DOES THIS OFFICE MAKE ME LOOK FAT?

How Intuit is Thriving on a Space Reduction Diet

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Intuit
- Quicken, Turbotax, QuickBooks, Mint
- Fortune’s Best Place to Work – 11 years
DOES THIS OFFICE MAKE ME LOOK FAT?
How Intuit is Thriving on a Space Reduction Diet
INTRODUCTION

What are some of the significant external influences to workplace design?

Overview of today’s influences on workplace:
How has Intuit responded, navigated, and thrived on a changing workplace platform?
TECHNOLOGY

- Rapid changes increasingly affecting expectations
- Speed of communication
- Changing dynamics of the workplace—greater mobility and expectations

Martin Cooper, Motorola, 1970’s

The shrinking of devices, the expansion of capability

iCloud
It stores your content and wirelessly pushes it to all your devices.
TECHNOLOGY - MOBILITY

Washington DC

Los Angeles

Chicago

Dallas
TECHNOLOGY - MEETING ROOM OCCUPANCY

3-4 person meeting rooms
(7 observed)
5%

6-8 person meeting rooms
(31 observed)
15%

10-12 person meeting rooms
(21 observed)
27%

14+ person meeting rooms
(17 observed)
20%
TECHNOLOGY - AVERAGE MEETING SIZES

3-4 person meeting rooms
(7 observed)

6-8 person meeting rooms
(31 observed)

10-12 person meeting rooms
(21 observed)

14+ person meeting rooms
(17 observed)
TECHNOLOGY INFLUENCES

- Changing reasons for coming to office

- Shifting ratio of Me vs. We
  Shrinking “Me” space, but not at expense of recruiting & retention
Need to solve for multiple users and disciplines

Change management will play an important role throughout the process – to engage the end users adequately and to introduce and socialize new concepts

The environment should reflect the solutions and products that the small business engineers are serving – taking tedious and dull tasks/places and making them simple/intuitive/delightful

Environment should reflect a technology forward attitude

Solutions are based upon the functions of the user groups – fact based and aligned to the business

Instead of looking at issues as either or we need to address them as inclusive – instead of either open or closed we should evaluate the design for open AND closed – formal AND informal – single use AND collaborative use

Concepts are evolving that include exploring creating collaborative neighborhoods with buffer zones

Need to accommodate enough flexibility for changing team sizes and changing team needs

The size of the workstation and the height of panels may not be as much of a solution driver as the functionality of the workstation and the flexibility to alter function and ability to be collaborative or autonomous

Space use needs to be understood, maintained, and governed to assure that the intent of the space is successfully being utilized – huddle rooms don’t become offices and collaborative areas don’t become individual “dens”

How do we design for enough flexibility without over doing it?
TECHNOLOGY INFLUENCES

- Shrinking need for desktop and storage

- Increasing mobility = more heads than seats
DEMOGRAPHICS

- Increasing workplace diversity – culture, age, gender
- Younger generation expects communication & collaboration
- Knowledge transfer & interaction is key
DEMOGRAPHICS INFLUENCES

- Increase of workplace choices

- Office/Cube
- Conference Room
- Hub
- Library
- Scrum
- Flex Center
- Huddle
- Media:scap
- Team
- Touchdown
DEMOGRAPHICS INFLUENCES

- User ability to adjust and personalize space
DEMOGRAPHICS INFLUENCES

Information Radiation and LTL

Unique spaces for unique needs

- Wellness
- Prayer
- Meditation
- ADA and beyond

- Inclusion
- Sustainability
- Mother’s accommodations
GLOBILIZATION

- Working across time zones with extended teams
- Video conferencing and web meetings
- Flexible working hours to accommodate international work
- Work/Life Slicing
GLOBILIZATION INFLUENCES

- Increase in distributed teams & virtual collaboration

  LEADING to:
  - Need for improved VC capabilities for group and 1:1
  - Need for improved tools to innovate across boundaries
GLOBILIZATION INFLUENCES

- Regional differences influence other sites

6 x 8 ➔ 6 x 6

Convert to We Space

$$ Saved$$
ECONOMICS

- Doing more with less – leading to greater sustainability
- Workplace needs to be more adaptable to change
- Workplace settings need to be more multi-functional
- Workplace settings accommodate differing requirements – one size does not fit all
ECONOMICS - WORK TYPES

Focusing
- Individual
- Concentrative
- Uninterrupted

Socializing
- Casual
- Informal
- Ad Hoc
- Just in Time

Collaborating
- Established Spaces
- Technology Ready
- Formal & Informal
- Face to Face & Virtual

Learning
- Ad Hoc Learning
- Formal Training
- Whiteboarding
- Scrum Rooms
ECONOMICS - WORK SETTINGS

Developing & designing Flexibility within Module Planning

Individual Space

- PRIVATE OFFICE
  Enclosed individual workspace
- FOCUS ROOMS
  Enclosed, single occupant workspace
- WORKSTATIONS
  Individual workspace
- TOUCHDOWN
  Temporary workstations for employees, visitors, and mobile workers

Shared Space

- HUDDLE
  Enclosed space for teamwork
- CONFERENCE ROOM
  Enclosed space for meeting and collaborating
- MEDIA ROOM
  Enclosed space with digital media projection capabilities
- STRATEGY SPACE
  Collaborative workspace in an open, active environment
- CASUAL MEETING
  Collaborative workspace in an open environment with pin up capabilities

Common Space

- CAFÉ/SOCIAL CENTER
  Employee gathering space for collaborating, eating, and socializing
- WORK ROOM/BUSINESS CENTER
  Copy, storage, and work area
- SOCIAL CLUSTER
  Open space for casual, impromptu discussions
- LOUNGE/LOBBY
  Social relaxation collaboration space
ECONOMICS - WORK SETTINGS

Focusing

PRIVATE OFFICE
Enclosed individual workspace

FOCUS ROOMS
Enclosed, single-occupant workspace

WORKSTATIONS
Individual workspace

TOUCHDOWN
Temporary workstations for employees, visitors, and mobile workers

Collaborating

HUDDLE
Enclosed space for teamwork

CONFERENCE ROOM
Enclosed space for meeting and collaborating

MEDIA ROOM
Enclosed space with digital media projection capabilities

STRATEGY SPACE
Collaborative workspace in an open, active environment

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Learning

CONFERENCE ROOM
Enclosed space for meeting and collaborating

MEDIA ROOM
Enclosed space with digital media projection capabilities

Socializing

CAFÉ/SOCIAL CENTER
Employee gathering space for collaborating, eating, and socializing

WORK ROOM/BUSINESS CENTER
Copy, storage, and work area

SOCIAL CLUSTER
Open space for casual, impromptu discussions

LOUNGE/LOBBY
Social relaxation collaboration space
ECONOMICS

- Make spaces work harder – change mindset in workspace
HOW DO THESE INFLUENCES LOOK?
A DAY IN THE LIFE.
A DAY IN THE LIFE OF A MOBILE WORKER
MOBILITY TEAM STUDIES

Standard 8-person team area provides individual desks, team meeting space, ample whiteboards, and flexible partitions. The simple desk setup allows a wide variety of layouts to suit team preferences:
MOBILE MARY

Semi-Private Focused Meeting
Whiteboarding
Open Collaboration
MOBILE MARY @ 9:30 AM
MOBILE MARY

9:30
Scheduled Meeting
MOBILE MARY @ 11:15 AM
MOBILE MARY

11:15
Scrum Collaboration
Quiet Conversation in the Library
MOBILE MARY

Checking eMail at Home Bench
MOBILE MARY

3:51

Analysis in Quiet Zone
MOBILE MARY

4:40

Casual Problem Solving over Foosball
CONCLUSION

These external influences continue to shape workplace design today and into the future.
NOW YOUR OFFICE HAS THE PERFECT FIT.
Maximizing your workspace.
THANK YOU!