



CUSTOMER STORY

More than just a trend: New Work

Computacenter and zgoll: create a modern and motivating working environment for the Düsseldorf district government in just seven months.

Services

- New Work Advisory Services
- Technology Sourcing
- Networking Services

User Experience

- Increased user satisfaction
- Improved agility and mobility
- Improved communication and collaboration

Business Impact

- Support for digitalisation
 - Increasing business flexibility
 - Increase in customer satisfaction
 - Accelerating innovation
 - Sustainable solution
 - Promoting sustainability
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Objective

As part of a relocation, the Düsseldorf district government planned to implement a pilot concept New Work area at its new premises. The aim of the project was to take account of the changing world of work in modern administration. In addition to getting to know, and testing different facets of the “new way of working” and new tools, the aim was to offer the opportunity to anonymously measure and analyse the use of the new working environment in order to further adapt and improve the existing offering. The imminent relocation date required a prompt conceptualisation and implementation, which was to be provided by a single service provider from a single source.

Solution

Based on an existing framework agreement, the Düsseldorf district government commissioned its long-standing IT service provider, Computacenter, to deliver the project. In close consultation with the customer, Computacenter developed a comprehensive room concept in cooperation with its media partner, zgoll; that covered all New Work aspects. The solution included the use of telemetry to capture usage data for valuable insight and analytics. From the first draft to the final coordination with the landlord, the entire project was delivered from a single source.

Outcome

Together with zgoll; Computacenter provided the Düsseldorf district government with a modern New Work environment in a project period of just seven months. The solution addressed all the requirements of a hybrid working environment, accommodated the customer’s desired working styles and, in addition to optimising working conditions, also provides an incentive to enjoy using the workplace effectively. Computacenter is responsible for the ongoing support of the new working environment, utilising anonymously collecting data to further personalise and develop the service, making it more cost efficient and sustainable.





The “New Work” test and learning space, which we designed together with our partners, Computacenter and zgoll, and have now put into operation, marks the start of a new, innovative era of collaboration and communication for us.

Uwe Rottländer
Head of IT
Düsseldorf district government



Objective

Provision of a modern working environment

Increasing digitalisation, a focus on sustainability, and demographic changes are key factors that are changing the ways we work and live. However, the focus of the solution is to the different needs of individual employees, whose personal working styles should be taken into account. The multitude of these developments and requirements can be summarised under the term “New Work” - a concept that the Düsseldorf district government wanted to implement as part of a move to its new premises.

‘The world of work has also changed significantly in the administration in recent years,’ explains Uwe Rottländer, Head of IT at the Düsseldorf district government. ‘In addition to the traditional offices on the other floors, a pilot area was to be created on the ground floor where the various facets of the ‘new way of working’ and a variety of new tools could be used and tested.’

As the new premises was a rental property, the solution had to be integrated into the existing building structure. In addition to providing the working environment, the district government also wanted to be able to anonymously measure and analyse its usage to justify the new workspaces. Last but not least, the imminent relocation date required a prompt conceptualisation and implementation, which was to be provided by a single service provider from a single source.

Solution

Implementation of a New Work concept with Computacenter and zgoll:

Stemming from a successful and trusting partnership to date, the Düsseldorf district government commissioned its long-standing IT service provider, Computacenter, to realise the project. The basis for this was a unified communications framework agreement that covered all services and products for the planning and implementation of a New Work concept.

Together with the district government, the framework conditions and project objectives were defined in an initial workshop organised by Computacenter and its media partner zgoll. In the next step, Computacenter and zgoll developed three fundamentally different working environments based on New Work approaches to employee motivation and leadership, followed by planning the areas according to the ‘club office concept’ - geared towards social interaction and teamwork. This was followed by detailed planning with input from relevant stakeholders for furnishings, acoustics and lighting, as well as the particular technologies and software used. Final questions were clarified in coordination with the landlord and their construction department.

With a public, a semi-public, and a ‘private’ focus area, three different working environments were set up in time for the move - from a lounge-like working environment with space for personal communication to acoustically shielded meeting boxes and workstations. The barrier-free access is not only available to employees of the district government, but also to external guests, depending on usage.

A modern working and meeting environment at a glance

Public area

The highlight of the public area and a magnet for all employees and guests is the cafeteria with the so-called ‘family table’, which immediately invites people to socialise. The first

Cisco Webex board is located directly at the entrance and acts as a digital notice board with an integrated booking system, providing a quick overview of the space and available workstations. It can also be used to bring participants from the home office to meetings or short events in the cafeteria via video conferencing. The smart cabinet is another solution highlight, where IT equipment can be dropped off or collected by the department's people. The public area is rounded off with a large, event-inspired area. In addition to a work sofa with integrated shelves, power sockets, and wireless charging points, there is also a small lectern for meetings. The digital medium used here is a mobile Cisco Webex Board Pro, which enables wireless image transmission as well as the integration of mobile participants.

Semi-public area

While the public area focusses on community, chance interactions, and communication through planned meetings, the semi-public area is more for small meetings and individual work. A large high table with plenty of power sockets and three smaller desks, separated by an acoustic curtain, serve as a hot desk and welcoming workspace. There is also a workshop room with digital and analogue whiteboards, a video conferencing system, as well as a dedicated video conferencing room with bespoke lighting and furniture. This includes a Cisco Webex video system with two monitors.

'Private' focus area

In a spacious focus area, a digital notice board welcomes guests and provides an overview of the available seats. There are twelve classic desks here - electronically adjustable, with an acoustic screen, and an ergonomically-designed swivelling monitor. Employees can connect to the display, power, and network via a single USB-C cable.

If you use the space frequently, you can equip your own small toolbox and take it with you to your desk or store your work materials in one of the lockers when you're not there. If you need more storage space, you can also find lockable caddies on wheels that can be taken to the booked desk.

This area is complemented by three closed meeting rooms and several distributed focus rooms for six to eight people each, all of which are equipped with video conferencing systems. All-round LED strips and digital door signs indicate the availability of the rooms from a distance.

The technical equipment: room booking, video conferencing and more

Fixed workstations are a thing of the past in the New Work area. Instead, employees can use the GoBright and Cisco Room Navigator booking systems on the notice boards to reserve available workstations and meeting rooms, with booking indicators and occupancy sensors registering actual usage. All information is collated in the 'zcoll: Room Inspector' so that the system can release booked but unused spaces after an appropriate waiting period.

At the same time, the zcoll: solution offers an analysis that enables further customisation and improvement of the new working environment based on the usage information. Combined with other room data such as temperature or humidity, it also enables sustainable management of the space. This is supported by a hybrid working model, which also helps to save space or reduce electricity and heating costs.

The Cisco Webex solution, which can be controlled via a standardised interface, is used in all areas for video conferences - whether individual meetings or town halls. In addition to the Cisco Webex boards, Cisco Webex Desk Pro, and Cisco Room 55 Dual are used as hardware components.



The world of work has also changed significantly in administration in recent years. A pilot area should therefore be created in which the different facets of 'new working' and a variety of new tools can be utilised and tested.

Uwe Rottländer
Head of IT
Düsseldorf district government



The acoustically encapsulated room-in-room modules se:cube from Sedus, whose products were also used for the smart cabinet, enable undisturbed working or telephoning in the focus rooms. Nimbus lighting and acoustic systems, the different-coloured interface floor coverings identify the various areas of use, and other furnishing systems from Vitra and zgoll: complete the furnishings in the New Work area.

Last but not least, the Düsseldorf district government is also breaking new ground in terms of networking in public administration. The cloud-based Meraki network platform from Cisco ensures trouble-free data transmission and smooth communication and collaboration between employees. In addition, a centralised management interface - the Meraki Dashboard - simplifies network administration and guarantees the necessary security.

Outcome

New Work at District Government Düsseldorf

In the tight timeframe from May to December 2022, Computacenter and zgoll: succeeded in providing the Düsseldorf district government with a comprehensive New Work environment in its new premises. The solution addresses all requirements for a hybrid working environment in which all employees can collaborate easily regardless of where they work - from home or the office, mobile, or stationary.

The architecture and furnishings increase the attractiveness of the new working environment and, in addition to optimal working conditions, also provide an incentive to enjoy using the workplace effectively for in-person and creative collaboration. The technology supports individual working styles with booking and conference systems as well as other features - all of a high quality that invites consistent usage.

Uwe Rottländer is convinced by the concept and the equipment of the premises: "The 'New Work' test and learning space, which we designed together with our partners Computacenter and zgoll:, and have now put into operation, marks the start of a new, innovative era of collaboration and communication for us."

Computacenter ensures constant support for the new working environment. The utilisation data obtained from the sensor technology enables further adaptation and improvement of the offering. Combined with other room data, this also provides a solid basis for economical and sustainable operation.

Bezirksregierung Düsseldorf

With around 5.2 million inhabitants and an area of 5,300 km², the administrative district of Düsseldorf is the most densely populated and most densely populated in Germany with 1,000 inhabitants per kilometre². The Düsseldorf district government reports to the Ministry of the Interior of the state of North Rhine-Westphalia and is the point of contact for citizens, ministries, districts and municipalities, chambers and associations, clubs and companies, as well as many other stakeholders in the region.

More information

To find out more about our enterprise services and read more customer case studies, please visit www.computacenter.com
