

Space & Occupancy Management

for Law Firms | **Wisp**





The legal industry is reshaping its workplace, and the most innovative firms are taking less traditional space and collaborating more.

Increasingly mobile attorneys with a variety of available work settings means empty offices. Gensler's observational research has shown that offices are typically empty a large portion of the day, and these numbers are likely to increase. With furniture and storage solutions that secure belongings and confidential material, firms can leverage empty offices for visitor offices and team rooms while attorneys are away from their desks. Smart technology solutions like web-based reservation systems can reduce the stress of trying to find a place or being kicked out prematurely. Some attorneys may no longer even ask for an assigned office as long as one is available when they need it.

Firms are **reducing** leasable square footage by 15%–40% while **growing** lawyer count.

1

LESS IS MORE

Thoughtful Space Reduction



2

CHOICE/ VARIETY / BALANCE

Fostering Work Modes



3

FUTURE-PROOF

Adaptable and Reconfigurable



Human resources and real estate costs are the two biggest expenses in today's workplace, and law firms are no exception.

In an effort to reduce costs and attract and retain talent with a flexible work-life integration, law firms are migrating towards free-address neighborhoods with integrated teams and are pushing "mobile" and flexible work environments.

Real estate requirements are shrinking due to:

- Smaller space standards
- Shrinking and disappearing libraries
- Reduced paper storage
- Mobile technologies
- Growth within existing footprints

The focus on optimizing the workplace starts and ends with an accurate inventory of space and occupancy data. Law firms are turning to Gensler to monitor and influence change to redefine their legal workspace footprint.

What we're seeing

1:1.5

Collaboration to
Workplace Seats

318

Square Footage
Density

1:0.7

Office to
Workstation Ratio

Wisp Law Firm Clients in 2018

Most firms have hidden potential in the workplace, and measuring multiple dimensions of space—vacancy, occupancy ratios, space efficiency and more—is the best way to activate one of the greatest assets that may be hiding in plain sight.

Introducing *Wisp*, Gensler's space and occupancy management platform.

We've found a niche in helping clients manage their workspace and occupancy. With an entire practice dedicated to delivering innovative tools, we provide individual support to clients throughout the real estate life cycle.

As the only firm to provide clients with a proprietary tool to manage the built environment, Gensler is uniquely positioned to provide full implementation services, drawing maintenance and advisory services as part of a packaged delivery model. We do this because we know what it takes to sustain accurate space and occupancy data within a system, and we have built the framework and processes to maximize the successful adoption and usage of a system.

"Wisp is well designed. It is intuitive, functional and rich with data. The built-in reports are effective for understanding our supply and demand and key portfolio metrics."

– Facilities Manager



Why Wisp?

SOFTWARE AS A SERVICE (SAAS)

Fast and efficient implementation	We consult, implement, and configure
Reporting capabilities	Quickly access key metrics for decision making
Return on Investment	Realize gains from efficiency and streamlined processes
Upgrades and enhancements	All inclusive; automatic upgrades and enhancements
Security	Secure cloud structure included
Ongoing service	A dedicated support team is standing by

BEYOND SAAS

Advising and strategy	We help you identify and understand key metrics
CAD maintenance	Unlimited; we keep your floor plans up-to-date
Integration with internal systems	Data feeds with preferred partners improves data integrity
Licensing and access to features	Unlimited number of users; no license fees

Experience the value of access to current space and occupancy information.

Report on real estate metrics.

 An effective strategy begins and ends with reliable data. Instill confidence in long-term real estate strategies at a local and portfolio level with Wisp reports, including: occupant counts, vacant seat analysis, benchmark analysis, square footage details, space type distribution, and more.

Inform strategic decision making.

 Most law firms have hidden potential in their workplace.  Knowing how space is used provides an opportunity to optimize real estate for maximum efficiency. Wisp's scenario planning tools allow for greater predictability and higher success rate for strategic outcomes.

Track valuable assets and artwork.

 Track the history and location of valuable artwork for years to come by visualizing the location and details of assets on a floor plan. Use icons to depict paintings, sculptures, antiques, and more. Associate a photo and details such as artist, year, value owner and more.

Increase employee efficiency with wayfinding.

 Integrating wayfinding with the intranet empowers a whole firm to quickly locate meeting rooms, equipment, and colleagues on interactive floor plans. With unlimited user access, you can control who has access to this benefit.

Track square footage per attorney.

 Quantifying the financial impact of space down to each individual lawyer relies on accurate square footage details. Enhance the conversation about who uses space with flexible, equitable and explainable methods of allocations based on calculated or reconciled square footage.

Identify available offices.

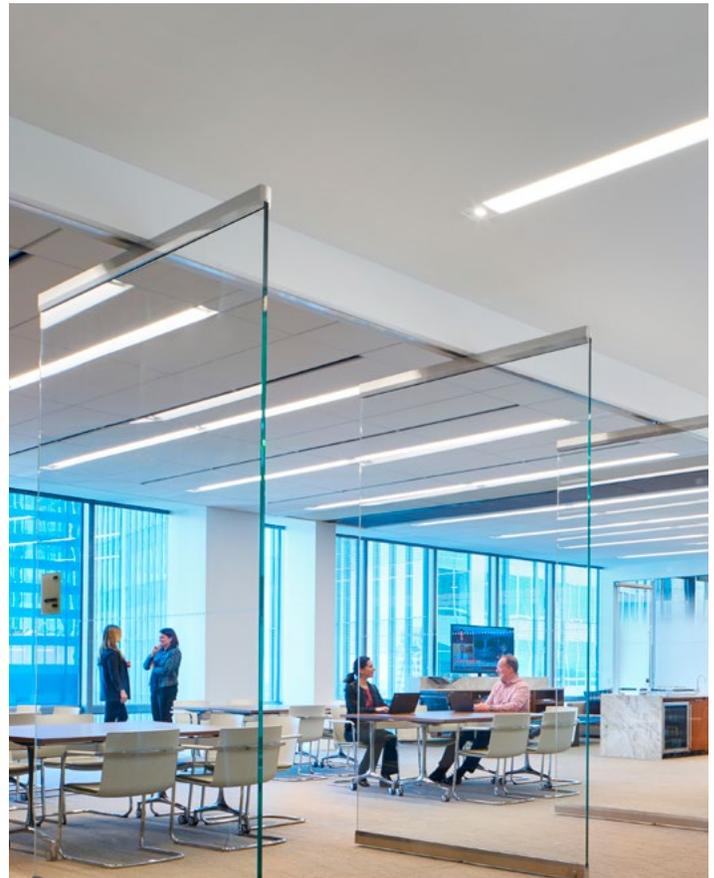
 Access to supply and demand information makes it possible to monitor the current situation and plan for the future. Use Wisp to quickly view vacant offices on floor plans and reserve them for future use.

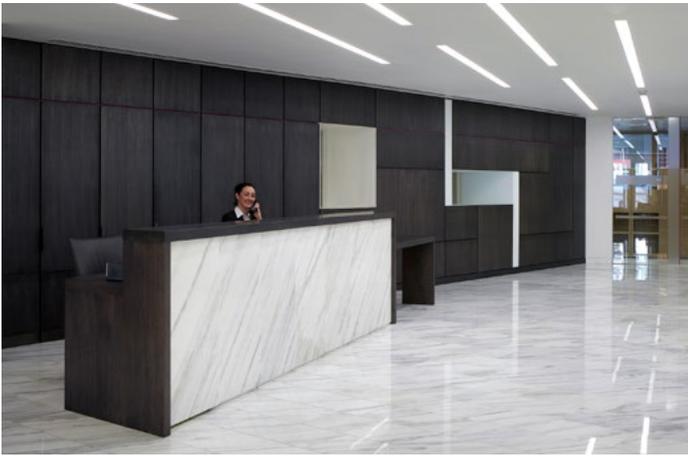
Streamline move management processes.

 A better process leads to better data. Easily communicate move requests to real estate and facilities while streamlining submittals and eliminating paper, email, and other manual processes.

Manage risk for business continuity in the unexpected.

 Put safety first with well-developed and communicated emergency action plans. Use icons to indicate shelters, evacuation routes, safety rooms, and more. Share the plans with staff through the intranet, or print and display them. Provide them to first responders in case of emergency.





From an acquisition to daily reporting

A “top 10 largest” law firm

Mergers and acquisitions pose unique challenges for real estate and facilities teams, who are often tasked with the logistics of blending space and occupants from different cultures. When a global law firm acquired another firm, it used Wisp’s Scenario modules to plan and transition occupants into their new spaces. The interactive features in Wisp saved time, increased collaboration, and provided the platform for ongoing space and occupancy management.

Like most law firms, space types are dedicated to partners based on credentials and tenure. To visualize this information a report and colorizer were created to illustrate the space-types in each building and identify if people are sitting in spaces that were designed for them. The colorizer provides a floor-by-floor visual, and an up-to-date report can be generated in a few clicks.

Today, Wisp has become the backbone for managing space and occupancy. The office administrators meet weekly with their Wisp Advisor to establish processes for managing the space consistently across the globe, announce process updates, roll out new initiatives, and collaborate—a strategy that the client has found very successful.

Start making informed decisions based on real time metrics.

Contact us to discuss next steps

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