Introduction + Product Overviews

INTRODUCTION
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An Engaged Environment

The Steelcase Global Workplace Report shows the most engaged and satisfied employees work for organizations that provide choice and control over where and how they work, with spaces designed to accommodate a variety of activities, including collaboration with teammates. To optimize the collaborative experience, media:scape® empowers workers to share digital content freely, while RoomWizard® scheduling system ensures that collaborative teams work together without being interrupted.

A KEY COLLABORATION

Working together, IT and Design can create standards for highly collaborative spaces that maximize an organization’s resources and provide workers with choice and control for unparalleled collaborative experiences. The following pages offer an overview of collaborative technology tools—media:scape and RoomWizard—while specifying in-depth information on product applications and technical details for Facilities and IT personnel.

98% of highly engaged and highly satisfied employees are able to easily and freely express and share ideas.

92% of highly engaged and highly satisfied employees are able to share projects easily.

94% of highly engaged and highly satisfied employees are able to work in teams without being interrupted.

Steelcase Global Workplace Report
The Collaborative Workplace

Collaboration Dominates

Collaboration is replacing more and more individual work. In fact, 82 percent of knowledge workers say they partner with others throughout the day to get work done.

CHOICE IN COLLABORATION

According to recent research from the Steelcase Global Workplace Report, a distinguishing characteristic of engaged employees is that they have a greater degree of control over where and how they work. Teams are empowered to make choices about their meeting spaces, so they can concentrate and collaborate without disruption.

88% of highly engaged and highly satisfied employees have a choice of where to work in the office based on the task.

96% of highly engaged and highly satisfied employees say their workplace encourages teamwork and collaborative work.

Steelcase Global Workplace Report

TYPES OF COLLABORATION

People collaborate in different ways depending on the project, the team and the task at hand. It’s critical to support each type of collaboration.

Informative

sharing information, providing updates

Evaluative

considering content, making decisions

Generative

building on existing information to create new solutions

All three forms of collaboration have the same requirements:

• access to spaces for planned and impromptu collaboration
• simple, effective and intuitive ways to schedule meetings on the spot and ahead of time
• spaces and scheduling methods that encourage workers to get into the flow of collaboration without being interrupted
• a place at the table and a view of the screen for each participant
• equal access to both analog and digital information
• the ability for every user, regardless of location, to be part of the collaborative process
Distributed Collaboration

Mobile workers are increasingly distributed, putting pressure on organizations to:

• help distributed employees work more effectively together
• foster relationships that support collaboration and ultimately strengthen organizational culture
• provide integrated spaces, technology and tools to support varied workstyles
• make it easy for workers to share digital and analog content
• make it easy for workers to schedule meetings, regardless of where they’re located
• boost the use of conference and collaborative spaces to maximize real estate
Overview

media:scape + RoomWizard
Applications and Technical Guide

Media:Scape Overview

MEDIA:SCAPE OVERVIEW

- Situation: A Culture of Collaboration
- Complications: Obstacles to Collaboration
- Resolution: Seamless Collaboration
media:scape integrates technology and furniture to bring people, spaces and information together for greater connection, collaboration and productivity than ever before.
A Culture of Collaboration

Markets are global, employees are mobile and business issues are more complex than ever. It takes innovation to differentiate a brand or company in this diverse and demanding marketplace. True innovation requires cross-functional teamwork, a strong organizational culture and, most important, ongoing collaboration. Yet workers and information are often separated by time zones, making effective collaboration a challenge.
Obstacles to Collaboration

Understanding the Challenges of Collaboration

Steelcase researchers examined the process of group work: how people interact, share information and form understanding. They found that there’s a need to work closely with distributed colleagues, and that the role of communication and collaboration in building strong company cultures that foster creativity and innovation is changing.

DISTANCE: THE NEW REALITY

While today’s workers are increasingly mobile, many agree that face-to-face communication improves business relationships. In order to engage in this type of communication, distributed workers have turned to video.

EFFECTIVE COLLABORATION REQUIRES EQUAL ACCESS TO CONTENT

A common obstacle to collaboration is difficulty in sharing content, caused by one or more of the following issues:

- Group spaces designed for leader-led meetings, with one-person control of information instead of true knowledge sharing
- Technology poorly integrated into group spaces, making it hard for users to share digital content
- Videoconferencing settings that are difficult to schedule and use for connecting with distributed colleagues

In a space designed for easy content sharing, communication flows easily, trusting relationships are nurtured and collaboration is more effective. Over time, the company culture is enhanced and the human potential of the organization is unleashed.

TECHNOLOGY MUST BE SEAMLESSLY INTEGRATED

Collaboration suffers when hardware is difficult to connect, screens are hard to see and the interface is difficult to use. Typical videoconferencing spaces put people on screens yet lack effective ways to share content. Dedicated videoconferencing rooms generally are not set up for teamwork and in-person collaboration, so when the camera goes off, people abandon the room.

When technology works with an organization’s existing standards, it is easier to specify and manage, which improves security. It also enhances organizational productivity with a user experience consistent from room to room and building to building, reducing total life cycle costs. Most important, a consistent user experience across rooms, buildings and geographies makes users feel comfortable, increasing real estate utilization.
Since its inception, media:scape® has thoughtfully integrated furniture and technology—bringing people, spaces and information together to enhance productivity and help groups excel. Now organizations can optimize each media:scape setting to best meet their collaboration needs, from sharing wirelessly in a small huddle room to a team brainstorm over video, media:scape can be customized to enhance both the organizational needs and the user experience.

With media:scape, sharing content is democratic, immediate and tailored to its users’ needs. Whether in person or on video, media:scape supports seamless collaboration, making teams more productive and allowing them to efficiently innovate their brands and companies.

Open. Connect. Share.

With choice over quantity and type of PUCK—virtual or physical—users select options that accommodate their unique needs. Share wirelessly with Virtual PUCK, connect and share with physical PUCK, or experience the benefits of each by choosing a combination.

**Virtual PUCK**
Share content wirelessly by connecting a laptop to the Virtual PUCK with a simple download. Works seamlessly with physical PUCKs.

**Physical PUCK**
Glow when connected to a mobile device. Press to share content on the screen.
A Range of Solutions

**mediасscape Table**

By making information integral and meetings more inclusive, the media:scape Table amplifies ideas and productivity. With total control, organizations create the best sharing experience for their teams by choosing how many and what type of PUCK—virtual and/or physical—will work best, as well as having an option of HDVC. With customizable settings, collaboration is uninterrupted and teams are able to build on each others’ ideas with ease.

**mediасscape TeamStudio**

The media:scape TeamStudio™ accelerates content sharing and productivity by optimizing video collaboration and removing physical barriers. Standing-height capabilities and improved sight lines allow teams to choose alternative postures without compromising group engagement. With equal access to analog and digital information, large and small groups can work together with or without video. A supreme sharing setting for both resident and distributed teams, TeamStudio offers Virtual PUCK, up to eight physical PUCKs and four displays to meet the advanced collaboration needs of any organization.

**mediасscape TeamTheater**

Optimizing high-definition videoconferencing, media:scape TeamTheater™ enables distributed and colocated users to connect and share easily. Workers seated in the lounge can easily connect with a Virtual or physical PUCK, while workers around the ledge have the convenient option of connecting wirelessly, limiting distractions for the team.

In a TeamTheater application, the workspace supports group work and collaboration whether the camera is on or off, and with the option of a Virtual or physical PUCK, users decide which sharing method best meets their needs.

**FrameOne with media:scape**

media:scape integrates with FrameOne™ to create highly collaborative environments for resident project teams and functional groups by making the most of real estate. The ability to switch effortlessly from individual to group work allows teams to share information, evaluate content and make decisions easier and faster.
Answer with media:scape

Answer with media:scape combines space definition with technology to provide users with intuitive collaborative experiences. In both owned and shared settings, Answer with media:scape offers seamless analog and digital content sharing while creating clearly defined workspaces so workers can flow between individual tasks and group work quickly and efficiently.

media:scape kiosk

With an optimal screen size and camera distance, kiosk can support quick, casual, informative conversations in the open plan, or longer, generative, evaluative working sessions in a small enclave. media:scape kiosk enhances collaboration, bringing together distributed teams to maximize organizational and individual potential.

media:scape mini

media:scape mini extends the media:scape experience into small and existing spaces. media:scape mini can be placed on top of virtually any surface to transform enclaves, private offices or open plan team spaces into high-performing collaborative environments.

media:scape mobile

media:scape mobile helps people connect and share practically anywhere. Supporting up to four people and offering optional wireless sharing with Virtual PUCK and HDVC capabilities, media:scape mobile easily moves from project rooms to open plan team spaces and other high-use environments—providing users with flexible collaboration.
RoomWizard Overview

ROOMWIZARD OVERVIEW

Situation: Scheduling for Collaboration

Complications: Obstacles to Reserving

Resolution: Smart Scheduling
RoomWizard connects workers with meeting spaces to boost productivity and maximize organizational real estate.
Scheduling for Collaboration

With an increasingly collaborative and distributed workforce, it has become more difficult for workers to effectively reserve meeting spaces.

Old methods of room reservation—from sticky notes to first come, first served to sign-up sheets—don’t account for specific group needs or the schedule changes that workers face every day. Without a consistent scheduling method, meetings get interrupted, employees become frustrated and office space goes unused, ultimately decreasing productivity.

Over 1/3 of workers waste up to 30 minutes a day searching for space to collaborate.

Steelcase Workplace Survey
Obstacles to Reserving

The Distributed Workforce

With a workforce that’s more distributed than ever, employees often find themselves in new or unfamiliar environments, making it difficult to find and reserve meeting spaces. RoomWizard® provides a simple and consistent user experience, regardless of location, making it easy for employees to identify and reserve ideal collaborative spaces—even in unfamiliar environments.

62% of workers regularly collaborate with people in other time zones and geographies.

Steelcase 360º Magazine, Making Distance Disappear

**VISIBLE AVAILABILITY**

When space availability is unclear, it causes employee frustration and wastes valuable time. Workers need simple scheduling solutions so they can collaborate quickly and effectively when and where they need to.

**SYSTEM INTEGRATION**

Workers rely on schedules and calendars to keep their appointments and meetings organized. Without integration of a company-wide scheduling system and a calendaring system, space reservation is ineffective.

**CONSISTENT USER INTERFACE**

Complicated scheduling technology leads to employee confusion. Workers need intuitive, consistent scheduling methods to reserve spaces quickly and effectively.
RoomWizard supports seven languages, all configured remotely: Chinese, English, French, German, Japanese, Portuguese and Spanish.

Universal Design
Simple to use without training, RoomWizard is a breeze for even the most infrequent user.

Unlimited Reservations
The RoomWizard system can accommodate any number of meetings or reservations across the enterprise.

First + Best
As the industry’s first and leading room scheduling device, RoomWizard is used by more than 1,000 organizations, with installations ranging from a handful of devices to more than 2,500 installed RoomWizards.

Business Intelligence
RoomWizard analytics focus on five key metrics—daily utilization, no-show meetings, attendees, meeting length and use over time—to help organizations make the most of valuable real estate.

Smart Scheduling
With RoomWizard, finding and reserving collaborative spaces is faster and easier. Users see available spaces at a glance and can book them from any digital device that has access to the organization’s scheduling system. RoomWizard also lets users book spaces from the touch panel, and because RoomWizard is used within a company’s existing internal system, it protects privacy and confidentiality.
Designed for the Enterprise

RoomWizard takes the global enterprise into consideration—from system updates to functionality to aesthetics—making it simple to implement and manage across multiple locations.

- **Easily Scalable**: Add new devices easily with the administrative console.
- **Remote Administration**: Access from anywhere around the globe makes management and monitoring simple.
- **Analytics**: Use information to ensure maximum real estate utilization.
- **Global Distribution**: Available virtually everywhere our leading customers do business.
- **Batch Updating**: Minimize time and work for IT by updating hundreds of devices at once.
- **24/7 Power**: Systems can stay on 24/7 without needing to be rebooted.

**SYNCHRONIZATION**
RoomWizard synchronizes with most advanced scheduling systems, including:
- AgilQuest
- Dean Evans & Associates EMS
- Google Calendar™
- Microsoft® Exchange
- Microsoft® Office 365™