

A Day in the Hybrid Office

Step Into the Shoes of an HR Manager and an Employee as They Navigate the New Office Normal



After two years of remote work, companies are experimenting with welcoming employees back in the office part-time. A hybrid office/remote work environment offers many advantages, including enhanced use of space, the ability to schedule time in the office, verified identities, and money savings.

But what does it look like for the average HR manager and average worker to be back in the office? In this infographic, we follow elements of the new normal workday for Steve, an HR manager, as he gets the office up and running, and Amanda, an office team member, as she benefits from Steve's efforts.

Building Access for Employees

To enable convenient and consistent access to all areas of the building, the company has upgraded to mobile access control, in which readers and beacons, in conjunction with a mobile phone app, enable employees to move through the building hands-free.

Steve has been working with a vendor to upgrade to the mobile phone-based access control system to enable touchless access. Such a system helps avoid the spread of germs and helps employees more easily assign access to different staff on different days, knowing workers are less likely to share or lose credentials that are on their mobile phones.



Amanda has downloaded the app. Prior to going into the office and having her office access activated each day, she must complete a health attestation administered via the app. When she arrives on-site, she moves effortlessly through the building—as doors and elevators operate automatically—without having to carry any credential device other than her phone.

Result

The deployment of mobile access control has reduced illness rates, provided a more convenient access method for staff, and generated more accurate space utilization data because staff typically have their phone with them at all times, and don't share them. This data helps Steve and others analyze for efficient space use and potentially reduce size of the real estate footprint needed by the company.

Visitor Management

Because employees aren't the only people in the building, the company has adopted a new process for visitors. When an employee wants a visitor to come in, they must request a time using their Outlook or Google calendars, which provides a unique QR code for the visitor to present at a kiosk when it's time to check in.

Steve has been testing the new visitor management system, ensuring that employees can seamlessly use it to schedule meetings and visitors can use it to effortlessly check in for appointments.



Amanda needs to meet in person with clients regularly. She uses the visitor management integration with her Outlook calendar to schedule meetings using email invites to her guests that, once accepted, grants them one-time access on the date and time of the scheduled meeting. When guests arrive, the lobby kiosk prompts them to answer health questions and check in.

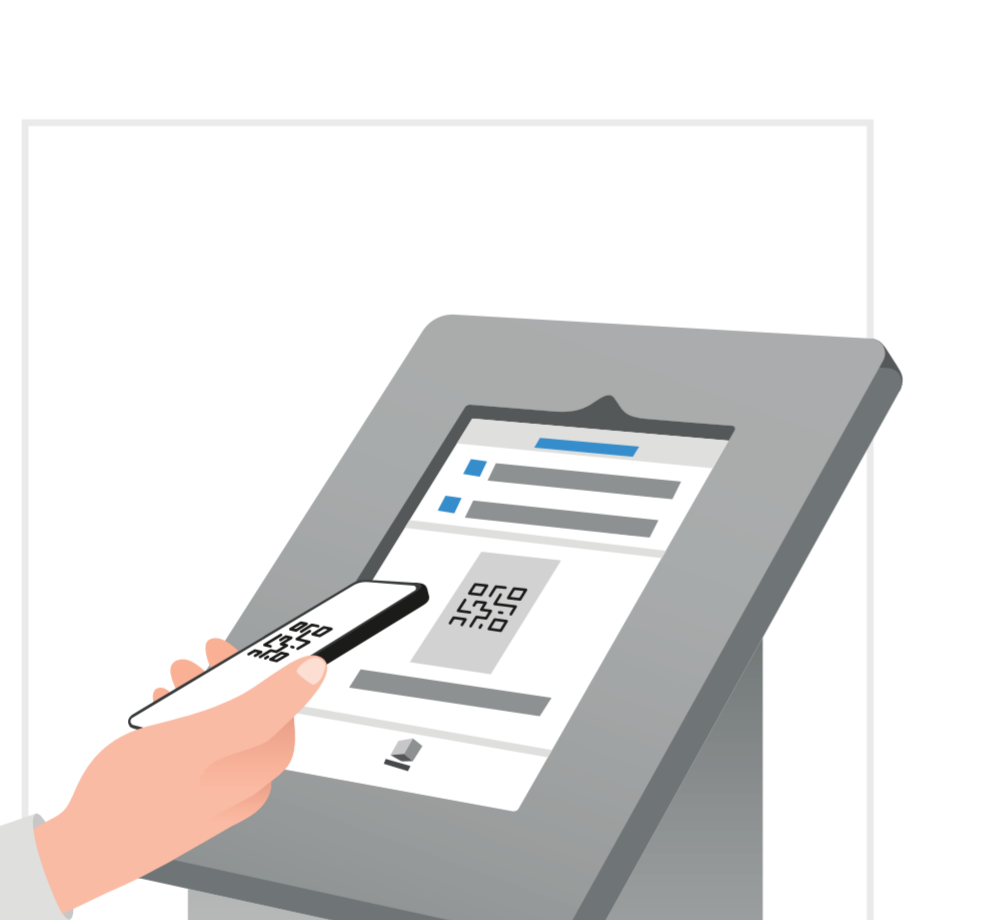
Result

The visitor management system enables staff to schedule, check in, and grant access to visitors remotely, even when no office administrative staff are on-site. This process helps employees to smoothly welcome guests and manage office visitor access to meet on-site even when many are working from home.

Safe Occupancy Levels

Regardless of COVID alert status, workers want a healthier environment to work in. One way to reduce transmission and make more efficient use of office space is to lower the number of people allowed in each area at any given time. For now, the company has settled on a maximum occupancy rate of 30% of pre-pandemic capacity.

Steve has been researching the occupancy rate issue and communicating with executives and employees to ensure everyone understands the new policy. He has worked with a vendor to incorporate technology features—such as assigning access privileges on a staggered schedule basis—that limit the number of employees with access rates each day to 30%.



Amanda and her workgroup have been granted office access on Tuesdays and Thursdays. When Amanda wants to meet with a member of a different workgroup that is only in the office on Mondays and Wednesdays, she must schedule a meeting on one of those days using the company visitor management system, which grants her one-time, temporary access on a day different from her usual schedule. Her mobile phone-based credential operates on that day so she can enter the premises to meet her colleague.

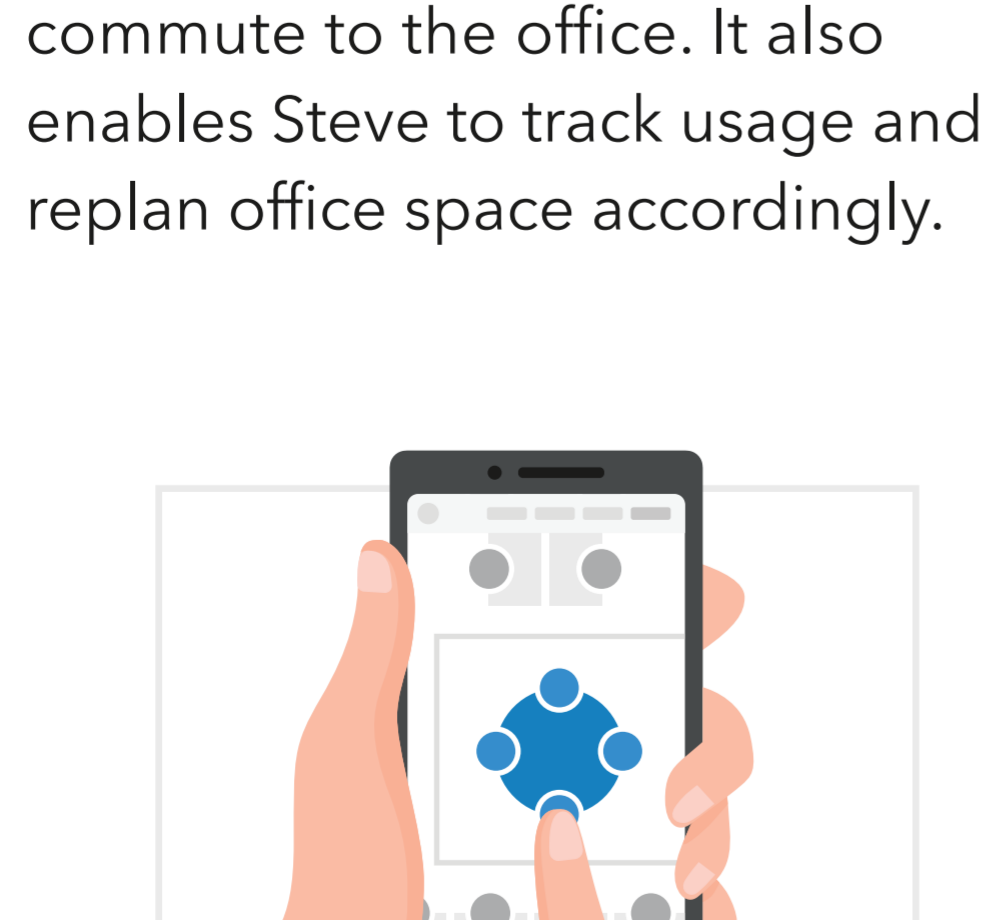
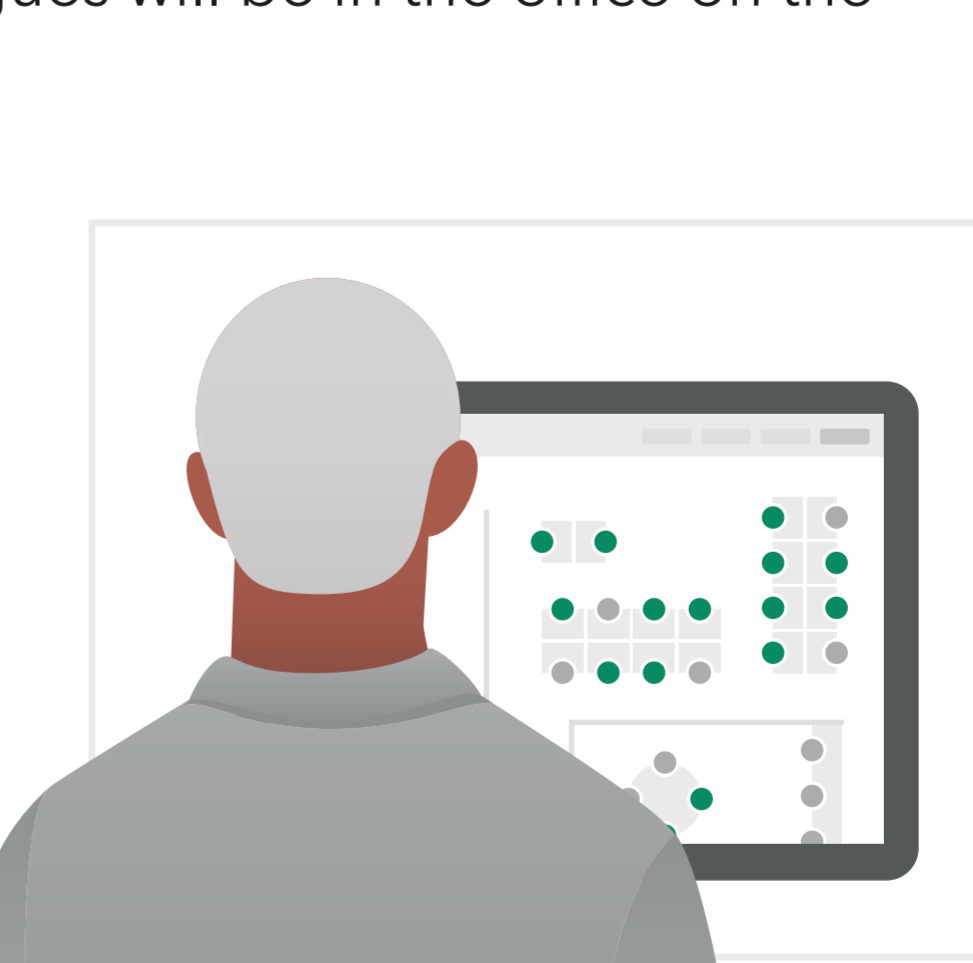
Result

The company can effectively enforce a staggered schedule yet amend access rights on an as-needed basis, keeping capacity contained, productivity up, and illness rates down. Steve and other office administrators know they have flexibility to change individual access rights and adjust occupancy at any time.

Reserving Office Space

To enhance flexibility, the company has adopted a system to enable staff to ensure desks and conference rooms are available when come into the office. Employees can reserve spaces in advance and simultaneously see if certain colleagues will be in the office on the same day.

Steve has found the right workplace reservation app system for employees to set and track their reservation schedule right from their cell phone or laptop. It enables workers to coordinate schedules with team members and ensure space is available for them to work productively before they commute to the office. It also enables Steve to track usage and replan office space accordingly.



Amanda uses the scheduling system to reserve her team access to a shared meeting space on recurring days, while another team uses it on the days her team doesn't. Depending on workflows, she can cancel or modify reservations for the space if it's not needed on certain days.

Result

This planning ability encourages collaboration and informs system users when spaces are full, so staff can plan in advance. Employees can flexibly schedule and modify if necessary. The system synchronizes with access privilege schedules to eliminate the potential of overcrowding and enables greater analysis of space usage and cancellation. Shared desks and spaces enable the company to cut down on the square footage it rents and, therefore, reduce overhead expenses.



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