

# Mastering the Modern Office

A beginner's  
guide to Smart  
Workplaces



# Introduction to Smart Workplaces



## What is a Smart Workplace?

A smart workplace refers to an environment that leverages technology to optimise **productivity**, **collaboration**, and **efficiency** while enhancing **employee experience** and **well-being**. It integrates various digital tools and solutions to streamline processes, facilitate communication, and adapt to changing work dynamics.

# Importance of Smart Workplaces

The significance of a smart workplace lies in its ability to adapt to the modern workforce's needs and challenges.



## 01

### Improved Collaboration

With advanced communication and collaboration tools, employees can connect seamlessly regardless of location, fostering teamwork and innovation.

## 02

### Competitive Advantage

Organisations with smart workplaces can adapt faster to market changes, attract top talent, and stay ahead of competitors by embracing innovation and agility.



Enhanced Efficiency, Employee Well-Being & Optimised Resource Utilisation

# What makes a Smart Workplace in 2024?

→ Integration and Connectivity

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→ Cloud-Based Solutions

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→ Collaboration Tools & Employee Engagement

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→ AI and Automation

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→ Data Analytics

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→ Workplace Experience Platforms

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→ Security and Compliance

→ Mobility and Accessibility

# Choosing the right Workplace App

## ↘ List of Common Mistakes to Avoid

Selecting the appropriate workplace app technology presents considerable benefits for an organisation, yet the challenge lies in making the right choice.

We will highlight five common pitfalls organisations encounter during the evaluation and procurement of workplace app vendors.



# Don't...

## ↘ Rush the Evaluation Process

Organisations often rush through the evaluation process without fully understanding their needs and the capabilities of available solutions. This can lead to selecting a vendor that does not meet the organisation's requirements adequately.

## ↘ Ignore Compatibility and Integration

Failing to consider how the chosen workplace app integrates with existing systems can result in compatibility issues and inefficiencies. It's essential to ensure seamless integration with other tools and platforms used within the organisation.



### Did you know?

GemEx App and GemEx Engine® integrate with more than 15 Hardware and Software Systems. Find out more [here](#).



Microsoft 365



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### ↘ Overlook Scalability

Organisations sometimes overlook the scalability of the chosen workplace app. While a solution may meet current needs, it's crucial to consider how well it can scale as the organisation grows or as requirements evolve over time.



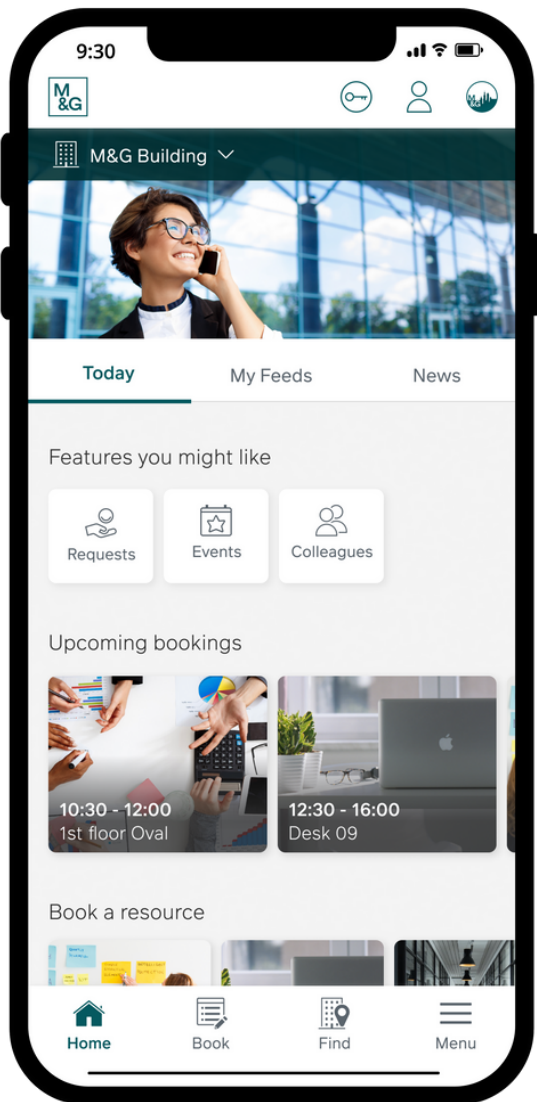
### ↘ Neglect User Experience

Ignoring the user experience can lead to low adoption rates and dissatisfaction among employees. It's essential to prioritise user-friendly interfaces and features that enhance productivity and engagement.

### ↘ Focus Solely on Cost

While cost is an important factor, solely focusing on price can lead to choosing a solution that lacks essential features or support. It's essential to consider the overall value and return on investment (ROI) that the chosen workplace app provides.

# M&G's Hybrid Transformation with Spica



## Navigating the Future of Work

*“Part of the decision of going with Spica was because we knew we’d have to go through a lot of changes so we wanted a partner that was willing to work in a very agile way. “We say to Spica, ‘if you don’t see the value of [an update] challenge us’, and that we will respect that but equally, the ideas that we have help Spica’s product develop as well, so it’s a very symbiotic relationship, which is what makes it as successful as it is. It has been a bit of a revelation just watching how people use the app.”*

Sarah O’Reilly  
Global Head of CRE Workplace Solutions, M&G





**spica**  
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