

Smart Office ME at PwC

Presentation by **William Chan (PwC, CTO)**
21 August 2019



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Why

Why Smart Office?

It's Digital Transformation



Improve
collaboration



Efficiency &
Productivity



Reimagine
the way of
work



Revenue

- Enable us to use of consumer-like technology to collaborate by user friendly digital workplace
- Enable us to react to a changing business environment by setting the path to a more agile organization
- Enable us to reimagine work for improvement, better digital solutions
- Enable us to make revenue from customer engagement with our digital services

“

We reimagine our business to innovate by going digital. It is harmonization of people, culture and technology where we are heading to now

2

How

The Design Thinking Approach

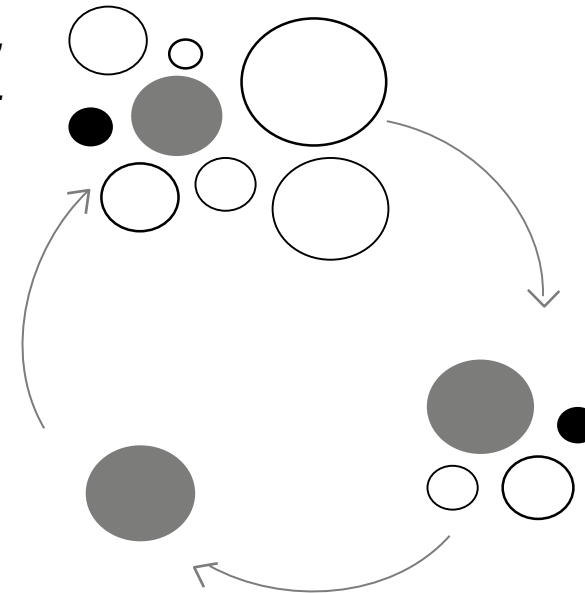
Ask Why first instead of jumping into solution

Design thinking is a repeatable, proven, rigorous approach best leveraged when the problem is based around people, in an environment of changing needs and undefined requirements.

Understanding

Explore & discover, with an open mind. Seek new, human-centered insights.

Objectively viewing the connected world.
Identifying new insights that matter.



Concept

Redefine a problem & what if, Incremental, Radical -a range of options

Maximize business value.
Moving into whitespace

Deliver

Prototype, Iterate, Test, Pivot & Validate, Document, value proposition, financials, delivery success, partners, metrics.

Creating superior user engagements.
Locking in business value.

- User story
- Feature / Function
- Priority
- Estimation
- ROI
- Roadmap

Feature	Description	Backlog	Sprint	New backlog	Priority	Estimate	
1							
2	Log in/out	Log in with PwC Lotus note account(email/password)	User can automatically login with Lotus Notes account automatically by PwC VPN network, the same way when we login Spark now	S1	SWITCH	-	1
3			It's not allowed to access if user is out of PwC VPN network and user get a web page about contents to let user connect network / 404 ERROR PAGE e.g. "oops! We are sorry, seems you need to connect PwC VPN network!"	S1	NEW	HIGH	4
4			User can logout manually	S1	NEW	HIGH	2
5			When user logout manually, user can see login page	S1	NEW	HIGH	4
6			User can access from any device and any browser, as long as PwC network(VPN) allows	S1	SWITCH	-	4
7	Finding available room	It shows room status include options such as equipment, people whos using that room, etc	User can browse room booking status(Availability) as a timeline which updates in real time at one glance	S1	SWITCH	-	4
8			User can check details of each room such as availability as time unit, room size, location, acceptable number of people, equipment, pictures, features.	S1	SWITCH	-	4
9			User can search available room slots by filling search option in; date, time, conditions(equipments, size, attendee numbers)	S1	SWITCH	-	4
10			User can browse options, which sorted out from searching process	S1	SWITCH	-	4
11			When the room has been taken, user can check staff information who made the reservation and see the staff details	S1	SWITCH	-	4
12	Room booking	Room booking function	User can make a room reservation only for empty slots	S1	SWITCH	-	4
13			When user book a room, user can input booking details; title, description, date/time(automatically filled), attendees.	S1	SWITCH	-	4
14			User can edit booking details anytime	S1	SWITCH	-	4
15			User can cancel the room booking status that they completed	S1	SWITCH	-	4
16			User can attach materials such as PDF, jpg, word, excel etc. in a invitation	S1	NEW	HIGH	5
17			User can put notes for meeting summary such as agenda, agenda, etc.	S1	SWITCH	-	4

24	As a PwC staff, I want to send the message to ask the person who has authority for a meeting and booked the time what I want if he/she can change the room or not	S1	S1	S1	this should be via lotus - this is not	
25	As a PwC staff, I want to see timeslot with date to schedule the meeting by choosing meeting room what I want	S1	S1	S1	via room search tile	
26	As a PwC staff, I can see the empty slot clearly, easily to book a room what I want	S1	S1	S1	via room search tile	
27	As a PwC staff, I want to input meeting details for attendees such as title, description, etc	S1	S1	S1	For Internal Meetings, attendee name	
28	As a PwC staff, I want to write any notes for a meeting such as agenda, info, etc	S1	S1	S1	Title OK, Description is a New feature	
29	As a PwC staff, I want to attach any file format such as JPEG, Video MP4, PDF, MS office, etc	S1	S1	S1	New feature, Suggest move to S2	
30	As a PwC staff, I want to be able to put a link for attendees include a link for a conference call(Webex)	S1	S1	S1	New feature, Suggest move to S2	
31	As a PwC staff, I want to get feedback include error immediately if I input something correctly or not, e.g. file format	S1	S1	S1		
32	As a PwC staff, I want to get feedback include error immediately after book if it is booked correctly or not, sent invitation correctly or not	S1	S1	S1		
33	As a PwC staff, I want to be able to input any notes while in a meeting and save it from the meeting schedule timeslot	S1	S1	S1	New feature, Suggest move to S2	
34	As a PwC staff, I want to edit/update meeting details and send invitation, note again	S1	S1	S1	New feature, Suggest move to S2	
35	As a PwC staff, I want to cancel meeting and send cancellation to attendees	S1	S1	S1	New feature, Suggest move to S2	
36	As a PwC staff, I want to be able to input how many partners and staff will be there	S1	S1	S1		
37	As a PwC staff, I want to see and check again if this room is what I wanted or not with room photos, facilities, equipments in there	S2	S1	S1	via spaces or room search	
38	As a PwC staff, I want to see meeting schedule on my calendar automatically when I got and accept invitation thru Lotus Note email	S1	S1	S1	Notes feature not Switch day 1	
39	As a PwC staff, I want to input any notes while in a meeting thru meeting schedule slot	S2	S2	S2	new features move to S2	
40	As a PwC staff, I want to save my notes and able to have a look later	S2	S2	S2	new features move to S2	
41	As a PwC staff, I want to share my meeting notes to meeting attendees if needed	S2	S2	S2	new features move to S2	
42	As a PwC staff, I want to check booking status in any possible devices in real time include panel in front of the room	S1	S1	S1	Calendar polling time is generally	
43	As a PwC staff, I want to see booking status/information thru panel in front of the room	S1	S1	S1		
44	As a PwC staff, I want to see who booked this room in a timeslot what I want with some booking information thru panel in front of the room	S1	S1	S1		
45	As a PwC staff, I want to check this room is available at the time what I want thru the panel in front of the room	S1	S1	S1		
46	As a PwC staff, I want to check what kind of facilities, equipment this room has thru panel in front of the room	S1	S2	S2	New Feature - May add for day 1	
47	As a PwC staff, I want to know at a glance if this room is now available/booked or not thru panel in front of the room	S1	S1	S1		
48	As a PwC staff, I want to control the room environment what I booked such as brightness of light, aircon temperature, big screens, etc	S1	S1	S1		
49	As a PwC staff, I want to check if all attendees are in a room or not thru agenda in a panel	S2	S2	S2	New, Suggest move to S2	
50	As a PwC staff, I want to control the room environment virtually thru workplace app as a person has authority	S2	S1	S1		
51	As a PwC staff, I want to see booking status/information thru panels in a room if this is booked correctly or not	S1	S1	S1	New, Suggest move to S2 or check	
52	As a PwC staff, I want to control AV system(sounds, lighting, display, room linkup, etc) in a room I booked thru both workplace app, virtually, and room panel	S1	S1	S1		

We defined and
scoped down with
cross functional team,
Business owners



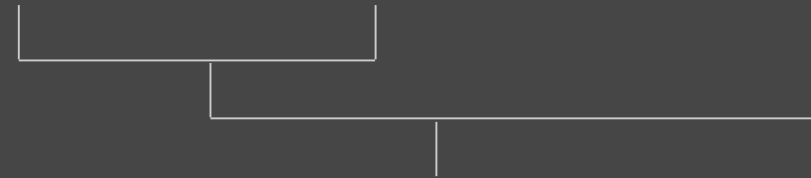
Website
Mobile responsive



Web App
Mobile responsive



Mobile App
iOS / Android



25

features

174

user stories

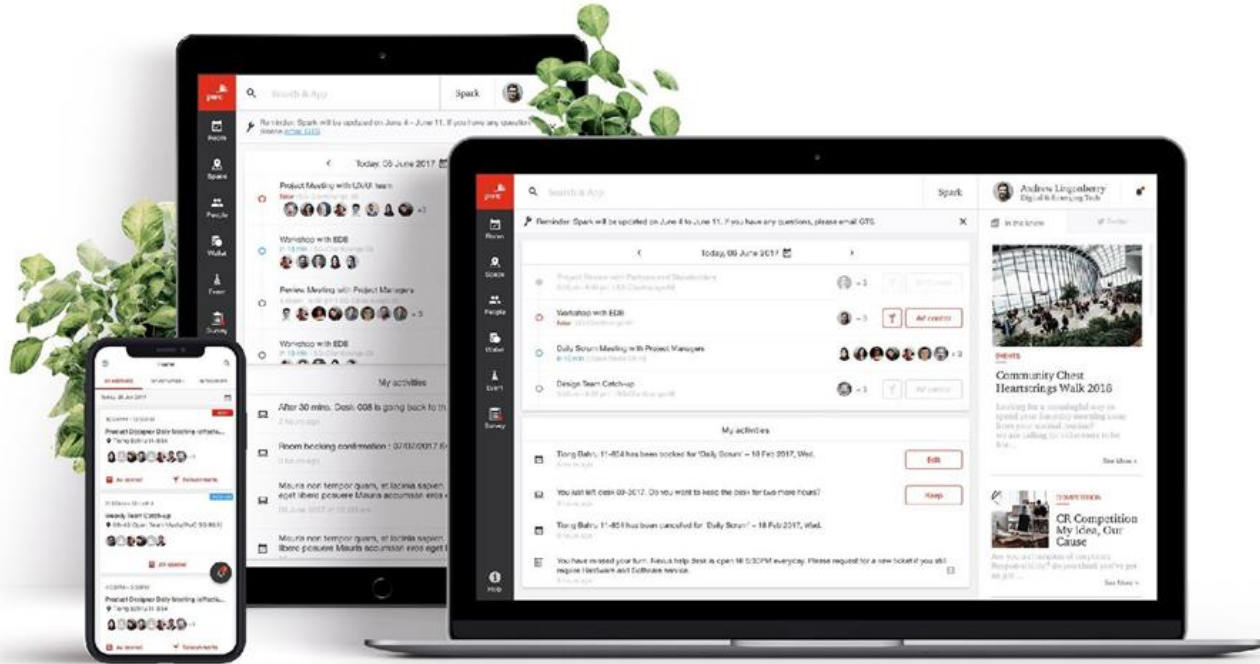
3

What: Smart office product

Work simpler and smarter.

RESPONSIVE WEB + iOS APP

ME at PwC is an all-in-one digital workplace service that enables staff to access all work-related things any time, anywhere.



01 • HOME

View/edit meetings, activities, news

02 • ROOM SEARCH

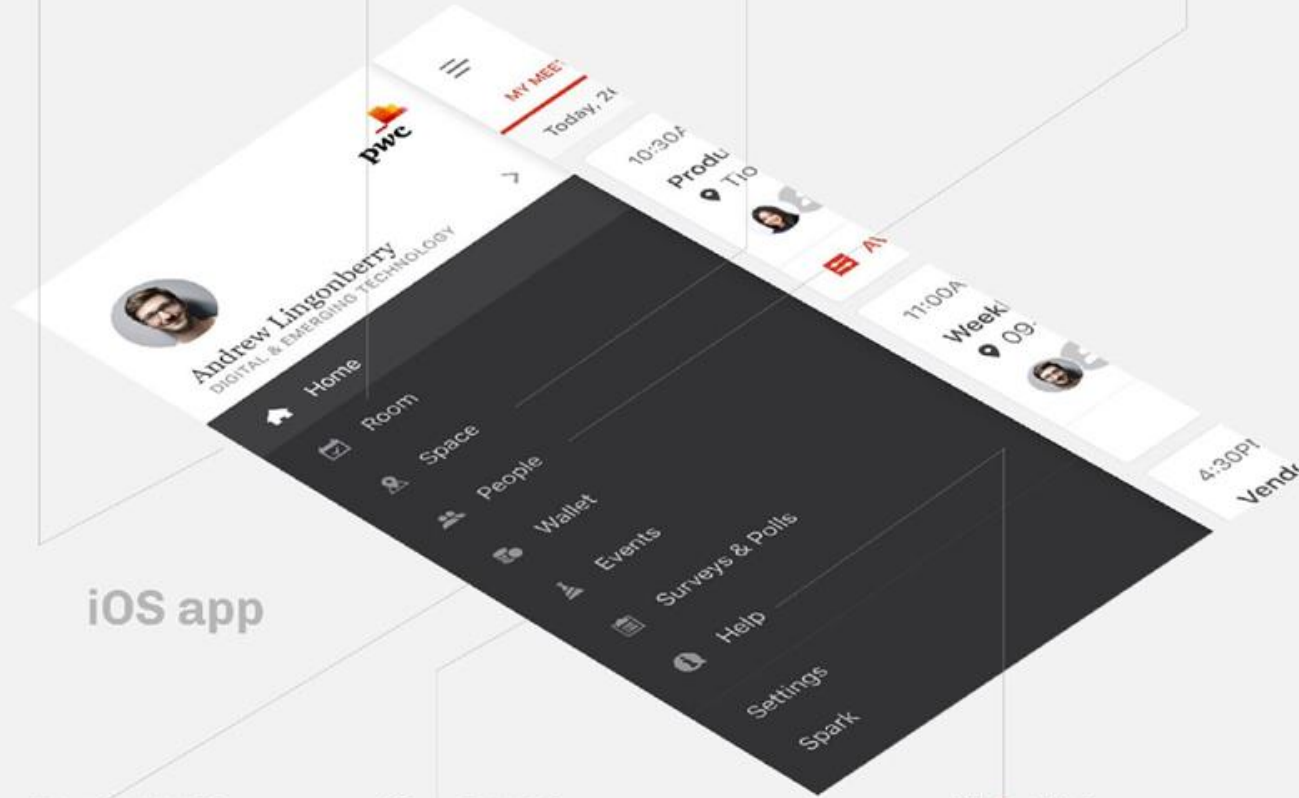
Search for meeting room, view room bookings

03 • FIND SPECIFIC SPACE

Map view of office space

04 • PEOPLE

Search and locate staff in office



iOS app

05 • WALLET

Staff rewards and recognition

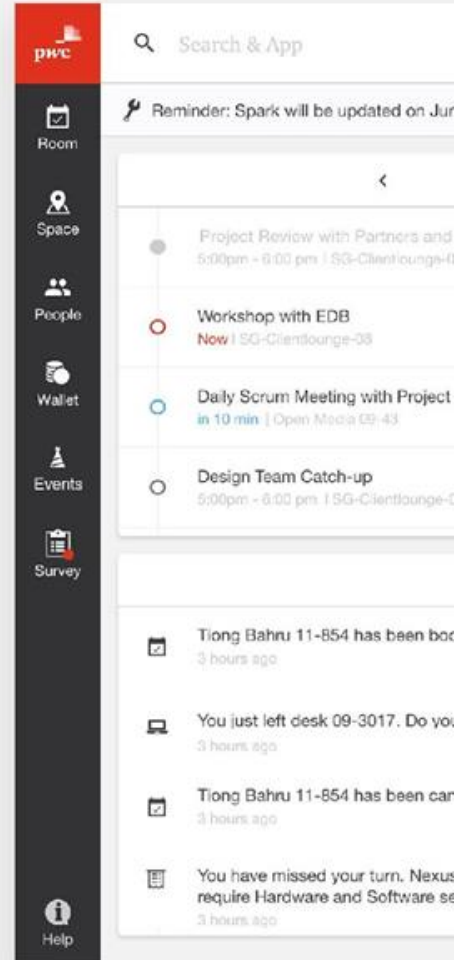
06 • EVENTS

Internal and external happenings

07 • HELP

Get help desk tickets, read FAQs

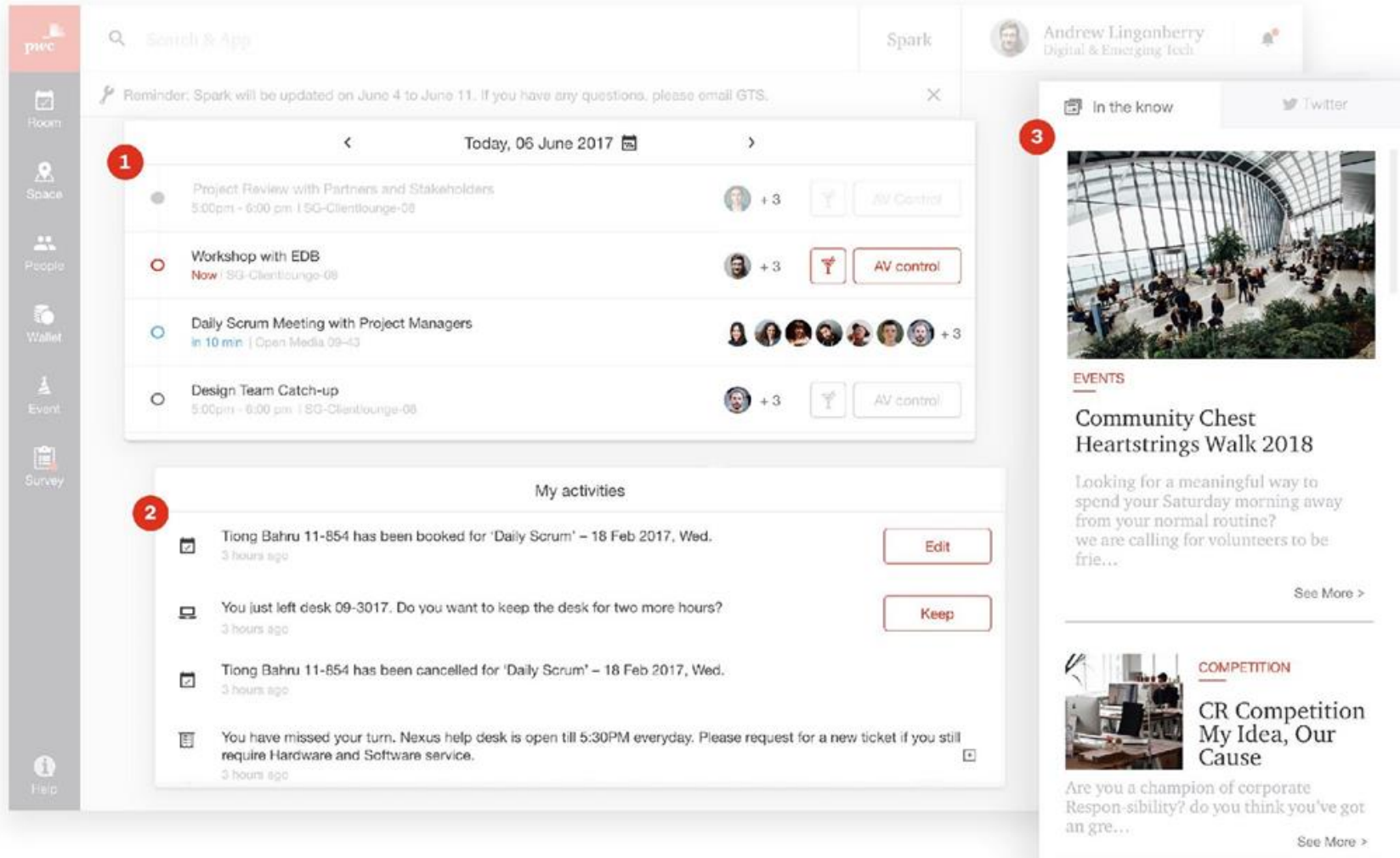
01



Web app

07

Home 01



1. An overview of meetings
2. My activities: real-time updates on your app activities
3. In the know: latest news and happenings

Room search

02

Search for available rooms based on meeting requirements

The screenshot shows a web application interface for room search. On the left is a dark sidebar with navigation icons for Home, Space, People, Wallet, Event, and Survey. The main content area is titled "My bookings" and lists several meeting events for "Today, 06 June 2017" and "Wednesday, 07 June 2017". Each event includes details like "SG Clientlounge-08" and "1:00 pm - 2:00 pm".

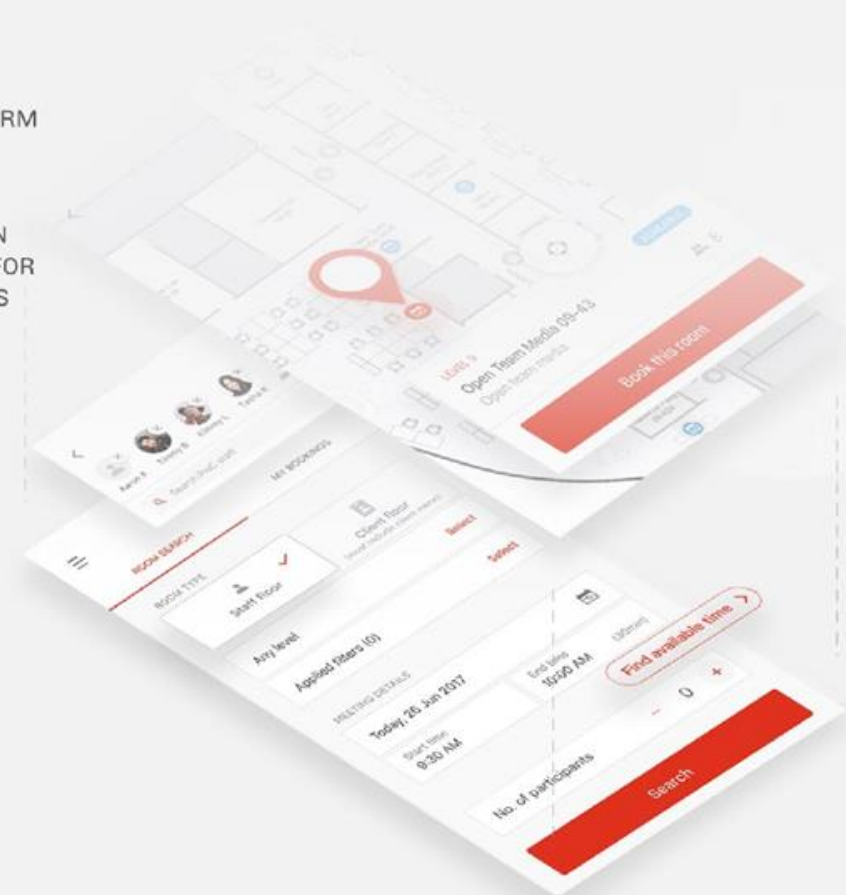
Overlaid on the main content is a "Quick search for meeting rooms" form. The form includes the following fields and options:

- Floor Type:** Radio buttons for "Staff Floor" (selected) and "Visitor Floor".
- Requirement:** A dropdown menu currently set to "Any Level".
- Applied Filter:** A dropdown menu currently set to "Applied Filter (0)".
- Number of participants:** A dropdown menu currently set to "1 Staff".
- Date:** A date input field with the value "Date 15/02/2017".
- Time:** Two input fields for "Start Time 1:00 pm" and "End Time 1:45 pm".
- Duration:** A label "Duration | 60 Minutes".
- Search:** A prominent red button at the bottom.

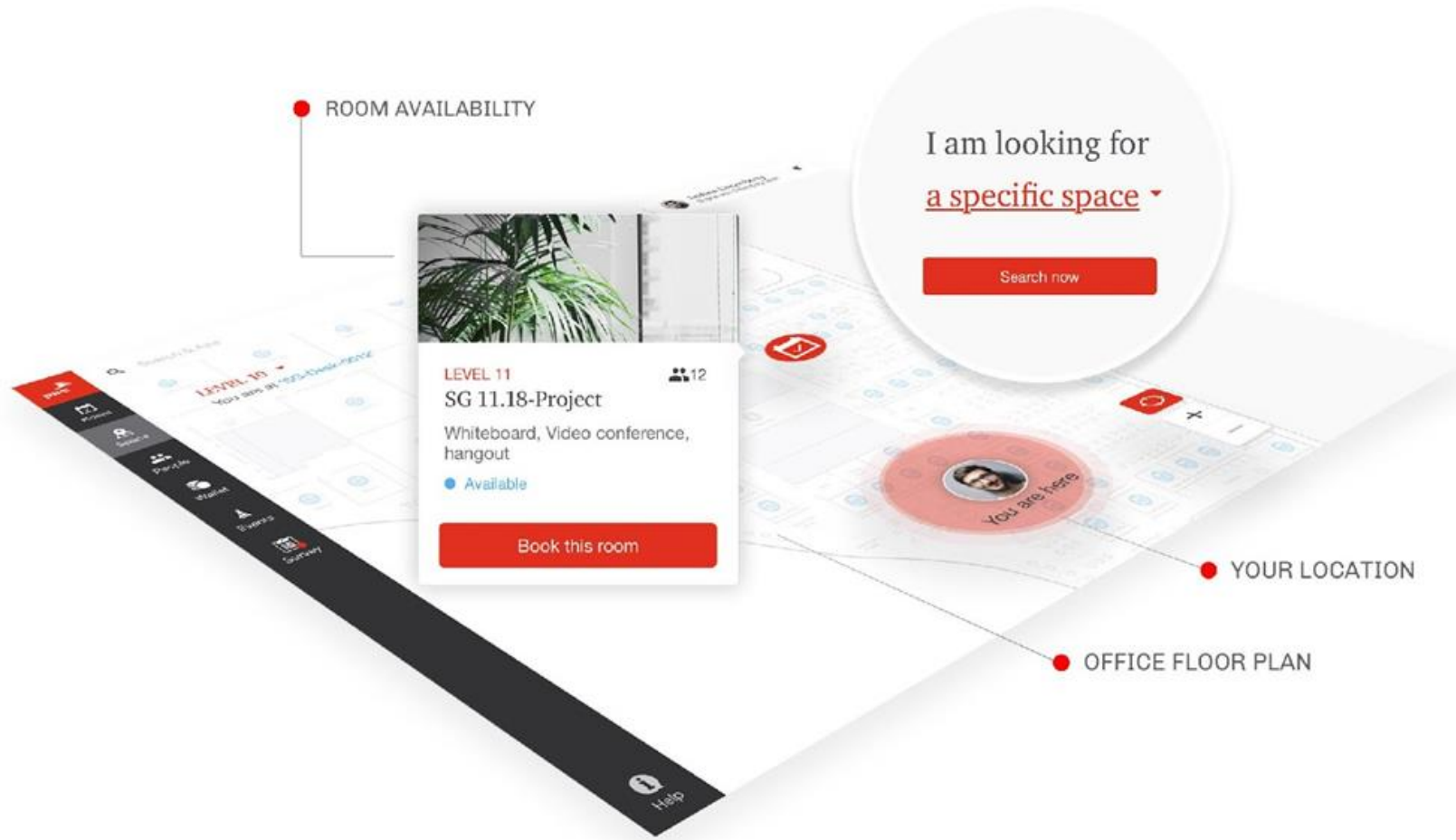
A "Find available time >" link is located to the right of the "Number of participants" dropdown.

• QUICK SEARCH FORM

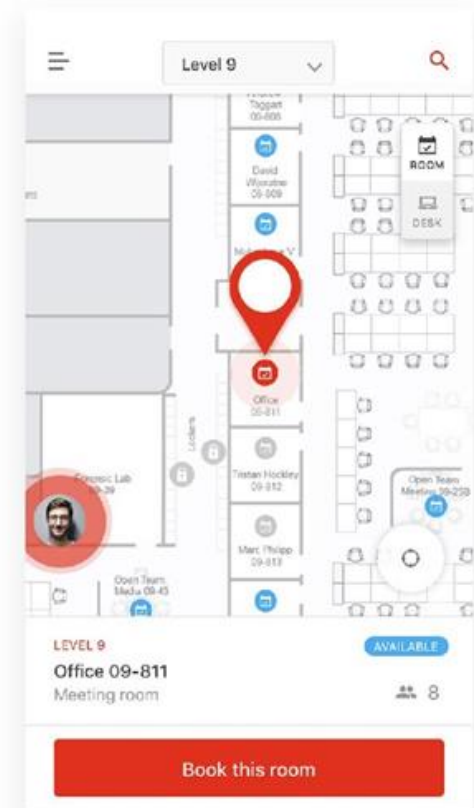
• SEARCH BASED ON AVAILABLE TIME FOR ALL PARTICIPANTS



Find specific space 03



Interactive map for office floorplan with real-time room availability



People 04

Search, contact, and locate staff
within office premises

The screenshot shows a mobile application interface for searching and locating staff. The interface includes a search bar at the top, a list of staff members, and a detailed view for a selected staff member. Annotations highlight the search bar, LAN/WiFi location options, and email/contact actions.

SEARCHBAR

DETECTABLE VIA LAN CABLE/WIFI

LOCATE & EMAIL

Name	Business Unit	Contact No.	Assisted by
Alexandra B Puppala	GTS	6749 2923	
Aloria Roberts	Digital Innovation Office	000-000-0000	
Aloria Tann	HR - IFS	9623 8392	
Amy Andy	Tech Consulting	9372 2838	Greg Cransy
Amy Blossom	IFS - Chairman Office		
Andrew Schmitt	SG/DO/PwC		
Andrew	SG/DO/PwC		
Anthony Guy	Risk Assurance		
Anthony Cider	Digital Innovation Office		
Banner Bruce			

Amy Andy
Tech Consulting

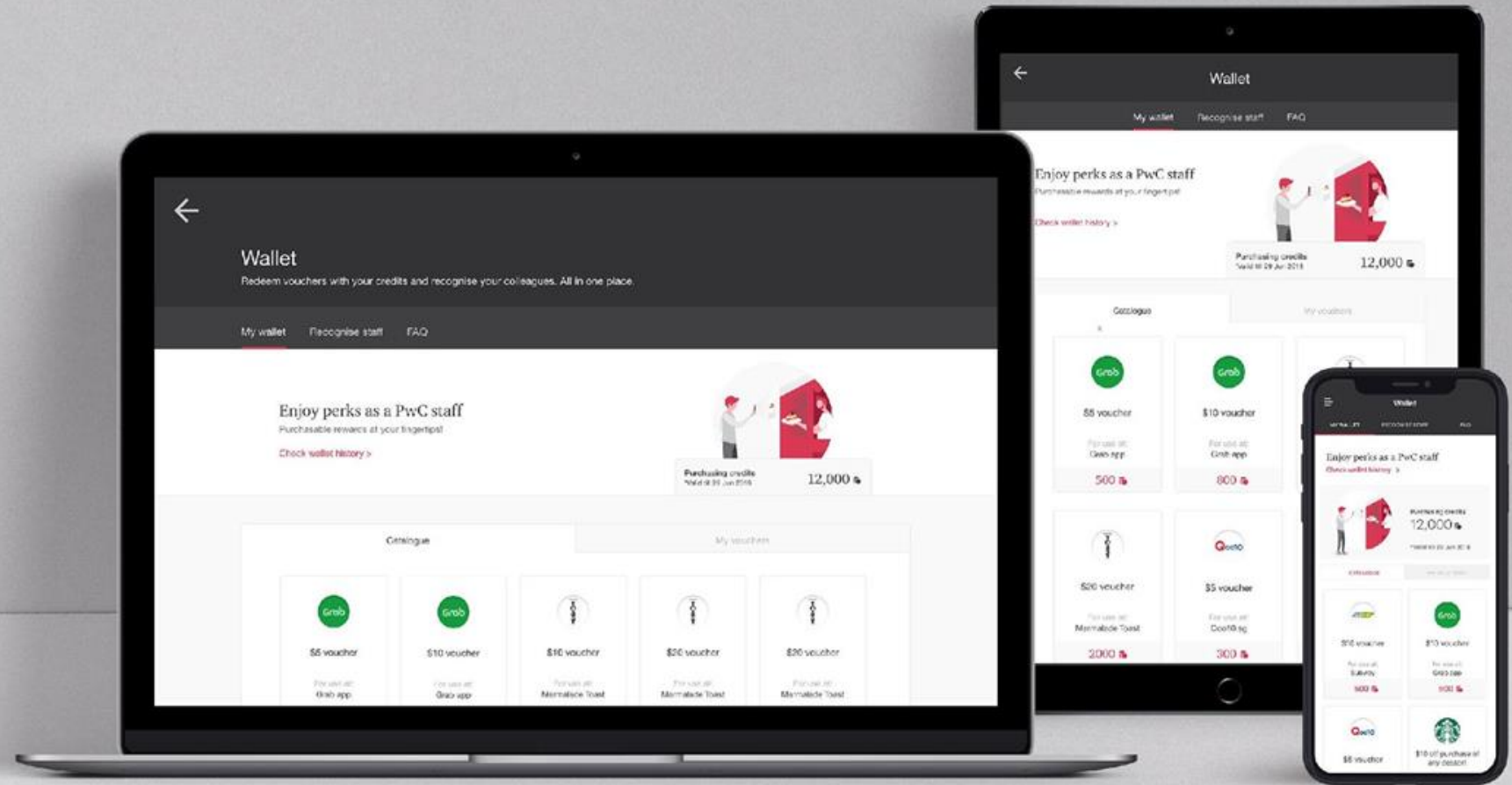
E-mail: amy.andy@sg.pwc.com
Contact No.: 9372 2838
Business Unit: Tech Consulting
Assisted by: Greg Cransy

User is offline / not available

Staff list (from bottom screenshot):
Aaron CK Chantney (PSA - ASP)
Aaron JA Priday (MKT USA - PwC)
Aaron CR Chu (MKT USA)
Aaron JC Park (MKT USA)
Aaron LA Mann (MKT USA)
Aaron ZX Thak (MKT USA)
Ashish Ghosh (IFS - ASP)
Abdul Naeem Ali (IFS - ASP)
Abdullah Greenish (IFS - ASP)
Abdullah Syed (IFS - ASP)
Abdullah H Chen (IFS - ASP)
Abigail S-E Wong (IFS - ASP)

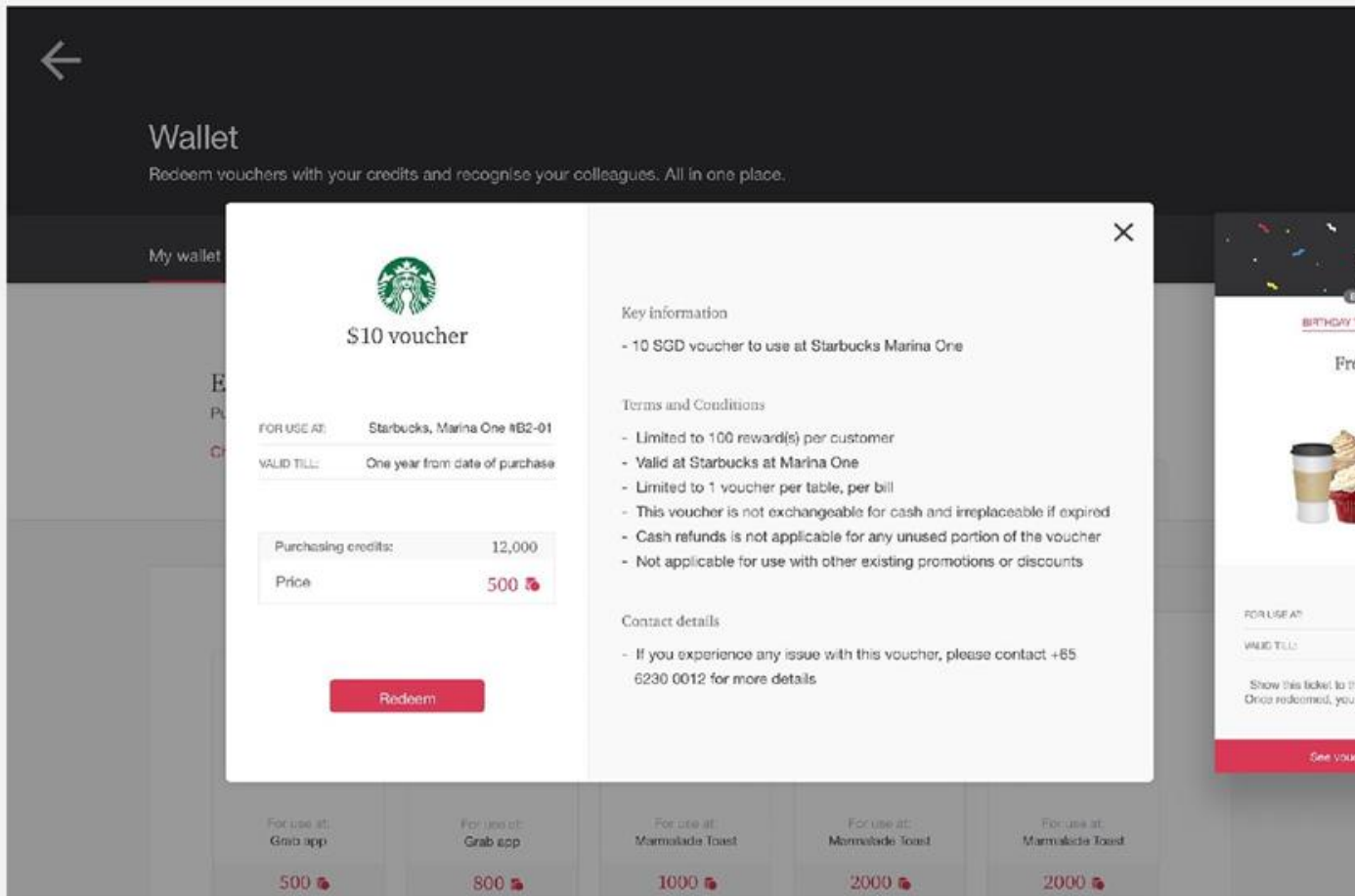
Wallet 05

- 1: Redeem credits for vouchers
- 2: Send credits to colleagues to recognise them
- 3: Leaderboard for most recognised staff

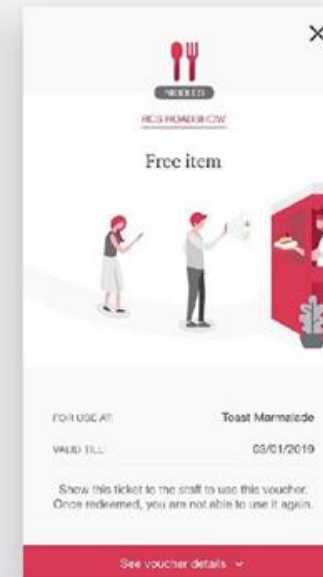
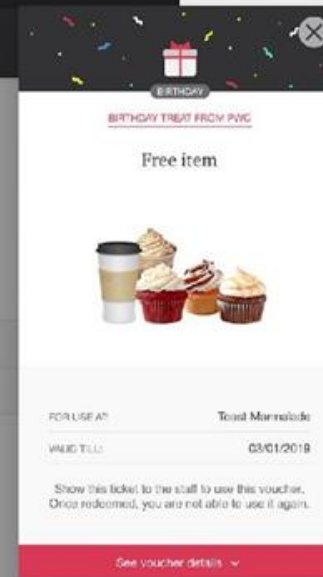


Wallet 05

Redeem vouchers from merchants with available credits



Flash vouchers to redeem discounts and perks



Wallet 05

Recognise to show your appreciation

*Giving credits does not affect My wallet credits

5,000 credits to give out



Recognition you've given >

I want to recognise

🔍 Alice|

Alice A Cooper
GTS

Alice Beatrice
TAX - FS

Alice C Ong
HR

by giving

500 credits ▼

Recognise

for the PwC value:

Relationships ▼

Top points earners

120,500



Rasheed Ali
DEALS CP & I (PWC AD...

110,500



Angela Ruecker
TAX - FS

110,000



Tammy Cheng
IFS - CHAIRMAN OFFL...

100,000



Andrew Lebens...
TAX - FS

70,500



Rebecca Becker
DIGITAL & EMERGING...

70,500



Aaron Chan
DEALS CP & I (PWC AD...



Staff recognition & Leaderboard

Wallet

MY WALLET RECOGNISE STAFF FAQ

Recognise to show your appreciation

Recognition you've given >

5000 credits to give out
*Giving credits does not affect My wallet credits

Recognise

TOP EARNERS [See more >](#)

	Nagendra B Puppala DIGITAL AND EMERGING TECHNOL...	20,380
	Sri Agulati IFS - CHAIRMAN OFFICE	20,190
	Nagendra B Puppala DIGITAL AND EMERGING TECHNOL...	20,100

LATEST RECOGNITIONS [See more >](#)

Events 06

Calendar view of categorised events

EVENTS FOR SELECTED DATE

TAGS

Internal events External events Categories (+)

Sportshub Thought Leadership Thought Leadership Sportshub

Thought Leadership Sportshub

August, 2017


SUN	MON	TUE	WED	THU	FRI	SAT
31 On the Ball... 10:00 am - 12:00 pm	1 On the Ball... 10:00 am - 12:00 pm	2 BSO REITS Asia ... 1:00 am - 10:00 am E Came Chan... 9:00 am - 10:30 am	3 On the Ball... 10:00 am - 12:00 pm	4	5	6
7 On the Ball... 10:00 am - 12:00 pm	8 National Day BSO Digital Economy Symposium 1:00 am - 10:00 am E Dialogue with... 1:00 am - 10:00 am	9	10	11	12	13
14	15	16	17 E Dialogue with... 1:00 am - 10:00 am	18	19 DATE SELECTED BSO REITS Asia ... 1:00 am - 10:00 am E Came Chan... 9:00 am - 10:30 am	20
21 BSO REITS Asia ... 1:00 am - 10:00 am	22	23	24	25 BSO REITS Asia ... 1:00 am - 10:00 am	26	27 BSO REITS Asia ... 1:00 am - 10:00 am
28	29	30	31 First Party... E Dialogue with... 1:00 am - 10:00 am	1 BSO REITS Asia ... 1:00 am - 10:00 am	2	3 BSO REITS Asia ... 1:00 am - 10:00 am

DATE SELECTED

19.08.2017 Highlighted

Brand speaking opportunity

Be a stranger no more:
Lunch with a stranger



9:00 AM – 10:00 AM
Level 7, PwC SG building

Comms

Marketing Talk for
Business Managers

5:00 PM - 6:30 PM
Level 7, PwC SG building

Comms

TGIF event for New-Joiners

Events Filter

Today, 26 Jun 2017

EXTERNAL EVENT

Don't be a stranger Luncheon >

Suntec City

START TIME:
Wed, 22 Nov 2017 12:00 PM

END TIME:
Wed, 22 Nov 2017 4:00 PM

INTERNAL EVENT

Take a break, relax & make a
difference Tuesday >

PwC@Marina One, Level 10

START TIME:
Wed, 22 Nov 2017 12:00 PM

END TIME:
Wed, 22 Nov 2017 4:00 PM

Help 07

Get a **Help desk ticket** and receive
real-time update of queue status

HELP DESK TICKETS ISSUED ●

Good afternoon, Andrew Lingonberry.
How can we help you today?

I am currently experiencing issues with
Please select ▼

- Hardware & Software ✓
- Loan/Collection/Return
- General GTS Enquiry

Help Center

GTS Admin Finance HR ESD Merch PwC

SELECT ISSUE ●

STATUS OF QUEUE ●

Good afternoon, Andrew C Lebensburger.
How can we help you?

I am currently experiencing issues with
Please select ▼

Would you like to be serviced?
Get a ticket to join the queue.

If you would like to receive your ticket via
SMS, please enter your mobile number

+65 8327 9238

Get a ticket

Contact Nexus >

Thank you

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