

Checklist

The IT essentials for workplace solutions

How to select a tool that
complements your IT infrastructure

Introduction

A workplace solution is crucial when building future-proof workplaces and satisfying employee needs.

Studies have shown that employees are 230% more engaged and 85% more likely to stay beyond three years in their jobs if they feel they have the technology that supports them at work. Often, it comes down to IT teams to decide which tools will be able to accomplish company goals and retain talented people.

Workplace technology makes employees



230%

More engaged



85%

More likely to stay beyond 3 years



When tasked with integrating a workplace solution, many IT teams face an array of challenges. Finding and setting up a new tool is often time-consuming, but building a tool in-house can often cost even more time and money. Higher-ups tend to have a long list of requirements for a tool, but it may be difficult to find a solution with all the features needed. And when dealing with new technology, the tech stack may be chaotic or lack security protocols—leading to more work for IT and fewer functionalities for users.

Businesses rely on technology to accomplish their long-term organizational goals and satisfy their employees as well. Whether your organization is looking to manage capacity or ensure employee wellbeing, it's key to have a tool that fits everyone's needs and provides precise information on how your office is used. With that in mind, we've developed a checklist designed to help IT professionals easily identify what your organization needs from a workplace solution for a simpler, more straightforward implementation process.

Buying vs building

Before deciding what features you need from a workplace solution, it's important to decide whether you should purchase a tool or create one yourself.

At the height of the pandemic, many IT teams took on the task of building their own internal smart office tool. And while hosting your own tool might seem like the safe option, the hidden costs and maintenance time can quickly add up.

You should consider buying a solution if:



You want to eliminate uncertainty.

We've all experienced drastic changes in the way we work, so trust the experts to create a tool that fits.



Your teams say so.

Listen to your team and understand whether they have the capabilities to build and maintain a tool—or if they'd prefer to buy a tool and remove that level of effort.



You like long lasting solutions.

By buying a solution, you'll have access to an array of support channels and Customer Success managers to help with any implementation or maintenance issues. And with these resources at hand, the solution will be constantly developed over time to provide you with a growing range of functionalities.



You need something soon.

It's a simple fact that the implementation of an existing and well-tested smart office tool is faster than building one.



You're introducing a new way of working.

By seamlessly enabling a smart office solution, you can solidify your new workplace strategy and build confidence in your processes.



You want to reduce costs.

Buying a solution will not only save time and costs internally, but it will also help you make decisions on other costly factors such as energy usage and your real estate portfolio.



You want the smartest solutions.

By working with an external company, the research is done for you: whether that means user experience interviews, real estate data analysis, or market deep dives.



Often, it comes down to IT teams to decide which tools will be able to accomplish company goals and retain talented people.

Alignment

The first and most important step in finding your ideal workplace solution is to ensure that it fits each team's specific needs within your organization.

An issue that often arises is that teams' interests can conflict, leading to friction and misunderstandings. To make sure that all teams work together instead of against each other, follow these steps to gain a clearer understanding of team needs before you begin selecting a workplace solution.

1

Have an alignment meeting.

This is a crucial opportunity to introduce the topic of smart office solutions to your organization's teams. Be sure to include a wide variety of department representatives here, including HR, Real Estate, Sustainability, Facility & Workplace, and C-suite. Give them a space to share their employees' needs and departmental requirements: this will allow you to find the best solution that meets expectations.

2

Adapt your list of requirements.

After understanding the needs of each team, use this workplace solution requirement checklist to understand the practical needs you're looking for in a workplace solution. The checklist is a great starting point that can be adapted to your organization for a more custom selection process.

3

Set the priority of each requirement.

After defining your requirements based on team needs, take a moment to prioritize and organize what you're looking for. Look at your demands and sort them by what is 'must have,' 'nice to have,' and 'not necessary.' This process will help you keep costs and complications low while giving you a solution that accurately reflects your company's needs.

4

Set long-term business goals that you'd like to achieve.

A workplace solution should be able to streamline your day-to-day working but also allow your organization to achieve long-term goals. Take time to understand what these longer-term organizational goals might be. This might range from real estate adaption and employee retention to architectural changes and sustainability goals. A fully-realized workplace solution should be well equipped and able to provide you with the strategies and data needed to reach these long-term goals.

Creating the list of requirements

A workplace solution can be key in giving organizational leaders the administrative tools they need to optimize and manage their spaces while helping employees have a more meaningful, productive day at work.

However, the needs of admins and end-users are often vastly different, and their unique needs should be considered separately. To help you choose a tool that works for

everyone in your organization, we've developed a checklist that will help you better understand what your work community expects and needs from a workplace solution.



Admins need a solution that:

Ensures your security and privacy.

A solution that makes data security and privacy a top priority is a must for any organization that wants to protect itself and its employees.

Provides a seamless SSO scheme.

Single sign-on is key in creating a seamless and easy-to-onboard solution experience.

Has an open API available for 3rd party integrations.

With an open application programming interface, you'll be able to create custom solutions that reflect the unique needs of your team.

Offers real-time analytics.

Look for a solution that allows organizations to always see how people interact with their workspaces and their colleagues.

Has an accessible and easy-to-understand UI.

A strong, seamless user interface is vital in ensuring that both admins and employees alike engage with and benefit from the solution.

Guarantees 24/7 customer support.

Just in case anything goes wrong, be sure that your solution can provide you with the help you need, whenever you need it.

Provides your organization with a dedicated Customer Success manager.

From onboarding to custom solutions, having a Customer Success manager committed to your organization is a sign of commitment and dedication to your needs.

Allows admins to create and edit their own interactive maps.

With a custom map editor, you can always control and update the layout of your office to reflect the real needs and developments in your organization.

Users need a solution that:

Supports the languages used within their organization.

Survey your employees' language preferences to ensure that they can easily use the solution.

Is compatible with their chosen browsers.

Users will need a solution that is accessible on their most commonly used browsers to ensure easy access.

Offers a native and web application.

A workplace solution should always provide both a native app for mobile use as well as an application that can be accessed through the web.

Has an easy sign-up and log-in process.

Users need a seamless way to access the solution if they're to start and continue using the tool.

Hosts a range of features that reflect and meet their needs.

- Desk booking
- Meeting room booking
- Colleague location
- Automated check-in
- Parking reservations
- Team-day organization
- Custom maps
- Work calendar synchronization
- Smart suggestions

Going forward

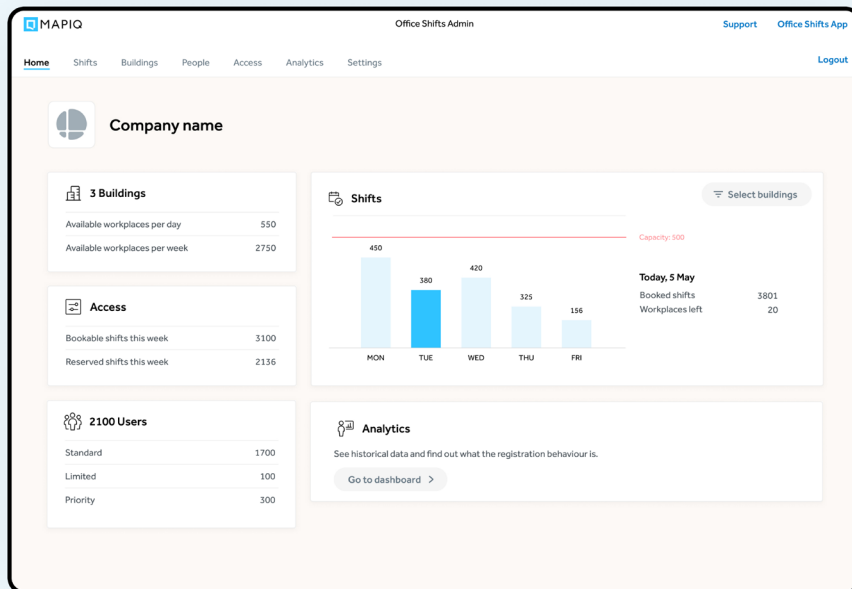
When considering the needs of organizational leaders, the desires of employees, and the cost and time required to integrate a new solution, the process of finding a solution can feel daunting. But by outlining the different factors involved, you can confidently begin this process from a place of clear understanding.

After aligning with your team and filling out this checklist, you'll have a defined list of requirements and a clear understanding of what kind of workplace solution should be integrated into your organization's existing technology. This process is especially valuable for IT professionals when considering the many, often overlooked details

involved in implementing, maintaining, and adapting users to a new tool.












With this checklist, we're sure that you will be able to find a tool that complements your IT infrastructure and gives your team members a more meaningful day at work.

Mapiq's workplace solution



At Mapiq, we know that no two companies are alike, and we've designed our tools to be adaptable to organizations and their employees' unique needs.

Our workplace solution features:

-  Fully anonymized analytics hosted in Microsoft Power BI.
-  Smart suggestions that help organizations understand and optimize their spaces.
-  GDPR compliant data collection.
-  A reliable SaaS platform ensured by regular third-party pen-testing.
-  Secure and customer-friendly services accredited by ISO 9001 and ISO 27001 certifications.
-  An open API for integrations like parking, access control, and more.
-  On-demand customer support and troubleshooting.
-  Complete and trusted server security with Microsoft Azure Western Europe cloud hosting.
-  Professional services available for add-on custom features based on your unique needs.
-  Easy, global user management categorized by region, country, and office.
-  A seamless sign-in and in-app onboarding process on the native and desktop application.

Get in touch

Contact us today to get more information about Mapiq's features, architecture, and impact on business goals and employee wellbeing.

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