Streamlining operations through digital solutions in flexible workspaces

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Smart access. Digital control.

ULTIMATE ACCESS TECHNOLOGIES

CWSC

Alessandro Nacci
CEO & Co-Founder @ Sofia Part of ISEO

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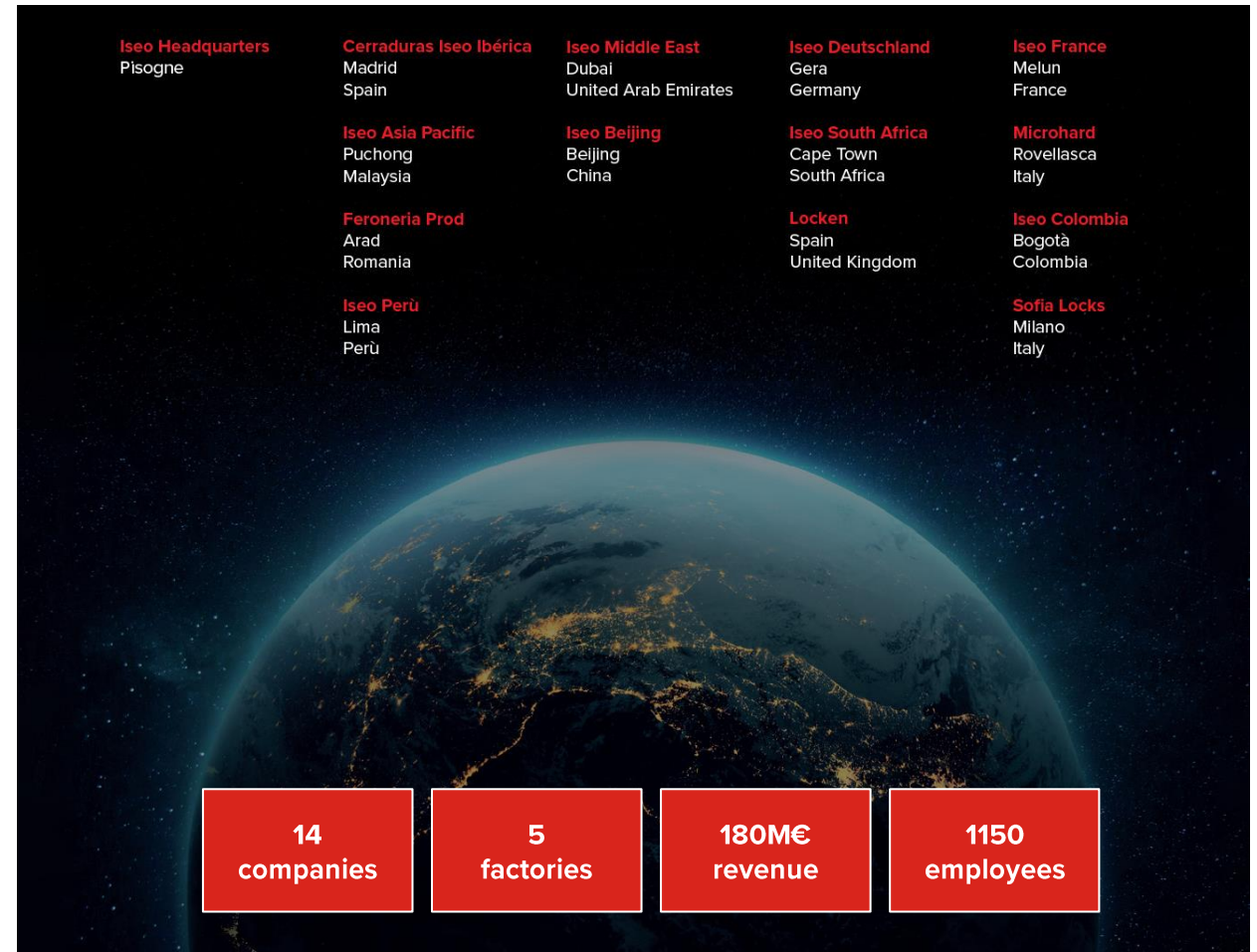**Sofia & ISEO Ultimate Access Technologies**
Technological partnership since 2016

Sofia & ISEO Ultimate Access Technologies
Technological partnership since 2016

- ISEO was founded in 1969 in Pisogne (Italy)

- Leading group in the **design and manufacture** of locking systems and access control solutions

- Sofia is a start-up founded in 2015. Today, a scaled-up focused on **IoT** and **digital access management** solutions

- In 2016, ISEO and Sofia Locks started collaborating on products and customers

- ISEO acquired Sofia in 2021

Iseo Headquarters
Pisogne

Cerraduras Iseo Ibérica
Madrid
Spain

Iseo Middle East
Dubai
United Arab Emirates

Iseo Deutschland
Gera
Germany

Iseo France
Melun
France

Iseo Asia Pacific
Puchong
Malaysia

Iseo Beijing
Beijing
China

Iseo South Africa
Cape Town
South Africa

Microhard
Rovellasca
Italy

Feroneria Prod
Arad
Romania

Locken
Spain
United Kingdom

Iseo Colombia
Bogotà
Colombia

Iseo Perù
Lima
Perù

Sofia Locks
Milano
Italy

| 14 companies | 5 factories | 180M€ revenue | 1150 employees |

Today's presentation

Streamlining operations through digital solutions in flexible workspaces

SITUATION
ANALYSIS

- Challenges encountered by facility managers
- The role of technology in flexible workspaces
- Solution-design to meet customer needs

FIRST
CASE STUDY

- Access management solution for a Pan-European Coworking Network
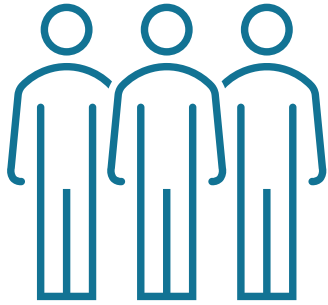- Problem / Solution / Benefits

SECOND
CASE STUDY

- Access management solution for a British Telecommunication Network with flexible workspaces
- Problem / Solution / Benefits

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Situation Analysis

CHALLENGES

encountered by facility managers at flexible workspaces

1. HIGH OCCUPANCY TURNOVER AND SPACE UTILIZATION

With the high occupancy turnover there's a need to utilize the space efficiently and effectively to meet the changing needs of tenants.
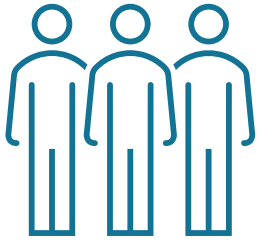
2. RELIANCE ON TECHNOLOGY INFRASTRUCTURE

Reliance on technology and connectivity to prevent downtime, interruptions in service and unnecessary frictions between users.

3. SECURITY, PRIVACY, AND COMPLIANCE

With a wide rage of tenants from startups to established businesses, it is crucial to control the security, privacy and compliance of all users.

HIGH OCCUPANCY TURNOVER AND SPACE UTILIZATION
The digital revolution as a change factor

UNLIMITED INFORMATION

People are informed and aware enough to choose new strategies for living. Experiencing things is preferable to owning them ("no-ownership")
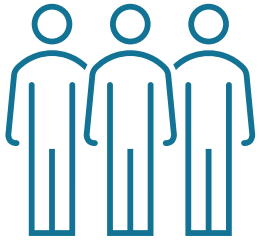
EVERYTHING IS FASTER

Technology is evolving with unprecedented speed. This new era requires us to learn and adapt faster

CONNECTIVITY & MOBILITY

Flat, ubiquitous connectivity makes people's lives fluid. (i.e.: you don't need to reside where you are creating value, but instead work remotely)

HIGH OCCUPANCY TURNOVER AND SPACE UTILIZATION
From products to services

MUSIC
From the CD-ROM to Spotify

MOVIES
From the DVD to Netflix

CARS
From mortgages to long term rental

OFFICES
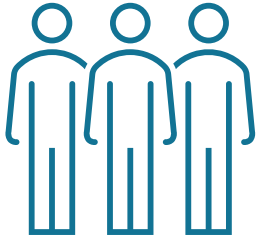From offices to coworking

RESIDENTIAL
From condos to coliving

RETAIL
From chains to pop-up stores

People and companies are today more interested in services than owning goods or properties

HIGH OCCUPANCY TURNOVER AND SPACE UTILIZATION
As-a-service economy

Rethinking the way companies design, produce, and deliver products and services, thereby reducing their environmental footprint and addressing social and governance issues.

DURABLE PRODUCTS

Design products that are durable, repairable, and recyclable: companies providing ongoing services to customers design products that can be maintained and repaired over time.

SOCIAL BENEFITS

Companies can build stronger relationships with customers and promote social values, such as inclusivity and diversity, in their marketing and customer engagement.
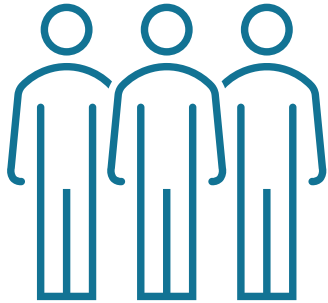
CIRCULAR ECONOMY

Adoption of circular economy principles, where products and materials are reused and recycled instead of being disposed of after use.

GOVERNACE

Companies to be more transparent about their environmental and social impacts. Since customers are paying for ongoing services, they have a vested interest in the sustainability practices of the companies they subscribe to.

CHALLENGES

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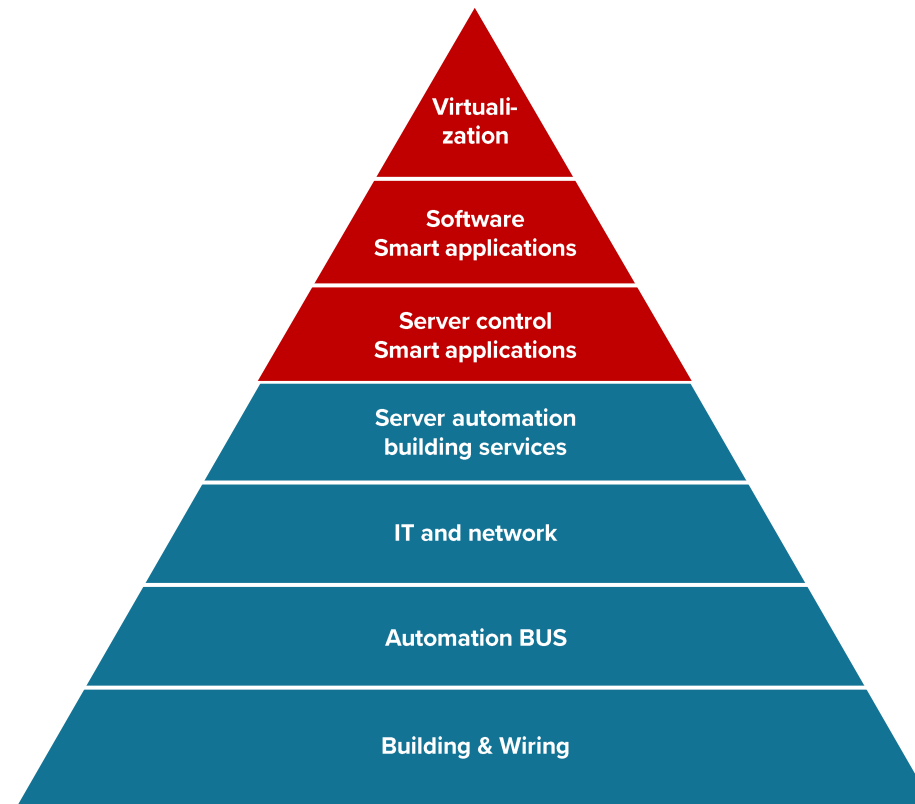
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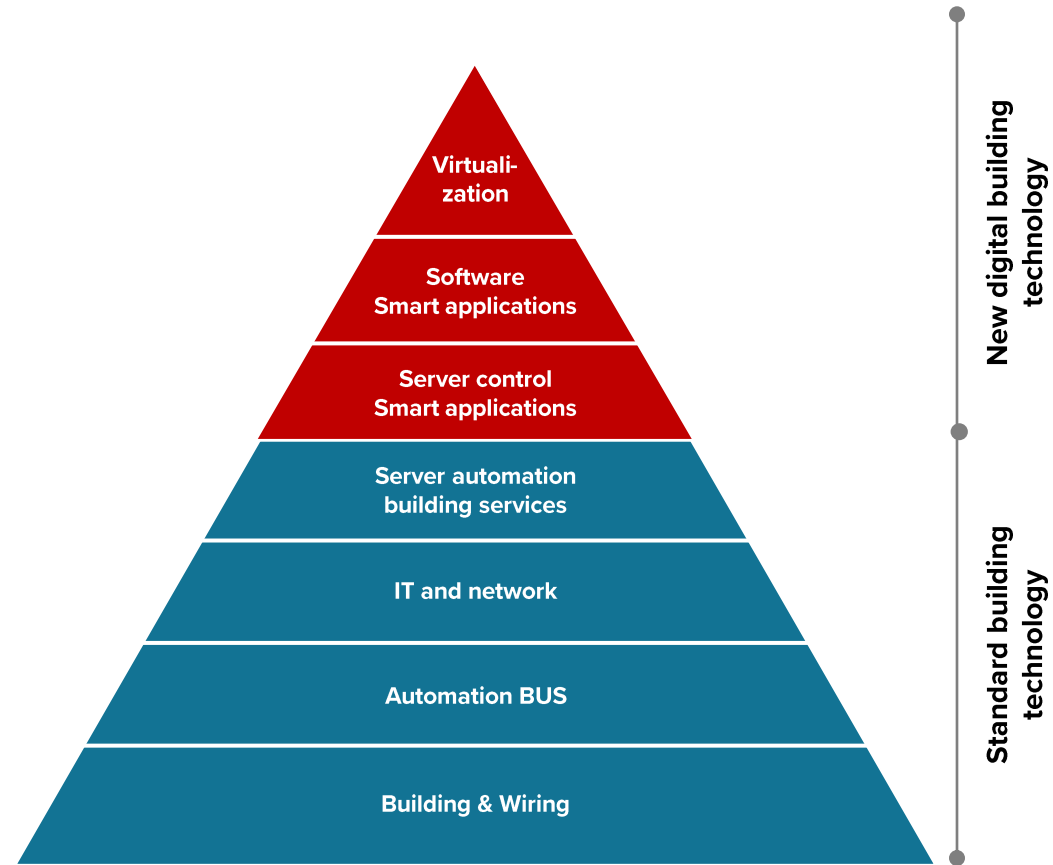
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RELIANCE ON TECHNOLOGY INFRASTRUCTURE
A new generation of building

Virtuali-zation

Software
Smart applications

Server control
Smart applications

Server automation
building services

IT and network

Automation BUS

Building & Wiring

RELIANCE ON TECHNOLOGY INFRASTRUCTURE
A new generation of building

New digital building technology

- Virtuali-zation
- Software Smart applications
- Server control Smart applications

Standard building technology

- Server automation building services
- IT and network
- Automation BUS
- Building & Wiring

RELIANCE ON TECHNOLOGY INFRASTRUCTURE
The differences between the two

BUILDING AUTOMATION

- Electronic, computerized systems to control and monitor building functions

- Includes sensors, controllers, and software to adjust settings automatically

- Aims to improve energy efficiency, reduce maintenance costs, and enhance occupant comfort and safety
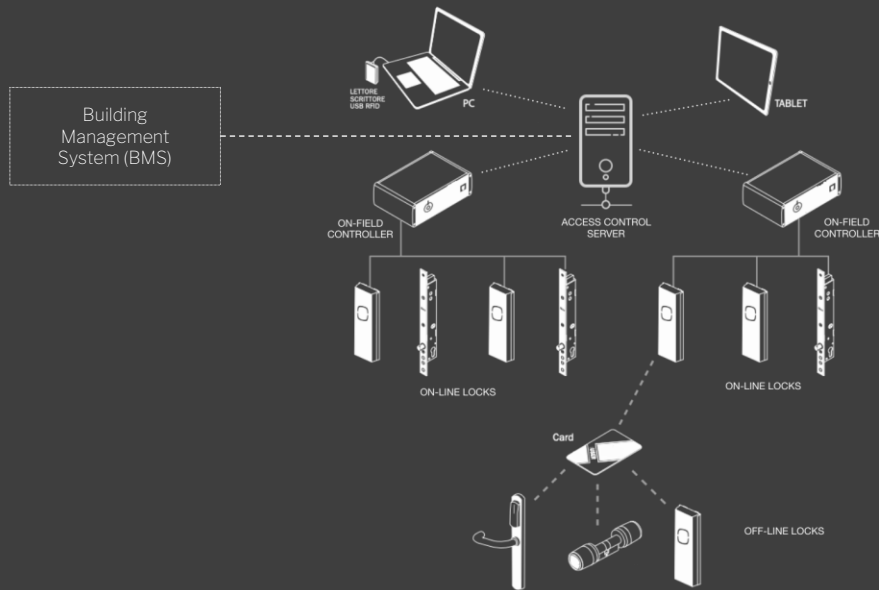
SMART BUILDING

- Fully integrated with digital technologies such as IoT, AI, and big data analytics

- Uses sensors and data collection devices to gather real-time information about building performance and occupancy

- Analyzes data to optimize building performance, identify maintenance issues, and provide insights into occupant behavior and preferences

The difference is in the way you can use the building data.
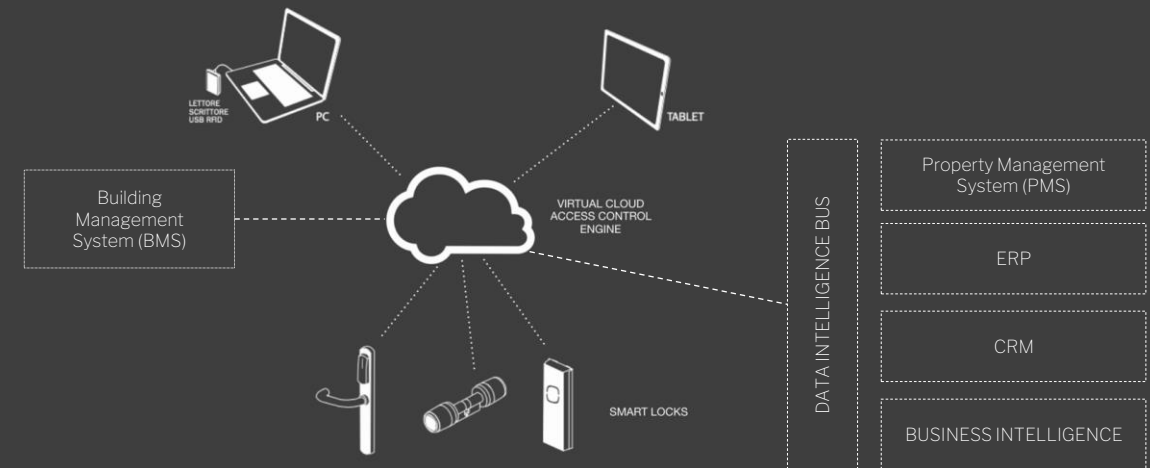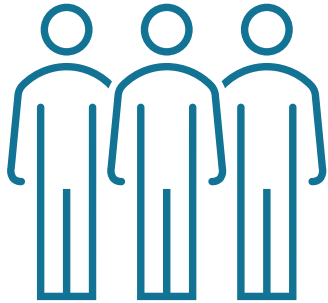*Are they just numbers or can you extract insightful information?*

CHALLENGES

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With a wide rage of tenants from startups to established businesses, it is crucial to control the security, privacy and compliance of all users.

Must-have for all systems (1)

Penetration Testing

Open source to support security

Infrastructure-as-code resilience

Must-have for all systems (1)

Penetration Testing

A simulated attack on a computer system or network to identify vulnerabilities that could be exploited by real attackers, to provide with insights about a security posture and to recommend measures to improve.

Open source to support security

Infrastructure-as-code resilience

Must-have for all systems (1)

Penetration Testing	A simulated attack on a computer system or network to identify vulnerabilities that could be exploited by real attackers, to provide with insights about a security posture and to recommend measures to improve.
Open source to support security	Rely on widely maintained and consolidated Open Source software components, avoiding where possible custom solutions that are difficult to maintain and not extensively tested.
Infrastructure-as-code resilience	

SECURITY, PRIVACY AND COMPLIANCE
Must-have for all systems (1)

Penetration Testing	A simulated attack on a computer system or network to identify vulnerabilities that could be exploited by real attackers, to provide with insights about a security posture and to recommend measures to improve.
Open source to support security	Rely on widely maintained and consolidated Open Source software components, avoiding where possible custom solutions that are difficult to maintain and not extensively tested.
Infrastructure-as-code resilience	This enables robust automatic "disaster recovery" procedures, which allow to minimize the Recovery Time Objective (RTO) and Recovery Point Objective (RPO) in case of distributed failure.

Must-have for all systems (2)

Company perimeter protection

Data partitioning & secret management

GDPR compliance

Must-have for all systems (2)

Company perimeter protection

Ensures the security of its devices through disk encryption, biometric identification, and remote device management. Personnel authentication is done through SSO, with strict policies on password renewal and multi-factor identification.

Data partitioning & secret management

GDPR compliance

SECURITY, PRIVACY AND COMPLIANCE
Must-have for all systems (2)

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Data partitioning & secret management	The production and development environments are separate to limit access to user data. The application code and access secrets are managed separately using automatic procedures and a centralized secret management service for periodic rotation.
GDPR compliance	

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SECURITY, PRIVACY AND COMPLIANCE
Must-have for all systems (2)

Company perimeter protection	Ensures the security of its devices through disk encryption, biometric identification, and remote device management. Personnel authentication is done through SSO, with strict policies on password renewal and multi-factor identification.
Data partitioning & secret management	The production and development environments are separate to limit access to user data. The application code and access secrets are managed separately using automatic procedures and a centralized secret management service for periodic rotation.
GDPR compliance	It is crucial to ensure GDPR compliance in all procedures to warrant security and adhere to purpose limitation (user consent), data minimization (collection of only essential data), and accuracy (visibility into how data is modified and by whom).

THE ROLE OF
TECHNOLOGY
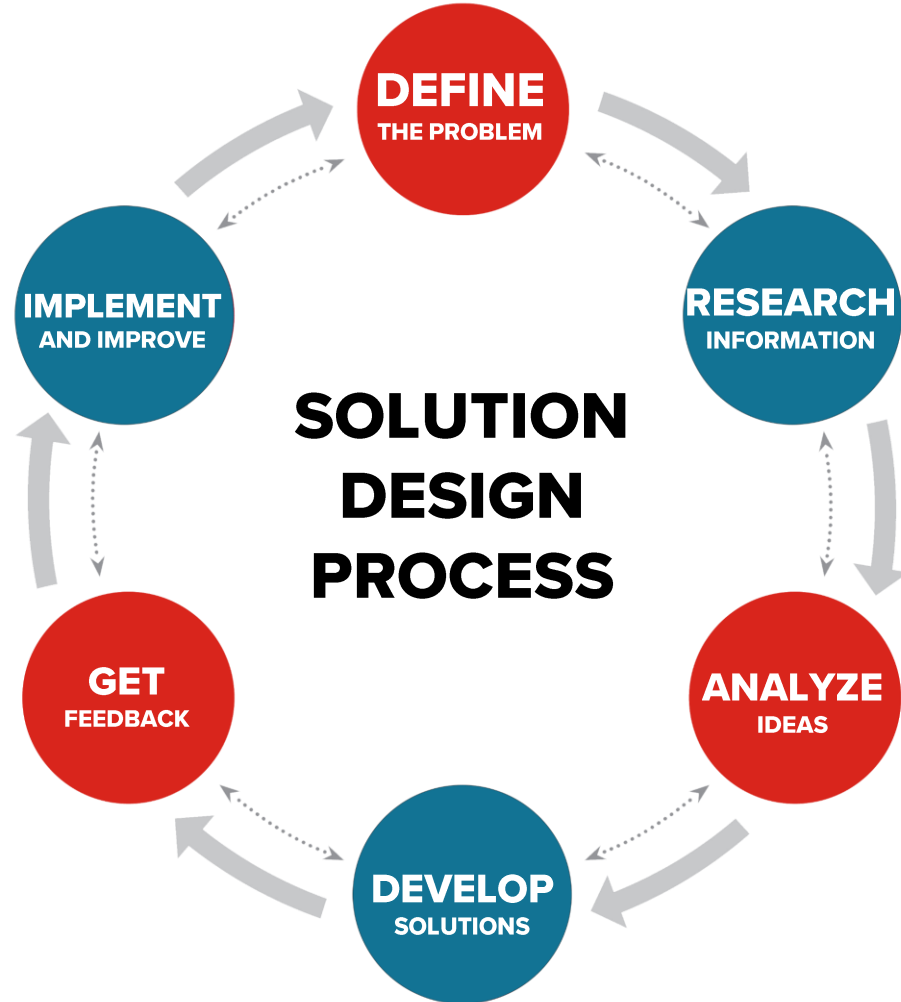## at flexible workspaces

The integration of technology provides the necessary infrastructure to enhance collaboration and support remote work, ultimately offering employees the freedom and flexibility they need.

- **Cloud-based tools** allow users to work from anywhere, as well as managers to control their space remotely.

- **Automation and artificial intelligence** can streamline workflows and enhance productivity.

- While **sensors and IoT** devices can optimize the use of physical space and resources.

SOLUTION DESIGN

In partnership with the customer

SOLUTION DESIGN PROCESS

- DEFINE THE PROBLEM
- RESEARCH INFORMATION
- ANALYZE IDEAS
- DEVELOP SOLUTIONS
- GET FEEDBACK
- IMPLEMENT AND IMPROVE

- **DEFINE** – Better understanding of customer needs by gaining insights on their pain points and perspectives

- **RESEARCH & ANALYZE** – Promotes innovation and paves the way for smart cities through PropTech cloud native solutions

- **DEVELOP** – Customized cutting-edge solutions allow for competitive advantage

- **FEEDBACK** – Reducing risks and costs saving time and resources by developing solutions that are aligned with their expectations

- **IMPROVE** – Increased customer satisfaction and loyalty

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# First Case Study

The company

Coworking

Talent Garden is a **global coworking** and **innovation network** offering flexible workspaces, training, and community to freelancers, startups, and established companies.

Founded in Italy in 2011, it now has **23 campuses across Europe** and beyond, providing digital skills training, corporate innovation programs, and venture acceleration.

Focused on technology, creativity, and sustainability, the company fosters collaboration, knowledge sharing, and entrepreneurship, **connecting individuals and businesses in a dynamic, supportive environment.**

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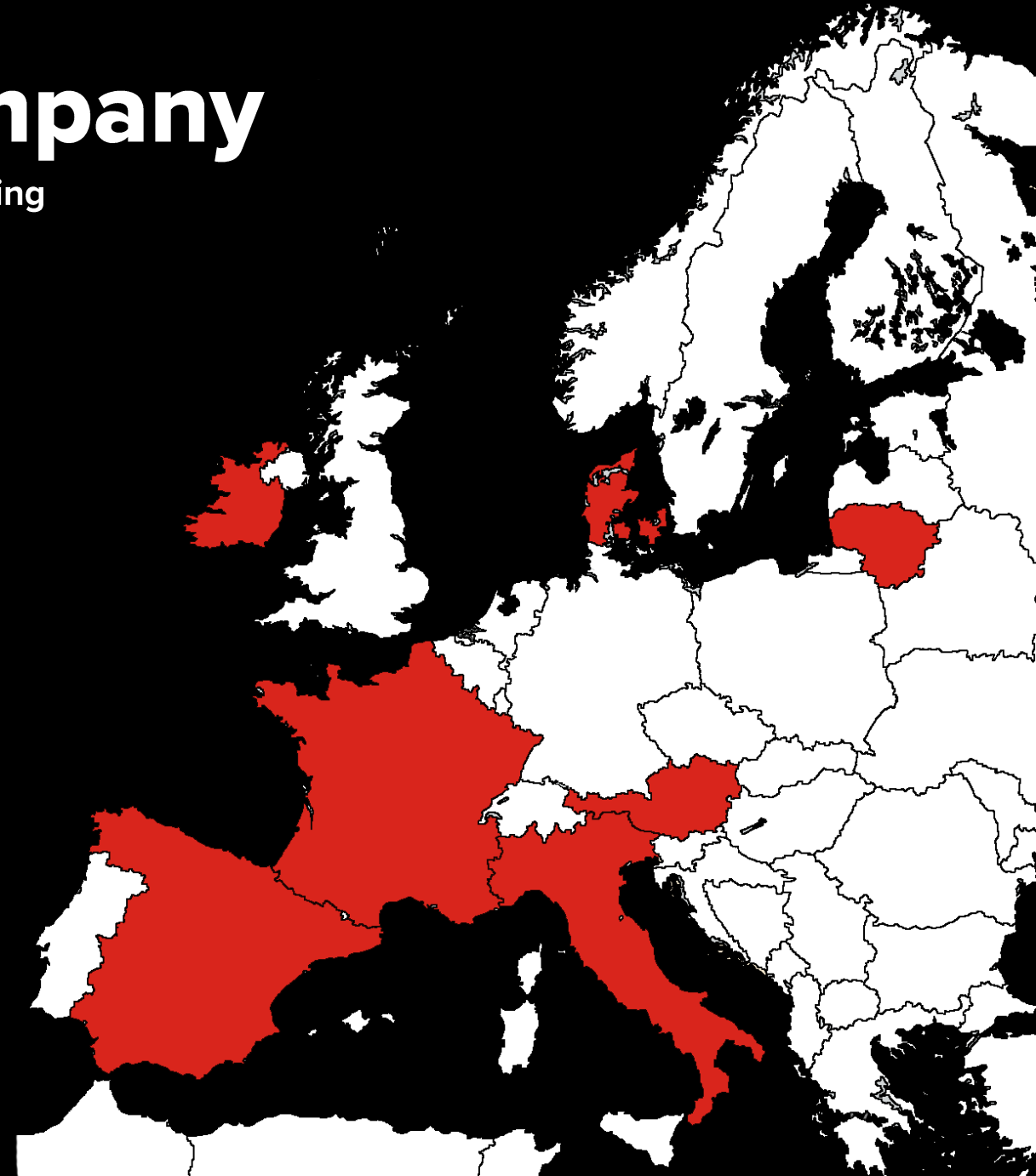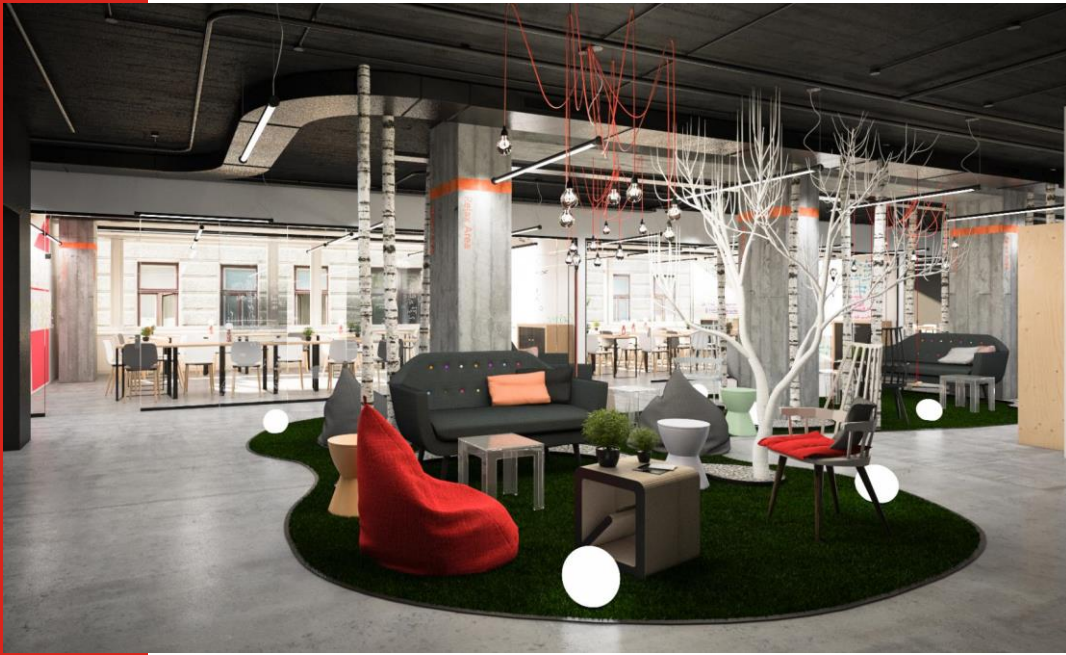
WHAT THEY WERE LOOKING TO ADDRESS

As a facility that functions as a coworking space while also offering various courses and events, they have a substantial number of daily users, prompting them to seek a system that would simplify the onboarding process for newcomers.

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SOLUTION DESIGN

What we created in partnership with the customer to satisfy their needs

443

Smart locks

Centralized management
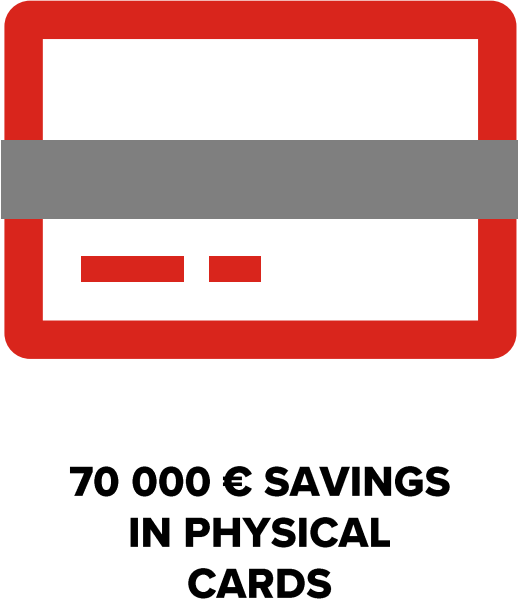
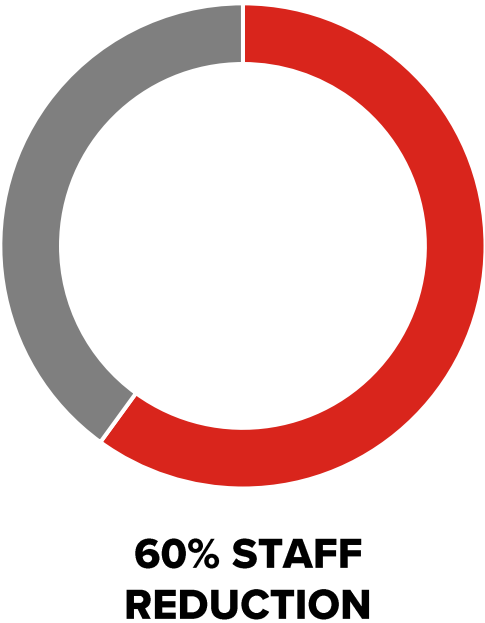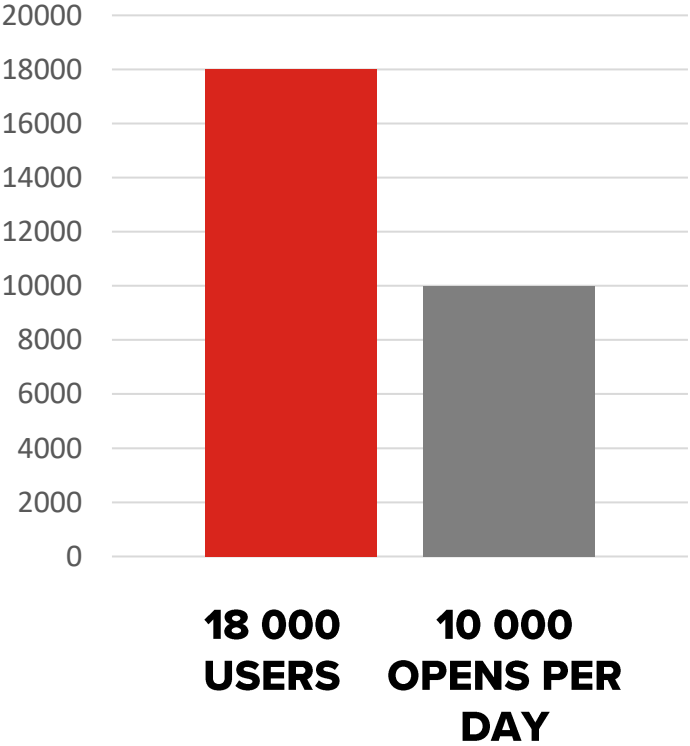Custom mobile app

Passport feature

3rd party software integrations

Real-time access for events and classes

Secure access to spaces with subscription

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SOLUTION BENEFITS

18 000 USERS

10 000 OPENS PER DAY

60% STAFF REDUCTION

70 000 € SAVINGS IN PHYSICAL CARDS

Second Case Study

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The company

Flexible Workspace

The company was established in 2007 as the industry's first joint venture between two of UK's leading and **most innovative mobile operators.**

Their mission is to provide **best-in-class mobile infrastructure** to their tens of millions of customers in the country.

With its headquarters in Hemel Hempstead (UK) they have become a **key player** in the British telecommunications industry.

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WHAT THEY WERE LOOKING TO ADDRESS

Flexibility and freedom are core values of the company, which extend to their approach to the office. Employees do not have assigned desks as they have the ability to work remotely. This means that they required a system for when they do come into the office they can book their desks in advance.

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SOLUTION DESIGN

What we created in partnership with the customer to satisfy their needs

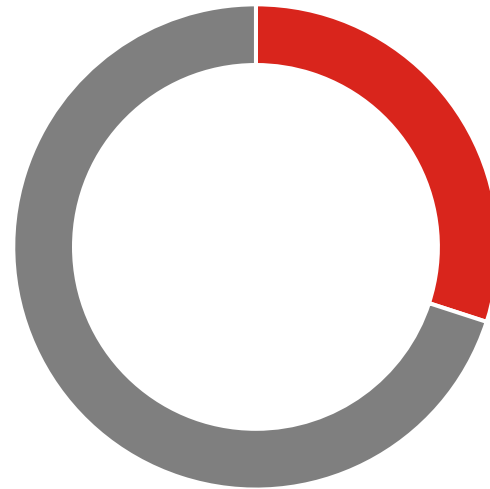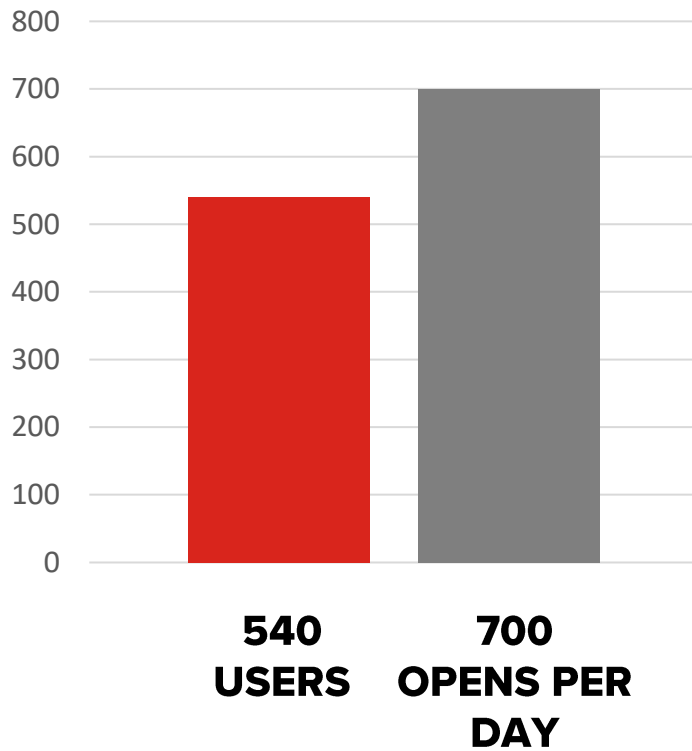**6**

Smart locks

90

Resources

Centralized management

3rd party software integrations

Secure access to spaces for all employees

SOLUTION BENEFITS

540 USERS

700 OPENS PER DAY

30% REDUCTION ON RENTED SPACE (+ ASSOCIATED COSTS)

20%

INCREASE IN WORKFORCE HAPPINESS AND PRODUCTIVITY

*According to external researchers

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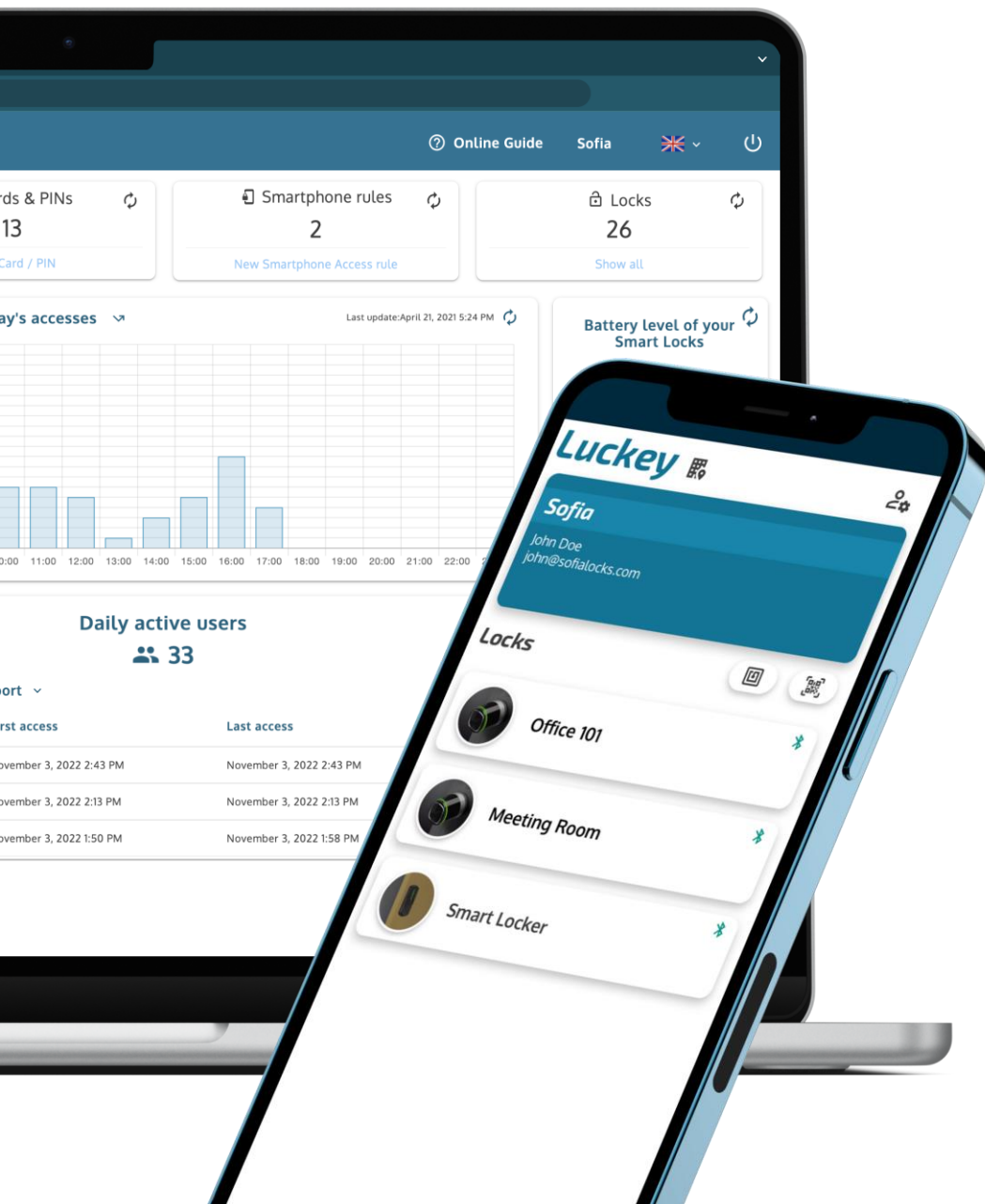# In both cases, the benefits were more than just numerical

36
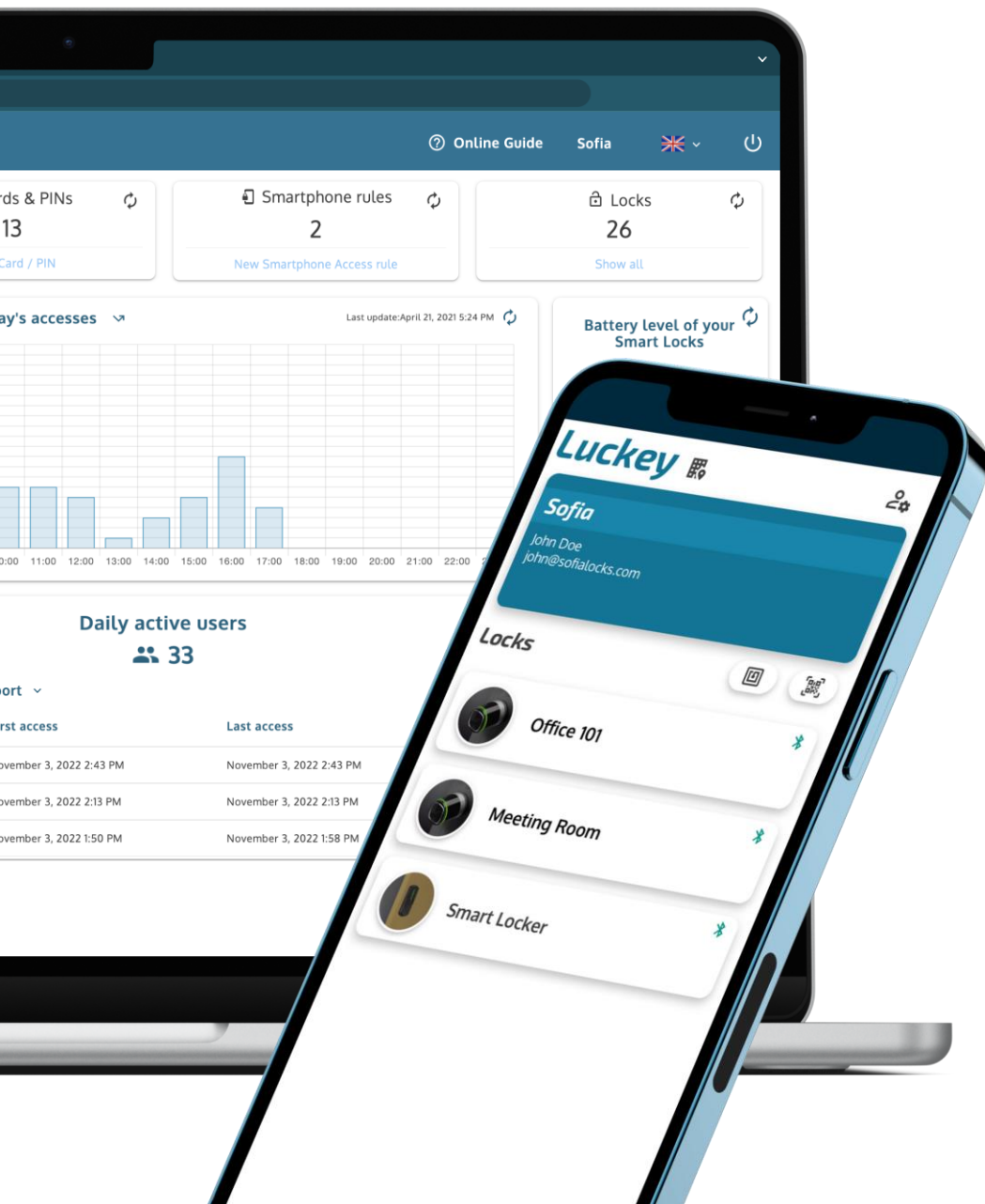
SOLUTION PROVIDED

Smartphone access to spaces

VALUE FOR CUSTOMER

Less operational costs

Full digital experience

SOLUTION PROVIDED

Smartphone access to spaces

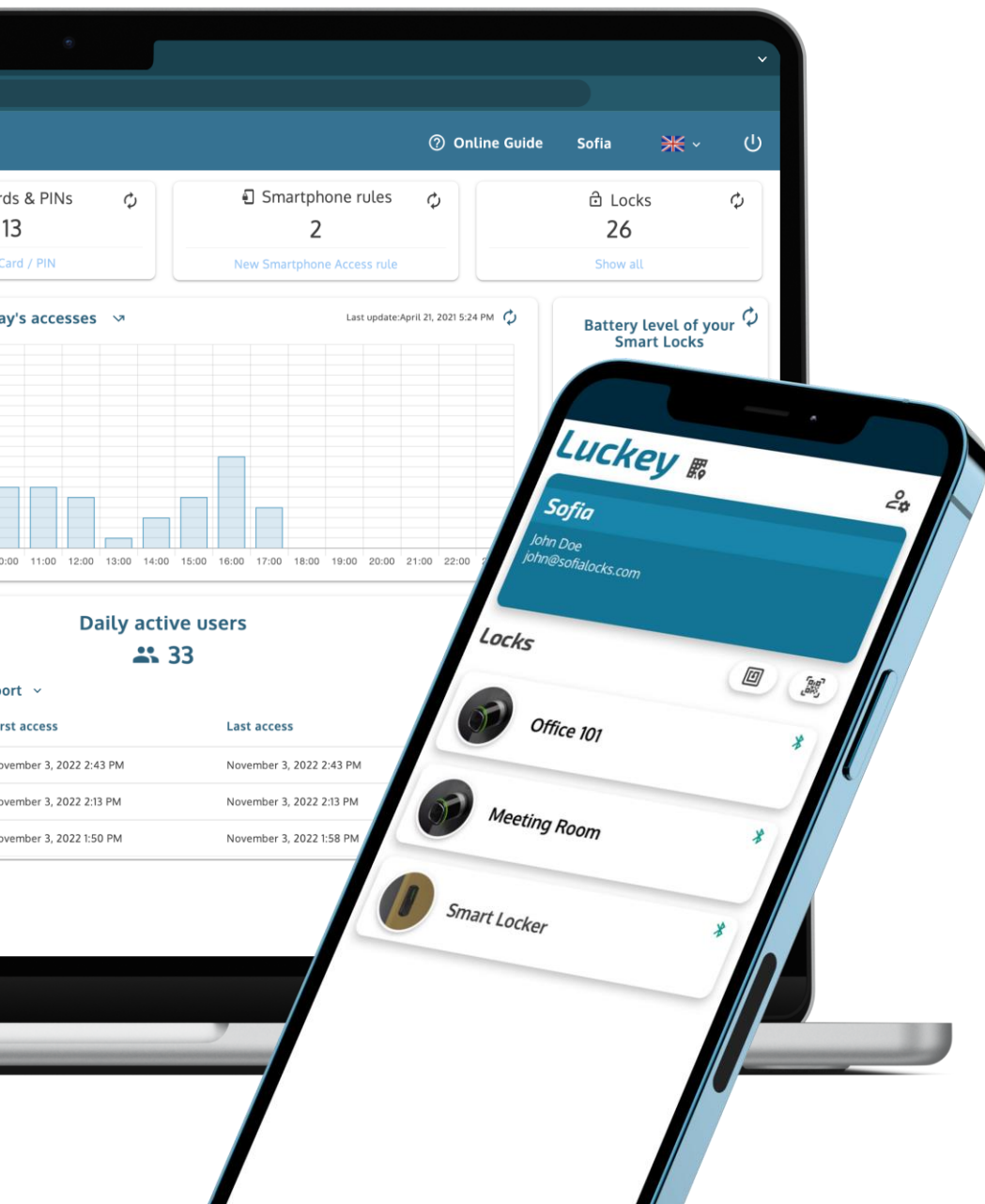User Single Sign On (SSO): access with one account to all space services

VALUE FOR CUSTOMER

Less operational costs

Full digital experience

Better UX for users

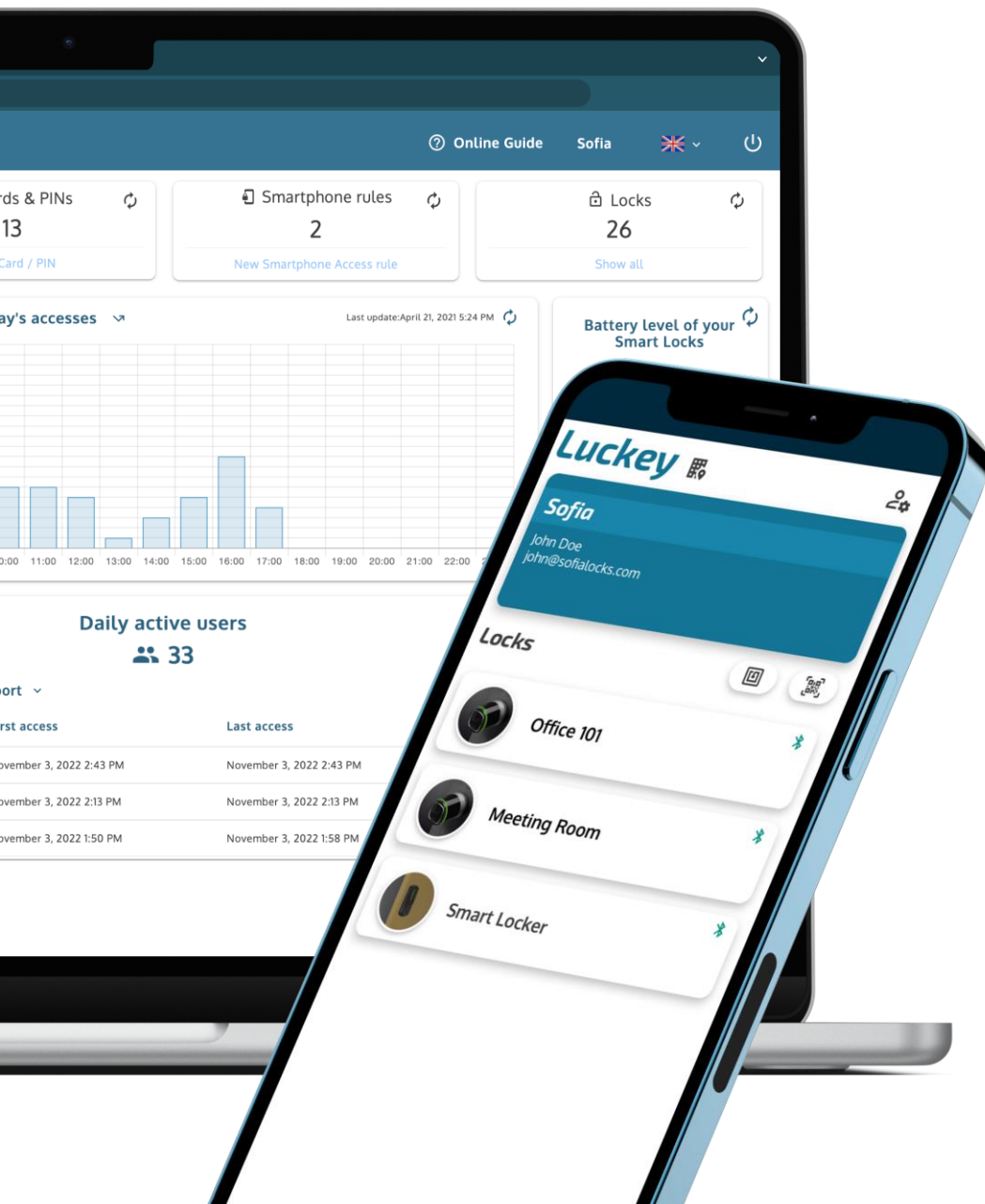Data integration for analytics

Increased security

SOLUTION PROVIDED

VALUE FOR CUSTOMER

Solution Provided	Value for Customer
Smartphone access to spaces	Less operational costs
	Full digital experience
User Single Sign On (SSO): access with one account to all space services	Better UX for users
	Data integration for analytics
	Increased security
Integration with WiFi and Network	Less operational costs
	Increased security

SOLUTION PROVIDED

Solution	Value for Customer
Smartphone access to spaces	Less operational costs / Full digital experience
User Single Sign On (SSO): access with one account to all space services	Better UX for users / Data integration for analytics / Increased security
Integration with WiFi and Network	Less operational costs / Increased security
Integration with Enterprise Resource Planning (ERP)	Less operational costs / Easier to manage recurrent subscriptions

VALUE FOR CUSTOMER

- Less operational costs
- Full digital experience
- Better UX for users
- Data integration for analytics
- Increased security
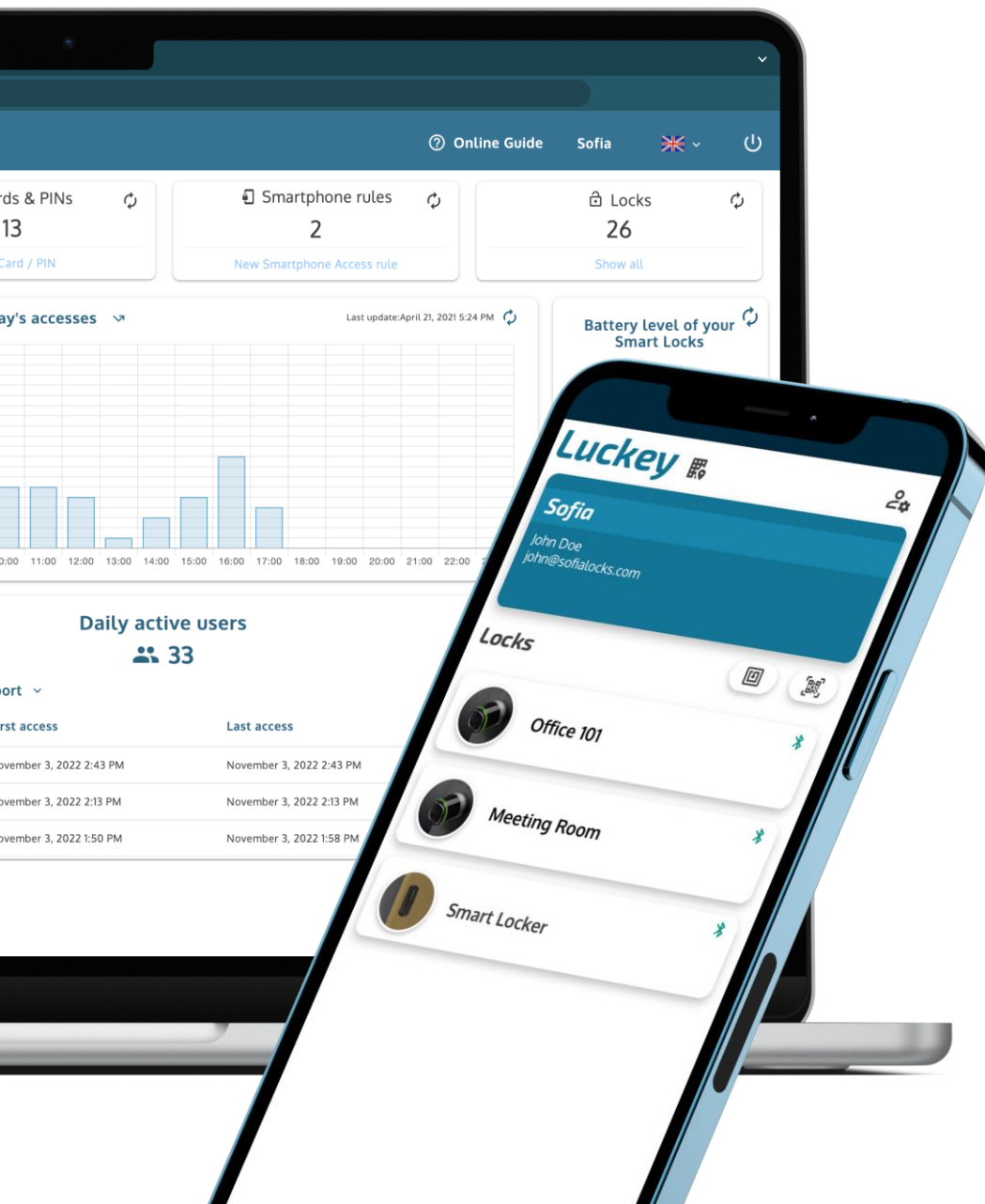- Less operational costs
- Increased security
- Less operational costs
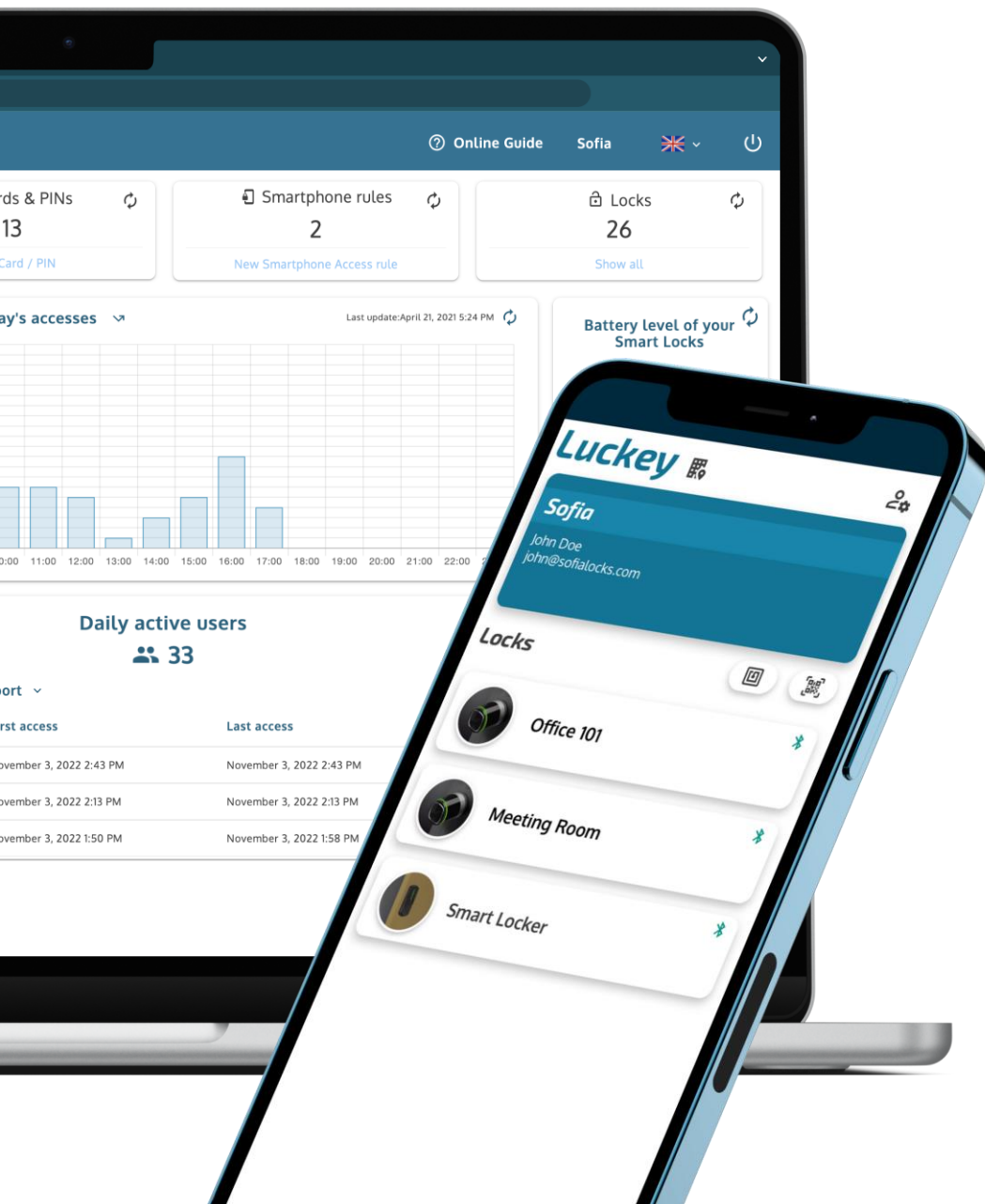- Easier to manage recurrent subscriptions

SOLUTION PROVIDED

| Smartphone access to spaces |
| User Single Sign On (SSO): access with one account to all space services |
| Integration with WiFi and Network |
| Integration with Enterprise Resource Planning (ERP) |
| Real-time data analytics |

VALUE FOR CUSTOMER

| Less operational costs |
| Full digital experience |
| Better UX for users |
| Data integration for analytics |
| Increased security |
| Less operational costs |
| Increased security |
| Less operational costs |
| Easier to manage recurrent subscriptions |
| Data-driven decisión making |

SOLUTION PROVIDED

Smartphone access to spaces	
User Single Sign On (SSO): access with one account to all space services	
Integration with WiFi and Network	
Integration with Enterprise Resource Planning (ERP)	
Real-time data analytics	
Real-time space monitoring	

VALUE FOR CUSTOMER

- Less operational costs
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- Better UX for users
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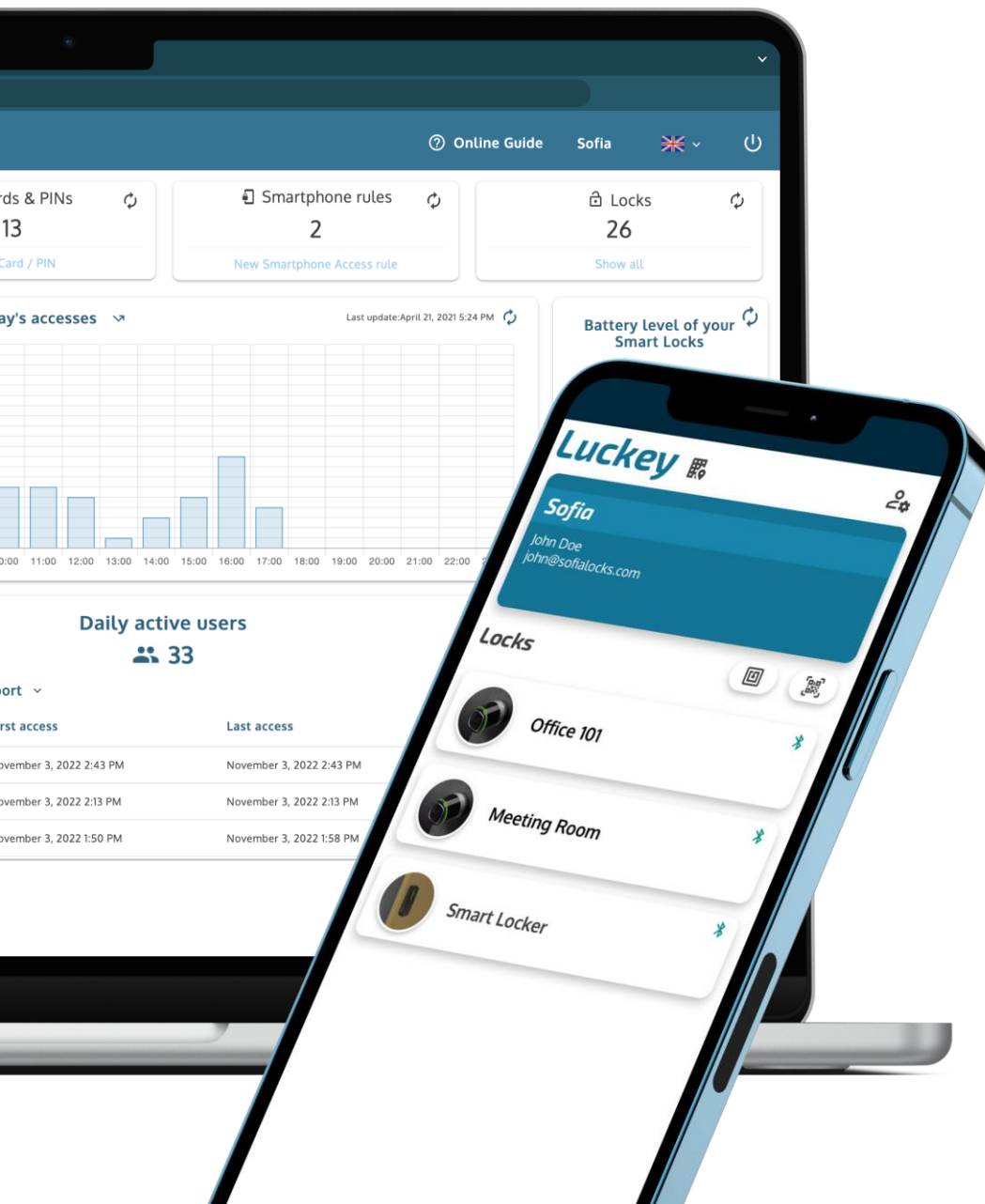- Data-driven decisión making
- Proactive vs. Reactive space maintenance
- Higher SLA (lower response time)

SOLUTION PROVIDED

	VALUE FOR CUSTOMER
Smartphone access to spaces	Less operational costs
	Full digital experience
User Single Sign On (SSO): access with one account to all space services	Better UX for users
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Integration with WiFi and Network	Less operational costs
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Integration with Enterprise Resource Planning (ERP)	Less operational costs
	Easier to manage recurrent subscriptions
Real-time data analytics	Data-driven decisión making
Real-time space monitoring	Proactive vs. Reactive space maintenance
	Higher SLA (lower response time)
Shared spaces and resource booking	Optimized space management
	Higher revs per sq m.
	Less costs due to a reduction on space

3 Main Takeaways

Streamlining operations through digital solutions in flexible workspaces

1.
The usage of digital access management solutions enabled a rapid growth of both businesses

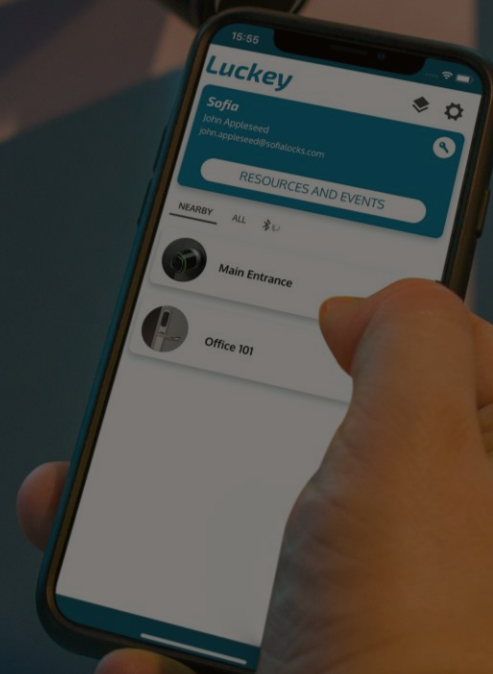(through new users and increased productivity for already existing ones)

2.
Data integration allows to keep under control the cost structure of the company

3.
Data analytics enable real-time data-driven decisions for a better business strategy

Questions?

Thank you

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For additional questions, please contact

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