



**Hewlett Packard
Enterprise**

EDGE-TO-OFFICE: HPE'S HYBRID WORKPLACE STRATEGY

David Antczak & Jennifer Brent

April 19, 2022

INTRODUCTIONS



Dave Antczak

Vice President, Global Workplace



Jennifer Brent

Director, Workplace Enablement &
Strategic Programs



WHAT WE'LL COVER TODAY

WHY HYBRID?

HPE's EDGE-TO-OFFICE PROGRAM

PORTFOLIO OUTCOMES & LESSONS
LEARNED



Manchester, England

PRE-PANDEMIC DYNAMICS



Team member **desire for flexibility** but inconsistent corporate-level support



High levels of **vacancy** in many offices



HPE real estate team pivoting to focus on **employee workplace experience**

SEIZING THE OPPORTUNITY & ENVISIONING THE FUTURE OF WORK

Anticipate & accelerate

Use pre-pandemic behavior trends and advancement in remote connectivity & technology to anticipate and accelerate the future of work

Choice vs consistency

To create consistency and predictability, determine what team member roles require on-site presence vs. ability to work elsewhere

Right-size & reimagine

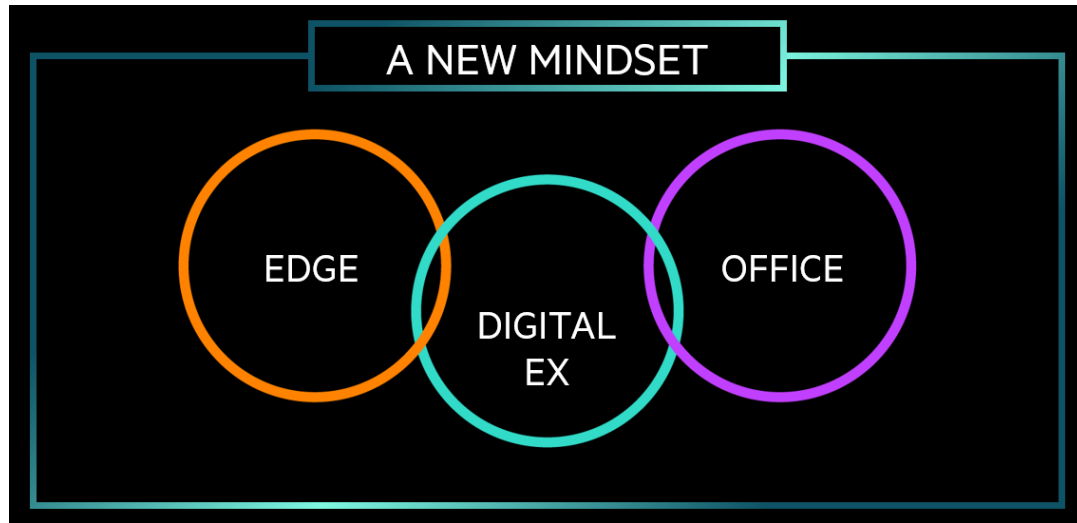
Use redefined roles to right-size and transform offices in line with reimagined office purpose: hubs for collaboration and culture

Collaborate & support

Partner cross-functionally to create a corporate program that supports team member productivity and experience wherever they work

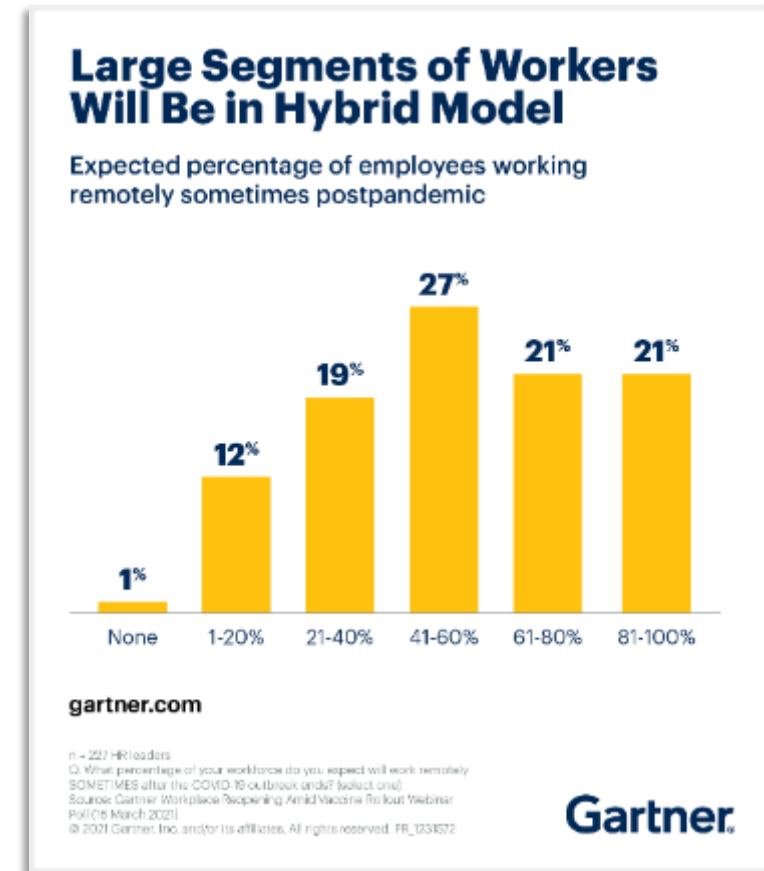


EDGE TO OFFICE: HPE'S UNIQUE VISION OF HYBRID WORK



Designed to provide team members with **more control** over how and where they work, while ensuring that they remain **connected** and that HPE's **culture** remains core

The future of work is **hybrid**...



... and **Edge to Office** is HPE's answer

EDGE-TO-OFFICE WORKSPACE SPECTRUM

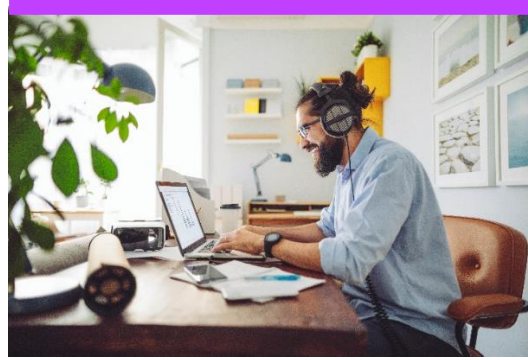


EDGE-TO-OFFICE ELEMENTS



Office

Culture and collaboration hubs provide a variety of spaces and amenities for team members to **work, meet and collaborate**



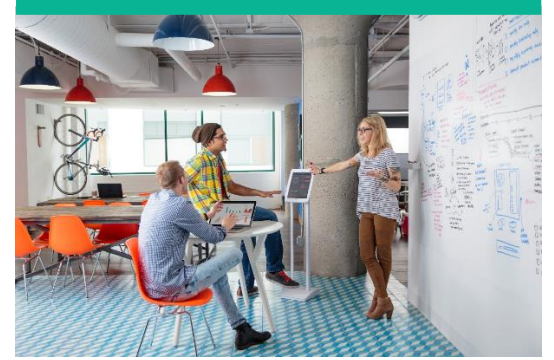
Edge

Support for team members when working at the edge, through **equipment, secure connectivity and inclusive practices**



Digital

Using technology to provide **a seamless experience across the Edge-to Office spectrum,** bridging physical spaces



Mindset and Culture

Behaviors and attitudes for an intentionally distributed and diverse workforce, focusing on **transparency, inclusion and wellness**



OFFICE EXPERIENCE: DIVERSE WORKSPACES

CONNECT



E-Clubs



Cafes/Dining Areas



Common Areas

COLLABORATE



Meeting Workspaces



Flexible Workspaces



Small Group Workspaces

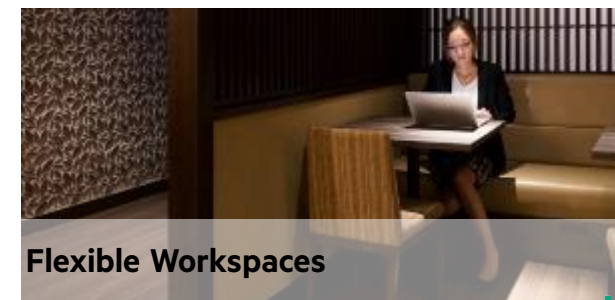
FOCUS



Individual Workspaces



Privacy Booths



Flexible Workspaces

OFFICE EXPERIENCE: TRANSFORMING OUR SITES AND SERVICES



New Houston HQ



Winnersh, U.K.



Dalian, China

- **Workplace Managers** have received training in **hospitality and service excellence**, and are leveraging new ways to connect with team members in the office and at the edge via **Slack**
- **“Experience” Managers** in place in Singapore, Dalian, Houston, San Jose and Roseville, with an additional **18 large sites** in plan
- **Unified Support** approach being rolled-out to enable a **streamlined support experience** across HR, IT and Global Workplace

EDGE EXPERIENCE



Increased **wellness support and amenities** with access to Headspace (meditation app) and Wellbeats (on-demand workouts)



Improved **infrastructure for working at the Edge** with remote access points, new VPN, and investments in private cloud



Home office set-up support with ergonomic and safety guidance and a stipend for furniture and equipment

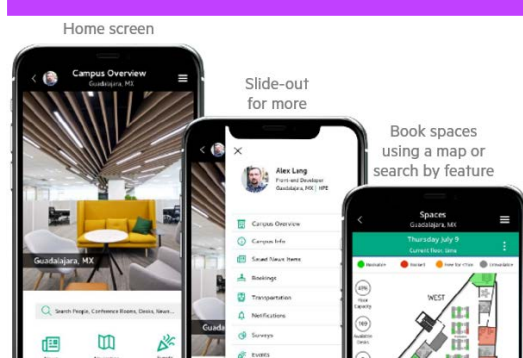
DIGITAL EXPERIENCE

Key User-Facing Enhancements



Slack

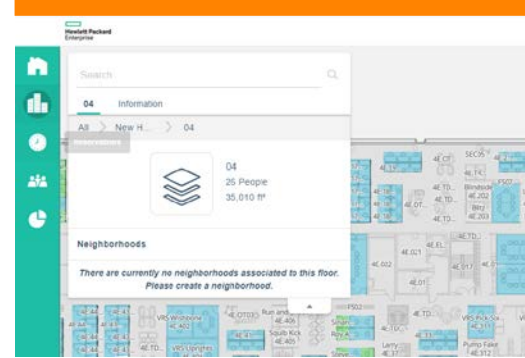
Rolled out Slack as our **unified collaboration platform**, enhancing connection and promoting transparency.



HPE Connect

Mobile app that brings together all **workplace information and services**: book a desk, schedule a meeting and find out what's for lunch.

Key Space Management Enhancements



iOffice

Space management software platform serves as the backbone for our reservation systems and portfolio management.



N-Siteful

Solution developed internally, leveraging HPE technology, that **integrates wireless, wired and badge data** into one utilization visualization.

DIGITAL EXPERIENCE: HPE CONNECT



The new **Edge-to-Office** mobile app

Book a workspace in advance or on the fly, explore a site's amenities, catch-up on the latest news, access support & more

A mobile solution (iOS/Android) for a dynamic hybrid environment, HPE Connect will be available to all team members for the majority of our HPE-run office sites

Leverages Aruba's technology and partner, Inpixon

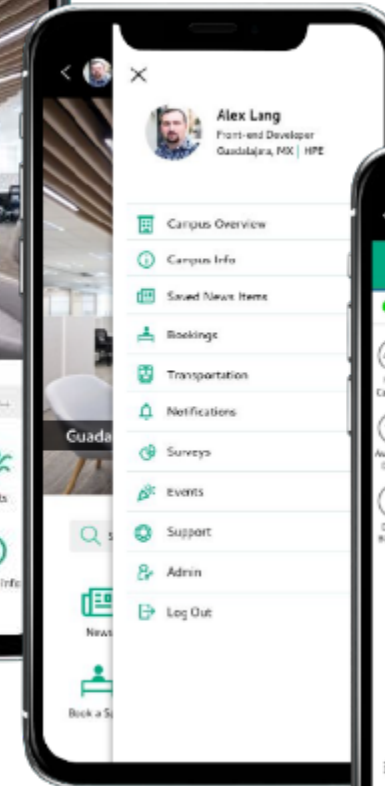
Top Features

- Workspace & room booking
- Campus Information
- News (integration to Slack #global-news channel)
- Team Member Directory
- Links to Help/Support
- Surveys & Live Polls
- Turn-by-turn Wayfinding (select sites)
- Visitor Management (coming to select sites)
- Online café ordering (Houston HQ)

Home screen



Slide-out for more features

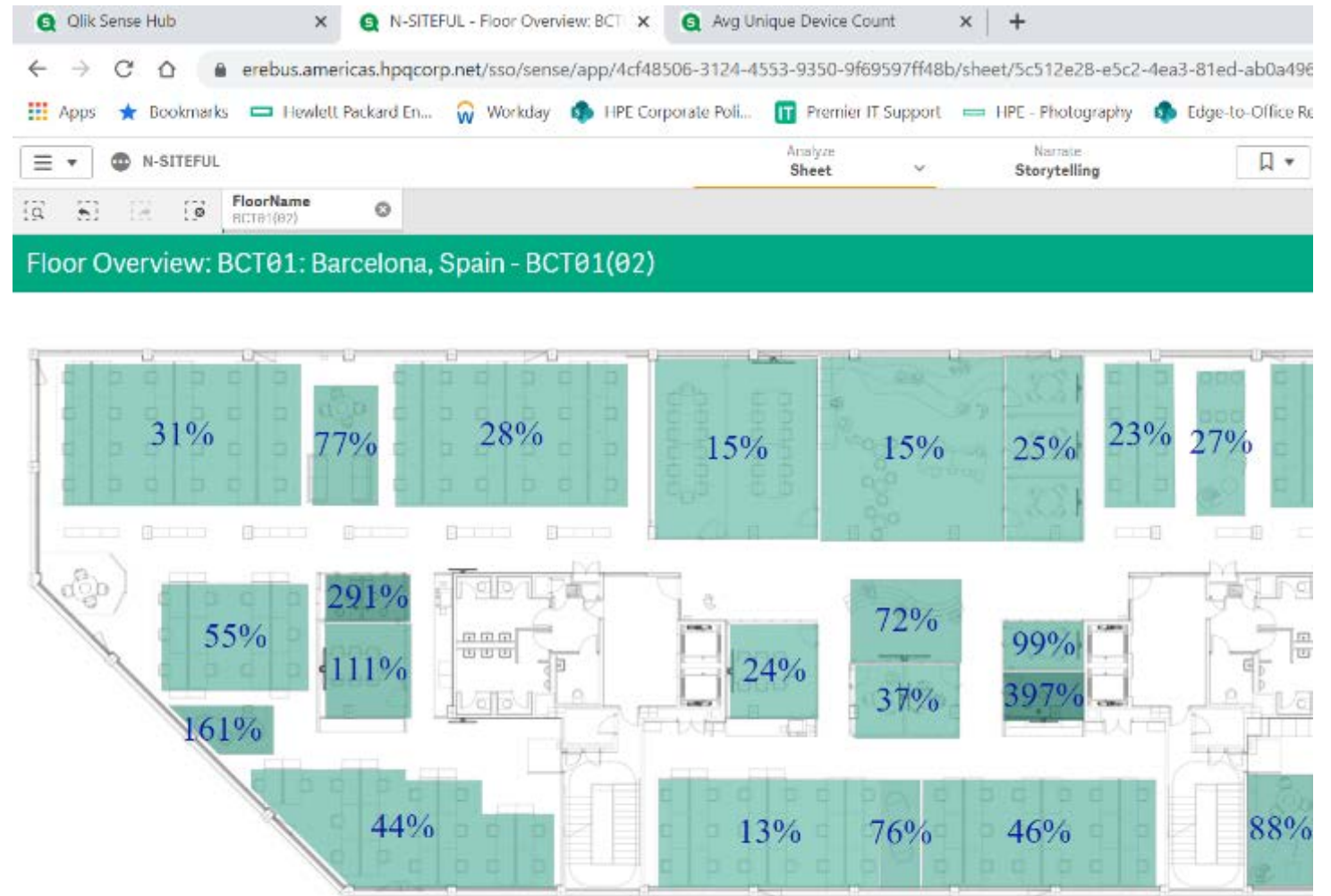


Book spaces using a map or search by feature



DIGITAL EXPERIENCE: N-SITEFUL TECHNOLOGY

- Developed in partnership with Aruba; integrates wireless, wired and badge data
- Provides data on how sites are used, **down to the floor, workspace and team level** and in hourly and daily time segments; “heat maps” available through Qlik
- **Implementing in 93 sites**, augmenting and enhancing badge data
- Allows us to **pinpoint areas of over- or under-utilization**, lead with data in discussions with stakeholders, and make more informed space and location changes



MINDSET & CULTURE



Resource Center

- Detailed playbook
- FAQs
- Learning resources



Local Implementation

- Communications templates
- Local champions
- Slack channels



Leader Focus

- Guidance on team norms
- Training for people leaders
- Championing sites as culture & collaboration hubs

PORTFOLIO OUTCOMES

Sites

- Transformed **54 sites** to increase collaboration and flexible space, reduce individual workstations and update office design

Space

- Reduced square footage by **40%**

Seats

- Achieved **2.4/1** People to Seat Ratio (from 1.2/1)

Costs

- Achieved **22%** yearly OPEX savings



CHALLENGES & LESSONS LEARNED

Seize the opportunity

Cross-functional team

Rapid changes in attitude

Attendance “baggage”

Competing priorities

- By tracking office utilization and surveying team members, we knew they preferred hybrid work, which we predicted to increase, reducing demand for office space and requiring refreshed environments
- Rather than taking a “wait and see” approach, we took advantage of pandemic-driven site closures to perform office transformation projects
- Savings from right-sized offices were reinvested into improvements in experience and creation of more collaborative and social spaces to support hybrid work

CHALLENGES & LESSONS LEARNED

Seize the opportunity

Cross-functional team

Rapid changes in attitude

Attendance “baggage”

Competing priorities

- Employee experience is not owned by a single organization and a hybrid work program is more than just the office experience
- Instead of creating a new function or team, we built a cross-functional team with senior leaders from Global Workplace, HR, IT, Communications, Legal, Finance and Procurement
- Cross-functional teaming can be time-consuming and inefficient, but if well-coordinated, it enables broader buy-in and ensures subject matter-expertise is fully leveraged

CHALLENGES & LESSONS LEARNED

Seize the opportunity

Cross-functional team

Rapid changes in attitude

Attendance “baggage”

Competing priorities

- Early in program, we saw reluctance to be classified as “Edge” and lose a 1:1 desk
- Attitudes shifted during the pandemic as productivity remained stable or even increased
- After two years of working at home, team members often confuse “hybrid” with 100% remote work. As offices re-open, they need time to adjust their habits and schedules to include work in different locations and spaces

CHALLENGES & LESSONS LEARNED

Seize the opportunity

Cross-functional team

Rapid changes in attitude

Attendance “baggage”

Competing priorities

- In the past, there was a strong (and unpopular) push for 5 days/week in-office attendance
- “Return to office” messaging requires a careful balance to entice team members back while staying true to the program objective of flexibility
- In an attempt to avoid a corporate mandate of office attendance, we are asking leaders to focus on the “value proposition” of the office, to draw team members in

CHALLENGES & LESSONS LEARNED

Seize the opportunity

Cross-functional team

Rapid changes in attitude

Attendance “baggage”

Competing priorities

- In 2019, HPE committed to multi-year transformation to an as-a-Service company, requiring deep and extensive changes to our sales and operations
- Competing priorities made it challenging to get attention for Edge-to-Office program at executive level
- Grass-roots engagement and leveraging local passion through champion groups has been critical

WHAT'S NEXT?

New Metrics

- A hybrid work environment calls for a new way to **define and measure success**
- We're developing ways to measure and manage the effectiveness of our portfolio that combine:
 - Utilization visualizations that bring together multiple data streams
 - Cost metrics
 - Team member satisfaction

As-a-Service

- **Workplace Experiences** will be offered to team members in a new 'bundled' way, starting with meetings and events
 - E.g., to organize a meeting, you will go to a portal, click "meeting," fill in the key details and the Global Workplace team takes care of the rest
- Creating curated offerings for our Global Workplace stakeholders

THANK YOU

