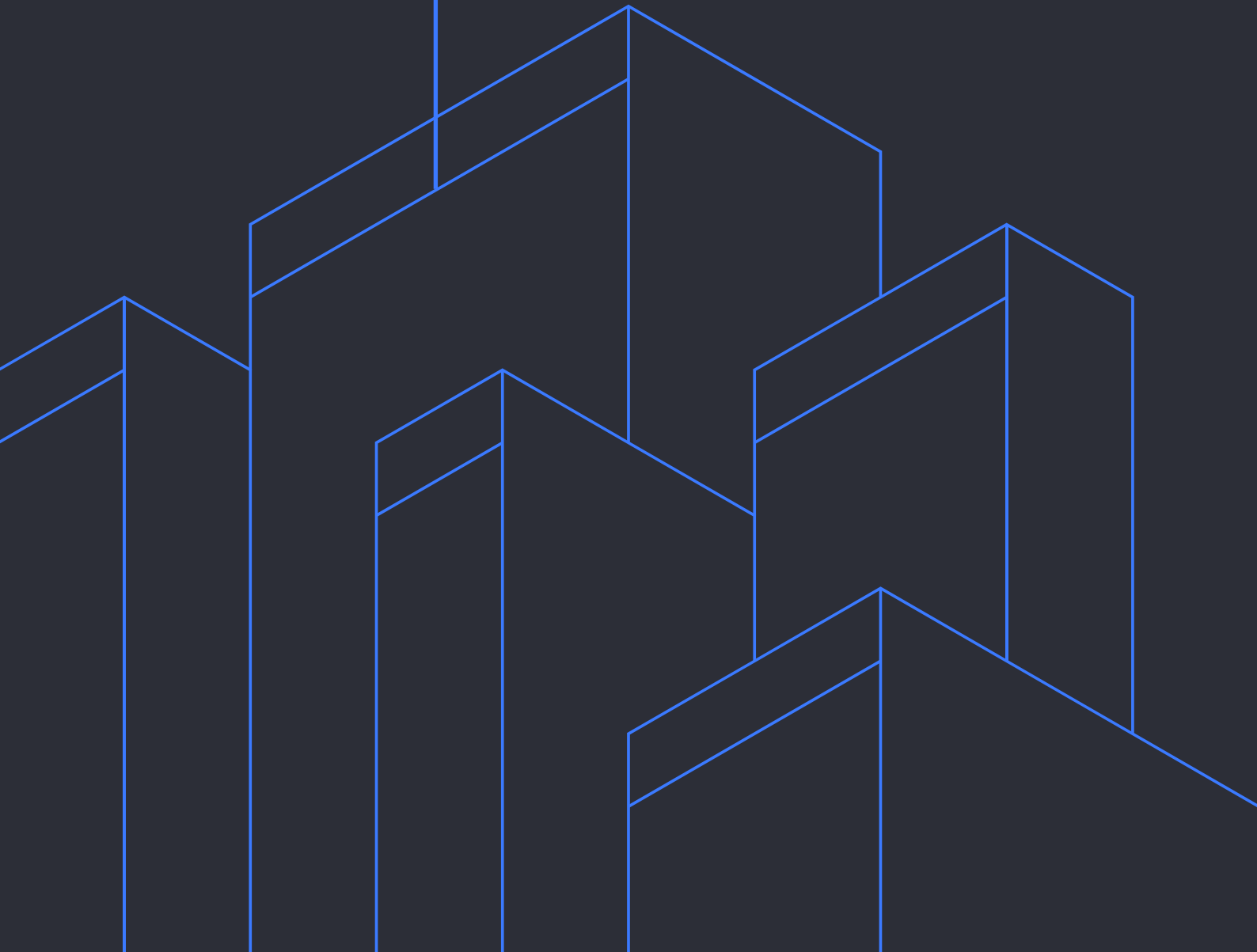


THE MONO COMPANY

# 8 Steps to a Smart Building



# The problem with current buildings

Want to transform your new construction project or existing building into a Building of the Future? A technology strategy may deliver a valuable upgrade to improve stakeholder engagement and communications without physically upgrading works.

Want to improve employee wellbeing and gain the latest insights into your business? By building links and networks between the co-inhabitants, occupants will be better connected to their community and any business opportunities that may present themselves.

Understanding the implementation process of new technology before you begin is an essential step in your journey. It will help you achieve better results from your project and in the long run, it will maintain your investment in your assets and future building projects.

## **A DIGITAL IDENTITY IS NOW A NECESSITY FOR BUILDING OWNERS.**

Today, Smart Buildings seek to modernise their systems and services to improve productivity, efficiency, security, sustainability and wellness – creating differentiated user experiences in a user-centric environment that is underpinned by technology.

# Introducing new solutions in the building industry

**TERMS LIKE “INTERNET OF THINGS,”  
“SMART”AND “OPEN SOLUTION”  
ARE USED AS VAGUE BUZZWORDS  
TO GRAB ATTENTION.**

For owners, these overused words can be overwhelming and disconcerting and may lead to confusion over which technologies or sensors to choose.

When it comes to elevating the customer experience, buildings of the future need to remain agile and proactive in order to provide their tenants with the benefits they truly care about.

This not only involves the adoption of technologies that can open a world of possibilities to improve tenant engagement but also deliver ways to streamline and automate your building's operations.

Capabilities that address a company's concerns may include; cardless access, building news feeds and location-based communications on sustainability and safety updates. These and other attributes have shifted from a nice to have to a must-have and are prompting the technology industry to seek out tools that unify these solutions in an efficient and seamless way.

Adding digital workplace services is a great way to have a Smart Building, increase customer satisfaction and create a market for future custom buildings.

# What should be included in your future buildings?



**IF YOU'RE NOT SURE WHAT TO INCLUDE IN YOUR SMART BUILDING INITIATIVES, HERE ARE FOUR CORE FEATURES YOU SHOULD CONSIDER.**

A Smart Building deployment can be broken down into the following categories:

**ONE:** Integrated Communications Network.

**TWO:** Intelligent Building Platform.

**THREE:** Intelligent Building Technologies.

**FOUR:** Tenant Experience App.

# Tenant Experience Apps

## TENANT EXPERIENCE APPS PROVIDE A LINK BETWEEN A BUILDING'S OWNERS AND OPERATORS AND ITS TENANTS AND END-USERS.

Building owners and operators are able to foster a building community and drive engagement through the promotion of building services, amenities and events.

The App provides tenants and end-users with a direct connection to management through tenant surveys. It also provides the ability to directly submit work orders and maintenance requests if required.

If you're not sure what to include in your Tenant Experience App initiatives, here are three features you should consider.

### ONE: Community NEWS feed

Provide your community of any size their own online, modern, social space. This will allow you to engage directly with your entire building population and will give you the ability to create and distribute rich media content to the entire community, including the ability to facilitate conversations that happen on that content.

Buildings should keep their news feeds and communications data private. This means no advertising and no privacy issues. You should own your data, not a social media company.

### TWO: Automate Resource Booking

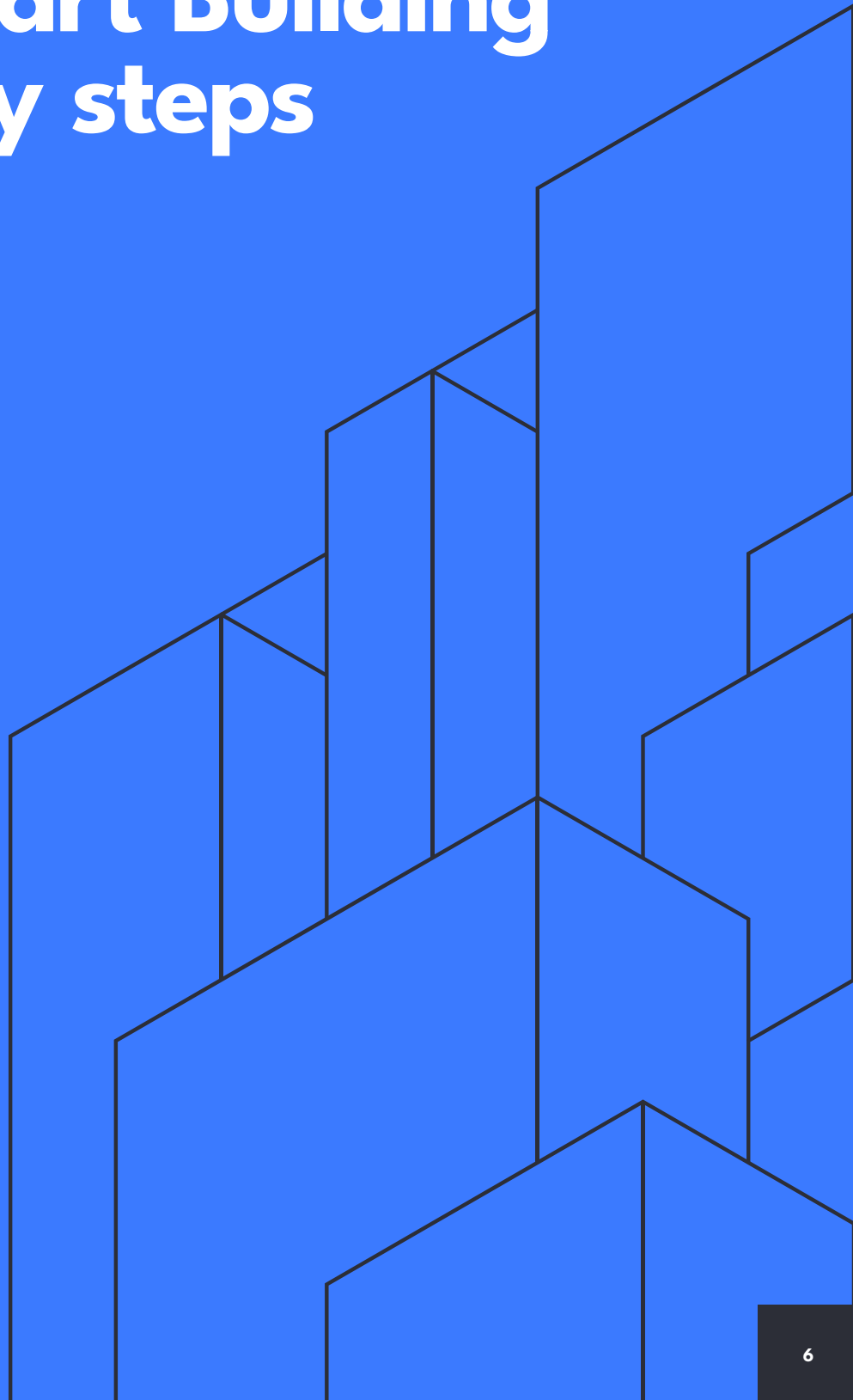
Provide common and bookable spaces for tenant satisfaction. By digitising the reservations process through your building's app, tenants can check space availabilities and book them with just a few clicks.

### THREE: Leverage Digital Programming

Modern buildings provide a more flexible workspace to accommodate the shift to hybrid working arrangements as tenants organise their working lives inside and outside of the building.

To ensure your building aligns with your goals, by offering unique digital programming, tenants will remain engaged with their community, wherever they are. These may include rooftop fitness classes with a guest yoga instructor, community networking events, and special in-app promotions for new and in-building retailers to explore.

# This is how you create your own **Smart Building** in 8 easy steps



# Visualise the Goal

**PHASE ONE OF A “SMART BUILDING” PROJECT IS ESTABLISHING THE CLIENT’S VISION. VISIONING IS IMPORTANT BECAUSE THE TERM SMART BUILDING HAS DIFFERENT MEANINGS TO DIFFERENT PEOPLE.**

The purpose of visioning is to learn or develop, alongside the client, the aspirations and operational pain points for their organisation – not just their building or employees, but the business as a whole.

Be clear on what you want to achieve with your Smart Building, below are some items that you may already be thinking about.

## Single pane of glass

Do you want easy oversight of your building from a lean, single user interface – your Intelligent Building Platform.

## Automate reporting

How and what data do you want to be automated for your asset managers to access?

## Visualise your building’s data

How do you want your building’s data to be visualised to allow for actionable insights?

## Building occupants experience

How do you want your building occupants to feel in their space?

## Bookable spaces

Do you want communal areas to be bookable spaces?

## Promote retail

Do you want to promote retail offerings within the building?

## Provide tenant communications

Do you want to provide updates on building events and general news?

## Tenancy reporting

Do you want monthly/quarterly summary reports prepared for frequently gathered data (issues, leasing, works etc.)?

## Faults & issue logging

Do you want to implement fault logging via BYOD to increase response time for work order requests?

Step

ONE

# Create your dream team

**ALIGN YOUR VISION WITH THE FOLLOWING  
STAKEHOLDERS AND INDUSTRY EXPERTS  
AS SOON AS POSSIBLE:**

## Tenant Workplace Managers

Users of the building will gain benefits through greater building digital experiences.

## Asset Managers

Users of the building whose efficiency and productivity increase through enhanced workflows.

## Property Managers

Users of the building who have access to rich data for enhanced performance and operational analysis and for wider digital data exchanges.

## Smart Building Consultant

A Smart Building consultant will create a clear implementation plan for Step 3. They will lead discussions to define a client's goals and help reduce the noise of continuously evolving sensors and solutions. It is important to remember that buildings are built for people; technology should not complicate or confuse, but be an enabler to a better building experience.

Step

**TWO**



# Kick-off, Workshop, Design & Deploy

Step

THREE

## Kick-off

Project kick-off involves setting out the roles & responsibilities. Plan your own resources to align with the project schedules.

## Workshop

The Smart Building consultant will coordinate a series of workshops to help shape the Smart Building strategy. The intention of which is to provoke thought and discussion around the various building users and their needs. Different building types, building use, users and business requirements each result in a tailored Smart Building solution. The workshops explore aspirations for enriched digital experiences using 'Day in the Life' persona's of key building users. Use case development is to focus on:

**ONE:** Enhancing user experiences for staff and visitors. Removing friction from the use of the building's spaces.

**TWO:** Improving operational efficiencies and management information.

## Design

The essence of good design for connected buildings and smart solutions is the ability to share data between building systems.

Smart Building systems should be designed to have the flexibility to be reconfigured and expanded to meet future needs and future use cases.

The Smart Building design documentation can be separated into several specifications, with the key inclusions to be prepared by the Smart Building consultant. They include:

### Digital Enablement Specification

Interface specifications detailing the equipment and systems to be interfaced to the Integrated Platform with the performance parameters for each of the nominated sub-systems.

### ICN Active Equipment & Network Design Specification

Detailed requirements for the ICN. The ICN will be deployed by a Network Systems Integrator.

# Kick-off, Workshop, Design & Deploy

## Smart Building Specification

Detailed requirements for the Integration Platform. The Integration Platform will be deployed by a Master Systems Integrator.

## Deploy

There are two main Smart Building technology contractors that will tender for and deploy the Smart Building technology and systems as designed by the Smart Building consultant. Other trade contractors including; mechanical, electrical, fire, vertical transport etc. will all coordinate with the Master Systems Integrator and the Network Systems Integrator.

## Master Systems Integrator

A Master Systems Integrator (MSI) is a specialist Systems Integrator who delays the Integration Platform. An MSI will integrate various building control sub-systems where required and gather building data in a structured manner.

An MSI will also have knowledge of a range of building control systems such as electrical, HVAC, lighting control systems and IoT devices. They will be familiar with the various network communications interfaces, building control system interfaces, system protocols, data schemas, API's and open industry standards.

## Network System Integrator

A Network Systems Integrator (NSI) will deploy the Integrated Communications Network (ICN) for the various building services. This role is typically conducted by a network engineer with qualifications and extensive experience in active network and network security design. An NSI typically coordinates with the electrical contractor who is responsible for structured cabling (i.e. data and optic fibre) used by the ICN and the Master Systems Integrator.

Step

THREE

# Configure your Smart Building Environment

**THE INTELLIGENT BUILDING PLATFORM AND TENANT ENGAGEMENT APP PORTAL WILL BE THE FOUNDATION IN WHICH ALL SMART BUILDING USE CASES WILL BE CONFIGURED TO ALIGN WITH THE PROJECT'S VISION AND GOALS.**

During this phase, you will assist in the configuration of the dashboards and reporting to be added to your platform.

#### Admin Portals will include:

- User Database
- News Feed Items
- Tenant Handbook
- Documents and How-To Videos
- Resources for Space Bookings
- Building Asset Register
- Maintenance Schedules
- Energy Management
- Alarms and Notifications

#### Existing Building Security System Hardware

The Mono Company can assist in the auditing of your building's electronic access control systems;

- Review the current access card reader types
- Suggest ways to upgrade your security system to align with the preferred card type
- Complete hardware upgrades
- Test and configure the access card readers
- Interface with the single user directory for up-to-date data

Step

FOUR

# Develop a Tenant Experience Plan

**DURING THIS PHASE, YOU WILL PROVIDE CONTENT AND IMAGES FOR ADDING TO YOUR PLATFORM. IF YOU DON'T HAVE ANY, THAT'S FINE TOO – THE MONO COMPANY CAN EVEN HELP YOU ESTABLISH A VISUAL BRAND AND STYLE GUIDE.**

Together with the building management team, you will draft a launch strategy and a series of templates for the NEWS features to engage with your tenants.

The NEWS and tenant communications should be coordinated and relevant to inform the community in the building and the broader building surroundings.

Now let's prepare engaging, interesting, conversation-provoking content. You could include content such as:

- Publish building news, or important alerts
- Circulate thought pieces from major news media outlets or blogs

- Highlight tenants who contribute actively to their building community
- Promote new and exciting retailers from the city areas and new partnerships for your tenants
- Promote your sustainable initiatives (such as energy and waste reductions)

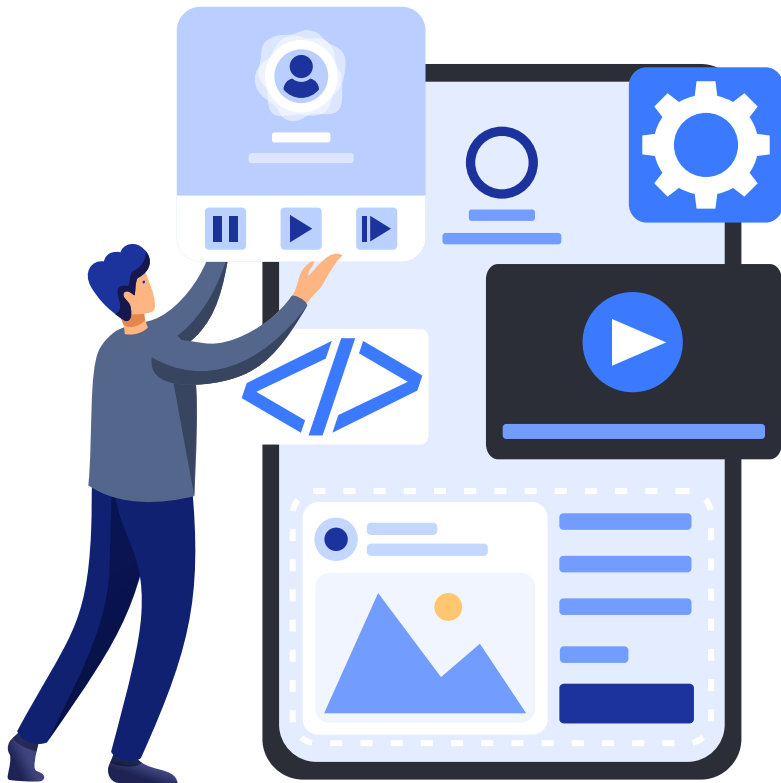
The Content Management Plan is scheduled over a 12-month period and will be filled with events, activations, content, and more. This schedule forms a bridge between launch and everyday workplace engagement, ensuring that tenant interest is maintained long after day one.

Step

**FIVE**

# Go Live

**MEETING WITH STAKEHOLDERS TO REVIEW CONTENT AND ADD A TEST GROUP OF 15 USERS TO START TESTING AND USING THE SMART BUILDING SYSTEMS.**



A key part of the 'Go Live' strategy will be the change management with building tenants – explain the benefits and a new way to interact with their building.

Step

SIX

# Launch your Building of the Future



Step

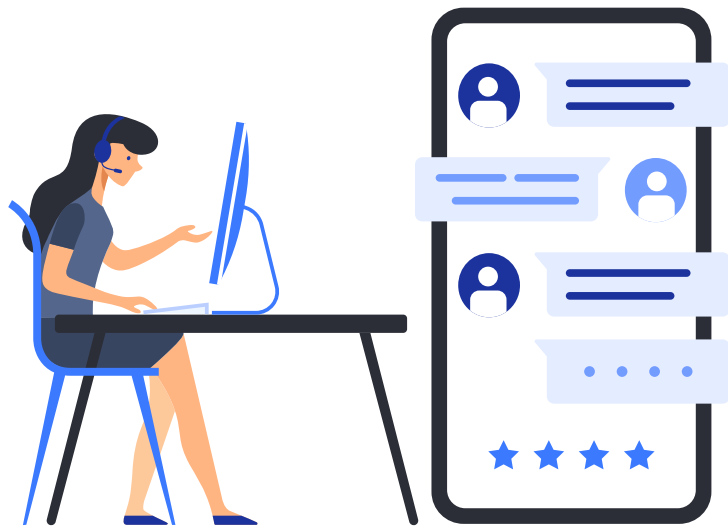
SEVEN

## **THIS IS WHERE WE ASSIST IN THE BUILDING LAUNCH EVENT INVITING ALL USERS TO START USING THE PLATFORM.**

On launch day, your tenants will log onto the app and find it full of the content and community touchpoints you organised for them as part of the Content Management Plan.

A typical launch engagement strategy will centre on in-building activations and can include promotions for each user who returns their existing plastic access card and will be given a small gift.

# Review & Support



Step

THE  
E

**ONCE YOUR BUILDING HAS LAUNCHED, YOUR BUILDING OF THE FUTURE TRULY BEGINS, AND YOU HAVE THE OPPORTUNITY TO REVIEW AND OPTIMISE THE TENANTS' USAGES WITHIN THE BUILDING.**

You will have real-time data that can help you make decisions that will result in;

- Latest insights
- Improved space utilisation
- Less operational issues

A review and support strategy will include the progressive deployment of additional Smart Building use cases and their intended outcomes and associated benefits.

Each use case is labelled with a corresponding implementation priority level as follows:

**Day 1:** Selected use cases or systems for Day 1 of operations directly involved in a construction phase.

**Day 2:** Use cases or systems identified as likely additions during building operations such that design considerations have been made for future additions.

# Conclusion

## **OWNERS, OPERATORS AND OCCUPANTS EXPECT MORE FROM THEIR BUILT ENVIRONMENT, AND RIGHTFULLY SO.**

Technology continues to evolve at an exponential rate and these days, there are many more tools, systems and services available to the average customer than in previous years.

A Smart Building provides an environment that enables and automates a more informed decision process by sharing information between systems. It provides a place that enhances wellness and experience for the user through seamless operations and tailored information.

A Smart Building has multiple user groups, each requiring different outcomes because of their varied interactions and relationship with the building.

**To discuss your next project and for a demonstration of an Integration Platform and Tenant Experience app, get in touch with The Mono Company today.**

**[themonocompany.com.au](http://themonocompany.com.au)**



THE MONO COMPANY

