the early 1990s.

Fast forward to today and many businesses are embracing mobility, enabling their workforce to work from home or wherever suits them, promoting employee satisfaction and increasing motivation.

Cubicles have all but disappeared making way for collaboration spaces, improving productivity and enabling pooling of knowledge.

End users have become the key driver for technological advancements, demanding the same flexibility and experience as they encounter in their personal environments.

Whilst IT departments can simply ignore these demands, this often results in a significant effect on the retention of employees, or the capacity to attract new talent. In turn, the organisation's ability to compete with new and innovative digital disruptors entering the market is impacted.

Increasing operational efficiency by leveraging data analytics and process automation can have a significant and positive impact on competitive advantage, enabling businesses to focus time and resources on innovation and activities of higher value.

About Ultima

Our Mission Statement:
"To become the trusted long-term IT partner of UK businesses by providing robust and flexible solutions which bring real business benefit."

As a modern infrastructure and automation services provider, we maintain relationships with a wide range of strategic and disruptive vendors.

These long-standing partnerships allow us to provide impartial best practice advice, product fulfilment support and bespoke solutions, all backed by 24x7 managed service support.

No matter where you are on your IT journey, we can provide the assistance you need to make technology a positive asset, aligned with the emerging goals of your organisation.

This could include; mitigating risks associated with changes in compliance, optimising infrastructure to improve efficiency or modernising legacy systems for the cloud.

In summary, we deliver better business outcomes at a commercial, strategic, operational and technical level.

Value Proposition

As the workplace and workforce evolve to keep pace with the rate of exponential change in technology, businesses are focusing on key areas of improvement - centring on employee experience and operational efficiency. Combined, these improvements form the foundations of digital transformation and provide enablement for continual transformation going forward.

Employees have grown accustomed to intelligent systems - digital assistants, smart devices and data provide insight into their daily lives. More and more, they expect these tools to be part of their professional lives as well.

Organisations that allow their employees to use these advanced toolsets not only enable their workforce to be more efficient, but also more casual in terms of technology interaction - reducing the likelihood of errors and mistakes. Employees can then focus more greatly on the work itself, rather than the various tools.

Productivity
Improved employee productivity through streamlined processes.

Efficiency
Cost reduction through energy saving efficiencies.

Utilisation
Better use of existing real estate and resources within the building.

User Experience
Enhanced employee and guest user experiences.

Training
Just-in-time end user education and location-based digital information.

Asset Tracking
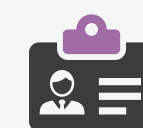Record and monitor assets as they move around your workplace.

Automation
Process automation for reduced administration and increased accuracy.

Emergency
Advance health and safety with robust emergency and evacuation procedures.

Streamlined AAA
Enable automated Authentication, Authorisation and Access to resources.

Forecasting
Predict office trends and facilities activity to improve budgeting and efficiency.

" Consumers have come to expect seamless experiences in everything that they do, and that includes the workplace. "

Chief Digital and Technology Officer, CBRE

Core Intelligent Workplace Solutions

User Experience

Employee Services

Increase productivity and efficiency by streamlining peripheral activities for end users, such as finding and booking available meeting rooms, hot desks or parking spaces. Provide navigation to the nearest quiet space, automatically adjust room temperature and lighting to the user's preference, or even help them locate their colleague(s).

Guest Services

Provide turn-by-turn navigation for customers to pre-booked or available parking spaces, meeting rooms, facilities or food and breakout areas. Digitalise lobby check-in through a reception touchscreen which automatically notifies their host. Guest Wi-Fi is also assigned and context-appropriate information is pushed to the guest's device.

Safety & Security

Provide crucial, rich data to employees and guests direct to their devices, or via dynamic digital displays in the event of an emergency. In evacuation scenarios, location services can be leveraged to ensure all individuals have left the affected area and can be accounted for.

Operational Efficiency

Workplace Utilisation

Maximise premium meeting rooms and desk space through advanced analytics on capacity versus utilisation, ghost and zombie meetings and meeting room misuse. By analysing and addressing existing usage to eliminate wastage, an expensive real estate can provide a better return on investment.

Optimised Operations

Leverage location services to automatically adjust HVAC (heating, ventilation and air conditioning), lighting and power for reduced energy consumption. Optimise services such as cleaning schedules by focusing on high-use areas, security placements where footfall is high, and staff rotation by accounting for peak times.

Asset Security

Track expensive and important assets across the estate to prevent data leakage and the need for costly replacement. Enable employees, in real time, to find the shared assets they need to do their jobs effectively, such as portable scanners, devices and even vehicles.

Standard Workplace Functionality

Wayfinding

Provides turn-by-turn navigation from an employee's location. Waypoints allow directions to key locations (e.g. meeting rooms, hot desks, exits and breakout areas).

Notifications

Notify employees when guests arrive, offer to navigate guests directly to assigned meeting rooms. Allow employees access to real time workplace usage in shared workplace scenarios.

Asset Tagging

Track and monitor high value assets and personnel in real time. Validate business processes leveraging location-aware services, such as key asset geofencing, cleaning schedules and staff rotation.

Guest Wi-Fi Experience

Customers and guests can join the secure Wi-Fi using unique logins such as a guest pass ID, or third-party authentication sources including Twitter and LinkedIn.

Workplace Operations

Utilise workplace resources on demand and when required. Should operational training be required, provide this on demand. Present appropriate resources only to avoid confusion.

Security

Location-awareness services provide added value when tracking individuals, assets and suspicious activity. Understand behaviour and unusual activity at your workplace.

Other Intelligent Workplace Use Cases

Deep Workplace Insight

Understand how employees interact with your workplace, use this data for real estate management to efficiently plan property sizing and utilisation.

Digital Concierge

Allow consumers to check in to facilities using their own device. Provide just-in-time guidance to use office equipment and adjust environmental conditions based on their preferences.

Location-Based Add-Ons

Mobile app users can locate their colleagues as well as guests. Enable real time utilisation of office space including breakout areas, meeting rooms, facilities and hot desks.

Seamless Integration

Enable the workplace to react to guest actions on demand based on their location and current actions, as well as predictive analytics.

Smart Emergency

Send just-in-time notifications to devices in case of emergency, providing users with turn-by-turn navigation when required. Integrate with office IPTV/displays and user devices to amplify the message.

Advanced Automation

Leverage the strength of Robotic Process Automation and empower your employees to increase productivity. Shift the focus from mundane tasks to proactive actions.
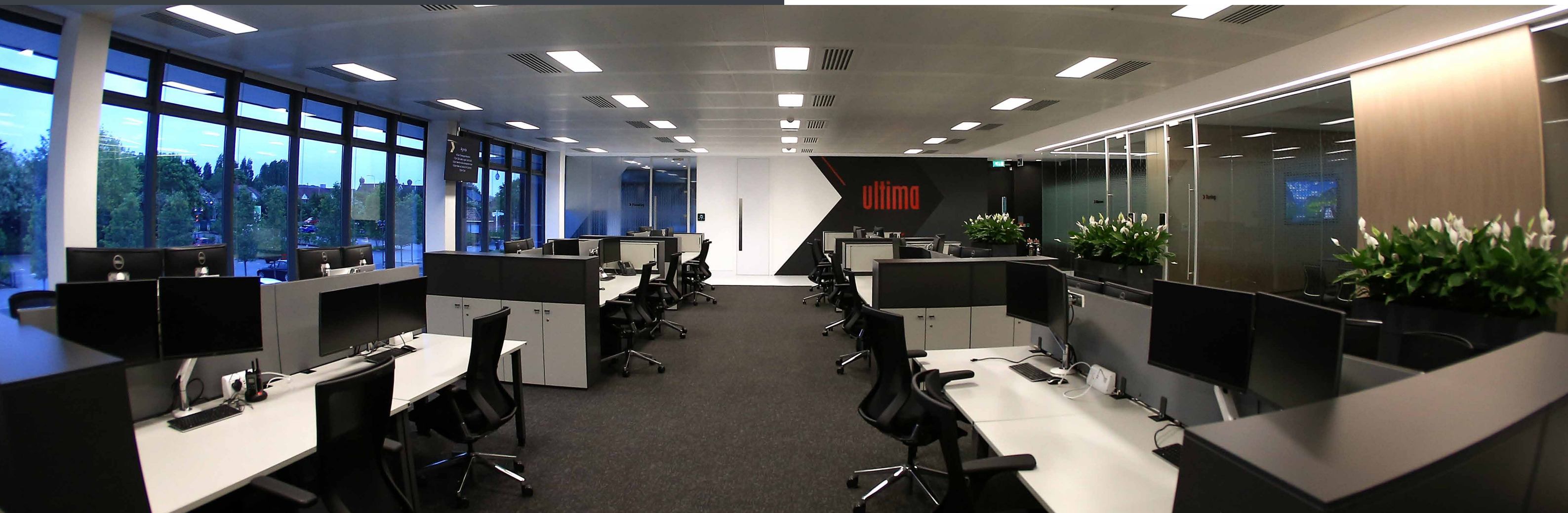
Conceptual Employee Experience

O ur journey plans out an example day in the life of an employee. This concept involves a visit to a branch office, offering a brief view of their potential experiences and the use cases provided.

1. Set Up

I arrive at our branch office with only 20 minutes to spare before my meeting. I haven't been here before, but using the corporate app on my phone I'm directed to a free parking space. I receive a notification that my meeting has been switched to a smaller room as some attendees declined the invitation this morning.

A map directs me to the meeting room where the lighting and temperature have self-adjusted to my preference. As I requested AV in my Outlook meeting room request, when I walk near the meeting room screen I'm automatically prompted via the app with instructions on how to use it.

2. Guests Arrival

As I requested my guests be redirected to the meeting breakout area on arrival, I receive a push notification stating they are here. They have also signed the required NDA presented to them on the reception check-in system.

As they have access to our guest Wi-Fi and app, I'm able to request they come to the meeting room – they'll use the office map to guide them to the correct room and the facilities if needed.

08:40
Arrival

09:00
Meeting Starts

11:30
Meeting Concludes

18:15
End of Day

3. Hot Desking

When the meeting concludes, I open the corporate app to find an available hot desk to work from for the afternoon.

When I get to the desk I place my phone on the wireless charging pad which also books out the hot desk for me – it knows I need the entire afternoon from my Outlook calendar.

On my app, I check how busy the staff restaurant is and head over to grab a quick bite to take back to my desk.

4. Heading Home

It's getting late but I've received a push notification that there's been an accident on the M4 so traffic is bad. I still need to catch up with my counterpart from the Bristol office so I will wait it out in the hope that the roads will ease up.

I check my app and can see my colleague is currently at her desk. I ping her a message via Skype for Business, using the office map I'm guided directly to her for a catch up before my journey home.

Ultima Intelligent Workplace Demo

Located within our Reading head office, you will be able to experience the power and capabilities of the platform. This demo will take you through a personalised tour of some of the capabilities and start conversations on how the technology can be deployed and utilised in your own workplace.

On-Site Proof of Concept (PoC)

A customised deployment of the technology stack, along with hardware and installation services, can be delivered to your location or offices to demonstrate the features and capabilities of the location-based awareness services. This PoC can be tailored to your environment and give you great insights into the potential experience the platform can provide.

Managed Services

Our Technical Service Centre (TSC) can provide tailored monitoring, support and management of your workplace Wi-Fi and LAN services.

We can monitor and maintain the infrastructure and provide on-site technical support for hardware swap-outs. Application updates for the mobile experience can be maintained and supported allowing you to concentrate on delivering core operations.

Our managed services team can supply additional support to understand employee/guest behaviour, track high value assets and provide you with a virtual Network Operations Centre (NOC). Dashboards can be enabled allowing you visibility into the live operations viewpoint.

European Tour - 2018 Ryder Cup

The Ryder Cup partnered with HPE on the strength and depth of its wireless and mobility solution portfolio from Aruba, to provide centrally managed, modular and secure course-wide wireless connectivity at the 2018 Ryder Cup. This was a joint effort between HPE, Aruba and Ultima, as the consulting, design and implementation partner.

The network architecture was based on a Core, Access and Edge Topology, supporting over 51,000 spectators every day. Over 650 Aruba Wi-Fi access points, 130 Aruba Distribution and Edge Switches were deployed, alongside dual-resilient data centres with HPE DC core switches and a HPE VMware virtual compute platform. The digital engagement experience was enabled by the deployment of Aruba Bluetooth Beacons. The network delivered a significant amount of useful data points back to the Ryder Cup data analytics and reporting platform, via the Aruba Analytics and Location Engine (ALE).

The benefits for the audience included:

- **Live streaming** - providing spectators and fans with access to live streams, replays and highlights
- **Interactive maps** - fans could find their way around the event with maps based on geo-location, directing users to where they wanted to be via the fastest route
- **Targeted merchandising** - location-based offers, directing spectators to relevant content based on event analytics
- **Player locations** - spectators were able to find where a player is on the course; they were also able to follow the player and plan their own movements on the course
- **Operational efficiency** - location data helped identify peak times and locations, so that staffing could be adjusted accordingly allowing for more efficient operations

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