

## The New World of Work: a Facilities perspective

### Flexibility and mobility

As a Facility Manager, you are responsible for creating an optimal working environment. But as business and technological trends shape their strategic direction, your organization is in a constant state of flux. A workforce composed totally of traditional workers is becoming a thing of the past. Today, more emphasis is put on flexibility and mobility. The New World of Work demands a change in how resources and services are deployed. And this lies at the heart of quality facility management.

#### **Always on, everywhere**

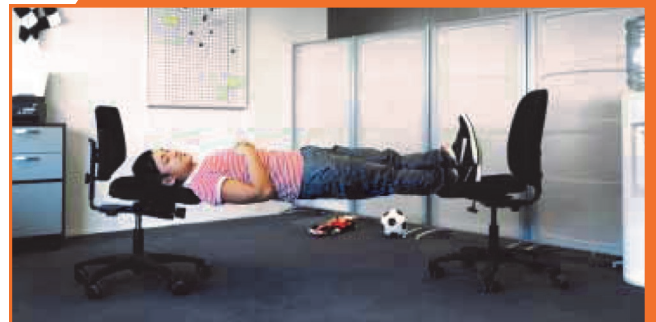
The right working environment at the right cost: facility managers are constantly struggling to cope with the many challenges of designing workspaces to best meet the needs of their organizations, employees and other stakeholders. The New World of Work can help meet those goals. When employees are no longer bound to time or place to perform their tasks, productivity and workgroup collaboration increases dramatically. Web conferencing and instant messaging form an addition to the traditional workspace, adding to effectiveness.

#### **Telephony and workplace management**

In a traditional office, physical assets constantly need to be moved along with its respective user. A new employee means another function. Facility management is responsible for this, and not only does it require a lot of effort, it's also expensive. The New World of Work allows an employee to log in, and enter their virtual office, regardless of location. This allows them to collaborate with their colleagues, using whichever method of communication they prefer. Using these collaborate technologies, organizations can lower their real-estate and facility costs.

#### **Infrastructure integration**

The benefits of The New World of Work are usually quickly recognized, however, many organizations are often opposed to the practical implementation. The latest generation of technology changes all this. KPN, together with StartReady, offers a complete solution, where hardware, software and management are combined as a single product. In mere days, your organization is ready to enjoy the benefits of The New World of Work. The result is plug-and-play within your current infrastructure, whilst still taking advantage of your current IT and telephony investment.



*"Our department has been constantly busy expanding or altering work places. This meant adding new desks, installing telephone connections, and changing numbering plans. Currently, we make do with considerably fewer work places. Now, almost everyone's work is connected to mobile technology. As a result, we also have substantially lower moving, furnishing and maintenance costs."*

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## A world in motion

The world is changing quickly. Companies are pushing their limits, and innovations are playing a constant game of catch-up. The reality of today can be old news tomorrow. This global dynamic asks for new products and services, but also demands a new way of working. Let's turn harder working into smarter working.

### ***The New World of Work***

Modern communication technologies, in addition to bringing the world at your fingertips, offers employees the tools to engage in an ever-changing playing field. We call that the "New World of Work". Physical presence in an office becomes less important when employees can work and interact with each other regardless of time or place. Collaboration, conferences, the sharing of knowledge: we can do it more efficiently, but also on a more personal level, and have fun doing it.

### ***Unified Communications and OCS***

Unified Communications (UC) is the convergence of multiple communications technologies into a single solution. Office Communication Server (OCS) is Microsoft's UC-solution. Gartner positions Microsoft OCS as the market leader, both in ability to execute and completeness of vision. It's the integration of all modern communications methods into one efficient package.

This unification provides a single identity for an end user, which enables the user and their co-workers to streamline their communications across different communication modes. You can unify email, calendaring, instant messaging, voice mail, audio/video/web conferencing and VoIP, along with interface with other business applications.

### ***StartReady's UC Appliance***

StartReady offers, via its Certified Partners, OCS as an appliance: a powerful solution that offers the hardware and software, along with the underlying Microsoft licenses, all in a single box. Installation, configuration, remote management and support are all offered on a fixed-price basis. This means less complexity and more efficiency — for all organizations embracing the New World of Work.

**Fixed priced, fixed date and fixed functionality.**

### ***Advantages***

StartReady takes a complex technical product and boils it down to a user-friendly solution, that can be implemented in just a few days. A reliable product, with great value-add and a fast Return On Investment (ROI):

- a complete solution to enable workers to work regardless of time and place;
- hardware, software and maintenance in a single product
- plug-and-play means fast implementation
- remote management gives you security, reliability and scalability
- integrates with third party environments
- small investment with quick ROI