



## CASE STUDY

# Intel Optimizes Hybrid Workspaces and Improves Employee Experiences

In 2018, Intel opened SRR4, a ten story, 630K sq. ft. smart office building in Bangalore, India. From inception through operation, SRR4 was designed to utilize smart technology to drive tangible business value. Intel's Corporate Real Estate (CRE) and IT teams have embraced many cutting-edge ideas and paid particular attention to the link between the working environment and employee performance. They believe a positive employee experience can impact talent recruitment, performance and retention, especially when operating a hybrid working model.

### The Challenge

At SRR4, Intel addressed two challenges previously encountered at other smart office buildings.

### Workspace Management of a Hybrid Working Model

The world of work is increasingly mobile. Even pre-COVID, half of Intel's global employees worked remotely at least a few times a week. With that in mind, the teams at SRR4 took space optimization to a new level, by designating



**20%–30%** Space Utilization Improvement

**7%** Additional Energy Savings

**Multi-Million Dollar** CapEx Avoidance

80% of the desks for mobile workers. However, Intel had learned from prior experience that the uncertainty of cubicle availability would cause employee frustration.

Additionally, without access to accurate and actionable space utilization data, the CRE team found it difficult to understand and control the optimization of space, essential for controlling costs and future planning.

### Inadequate Environmental Control Impacting Productivity

At another Intel smart building in Bangalore, SRR3, employees regularly said that temperature variations in

various parts of the building affected their productivity. To address these concerns, Intel implemented a machine learning algorithm that set a constant temperature across all building zones. However, because not every person is comfortable at the same temperature, the solution did not substantially address the issue nor reduce comfort-related complaints from employees.

## The Solution

### Comfy Flexible Spaces

Comfy's Flexible Spaces solution provides an intuitive user-experience for employees to book and utilize the space available in a hybrid working model. At SRR4 employees can view and book desks and conference rooms directly from their mobile phones using Comfy's interactive, digitized office map. Comfy provides a view of available workspaces by combining its booking data with real-time occupancy information gathered from non-intrusive sensors that identify if a space is occupied. All this valuable space booking and occupancy data is captured and analyzed using Comfy Insights.

### Comfy Healthy Spaces

To preemptively avoid negative employee environmental feedback, Intel empowered their employees with Comfy's Healthy Spaces solution. Healthy Spaces grants employees individual control to define what's "comfortable" for their environment. Via the same Comfy mobile app that enables desk and room bookings, employees are able to personalize the temperature and lighting in their zone.

## The Results

### Optimized Space Utilization

Comfy processes over 2,000 space bookings per day at SRR4. In total, employees have used Comfy hundreds of thousands of times to locate and book the space they need to work and collaborate in a building designed for mobile

workers. Intel estimates that the intuitive space-booking capabilities of Comfy's Flexible Spaces has led to a 20–30% improvement in space utilization. According to those same internal estimates, this space utilization optimization correlates to a multi-million-dollar capital expenditure avoidance.

Comfy's Flexible Spaces solution enabled the successful adoption of a hybrid working model, by an increasingly mobile workforce.

### Improved Satisfaction and Energy Savings

While prioritizing employee comfort over energy savings may seem counterintuitive, the Intel team recognized that the positive financial impact of increasing employee productivity would be greater than the reduction in energy costs. Providing employees with control over their own environment via Comfy's Healthy Spaces solution has overall improved employee satisfaction.

Further, by integrating elements of artificial intelligence with the data generated by Comfy's Healthy Spaces, Intel can correlate employee requests to potentially faulty building equipment – yielding energy savings of an additional 7%. Employees essentially act like sensors as the temperature change requests made via Comfy are aggregated and mapped to possible equipment issues.

Comfy's Flexible Spaces and Healthy Spaces solutions have delivered significant returns to Intel's SRR4 building by driving business value, enhancing operational efficiencies, and improving employee experiences.

Learn more about how Comfy can help you optimize your space utilization:

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**Email:** [info@comfyapp.com](mailto:info@comfyapp.com)

**Visit our website:** [www.comfyapp.com](http://www.comfyapp.com)

*“Smart building technologies have started delivering tangible business benefits in energy reduction, asset optimization and tenant experience. The next few years will see the broad proliferation of these technologies”*

— Srin Khandavilli,  
IoT/Smart Building Program Director



Intelligent Workplaces  
for Dynamic Businesses

### Comfy, a Siemens Company

Comfy was established in 2012 and serves customers and their employees worldwide. With a consumer-grade app designed to improve employee safety, engagement and productivity, Comfy provides the link between employee facilities utilization and corporate real estate insights and planning.