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Accenture

Houston Workplace 2.0

**Bill Mearse, Houston Location Managing Director:** So in our previous location you would see people reserve an office and there would never be a person in the office and the briefcase and the PC and the coat had one of the best views in town.

**Dan Johnson, Global Director, Workplace:** What we wanted to do now is make sure that people were really looking at the type of space that they needed for that period of time and then move in to another place. We've got about 55 percent of our workforce is Gen Y, about 40 percent is Gen X and the rest are baby boomers. With a really young workforce there is a different expectation about how they work.

**Bill Mearse:** People don't have to come to the office everyday to do their work, they come to the office for a different reason it's, it's coming to collaborate with others.

**Dan Johnson:** We've always had a very, very efficient portfolio, we started hoteling about 10 years ago, what we've really wanted to do now is look at how we're using space and recognize that we really can compress our space even more.

**Lauri Goodman Lampson, RID, Principal:** All clients are looking for more effective and more efficient workplace. So we don't have a client out there that isn't asking how can my real estate work harder for me.

**Dan Johnson:** Workplace 2.0 is a global initiative that we have, this Houston project is actually our first pilot location for it and it's been extremely successful. But we're working with every geography around the world in implementation right now. The workplace strategy is really grounded on what we call the four E's: efficiency, effectiveness, engagement of our people and environmental responsibility.

**Josey Duke, Houston Director of Facilities & Services:** Accenture always has focused on efficiency and we have about one seat for every eight people supported out of this location. Our focus on effectiveness centered around supporting the collaborative technology to help our people be more productive.

**Dan Johnson:** And so we want to make sure that it's a very engaging experience and that people learn something by being here that they wouldn't know by not being here. From an environmental point of view our footprint is really two thirds business travel and one third real estate, so we really wanted this project to be an opportunity that would really reduce both of those.

**Lauri Goodman Lampson:** We worked with Steelcase Applied Research Consulting Group.

**Dan Johnson:** They had full access to our offices and helped build a very strategic approach early on in the process.

**Lauri Goodman Lampson:** They also did observation photos, really watching work in action.

**Josey Duke:** We transitioned from three floors and about 66,000 square feet to one floor and about 25,00 square feet.

**Lauri Goodman Lampson:** Every space was multi-functional.

**Josey Duke:** The café space is meeting space so it's not just a lunch room it's a place where individual work can happen, we put technology into that area to support collaboration.

**Lauri Goodman Lampson:** Every space will accommodate one to two individuals working, so I think that is a very progressive shift that Accenture embraced in order to facilitate really engaging collaborations. We had the need for a technology solution that would bring people together in small groups, allow them to share information, it's really shifting the collaboration to a more interactive and true working session.

**Josey Duke:** We incorporated c:scape because of the efficient footprint it allowed us to get a fair number of seats into a relatively small area.

**Lauri Goodman Lampson:** So the bench application enables a group of people working together as well as individuals working autonomously.

**Bill Mearse:** Our most important asset are our people and so we want to make sure that we are leveraging our people as best we can and I think this space helps to do that because they have the chance to team with others and its that interaction that really makes that engagement happen.

**Dan Johnson:** Most of our offices were full of closed doors before and the doors are really open now and we're finding that people are much more connected to each other.

**Lauri Goodman Lampson:** If I feel really connected then my work will be better, I'll be inspired, I'll be more creative, I'll be more innovative and that's really what business results are coming from.

**Josey Duke:** I really enjoy this space, I enjoy working out in the open there is just a higher energy to the office.

**Dan Johnson:** The Accenture brand is something that has always represented by high performance, we think about our personality being smart, innovative, collaborative, flexible and pragmatic and I think this office really encourages those kinds of behaviors.

**Bill Mearse:** We can be more productive plus we can give our clients better service at a lower cost and we all become high performance organizations as a result.

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