Locatee

ZURICH®

How Zurich Insurance Relies on Locatee During the COVID-19 Pandemic

Offices all over the world are currently shuttered due to the COVID-19 pandemic. This results in various challenges for corporate real estate and facilities managers, ranging from how to maintain an unused office space to monitoring the number of people still working from the office. Zurich Insurance developed its own strategy to master this situation by using the relevant data provided by Locatee.

Daily reports as a requirement

At their headquarters in Zurich, people in charge of business-critical tasks or events are currently still working from the office, while everyone else is urged to work from home. In order to be able to comply with government policy and to protect their employees, the management team at Zurich Insurance requests daily reports with key data points and indicators, such as the overall peak utilisation of a building as well as that of different zones. Patrick Preisendanz, CAFM Specialist at Zurich Insurance Switzerland, prepares those reports and monitors all relevant data.
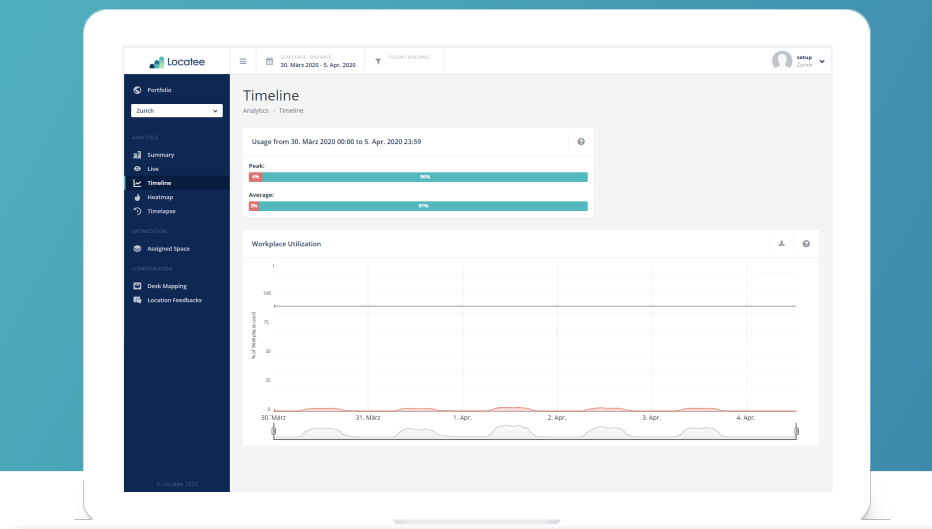
About Zurich Insurance

The insurance company has rolled out Locatee in multiple buildings throughout Switzerland in the *Workplace Operations Plan*. In their headquarters in Zurich, Locatee is being used to monitor the office building utilisation for strategic and operational real estate decisions.

Summary

- During the COVID-19 pandemic, Locatee's data is used to monitor the **daily peak utilisation**.
- Daily reports are created for the management to **verify the maximum number of people** located in the office.
- M**easures were taken to reduce the occupancy** in zones with too high a utilisation.
- For the top management it is of great importance to have **reliable insights** during the crisis.

A colour system to visualise office occupancy

The workplace utilisation data provided by Locatee enables Patrick Preisendanz's access to the required insights. Using the *Timeline View* of *Locatee Analytics*, he is able to oversee all floors and zones in order to monitor the daily peak utilisation and to identify the time at which they occur. A colour system has been introduced to visualise which areas are approved, critical or even over-utilised. Through the allocated home bases of the departments, all areas with a too much utilisation could be approached and consequently the daily peaks successfully decreased. The peak utilisation has now stabilised at a value of around 4%.

As the utilisation has reached its target value, Zurich Insurance is now able to start improving operational efficiency and use the data to select areas where office resources can be reduced and unused devices such as coffee machines can be shut down.

The value of peak utilisation

While normally the insights into average utilisation are used for strategic decisions at Zurich Insurance, now the peak utilisation is providing the relevant data. After a short period of adjusting to these new circumstances, an immediate collaboration and regular exchange between Zurich Insurance and Locatee made it possible to regain control over this exceptional situation.

Outlook

Already anticipating the return of employees to the office, Patrick Preisendanz also plans to use Locatee's data to monitor this future process with the same colour system – this time in reverse. Most probably, there will be different stages of the number of people allowed to go back to office work, including staggered office hours. Monitoring this successive process will be key for a successful return to business as usual.

«Locatee data gained a lot of importance during the last weeks and was needed in order to implement the necessary measures taken by the management.»

PATRICK PREISENDANZ
CAFM Specialist, Corporate Real Estate & Workplace Services, Zurich Insurance

Can we support you and your business during the COVID-19 pandemic?

Locatee is the open platform enabling occupant-oriented office buildings.

We look forward to hearing from you.
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