

SMART BUILDINGS

Redefining commercial real estate strategies



COVID-19 has permanently changed the workspace market

While the office is not dead, desk space is taking a beating – along with the traditional 15-year leases offered by landlords.



As many organisations allow workers to make a significant shift in the way they split their time between home and the office, the quality of that time in the office matters more than ever. It is increasingly clear that traditional commercial real estate (CRE) models are not suitable to support post-pandemic working.

The key post-pandemic demand from tenants is for workspaces that can offer short-term, flexible, subscription-based contracts. This is not just about providing flexible desk space on demand and accommodating hybrid working - more critically, it's also about providing a sufficiently compelling user experience to entice staff back to the office.

This need for flexibility and persuasive experiences also now incorporates an additional element as organisations look to provide office

space both in city centres and in more suburban locations. This 'hub and spoke' model is central to getting the most out of hybrid workforces – but it means it is vital that space providers also offer attractive local offices, with amenities fully aligned with the type of work required.

Without embracing this increasingly multi-faceted demand for flexibility and an optimum user experience, those landlords without the appetite for change will inevitably end up with empty space.

To increase commercial flexibility, landlords can team up with flexible space operators or create their own flex brands. However, to create offices that offer a truly inspirational HQ experience for meetings, collaboration and business/social engagement, both landlords and flexible space operators need a partner that delivers the technology that will truly support the new ways of working.

LMG – your flexible workspace partner of choice

Developments in cloud-based smart building tech provide enlightened landlords and flexible space operators the opportunity to offer tenants a growing portfolio of high value services.

Based upon a platform of highspeed, resilient connectivity, LMG’s flexible technology portfolio gives you seamless access to these services – tailored to provide the level of user experience, personal security and well-being necessary to entice even the most die-hard WFH advocates back to the office.

Drawing on our proven track record in delivering fully integrated workplace technology solutions for world-leading brands in hospitality, coworking and the flex space market, LMG has the vision, international capability and experience to create truly outstanding workspace experiences.

LMG will provide you with the digital platform to achieve:

Leesman[®]

A **Leesman Index** (LMI) classification of ‘Outstanding’

WELL^{v2}

Exceed the Well v2 Platinum standard



SmartScore PLATINUM

A **SmartScore** Platinum rating



Our converged technology offering

LMG provides a fully-managed, end-to-end service for flexible and co-working spaces.



Outstanding workspace experiences – with the priority given to flexibility, promoting safe human interaction and rapid repurposing – don't happen by accident.

Whether you want to change the design of space to encourage more people to come into the office, support better team collaboration for hybrid workforces, or deliver hyper-personalised services to building users, having the right technology infrastructure is critical.

However, making this a reality takes a huge range of technologies - from core connectivity to AV displays, access control and background music systems and a multitude of building sensors. Relying on the traditional model of working with specialist subcontractors to deliver each individual technology is not only increasingly impractical, it also can't possibly deliver the truly seamless experiences that are now required.

It means workspace operators and landlords need a new type of technology partner - one that can handle all of the technology requirements of flexible workspaces under one roof.

LMG is just such a partner.

Working with your preferred fitout contractor or directly appointed, LMG can manage every aspect of your tech environment, from tailored, global delivery, to post-installation management and support services, and provide long-term assurance against technical obsolescence – all underpinned by our 24x7 helpdesk to manage the reporting, logging and resolution of any incidents under a comprehensive service level agreement (SLA).



LMG's delivery framework:



Assess, design & procure

- **Establish** key technological principles
- **Creation** of design & brand standards
- **Detailed** design pack development through stakeholder workshops
- **Management** of the procurement process



Deploy, commission & integrate

- **Interactive project management** and technology deployment
- **Transparent** project reporting
- **Comprehensive** online O&M documentation
- **Soft landings**



Manage & flex

- **Cloud based** service management & control
- **Occupancy & resource** usage monitoring & analytics
- **On-demand** technology & service scalability
- **Technology** asset management
- **Change** management



Maintain & support

- **24/7** Service desk support
- **Integrated** multi-tech remote monitoring & diagnostics
- **Multi-level** SLAs for site attendance/fix
- **Planned** preventative maintenance
- **Baked in** technology refresh

Our commercial offering

LMG also offers complete commercial flexibility with our payment models and service bundles.

LMG’s converged technology delivery model is just the beginning of the story. Traditional CAPEX procurement models offer none of the flexibility or scalability required by the majority of flex space operators – and therefore carry considerable financial risk.

For flex workspaces to flourish, new commercial models are required that spread costs, remove the risk of technology obsolescence and ultimately offer the potential for landlords to create new revenue streams through the ability to easily deliver value-add services for tenants.

LMG’s bespoke Workspace as a service (WaaS) or hybrid CAPEX/OPEX commercial

models reduce the cost barrier to technology upgrades/improvements/additions by charging for the provision of all technology requirements on a per room or per desk basis as a single monthly fee.

Regular refreshes of all equipment and services are baked in and can be designed around the development cycles of the technology assets rather than the lifecycle of the building.

LMG’s commercial packages take away the risks, and the inertia, associated with CAPEX heavy, disruptive forklift upgrades and enables you to stay at the forefront of building technology for your estate’s entire lifecycle.

LMG’s technology and service bundles:



Smart enablement platform

- **ICT cabling**
- **Secure** LAN & WiFi
- **CCTV**
- **Access control**
- **Background** music system
- **Event space** AV solutions
- **IoT sensor** network inc IAQ & occupancy
- **WAN** connectivity



Landlord options

- **Cloud based** VoIP*
- **BMS** integration
- **Meeting room** & bespoke AV solutions*
- **Digital** signage
- **IPTV***
- **In-building** mobile 4G/5G services
- **Cloud-based** middleware & building command & control dashboard
- **Occupancy & visitor** management & analytics

* Also available to tenants



Tenant options

- **Video Conference** Zoom/Teams
- **Microsoft** services
- **VDI**
- **Cloud hosting,** colocation & storage
- **Mobile user app including:**
 - Desk & meeting room booking
 - Find my closest...
 - Temperature & lighting control

A delivery template for success

“LMG has a unique ability to support the agile technology infrastructure needs of flexible and co-working spaces. We have the skill, experience and know how to deliver customer requirements at scale and at speed.”

Owen Williams

Head of Intelligent Building Solutions at LMG

In a rapidly shifting environment, partnering with LMG gives you access to a depth of experience and capabilities that will be crucial to successfully navigating the future.



Landlord benefits

- **The ability** to deploy agile, flexible tenant services
- **Enhanced**, integrated building management & control of your estate
- **Increased** ROI from your real estate without the risk of technological obsolescence
- **Offer your tenants** OPEX-based pay-as-you-use services
- **Reduce** your CAPEX investment
- **Attract premium tenants** with state-of-the-art facilities by offering enhanced smart building certifications
- **Create** new revenue streams with additional services
- **Simplify management** and reduce costs with a single tenant managed service and SLA

Our unique converged delivery model and commercial flexibility will enable you to unlock the full benefits of the new flexspace era of the corporate real estate market.



Tenant benefits

- **Flexible workspaces**, with premium facilities provide staff and visitors with an outstanding UX
- **Provide staff** with control over their workspace environment
- **Enable the new way of working**, with flexible and secure services for your employees, regardless of location
- **Minimise costs** and the overhead of empty workspaces through real-time desk and meeting room bookings
- **Provide modern**, safe, comfortable, healthy working environments to help attract and retain staff
- **Flexible and scalable** workspace resource on a ‘pay as you go’ model



For more details or to have a chat about how we could help you with your next flexible co-working space project, please contact us:



Mike Hook, Executive Director
mike.hook@lmgjq.com

Owen Williams, Head of Intelligent Building Solutions
owen.williams@lmgjq.com

+44 (0)844 3260076
www.lmgjq.com