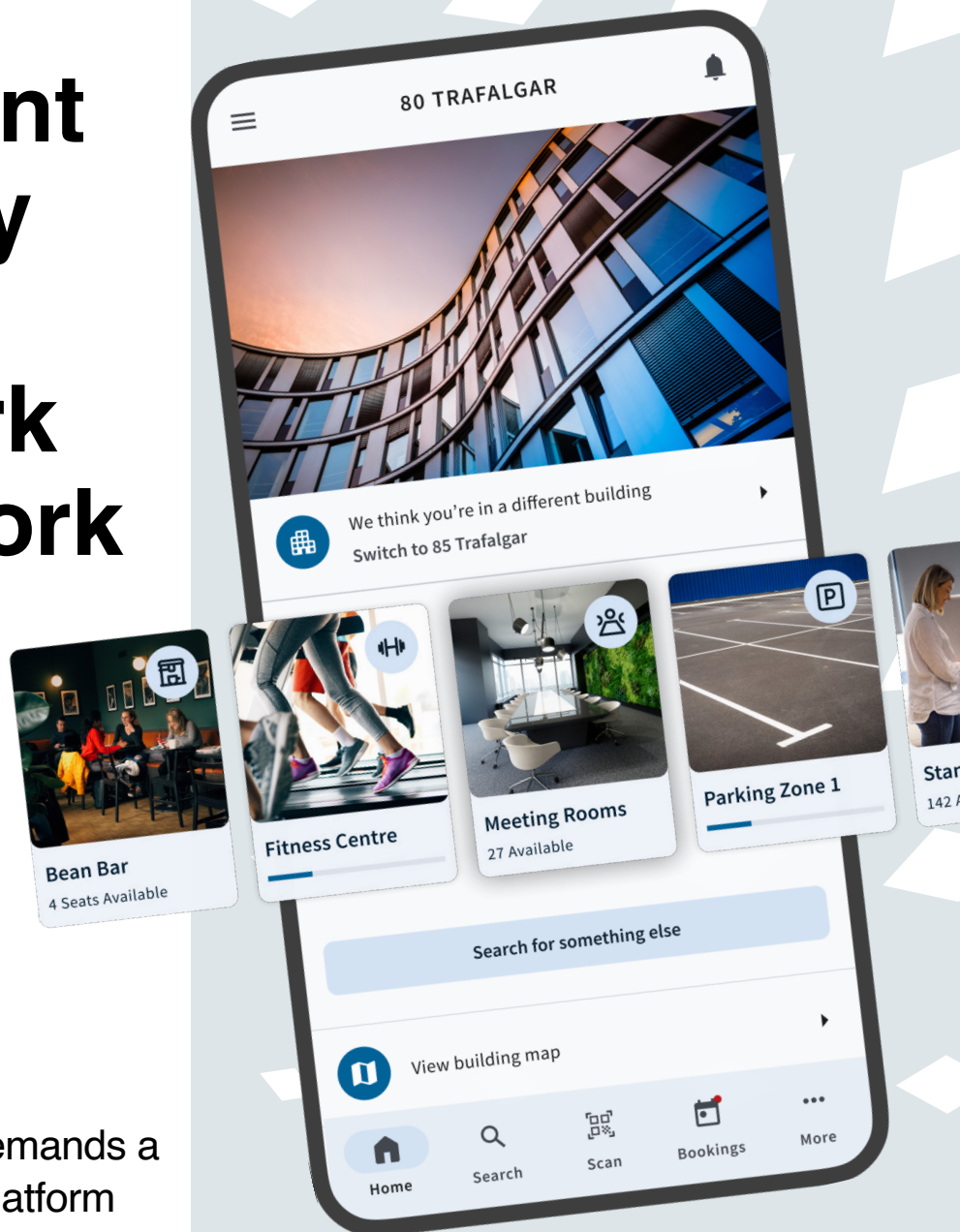


Using Workplace Management Technology to Make Hybrid Work Actually Work



Why Today's Workplace Demands a
Unified, Intelligent Digital Platform

The Problem: Hybrid Work Is Now A Standard Operating Model — But Most Workplaces Are Not Equipped to Support It

Hybrid work is no longer a temporary phase. For most corporate occupiers, hybrid work is the standard operating model. Analyst research shows a renewed focus on workplace experience, shifting attention from square footage alone to measurable outcomes across people, performance, and portfolio strategy.

Unlike traditional office models, hybrid work changes how and when space is used.

- Attendance is no longer uniform or predictable.
- Some days offices are full. Other days offices are underused.
- Historical patterns no longer provide reliable guidance for planning, staffing, energy management, or portfolio decisions.

Office attendance increasingly depends on perceived value rather than routine.



Ultimately, perceived value determines behavior. People come into the office for collaboration, mentoring, social connection, comfort, wellness, and access to spaces that cannot be replicated at home. Office attendance depends on whether the workplace supports those reasons effectively. When office days feel uncoordinated or less productive than remote work, the commute loses value.

Employees expect:

- Flexibility in where and how work happens
- Clear visibility into space availability and colleague presence
- Comfortable, well-functioning environments
- Seamless coordination across teams

Leadership expects:

- Measurable workplace performance
- Efficient use of space
- Alignment between occupancy, cost, and energy use
- Evidence that office environments support productivity and collaboration
- Data to inform long-term portfolio decisions



Offices built for predictable attendance and static operations now must support fluctuating demand, intentional collaboration, and measurable performance.

Delivering purposeful, high-performance office days requires a digitally enabled workplace environment that connects people, space, and operations. However, many organisations have not yet modernised workplace environments to meet that standard.

The Impact: When Workplaces Lack Intelligent Infrastructure, Hybrid Performance Suffers

Hybrid work underperforms when workplace environments are not modernised to support how people actually work. The first signs appear in daily experience:

- Office days feel less productive than anticipated
- Collaboration requires more extensive coordination across schedules and locations
- Employees lack visibility into who will be on-site and when
- Environmental systems do not adjust to real-time occupancy patterns
- Workplace services rely on manual or disconnected processes

Over time, inconsistent experience influences behaviour:

- Employees begin to question whether the commute is worthwhile
- Time on-site feels transactional rather than productive
- Office attendance becomes irregular and difficult to forecast
- Perceived workplace value declines

Over time, behavioural shifts translate into measurable organisational consequences. As attendance patterns become inconsistent and perceived workplace value declines, leadership struggles to demonstrate performance with confidence.

Space decisions begin to rely on assumptions rather than evidence, while energy consumption remains misaligned with actual occupancy. At the portfolio level, the absence of reliable utilisation intelligence constrains strategic planning and long-term optimisation.

At the same time, hybrid work raises expectations across both workforce and leadership. Workplace environments that remain static and manual increasingly struggle to meet those expectations.



The Shift: From Fragmented Operations to Unified Workplace Intelligence

Hybrid work rarely reaches its full potential when workplace environments lack coordinated intelligence. Without visibility across people, space, and operations, organisations cannot consistently support collaboration, performance, and efficient resource use. Closing this gap requires workplace management technology that connects people, space, and operations within a unified architectural framework.

A modern workplace management platform integrates:

- Workplace applications such as booking, wayfinding, and services
- Building automation platforms and operational systems (such as BAS/BMS environments)
- Operational data such as occupancy, utilisation, and sustainability metrics
- Governance models that align roles, policies, and visibility

When systems operate as a coordinated layer, organisations gain:

- Real-time visibility across sites
- Consistent standards across portfolios
- Structured, usable data
- Proactive optimisation instead of reactive response
- Reduced coordination friction through automation and recommendations

Workplace management technology strengthens the human reasons people come to the office by ensuring environments consistently support collaboration, coordination, and performance. Workplace environments evolve from static assets into responsive, measurable systems that support intuitive, adaptive, and intentional hybrid work.

The Solution: IBSS™

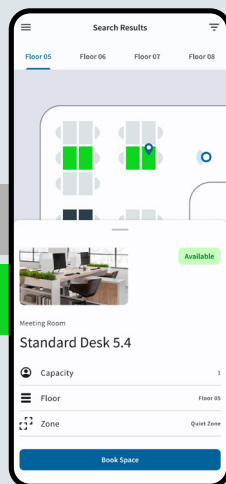
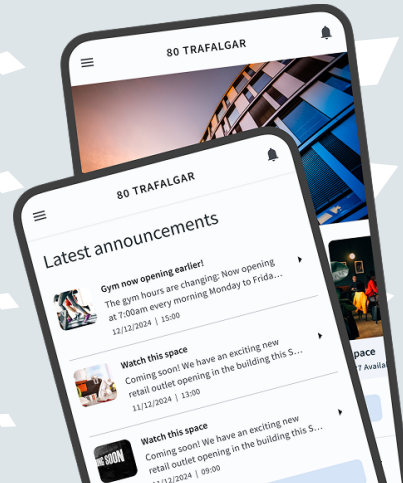
Scalable Workplace Intelligence for Hybrid Performance

The Intelligent Building Software Stack (IBSS) from Mitsubishi Electric Iconics Digital Solutions provides the enterprise coordination layer required to support hybrid environments at scale.

IBSS does not replace building automation platforms. Instead, it orchestrates and unifies systems across workplace experience, building operations, and portfolio intelligence.

At the operational level, building systems such as BAS/BMS, HVAC, lighting, and access control are monitored and controlled through building automation platforms such as GENESIS by Mitsubishi Electric Iconics Digital Solutions, which serves as the building operating system.

IBSS integrates these operational systems with workplace experience applications and portfolio analytics to create a unified, measurable environment.



IBSS connects:

- Workplace experience applications such as booking, wayfinding, and services
- Building operating systems such as GENESIS and other building automation platforms
- Occupancy and utilisation analytics
- Energy and sustainability monitoring
- Governance, identity, and enterprise IT frameworks

Unlike standalone booking solutions, IBSS integrates with existing IT and IoT infrastructure and scales across buildings, campuses, and global portfolios.

Core capabilities include:

- Space booking, desk reservation, and workplace scheduling
- Visitor management, digital signage, and workplace services
- Mobile workplace access, wayfinding, and employee experience applications
- Unified visibility across workplace activity and building operations
- Portfolio-level dashboards and performance reporting across sites
- Role-based governance, identity management, and access control
- Occupancy, utilisation, and energy insights derived from integrated workplace and building data
- Interoperability with existing automation platforms and enterprise systems
- Scalable architecture designed for enterprise portfolios

For corporate occupiers, IBSS enables:

- Improved space utilisation based on verified demand
- Alignment between energy performance and real occupancy
- Reduced operational friction across hybrid workflows
- Enhanced comfort, productivity, and employee confidence
- Structured, AI-ready data environments for future optimisation

By connecting experience and operational intelligence through a coordinated architecture, IBSS enables hybrid work to function consistently across locations and over time.

The Outcome: Intelligent Workplace Management Enables Measurable Hybrid Success

Hybrid work succeeds when workplace environments demonstrate relevance through performance.

Employees come into the office for collaboration, mentoring, culture, and connection. Workplace management technology strengthens those motivations by removing friction, improving visibility, and ensuring consistent environmental support.

When operational systems and workplace applications function as a coordinated environment, organisations gain measurable outcomes rather than anecdotal signals.

Employees experience:

- Greater productivity through reliable space availability
- Stronger collaboration supported by coordinated attendance visibility
- Improved comfort and wellness aligned with real occupancy conditions
- Workplace environments that feel intentional rather than reactive

Leadership gains:

- Clear visibility into utilisation trends
- Evidence-based portfolio decision-making
- Energy optimisation aligned with actual attendance
- Measurable links between experience, performance, and investment



Organisations that invest in unified, intelligent platforms demonstrate that employee experience and operational performance are not competing priorities. They are interdependent.

Stronger experience reinforces engagement. Consistent engagement supports voluntary, purposeful office participation.

Hybrid models succeed when workplace environments earn relevance through measurable performance.

Next Steps

Learn how intelligent workplace management can support hybrid performance at scale.

Contact one of our digital workplace experts to evaluate your current workplace architecture and identify next steps toward a connected, adaptive, and performance-driven environment.

Contact Us

[intelligentbuildingssoftware.com](https://www.intelligentbuildingssoftware.com)



ABOUT MITSUBISHI ELECTRIC ICONICS DIGITAL SOLUTIONS

Mitsubishi Electric Iconics Digital Solutions, headquartered in Foxborough, Massachusetts, is a global leader in industrial automation, smart and sustainable buildings, and digitalization software. Our advanced HMI, SCADA, and Smart Building solutions enable businesses to visualize, monitor, and optimize their most critical assets and spaces. With installations in over 100 countries and adoption by more than 70% of Global 500 companies, we drive operational efficiency and continuous improvement across industrial manufacturing, infrastructure, and built environment sectors. Backed by cutting-edge technology and deep industry expertise, we deliver flexible, scalable, and high-performance software solutions. As a testament to our excellence, Mitsubishi Electric Iconics Digital Solutions has been recognized as a seven-time winner of the Microsoft Partner of the Year award.

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