

Wisp

Workplace Information
Solutions Platform

Gensler

“How can I track who is occupying each private office?”

“How can I stay up-to-date on the amount of space we are paying for?”

“Is the new conference room being used to its full potential?”

Get the answers you need.

From managing the assignment of workstations to planning for future growth, access to current information about space and occupancy is critical for effective decision making among real estate and facility teams.

“Where can I find accurate CAD plans of our buildings?”

“How much space are we paying for each month?”

“We’re growing. What are our space options?”

“What is our current vacancy?”

There’s more to every asset than meets the eye.

Most companies have hidden potential in their workplace. Measuring multiple dimensions of your space—vacancy, occupancy ratios, space efficiency and more—is the best way to activate one of your greatest assets that may be hiding in plain sight. That’s why we developed Wisp.

Make informed portfolio decisions.

In today’s fast-paced world, immediate access to the right tools and information is critical to running a business swiftly and confidently. Wisp delivers space and occupancy data on interactive floor plans with tools and functionality that real estate and facility teams need for strategic planning and daily management.

Service is everything.

Standing by our clients through the process of turning occupant data into strategic decisions is what makes us enjoy coming to work every day. We are there on day one for implementation and training and continue to stand by as a trusted advisor. As your real estate portfolio changes throughout its life cycle, we keep the CAD plans up-to-date and advise on tools and resources that will help you get the most out of Wisp.

Why Wisp?

SOFTWARE AS A SERVICE (SAAS)

Fast and efficient implementation	We consult, implement, and configure
Reporting capabilities	Quickly access key metrics for decision making
Return on Investment	Realize gains from efficiency and streamlined processes
Upgrades and enhancements	All inclusive; automatic upgrades and enhancements
Security	Secure cloud structure included
Ongoing service	A dedicated support team is standing by

BEYOND SAAS

Advising and strategy	We help you identify and understand key metrics
CAD maintenance	Unlimited; we keep your floor plans up-to-date
Integration with internal systems	Data feeds with preferred partners improves data integrity
Licensing and access to features	Unlimited number of users; no license fees

“Wisp is well designed. It is intuitive, functional and rich with data. The built-in reports are effective for understanding our supply and demand, and key portfolio metrics.”

– Facilities Manager



Wisp™ is supported by ongoing service, no matter how much or little you use it. Pick the interactive features that are most important to your organization.

Contact us for more information or materials about any of these services.



Service & Support

- Implementation and training
- CAD services / drawing management
- On call support and system maintenance
- Secure hosting and data sharing



Move Management

- Move, Add, Change (MAC) workflow
- Configurable MAC space request utility
- Scheduling moves
- Move sheets

“I could see the lights come on in the faces of my teammates as we all began to realize how amazingly intuitive Wisp really is. Where has this application been all our lives?”

– Area Manager, Planning/
Design & Construction, ADP



Space Management

- Interactive floor plans
- Layer management
- Colorizers
- Rent allocations & chargebacks
- CAD management and maintenance
- Polylining



Occupancy Planning

- Interactive stack planning
- Blocking scenarios
- Seating scenarios
- Group placement utility
- Observe: utilization and activity app



Reporting

- Vacant seat analysis
- Space type distribution
- Benchmark analysis
- Vacant seats and square footages
- Conference seating ratio analysis
- + More



Advanced Features

- Drag and drop icons
- Wayfinding
- SSO (Single Sign-On)
- Corporate branding
- Resource tracking
- Service requests
- Observe: utilization and activity app
- Lease tracking



Workplace Utilization

- Observe: iPad application
- Utilization study
- Activity analysis



Gensler Expertise

- Architecture and interior design
- Space Planning & Strategy
- Workplace Strategy
- + More

As part of Gensler, the world's largest architecture and design firm, Wisp clients have access to a deep bench of consulting and strategy experts.



Our Story

Gensler, established in 1965, is well-known as a global architecture and design firm. Early on, we recognized that tracking space and occupancy data was valuable for our clients to effectively manage their real estate portfolios between and during design projects.

In 1995, we formed a team of consultants and programmers to identify a solution to space and occupancy management; Version 1 of Wisp was born. As technology has evolved, so has Wisp.

We've found our niche in helping clients manage their workspace and occupancy. Today we have grown to an entire practice dedicated to supporting clients and delivering innovative tools to support the different phases of the real estate life cycle.

Gensler's collaborative, integrated approach blends diverse knowledge and expertise to explore new possibilities and give our clients a competitive edge in their market.

Our Team

From implementation to every day support, our team of Gensler Wisp Advisors is standing by to help. We combine specialized experience with the diverse understanding that comes from working with companies around the world.

Wisp Clients

We're proud to say that our first clients are also our oldest clients and our relationships continue to grow. Wisp now serves clients around the globe—from start-ups to established Global Fortune 500 clients. We learn from each relationship and continue to evolve Wisp and our services to meet the changing needs of our clients and technology requirements.



Meet the team of Wisp Advisors who provide ongoing support.



HEARST



LPL Financial

Archrock



Time Inc.



Beyond software as a service.

After years of implementing and maintaining CAFM and IWMS systems, we know what works—and what doesn't.

"Service is everything. We partner with companies that are of the same mindset. It's important for us to know that we have business partners that are almost like family who we can reach out to when we need them."

— Workplace Strategy Manager, Toyota



Meet the team of Wisp Advisors who provide ongoing support.

Software as a Service (SaaS)

- ✓ Hosting and servers
- ✓ Platform upgrades and support
- ✓ Information security

Beyond SaaS, our team provides:

- ✓ Platform implementation and maintenance
- ✓ Training
- ✓ Advisory Services
- ✓ CAD maintenance and data support
- ✓ Ongoing service and support

Wisp Implementation

With decades of experience, we have Wisp implementation down to an easy process that typically takes 90 days or less, depending on portfolio size. We work with your team to get you up-and-running as smoothly and efficiently as possible—including server configuration, team training, security, and system integration.

Hosting

Wisp is a SaaS, and we host your data at secure data centers. As a cloud-based application, you can access and export your data anytime, anywhere from this secure environment.

Wisp Advisors

Once Wisp is implemented, we continue to work with you. A dedicated team of Wisp Advisors and CAD specialists is assigned to your account and works with your team to provide everything from strategic advisory services to day-to-day support for tactical needs—including drawing maintenance.

CAD Management and Maintenance

We believe the basis of a good system starts with accurate CAD plans, so we provide ongoing CAD support as part of the standard delivery. When changes are made to a floor plan, updates are sent to our team of CAD technicians, who will promptly update the background drawings and affected space data, including polylines. With Wisp maintaining your drawings, you can trust the consistency in the measurement standard across your portfolio.

Polylining

Our team polylines CAD drawings to a specific standard, providing a consistent method of measurement across the portfolio. Standardized polylining leads to accurate area calculations for reliable space comparisons.



Security is our top priority

You can rest assured that your data is being maintained with the same high level procedures and protocols as our own, and those of well-known technology companies—many of which are our clients. Data is housed at large, reputable data centers, and we have an alert team standing by. Our data and security teams are dedicated to maintaining optimal security of Wisp data, validated with regularly scheduled penetration tests and evolving our standards to fulfill the latest requirements.



Streamline the process of maintaining data while enhancing communication with move, add, change (MAC) functionality—providing a solid platform for sharing information between the lines of business and corporate real estate.



► **Move/Add/Change (MAC) Workflow Process**

Gensler works with clients to define and implement a configurable MAC workflow process that streamlines request submittals and can eliminate paper, email, or other manual MAC request processes. Our goal is to make the software fit a client's process, rather than change their process to fit the software.

MAC Space Request Utility

Streamline the MAC request and approval process with the Space Request Utility. Reduce the need for dual entry with transparent management of demand and exceptions. Submitted requests are considered pending and are held for approval and completion by those with appropriate access rights—all of which is configurable. When a MAC request is completed, occupant data and floor plans are automatically updated in Wisp.

Scheduling Moves

Moves can be scheduled using the date field, email notifications, and move lists. Email notifications and user security can be configured as required.

Move Sheets

Export a list of move requests for your move team to ensure occupants and their belongings get moved to the right space at the right time.

Enhance your move strategy with Occupancy Planning Features:

- Interactive Stack Planning
- Blocking Scenarios
- Seating Scenarios
- Group Placement Utility
- Utilization and Activity Study

"We've said it time and time again—we wish we would have jumped to this system years ago!"

– Area Manager—Planning/
Design & Construction

► **Watch a demo video at**
www.GenslerWisp.com



Business Continuity 21 Disasters Avoided

Prior to Hurricane Sandy, a client ran a report on the number of employees at 21 locations in the storm's path. This, combined with vacancy reports of unaffected locations, indicated where to house associates until all locations were back up and running. The result was minimal disruption of services and increased safety for affected staff.

Access to an accurate inventory of space information helps real estate and facility managers develop long-term strategies for success. Wisp makes this possible with accurate, scaled, and interactive floor plans.



📍 Floor Plans

The basis of Wisp is scaled, interactive floor plans labeled with room numbers, occupant names or space function, and organizational unit. Ongoing services include updating CAD drawings as spaces change over time.

Layer Management

Our team standardizes CAD drawing layers, room and station numbering, space types, and charge types. As floor plans change over time, the same standards will be applied to the drawings, ensuring consistency. Layers can be turned on and off, controlling the display of items like furniture, walls, labels, and asset icons.

Colorizers

Anything that is tracked in Wisp can be easily configured to be depicted on a floor plan with an assigned color. Turn on and off as many colorizers as you need. Colorize floor plans by department, space type, vacancy, and more.

CAD Management and Maintenance

When changes are made to a floor plan, updates are sent to our team, who will promptly update the background drawings and affected space data, including polylines—keeping your internal resources focused on their primary projects.

Polylining

The Wisp team polylines CAD drawings to a specific standard, providing a consistent method of measurement across the portfolio. Standardized polylining leads to accurate area calculations for reliable space comparisons.

Rent Allocations & Chargebacks

The average organization uses four to six categories of spatial allocation; Wisp can process up to 26 levels of unique proration configurations. The result is flexible, equitable, and explainable methods of proportionately allocating square footage to the organizational units—based on calculated or reconciled square footage, such as the negotiated lease amount. Financial values can be applied to calculate space charges on a determined schedule. With Gensler maintaining the floor plans, allocations are done consistently to existing organizational rules. If none exist, we'll provide the advisory services to help develop them.

📺 Watch a demo video at
www.GenslerWisp.com



**Gained approval
for 98,000 SF**

With **Wisp**, a client was able to depict that their workplace was 18% overcapacity.

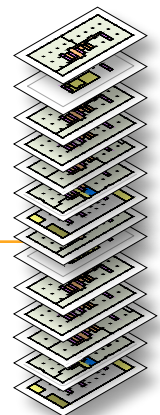
CAMPUS VACANCY: PERCEIVED VS. ACTUAL

PERCEIVED:
14%
VACANT

ACTUAL: 18%
OVERCAPACITY
Wisp

A Focus on Quality

Consistency, standardization, and quality are the principles of Gensler's CAD team. New and updated drawings all undergo two levels of quality control before they are made live in Wisp.



Prepare for upcoming changes with unlimited scenario options. Whether it's growth, consolidation, relocation, or rearranging, you'll have the tools in place to form a strategic plan.



🔴 Interactive Stack Planning

Generate stack diagrams that illustrate headcount, square footage, space function, business unit data, or user-defined criteria. Scenario stacks are created by moving, splitting, re-sizing, removing, or adding to the illustrated data set. Evaluate how existing buildings stack or establish new stack options for current or future space. An unlimited number of stacking scenarios can be saved, cloned, and modified during a planning exercise or phased roll-out without affecting the live floor plans and data.

🔴 Blocking Scenarios

Create, modify, and save alternate blocking and occupant seating plans using the current floor plan layout. Once a scenario is selected, move requests can be generated directly from the scenario. Departmental blocking and subsequent seat assignments can support move planning efforts and expedite the move request process.



A Successful Move

To prepare for its move, Goodyear used the Wisp stacking and blocking features to create future state occupancy for its new headquarters. With detailed processes in place, Goodyear was able to move all of its employees into the new building on time, with minimal disruption to daily tasks. Goodyear continues to utilize Wisp to manage its space and occupancy, with Gensler maintaining its CAD plans.

Seating Scenarios

Assign each seat to a specific person or space-type. Data feeds provide the occupant data, making it easy to maintain accurate seating over time. Names to seats is the basis of the wayfinding feature, which allows anyone in the company to find the seating location of their colleagues.

🔴 Group Placement Utility

Once a scenario option is decided upon, the lines of business can work with the seats blocked for their department to create seating charts. Automating the collection of proposed seating assignments encourages collaboration while eliminating tedious manual methods.

Move Sheets

After you've created a scenario in Wisp, simply export a move sheet that lists all upcoming moves, or download a floor plan that illustrates new station assignments.

🔴 Observe: Utilization and Activity Study

Use Gensler's iPad App, *Observe* to conduct an activity analysis, utilization study, condition assessment, and more. Surveyors can quickly collect data directly to an interactive floor plan. Heat maps and tabular reports can then be generated to analyze results and identify patterns. Answer questions such as:

- What is the average time spent at desks?
- How many people use the conference rooms?
- What activities take place in the space?



The right tools inform a new strategy

Using Wisp to analyze its portfolio, this Fortune 500 company discovered 2.2 million square feet of unused space—equivalent to 29% vacancy. With the stacking and blocking scenarios, the client developed a new strategy to achieve the consolidation of locations, mobile working, and significant savings.

🔴 Watch a demo video at
www.GenslerWisp.com

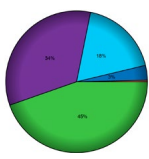
Make decisions faster with access to real-time data in graphical and tabular reports. Wisp includes a number of pre-defined occupant, space, square footage, and event reports depicting metrics such as vacancy, density, capacity, and churn.



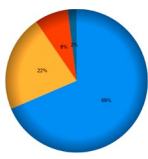
📺 **Reports** are flexible, providing summary level information with the ability to drill down to the detail. Most reports can be filtered or grouped by any level of the location or business unit hierarchy, or a combination of the two. Data can also be exported to Excel for additional manipulation or to PDF format for sharing. Wisp includes 54 ready-to-use reports.

The top 10 most frequently run Wisp reports:

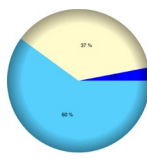
1. Request History
2. Occupant Counts
3. Vacant Seat Analysis
4. Benchmark Analysis
5. Square Footage Details
6. Occupant Types by Location OR Business Unit
7. Service Request Summary
8. Current Use Summary
9. Space Type Distribution
10. Square Footage Comparison



Space Type
Distribution



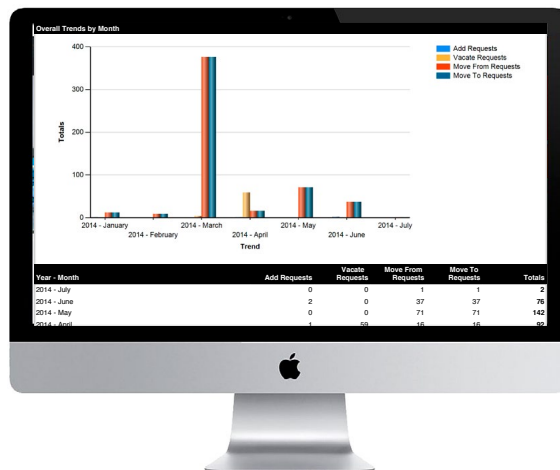
Occupant
Counts by
Location



Vacant Seat
Analysis

	Buildings	12
	Floors	31
	Total SF	959,946 SF
	Headcount	4,773
	Vacancy	16%
	Conference room to workspace ratio	1:3.59

Quickly gather key metrics about your portfolio, then dive deeper into the data with a few simple clicks.



“Wisp gives me the ability to instantly review any office in the portfolio—providing real-time information on floor plans, headcount, and vacancy. I am able to produce reports for senior colleagues and build business cases by reviewing the information at my fingertips.”

— Real Estate Specialist,
Multinational Financial
Company

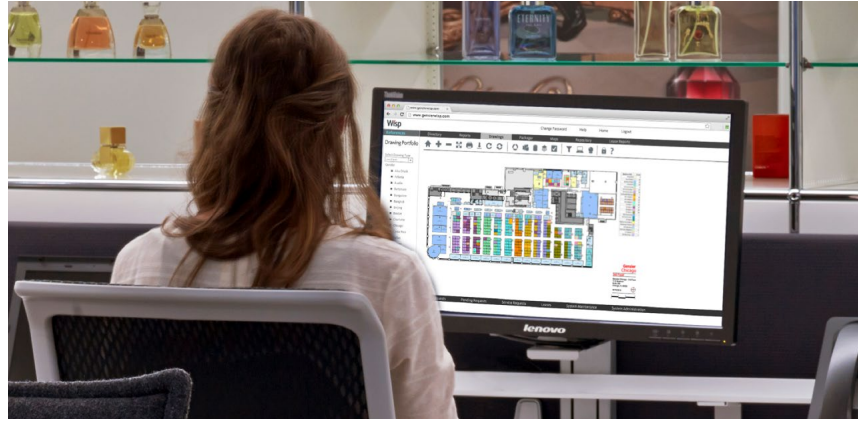


Advanced Features

Wisp

Workplace Information
Solutions Platform

Enhance your floor plans and streamline your workplace processes with interactive tools that go beyond space and occupancy management.



🕒 Drag and Drop Icons

Use icons on a floor plan to indicate physical objects, such as life safety equipment or office equipment. Choosing from the icon palette, simply drag and drop the representative icon onto a floor plan. You can also track attributes of the asset.

🕒 Wayfinding

Linking to Wisp through the intranet allows users to search for a person in the directory and then view that person's location on a floor plan. This functionality provides a read-only view into Wisp and is controlled by auto login.

Tip: Wayfinding is a useful feature for all occupants to use. We've found that it encourages individuals to help keep data current by pointing out changes that need to be made to floor plans or seating assignments.

SSO (Single Sign-On)

Streamline user logins with a single ID and password that allows access to multiple, connected systems. SSO is convenient for integrating with an intranet system and allowing users access to identified Wisp features.

Corporate Brand Alignment

A skin is a graphical user interface that can be customized to client requirements, such as brand guidelines. Wisp maintains the same functionality when a corporate-branded skin is applied.

🕒 Resource Tracking

Track resources, such as ergonomic equipment, by assigning it to an occupant. You can configure each resource to track relevant data and run a report to display resource details by type.

🕒 Service Requests

Wisp provides a simple method to request service and maintenance by pointing and clicking a space on the drawing. A configurable email workflow alerts service providers of requests and keeps requesters informed of the status.

🕒 Observe™

Understanding existing behaviors is the first step towards developing a strategy for improvement. Gensler's award winning iPad app, Observe™, combines floor plans and survey criteria into one intuitive tool—allowing workplace activity and utilization data to be collected directly onto floor plans. Use Observe to collect data for an activity analysis, utilization study, density study, condition assessment, and more. Heat maps, together with tabular reports, can be generated to analyze results and identify patterns.

Lease Tracking

Capture and report key lease information, critical dates, calculated square footages versus leased square footages, and rent costs per occupant. Wisp also provides a repository for document storage.

🕒 Watch a demo video at
www.GenslerWisp.com

What if I already have a Leasing tool?

We'll work with you to integrate Wisp with your current system to avoid maintaining duplicate data.

Gensler

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“How is our space being used throughout the day?”

Sometimes the most efficient and reliable way to understand how and when a space is used is to get up and check.



[Watch a demo video at www.GenslerWisp.com](http://www.GenslerWisp.com)

Find out how a space is used

Gensler’s award winning iPad app, **Observe™**, is used to collect space and activity information directly to a floor plan. It can be used in the initial planning phases to identify areas for improvement, during implementation to monitor progress, or after changes have been made to see what the impact is. Knowledge about work processes, connecting what people do to where they do it, and anticipating future needs is the best way to increase productivity now, while identifying what you’ll need for optimal performance in the future.

Many Possibilities

Observe can be used to collect the following types of data: Activity, Utilization, Room Details, Condition, and more.

How it works

Gensler configures Observe to include your floor plans and the questions you want answered. A designated surveyor walks the space on a predefined schedule and collects the data. Results are displayed in heat maps and tabular reports. We will review the results with you and advise on strategies for moving forward.

What you can learn

- How often a space is used throughout the day
- The average time spent at desks
- How many people use the conference rooms
- Activities that take place in each space
- + More

Hard data about space usage is often critical to obtaining buy-in on new space strategies for the workplace.

83%

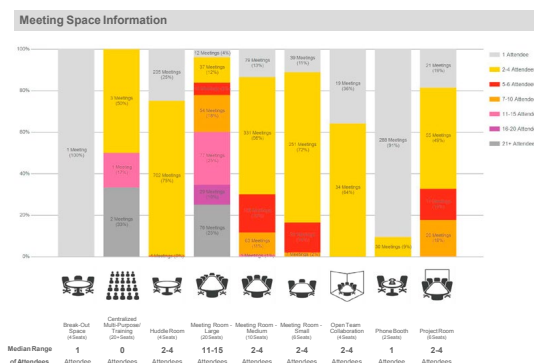
of corporate real estate executives rank space utilization as the most important metric for making effective workplace decisions.

—Gensler Research Catalogue



Global Portfolio Assessment

With the goal of reducing real estate costs while retaining employees, a client bi-annually conducts a space utilization and activity study using Observe. Data is captured about how employees work and interact with their workspaces and is informing a real estate strategy that will reduce the company’s global real estate footprint—significantly reducing overhead costs.



Gensler is a global architecture, design, and strategic planning firm with more than 5,000 professionals in 46 locations around the globe. With 2,000+ active clients representing nearly every industry, we deliver projects as large as a city and as small as a corner cafe.



Gensler is a “One-Firm Firm.” We can provide the strength and resources of the entire firm to meet any client’s needs. The reputation and success of our firm enables us to recruit our staff from the best in the industry. Despite tremendous growth, quality remains our highest priority and is at the heart of everything we do.

We have organized and integrated our services to support clients at every stage in the real estate and facilities cycle, from initial strategy through implementation and management. Understanding our clients’ goals and strategies allows us to add substantial value to their enterprises through our service and support. Our collaborative, integrated approach blends diverse knowledge to explore new possibilities and give our clients a competitive edge in their market.

A full-service firm:

- Brand Strategy
- Building Analysis/ Evaluation
- Building Repositioning
- Consulting
- Change Management
- Community Outreach
- Data Analysis
- Design Guidelines
- Design Strategy
- Environmental Graphic Design
- Experience Design
- Feasibility Studies
- Focus Groups
- Move Coordination
- Planning & Urban Design
- Portfolio Strategy
- Programming and Space Planning
- Facilities and Needs Assessments
- Renovation
- Resource Management
- Site Evaluation
- Staff Surveys
- Sustainable Design Consulting
- Tenant Development
- Transportation Studies
- User Research
- Visioning
- Workplace Strategy

► Learn more about Gensler’s wide range of expertise at www.gensler.com/expertise

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Service & Support | Move Management | Space Management | Occupancy Planning | Reporting | Advanced Features | Workplace Utilization