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Together makes progress



Elevating the
Workplace Experience
with Smart Buildings

A place where people want to be

With more individuals returning to the office, corporate real estate leaders may want to rethink their workspaces. Inviting spaces can help attract and retain talent. Consider breakout spaces, comfortable desks, and meeting rooms of varying sizes to help encourage connection. Smart Buildings, with AI and IoT features, can provide flexibility to manage schedules, a comfortable environment, and tools that help individuals be more productive away from home.

Where we spend our time matters

WORKPLACES HAVE AN EFFECT ON PEOPLE —

64%

of managers have considered switching jobs for better physical, social, and mental well-being^{1,2}

75%

of executives have considered switching jobs for better physical, social, and mental well-being^{1,2}

Smart Buildings can help make work smoother by giving employees back valuable time to focus on what matters to them. Before even leaving home, productivity can get a boost. When entering a Smart Building, systems can recognize arrivals, adjust lighting and temperature for comfort, and create a welcoming space. Throughout the day, workstations and meeting rooms can automatically personalize settings and streamline collaboration. Smart cafeterias can offer meal suggestions and faster service with automated ordering. Using data, these buildings can adapt to how spaces are used, helping with efficiency and minimizing consumption of natural resources. This blend of technology can enhance productivity, well-being, and create a safe, thriving work environment.

SMART BUILDINGS CAN HELP WITH PRODUCTIVITY BY:

- Personalizing workstations and meeting rooms to match occupant preferences
- Simplifying access to spaces used by clients and visitors
- Responding to occupant questions with virtual assistants
- Assisting with wayfinding through digital signage

SAFETY AND WELL-BEING CAN ALSO BE IMPROVED WITH SMART BUILDINGS VIA:

- Air quality monitoring
- Adaptive lighting and temperature control
- Noise control
- Safety and security monitoring
- Wellness programs and amenities



A day in the life: working in a Smart Building



PLANNING

Prior to leaving, the employee:

- Reserves a meeting space through the **online reservation system**
- Orders coffee and lunch via their **preferred app**
- Sets **preferences for lighting and temperature**

Employees' preferences are integrated to proactively optimize workload.



ARRIVAL

Upon arrival, the employee:

- Is guided to **available parking and EV charging stations**
- Checks office **occupancy** and workstations
- "Badges" in with mobile device
- Picks up **pre-ordered** coffee
- Uses kiosks to **authenticate visitor**
- Uses wayfinding on mobile app and digital signage, heads to **reserved workstation**

Employees seamlessly transition into the office to begin the workday.



COLLABORATION

During a meeting, the employee:

- Works seamlessly with colleagues in **shared spaces** and **virtually**
- Uses tools like mobile conferencing boards and other **collaboration tools**
- Enjoys automatic climate and lighting controls that are proactively monitored, and **ventilation** increases as room density increases

Connected technology allows employees to maximize efficiency.



DEPARTURE

At the end of the day:

- **Automated lighting and climate controls** ensure that energy is not wasted in unoccupied areas
- **Real-time traffic and public transit info** help employees plan their journey
- **Desks and rooms automatically release** when employees leave
- The employee continues work at home using seamless **remote connectivity**

Employee productivity is increased while minimizing operational costs.



Flexibility builds culture

Smart Buildings can play an important role in supporting the flexible workplace trend. By offering connected, adaptable and hybrid workspaces, Smart Buildings help enhance the overall employee experience, making the office more appealing. Upgrades to these environments can not only boost comfort and convenience but also attract and retain talent by meeting modern workplace expectations.

Investing in tomorrow's workplaces

When buildings and technology adapt to the people using them, organizations can realize gains. Smart Buildings can help real estate owners and operators create workplaces that appeal to workers and help attract and retain tenants and talent.

These buildings often command higher rents and increase asset value. One study notes that efficient buildings, especially those with LEED certification, can have 5% to 15% higher rent and cost 5% to 25% more to buy.³ Though more expensive, Smart Buildings can save on long-term operational costs and offer a satisfying experience for occupants.

Deloitte's Smart Building in Boston

Deloitte's Boston office is built to boost well-being, health, and productivity with smart design and operations. These are just a few of its features:



USES 65% LESS ENERGY



USES 50% LESS WATER
(which saves 2.4 million gallons per year)



CIRCULATES 30-50% MORE FRESH AIR



EVERY WORKSTATION IS WITHIN 25 FEET OF A WINDOW



EVERY FLOOR HAS A PRIVATE OUTDOOR TERRACE



Workplaces that win the talent race

With work-life balance becoming more important, employees who feel neglected are twice as likely to leave.⁴ Leaders need to create flexible, inspiring spaces with wellness programs and advanced tech.

In a global Deloitte survey, 64% of workers said they would be more drawn to, and likely to remain at, a company that values not just shareholders, but also employees and society. Human sustainability is becoming a bigger focus for business, with 79% of leaders agreeing they have a responsibility to create value for people and the community.⁵

Winning talent can include having a workplace that reflects your brand, supports well-being, builds community, and increases performance. Companies who achieve this could have an advantage.⁶



Leading the way with Smart Buildings

Smart Buildings offer a chance to reshape how we experience workspaces. In 2023, only 35% of companies surveyed in our annual commercial real estate outlook had plans to increase spending on tech initiatives.⁷ By 2025, that number had jumped to 80% of companies.⁸ Space and workplace tech is expected to grow from \$1.2 billion in 2023 to \$2.1 billion in 2029, in part due to a focus on employee experience and space use.⁹

By combining people-friendly design with smart tech that can help boost well-being and productivity, these spaces can connect people more deeply with their work and position organizations for future success.

Reach out to Deloitte to learn how we can help support your Smart Building goals.



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Appendix

¹ ["As workforce well-being dips, leaders ask: What will it take to move the needle?" Deloitte Insights, 2023 Advancing workplace well-being | Deloitte Insights](#)

² [Ibid](#)

³ Deloitte's 2024 Investment Management Outlook: Winning in tomorrow's world with the lessons of today

⁴ ["Research shows workforce experience drives loyalty and retention" Deloitte Digital, 2023](#)

⁵ Deloitte Insights: New fundamentals for a boundaryless world

⁶ [Ibid](#)

⁷ Verdantix's Market Size and Forecast: Real Estate & Built Environment Management Software 2023-2029 (Global)

⁸ Verdantix's Buyer's Guide: Energy Management Software (2025)

⁹ [Ibid](#)

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