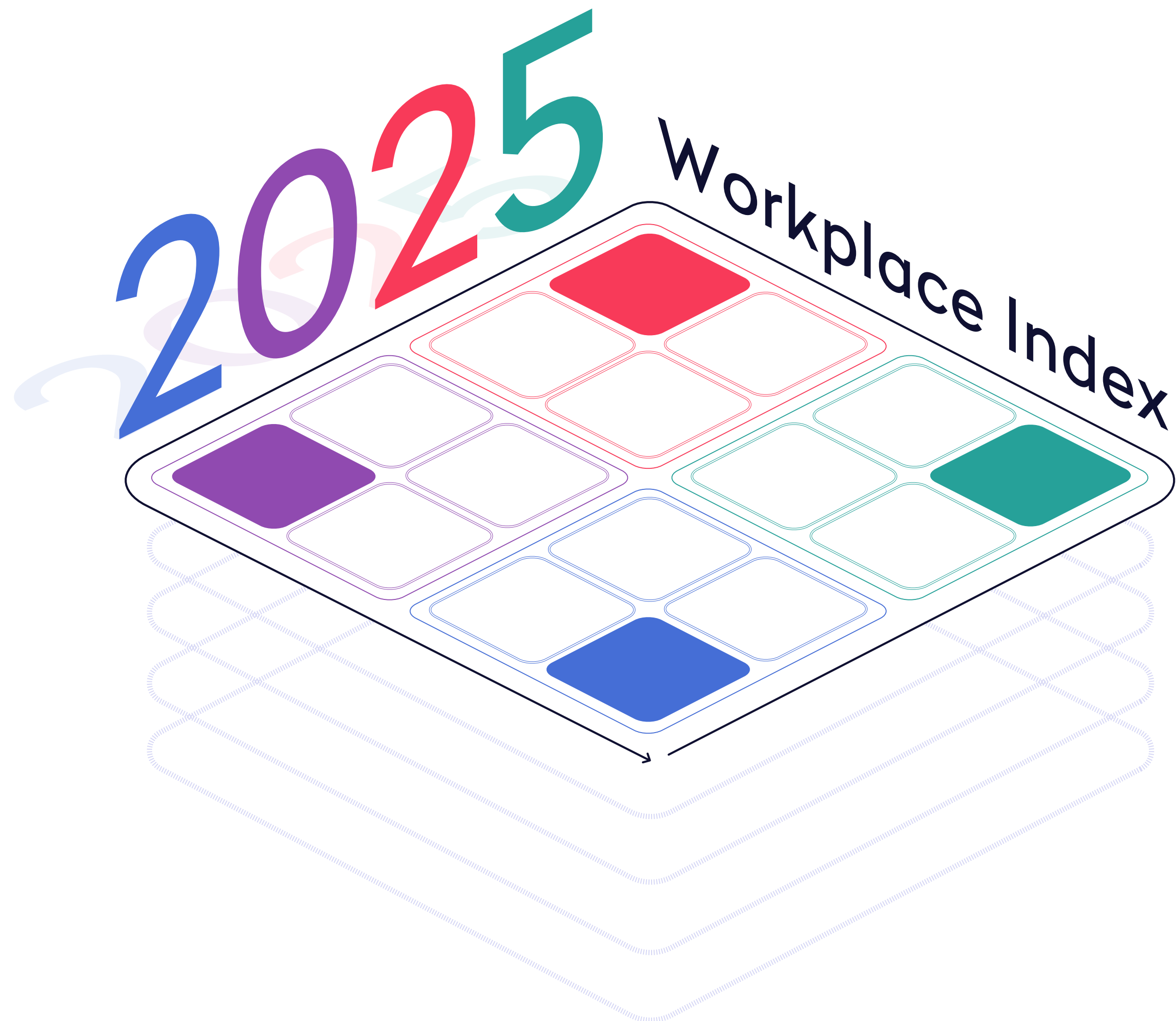


Transforming your  
operations with  
**intelligent worktech**  
Unlocking the value chain



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# Contents

# Preface

As I talk to business leaders around the globe, it is clear to me they are on a mission to drive value through their organizations by increasing productivity and reducing operational costs. Many are looking to make these performance improvements by aligning on a unified vision across all their operational functions.

We know the answer to value optimization doesn't lie with more technology. Often, the technologies organizations own are disconnected and the data is not able to flow between separate systems. That makes it difficult for executives to get the insights they need to make informed decisions, and to maximize productivity with a greater use of AI.

With the right technology in place, we believe organizations can now unlock unrivaled value by harnessing the power of one unified solution, cross-platform data analytics, and embedded AI.

By becoming more connected, more informed, and more intelligent, organizations are able to transform their employee experience delivering improved productivity; optimize their real estate delivering significant cost savings; and extend the life of their assets for longer delivering maximum efficiencies.

There's never been a better time to begin the transition to a more connected, intelligent future.

*– Brandon Holden, CEO Eptura*



# Executive summary

We surveyed 200 operational leaders of enterprise-size businesses worldwide, to learn about their objectives, challenges, and barriers to digital transformation across three business functions:

- ◆ Employee experience
- ◆ Buildings and facilities
- ◆ Asset management

Their answers on integration, data analytics, and AI pointed to a clear finding: integration is key to harnessing the power of data analytics, which in turn is key to harnessing embedded AI. The result? A chain of value, which when unlocked, can enable businesses to make smarter decisions and utilize AI to its full potential – significantly reducing costs and driving increased productivity.

2025 independent *research* findings





Our **top six** findings are:

Key findings

1

The three key opportunities for organizations are:

- 1. Leveling out the working week
- 2. Optimizing real estate portfolio
- 3. Increasing asset lifecycle

See [page 18](#).

2

50% of businesses are using on average 17 standalone worktech solutions, impacting their ability to drive value in their organizations.  
See [page 21](#).

3

The biggest barrier to analyzing data is multiple data dashboards, with 37% of organizations using 11 or more FTEs to collate, analyze, and report on their worktech data.  
See [page 26](#).

4

Over 50% of organizations report insufficient skill sets and cross-platform integration are the biggest barriers to deploying AI.  
See [page 30](#).

5

34% of businesses are looking to increase the number of days in the office, putting more pressure on leaders to find the optimal employee experience and usage of space.  
See [page 35](#).

6

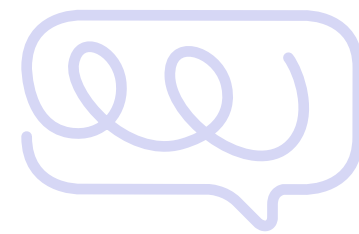
Automation from visitor management is a key AI focus for buildings and facilities managers, with 68% of them making it their priority in the next 12 months.  
See [page 42](#).



# Intelligent worktech

## Unlocking the **value chain**

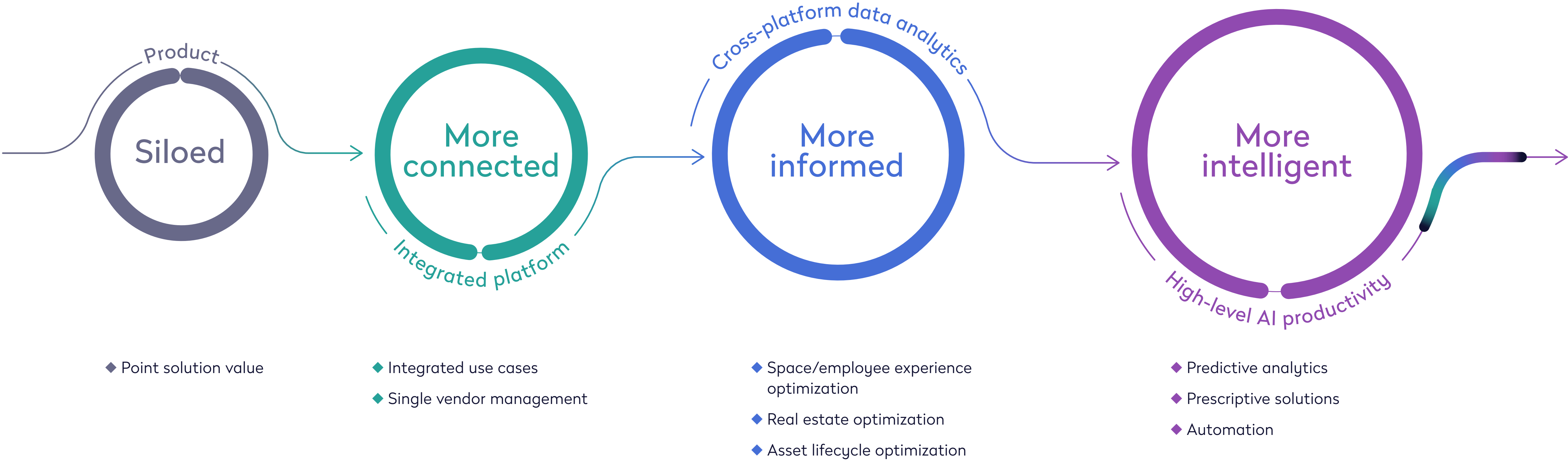
By integrating digital solutions inside one unified platform, organizations can harness the power of data from a range of different sources and take full advantage of the productivity gains from AI — unlocking a chain of increasing value.



*Don't be afraid to look at the value  
that's being lost, because **that is the  
opportunity to go after.***

*– Paul Daoust, Managing Director at Scio Asset Management  
on The Asset Champion podcast*

Intelligent worktech - **value** chain

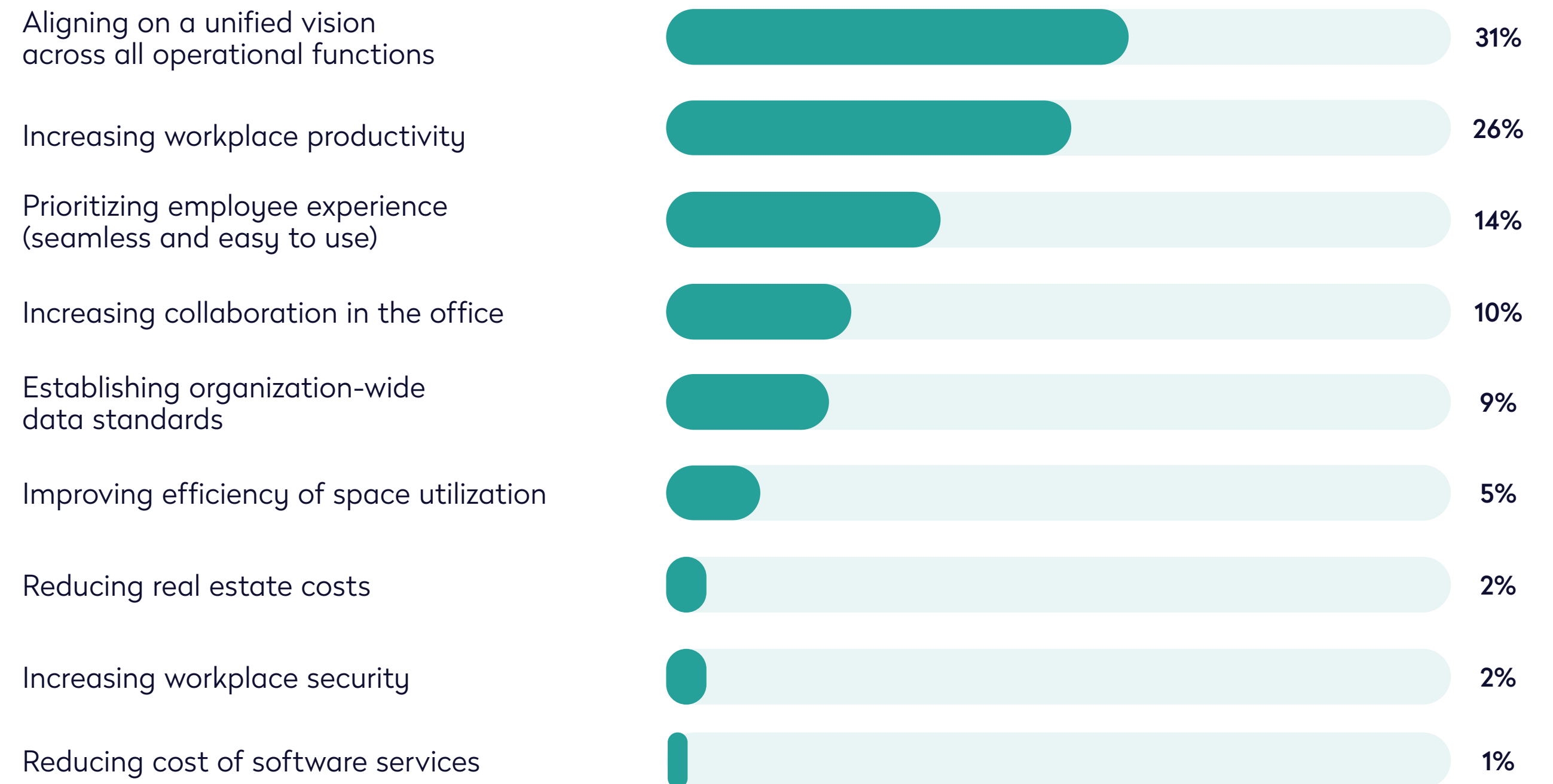




# What are your *key objectives* in the next 24 months?

**Aligning on a unified vision across all operational functions** is the key objective for those whose job function is employee experience or workplace strategy.

What is your key objective for the next 24 months when it comes to your workplace operations (employee experience, visitor, and space management)? Rank in order of priority.



Integrating employee, workplace, and asset management is the key objective for those whose job function is buildings and facilities management.

What is your key objective for the next 24 months when it comes to your buildings and facilities operations (facility management, visitor management, and portfolio optimization)? Rank in order of priority.



**Centralized maintenance management of all assets** is the key objective for those whose job function is asset management.

What is your key objective for the next 24 months when it comes to asset management?  
Rank in order of priority.





## Spotlight on the **key objectives** across business functions

Looking collectively at the key objectives across business functions, it's clear that integration is essential to allow organizations to connect their technology together so they can benefit from integrated use cases, cross-platform data analytics, and embedded AI.

1

Employee experience:  
Aligning on a unified vision across all functions

2

Buildings and facilities:  
Integration of employee, workplace, and asset solutions

3

Asset management:  
Centralized maintenance management of all assets

# What's your **biggest opportunity**?

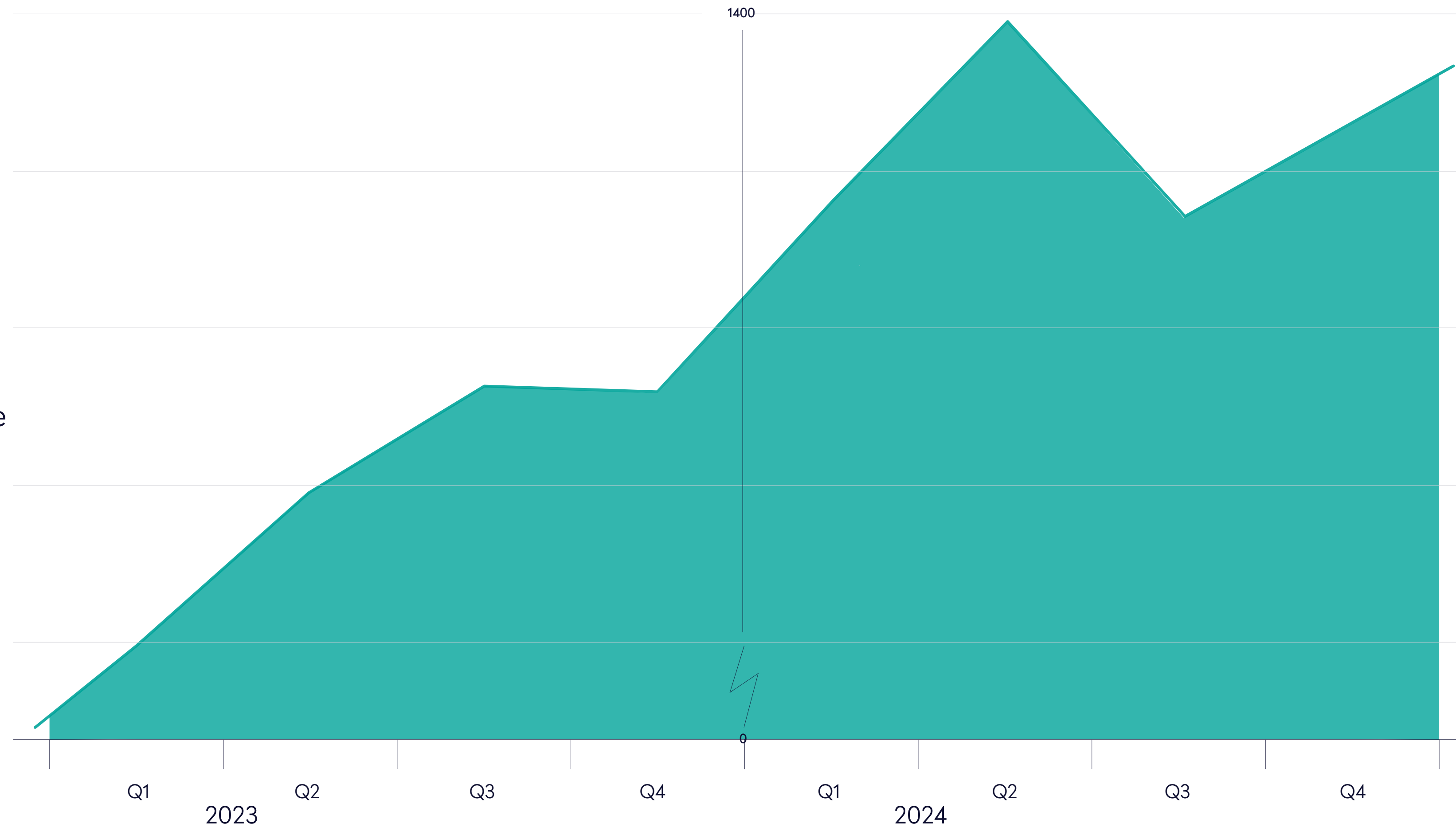
**Leveling occupancy across the working week** is the biggest concern for those whose job function is employee experience and workplace strategy.

## Which of the following is your biggest challenge when it comes to your workplace operations?



Our own proprietary data from 25 million global users showing desk bookings per building demonstrates more people are returning to the office – putting further pressure on space usage.

Desk bookings per building – global (2023-2024)



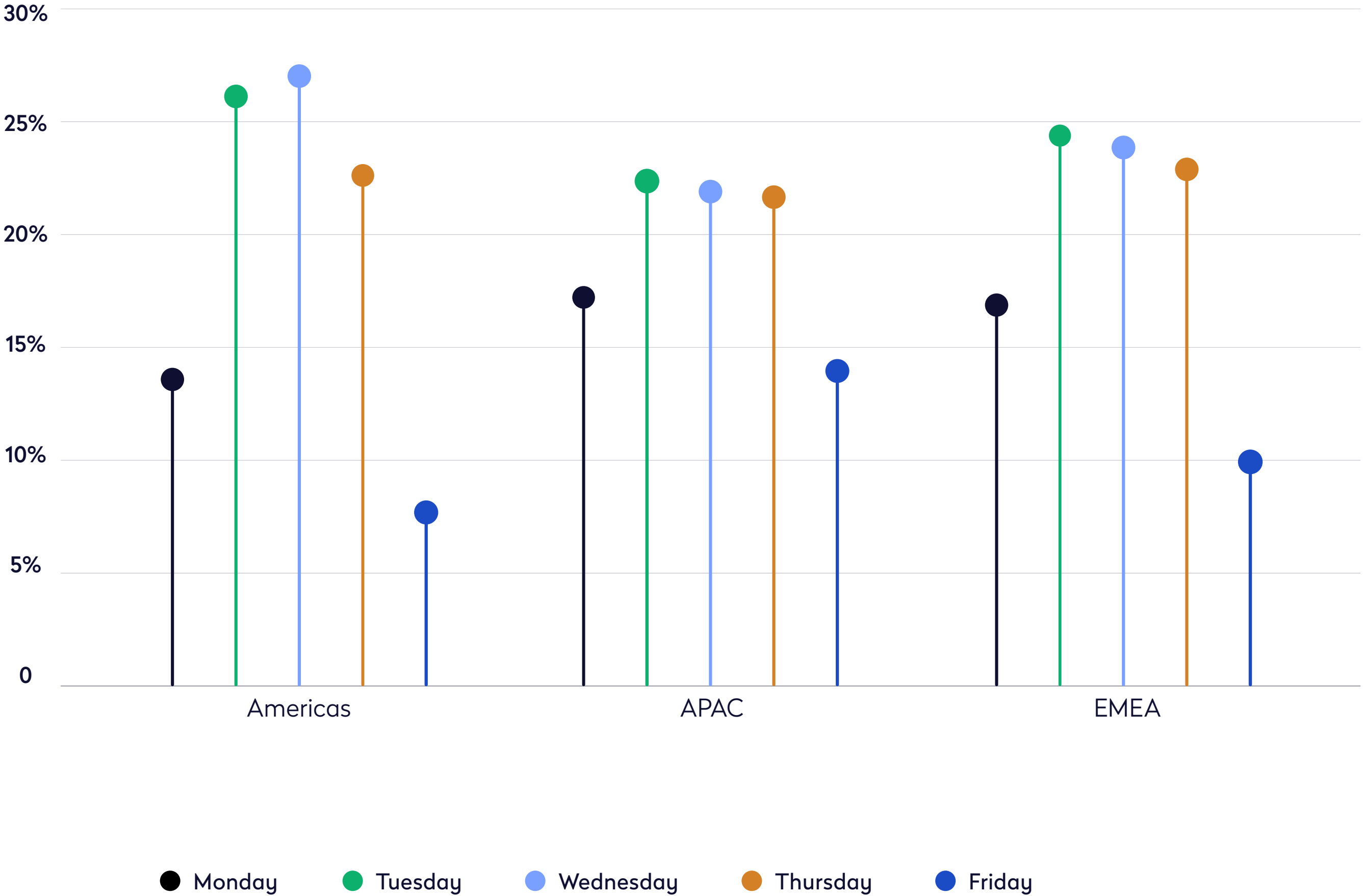
% GROWTH/GLOBALLY

33%



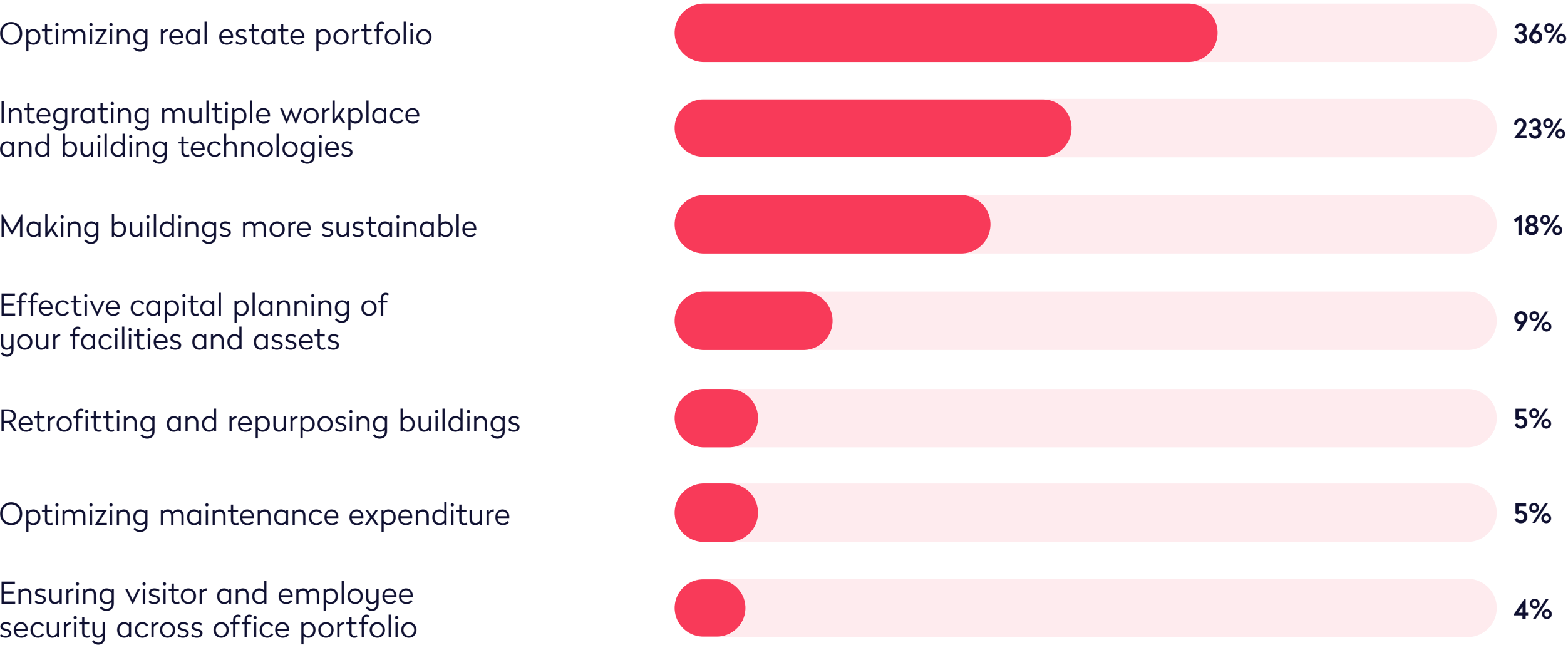
When looking at booking by day of the week, **that pressure is still being applied** from Tuesday through Thursday, creating a mid-week mountain.

Weekday desk booking per region (2024)



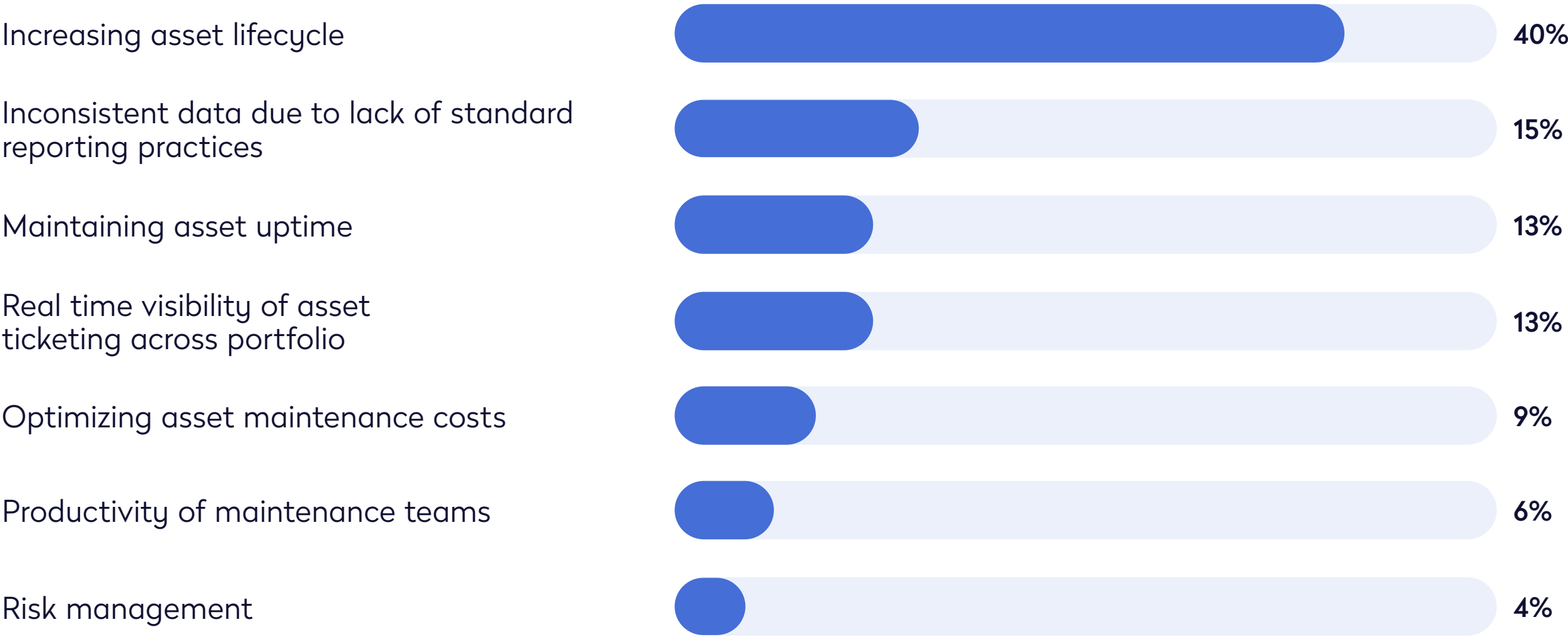
**Optimizing real estate portfolio** is the biggest concern for those whose job function is buildings and facilities management. With more people returning to the workplace, there is now more uncertainty around how much and what type of space is required, and how much expected demand there will be on a building and its facilities.

Which of the following is your biggest challenge when it comes to your buildings and facilities operations?



**Increasing asset lifecycle** is the biggest concern for those whose job function is asset management. As businesses become ever more competitive, there is a real drive to maximize value and efficiency, and to minimize risk.

Which of the following is your biggest challenge when it comes to your asset management operations?





# Spotlight on the **biggest opportunities** across business functions

Looking collectively across business functions, we can see leaders are looking to increase value within their organizations. To do this, organizations require full integration and cross-platform data analytics, without which, businesses are missing the organizational insight and opportunity they need to make informed decisions.

- 
 1 Employee experience:  
Leveling occupancy across the working week
- 
 2 Buildings and facilities:  
Optimizing real estate portfolio
- 
 3 Asset management:  
Increasing asset lifecycle



# More connected

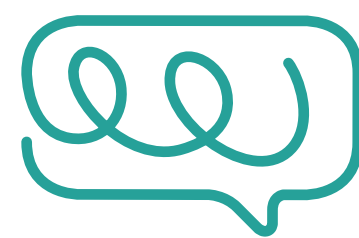
## Unlocking value through **integration**

Single-point worktech solutions often offer very clear value propositions.

By connecting multiple solutions together into one platform, however, organizations not only benefit from reduced software and management costs, but they can also harness the benefits of integrated use cases. For example, the ability to raise asset work order requests through employee experience apps creates a much more efficient process.







Companies that *proactively embrace new technology and digital transformation* have a 50 percent higher return on investment than those doing so reactively. *Emerging technologies have the potential to reshape how we approach the workplace and position savvy companies with a distinct competitive advantage.*

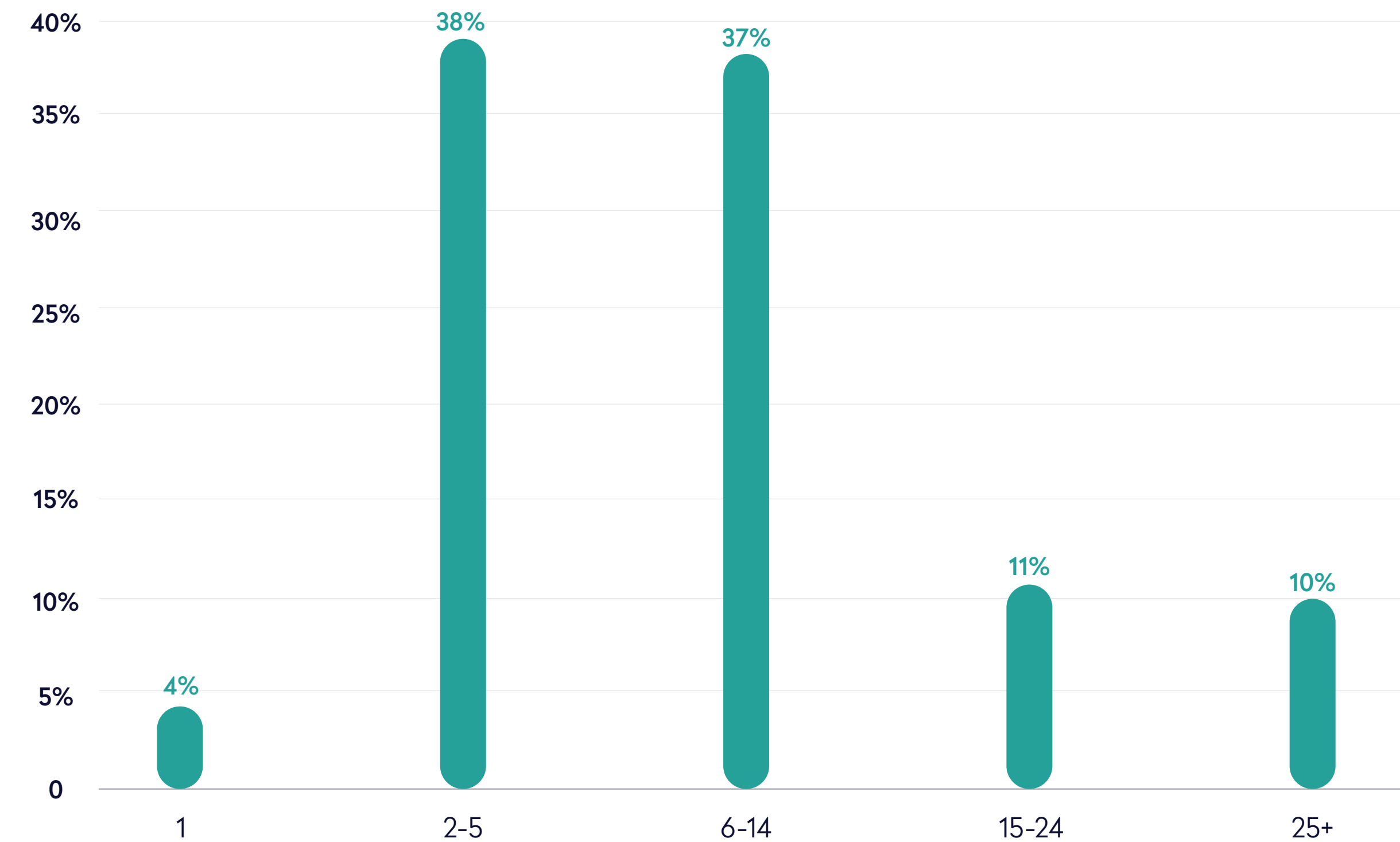
– Kay Sargent, Senior Principal at HOK,  
writing for the Work Design Magazine



While businesses are looking to connect their technology together, **only 4% of organizations** have a fully integrated software solution.

50% of businesses are using **on average 17 standalone worktech software solutions**. This is impacting their ability to drive more value.

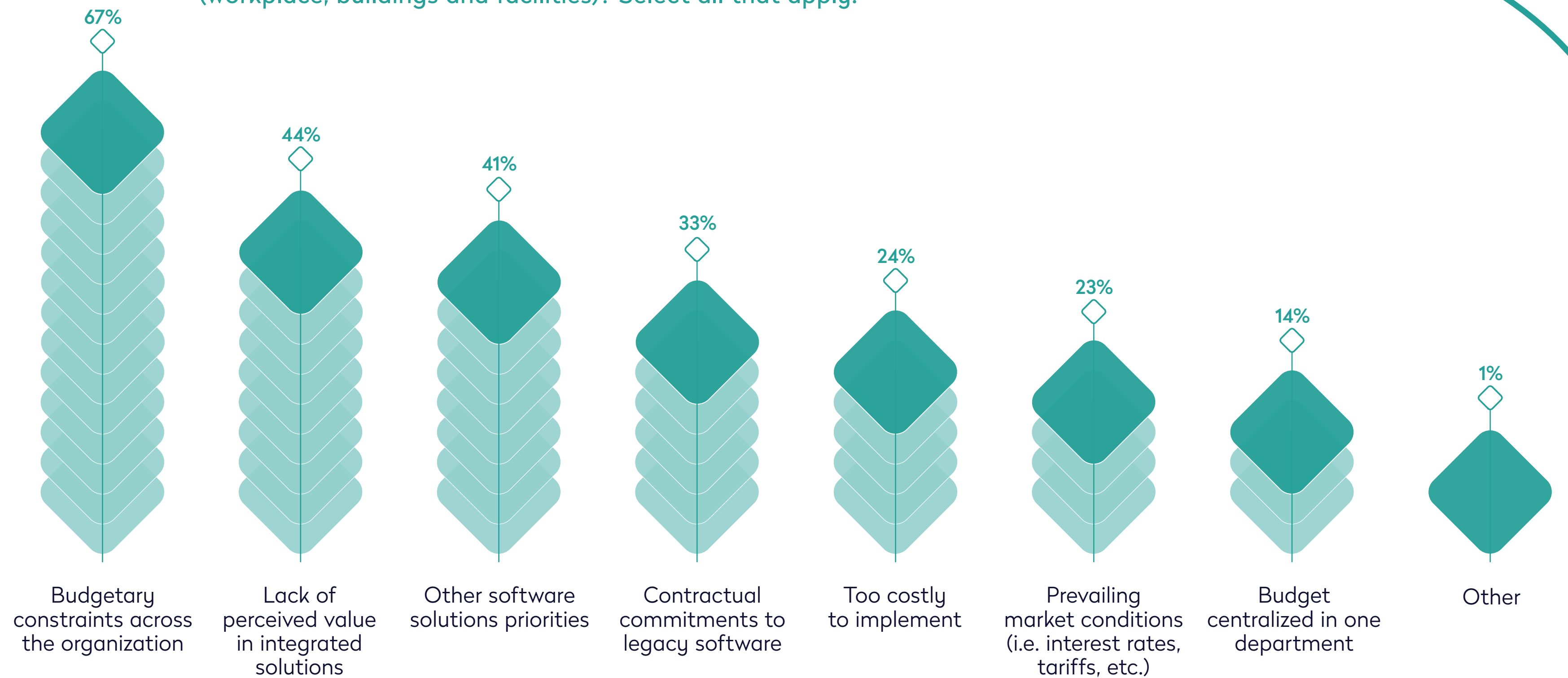
How many worktech software solution vendors do you currently use within your organization (Worktech includes employee experience, visitor management, space management, facility management, real estate/lease management, portfolio optimization, and asset management)?



### Budgetary constraints

are the biggest barrier to integrating worktech solutions. Organizations now need more sophisticated ROI models to prove the value chain.

What barriers do you face in securing budget to integrate workplace solutions (workplace, buildings and facilities)? Select all that apply.



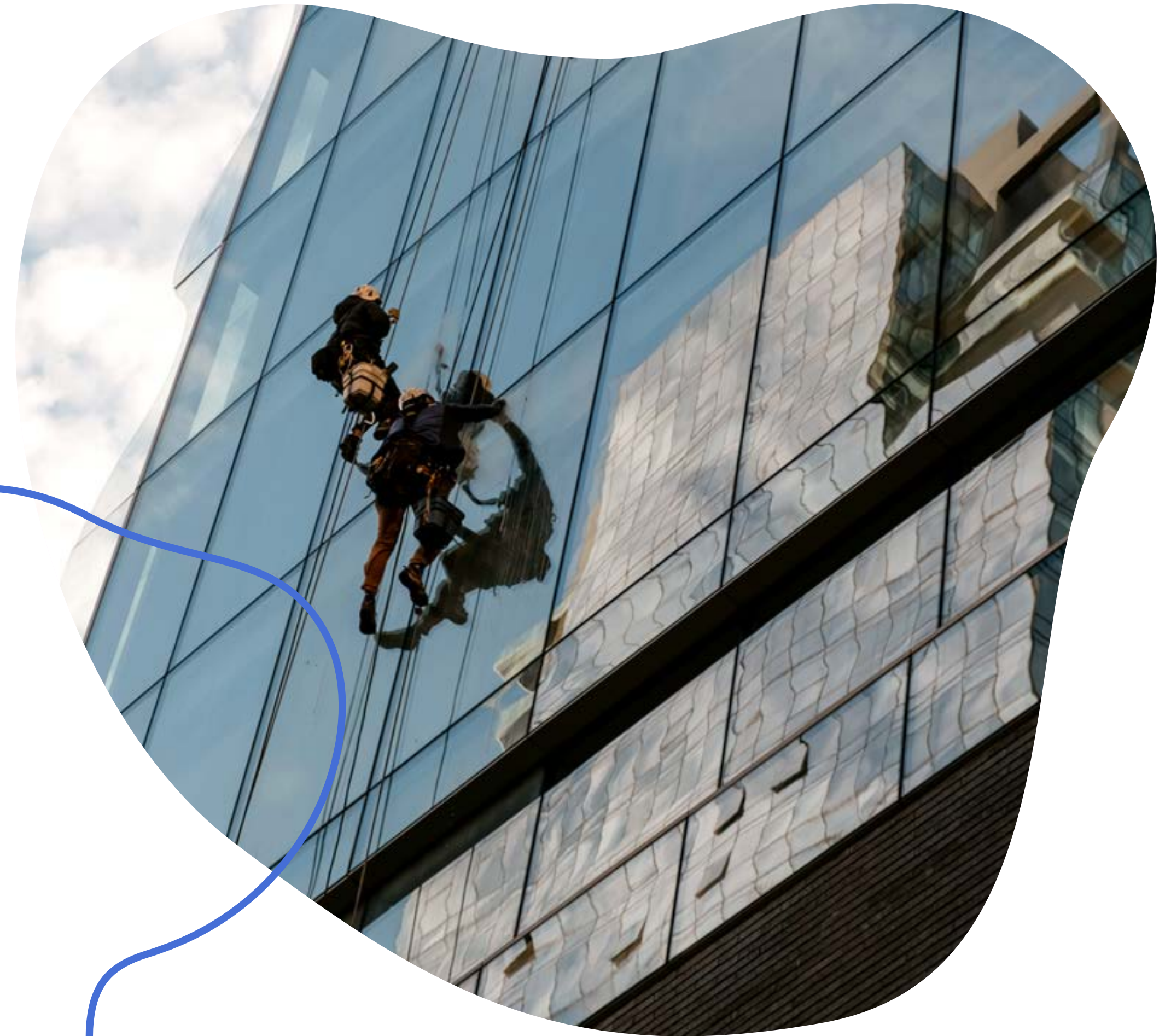
● Percentage of respondents

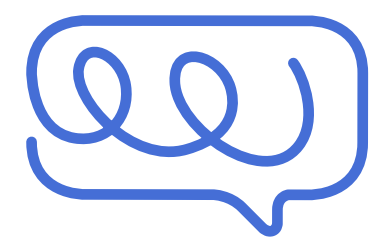


# More informed

## Unlocking value through **data analytics**

By connecting worktech solutions together in one platform, businesses are better able to collate, analyze, and report on data. This not only gives full visibility across their portfolio allowing them to make smarter decisions, it also makes the process faster and requires less manual hours — driving even more value across an organization.





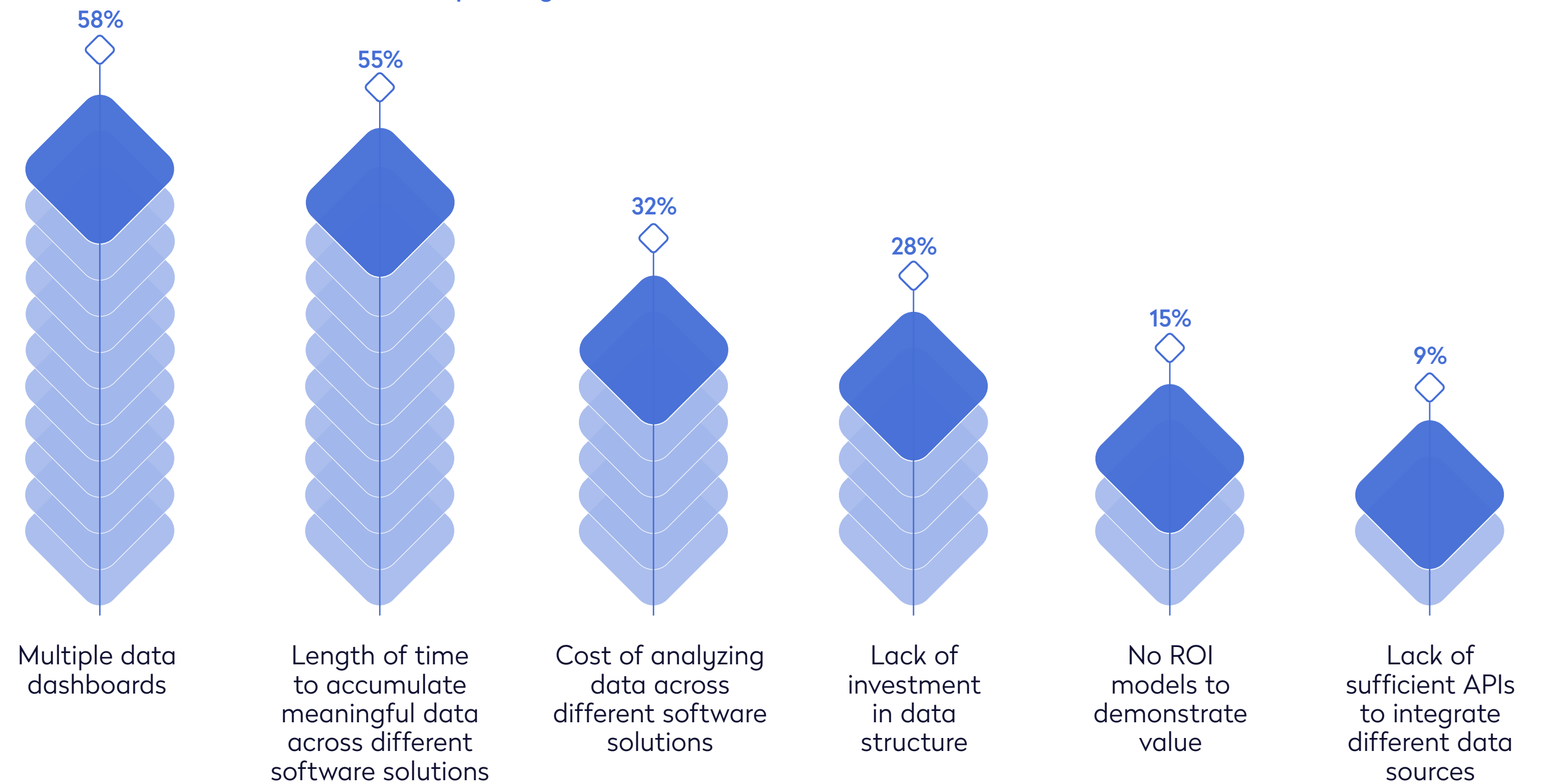
*Data is everything. Especially for the C-Suite. They want to know by the numbers, by the percentage, by the actual facts. And then being able to strategize with that data, helping leadership to understand the direction we are going.*

*– Lena Thompson, Future of Work & Human Design Consultant  
on The Workplace Innovator Podcast*



The **top two challenges** to analyzing organizational data are multiple data dashboards and length of time to accumulate data across different software solutions.

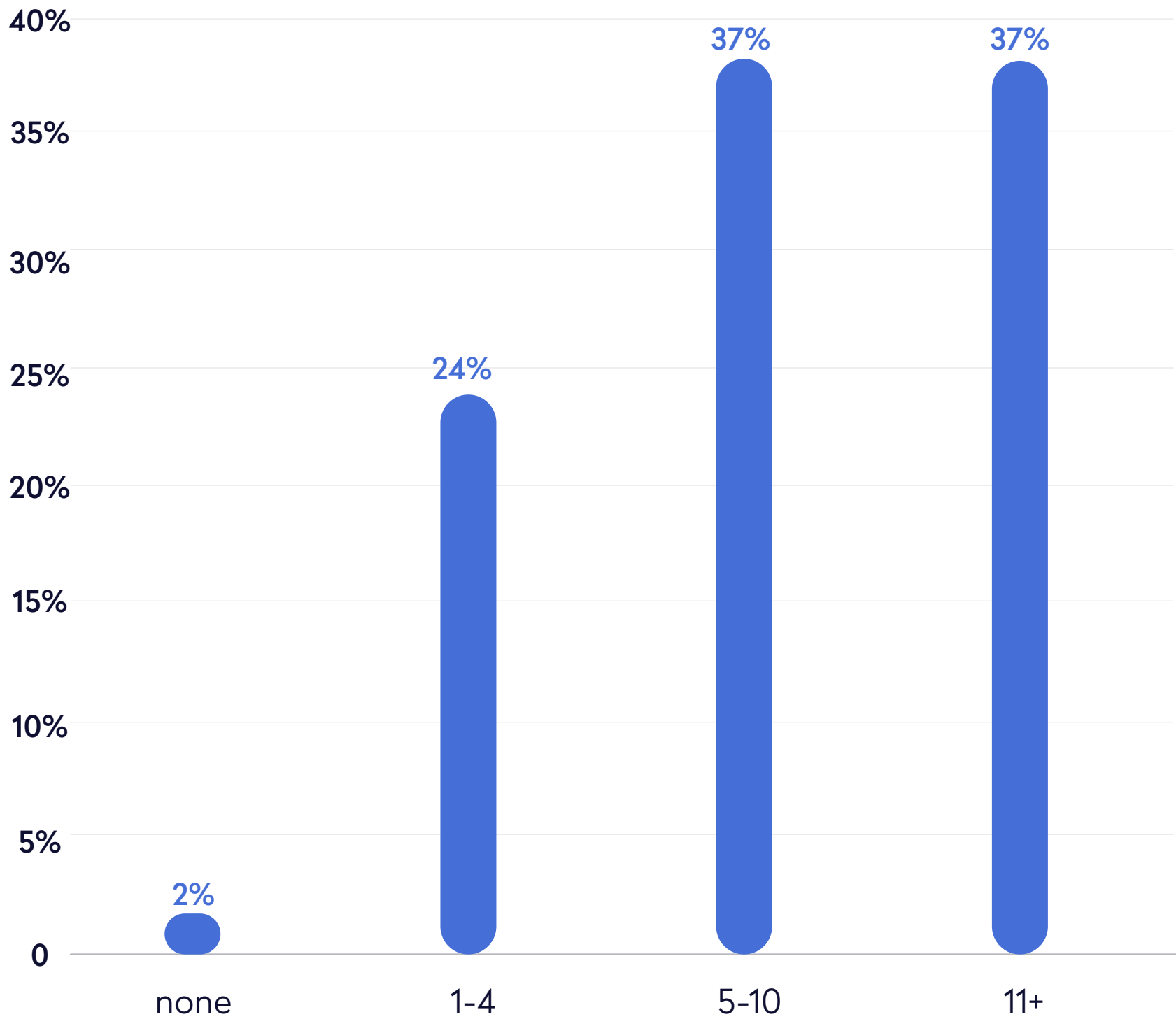
What are the biggest challenges you face when analyzing your organizational data?  
Select in order of priority.



● Percentage of respondents

37% of businesses are utilizing **11 or more employees** to collate, analyze, and report on data, illustrating the fragmented nature of data within many organizations.

How many full-time employees does your organization require today to collate, analyze, and report on your operational data (workplace, building, facility, asset, employee, and visitor)?



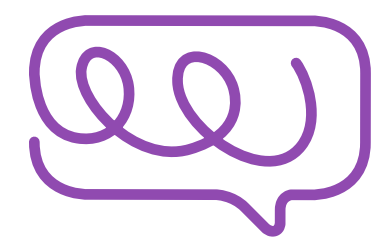


# More intelligent

## Unlocking value through **embedded AI**

With universal access to data across their organization, businesses are better able to leverage AI to predict future outcomes, scenario plan, and fully automate processes. With this advanced intelligence, organizations can maximize their productivity and realize the true value of AI.





Where we're *heading next is so much more into predictive analysis, into machine learning in this space. Really leveraging our operations and maintenance space in a way that we can use things like digital twins to help really understand in a very predictive and proactive way how we can maximize the effectiveness of the spaces that we oversee and lead.*

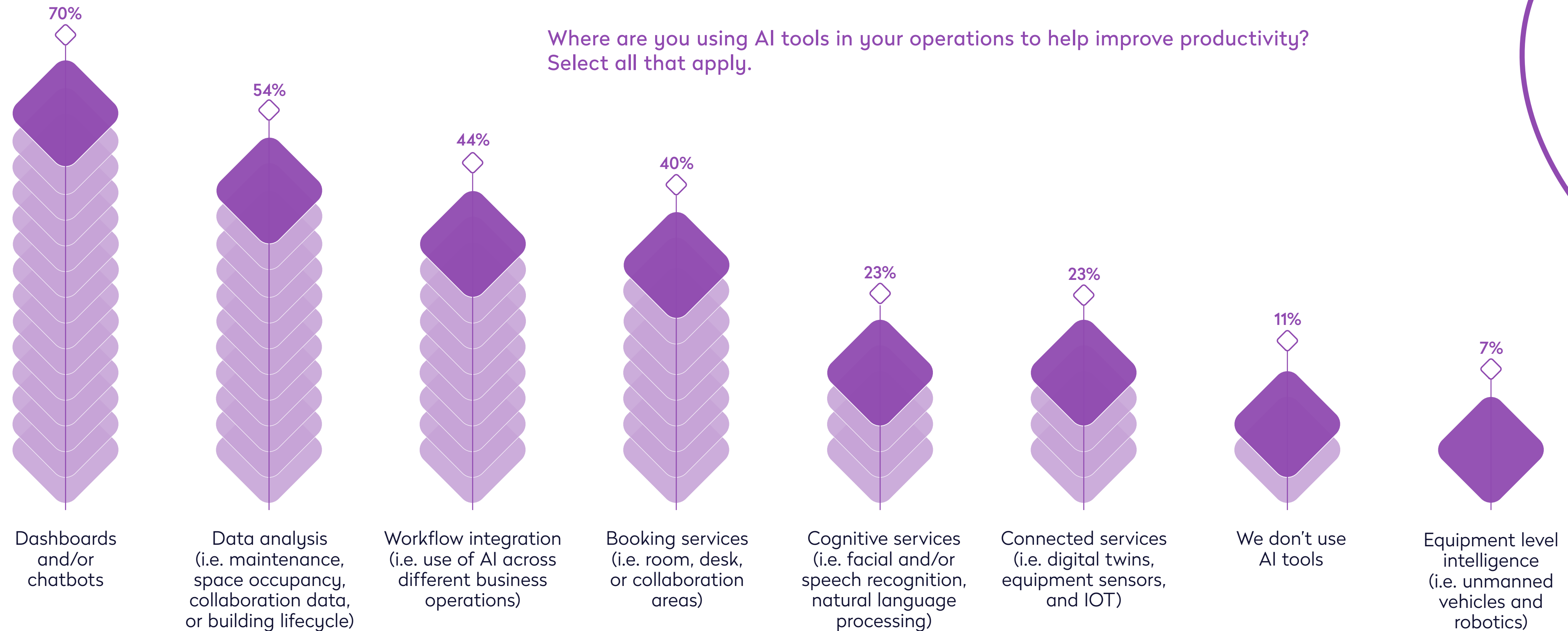
*– Lynn Baez, Enterprise Vice President at McKesson  
on The Workplace Innovator Podcast*



Most businesses' use of AI is at an early stage, primarily deploying it for chatbots, dashboards, and diagnostics. While that undoubtedly helps improve productivity, it doesn't leverage AI to its full capability.

By having data centralized in one platform, organizations can take advantage of more sophisticated AI solutions, such as using predictive analysis, prescriptive solutions, and automation.

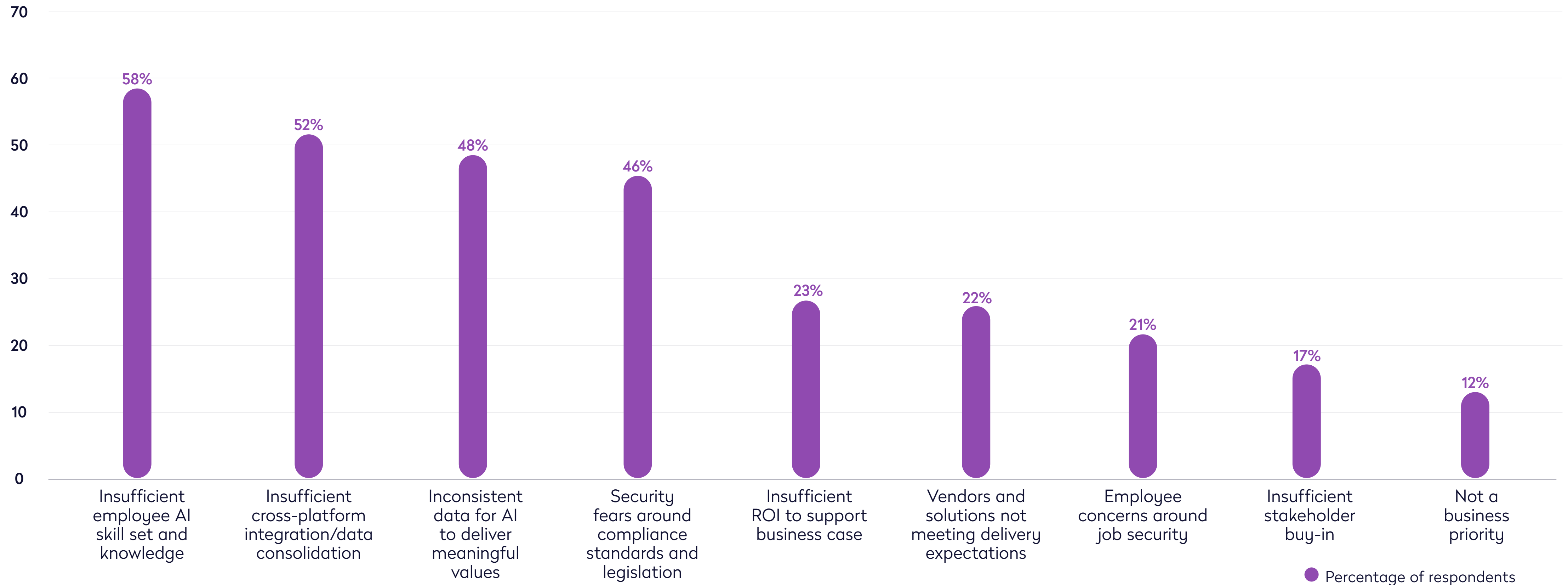
For example, efficiencies can be driven through more precise predictive asset and fleet maintenance schedules; maintenance can be automatically prescribed in anticipation of failures; and facility services can be automatically turned on depending on the building demand.



Percentage of respondents

Over 50% of organizations reported that the **biggest barriers to deploying AI were** insufficient employee skill sets and insufficient cross-platform integration.

What challenges do you face implementing AI across your organization?  
Select all that apply.



A closer look: the added value **intelligent worktech** can bring at each stage.



## Spotlight on **integrated office** workplace solutions

Our proprietary data shows an increase in the number of people coming into the office across all industries. Looking at desks that are booked for more than three days a week, we can see that not only are more people heading to the office, but they are coming in more frequently, too. And this trend is only going to increase — according to our survey, one third of businesses plan to increase the number of days in the office in 2025.

This trend puts further pressure on businesses to find the right balance between providing a great employee experience and optimizing the use of their space. This is especially pertinent when it comes to leveling occupancy across the working week.

To help manage with this pressure, 67% of professional and financial services organizations have hired a digital workplace leader.

Our research also shows employee experience as the area for digital transformation with the highest potential to drive value. This is especially pertinent given that Gen Z now make up 18% of the work force, a figure that is only set to grow. Being a generation of digital natives they are driving a significant shift from paper-based processes to automation.





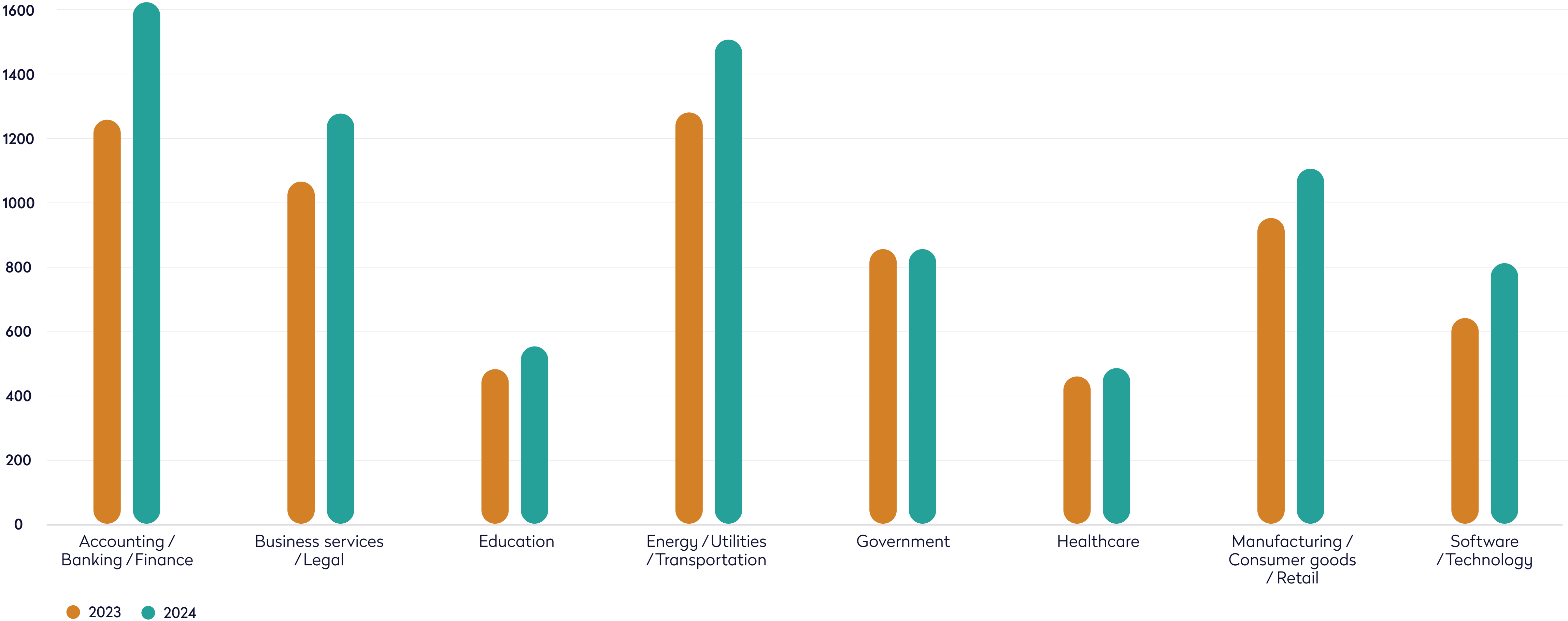
*How are we empowering individuals to say, “Where is it cooler? Where is it quieter? Where is my team sitting?” So that they can create and go to the type of environment, and type of experience, that they want to have. We are collecting a lot of information right now, but we’re not putting it in the hands of the users to empower them to do it. And that’s how connecting everything together empowers employees.*

*– Mayra Portalatin, Vice President of Facilities Services at NVE, Inc  
on The Workplace Innovator Podcast*

Our proprietary data shows more people coming to the office **across all industries** and that desk bookings of greater than three days a week have increased YOY.

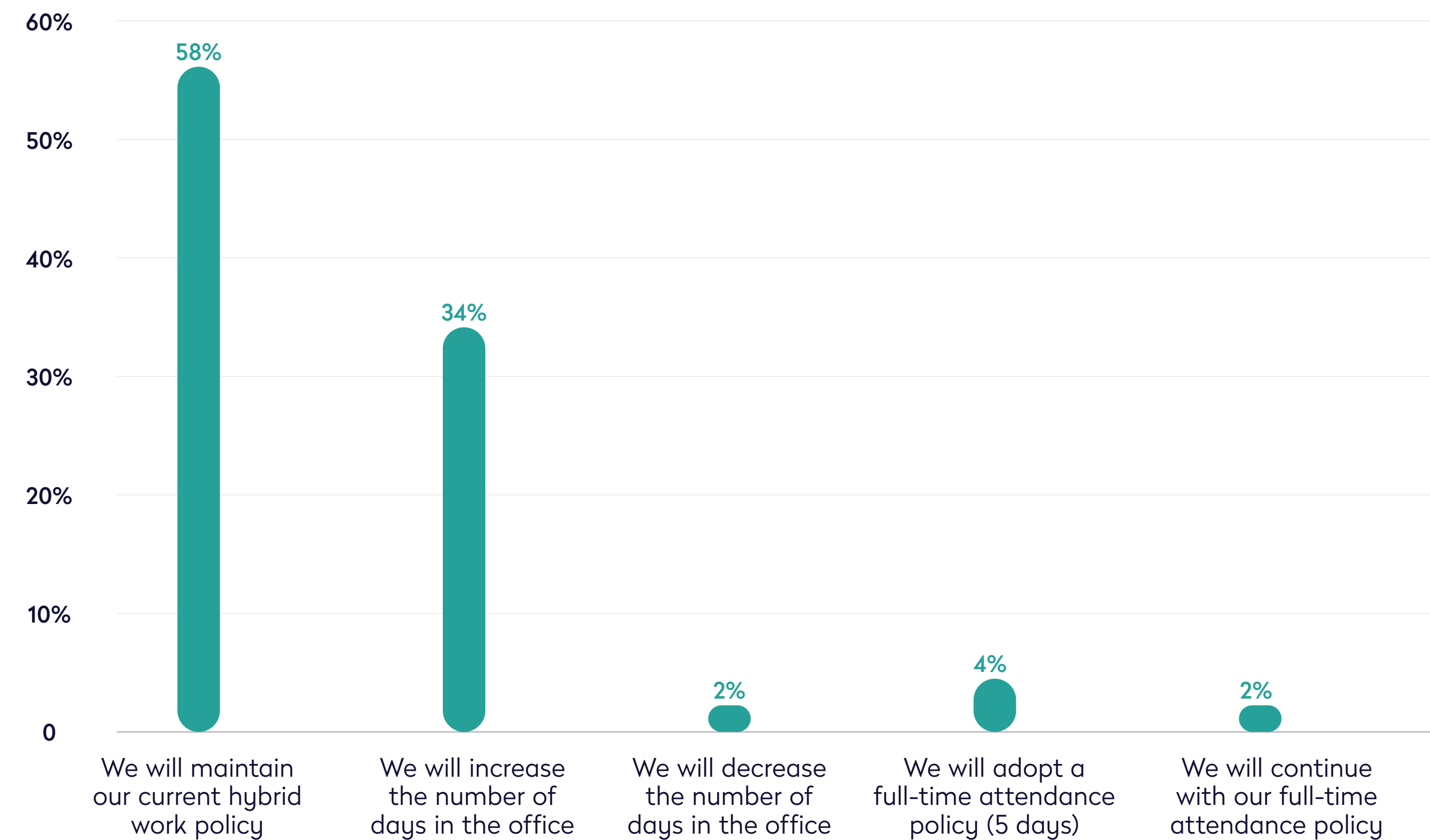
This indicates that not only are more people going into the office, but they are also going in more frequently, putting more pressure on operational resources.

Desk bookings per building by industry (YOY)



This is substantiated by our survey results, which show **34% of businesses** plan to increase the number of days in the office in 2025.

Thinking about your organization's office attendance, how do you see it changing in 2025?



Given the increased pressures on workspace, **employee experience** is now seen as the area for digital transformation with the highest potential to drive value.

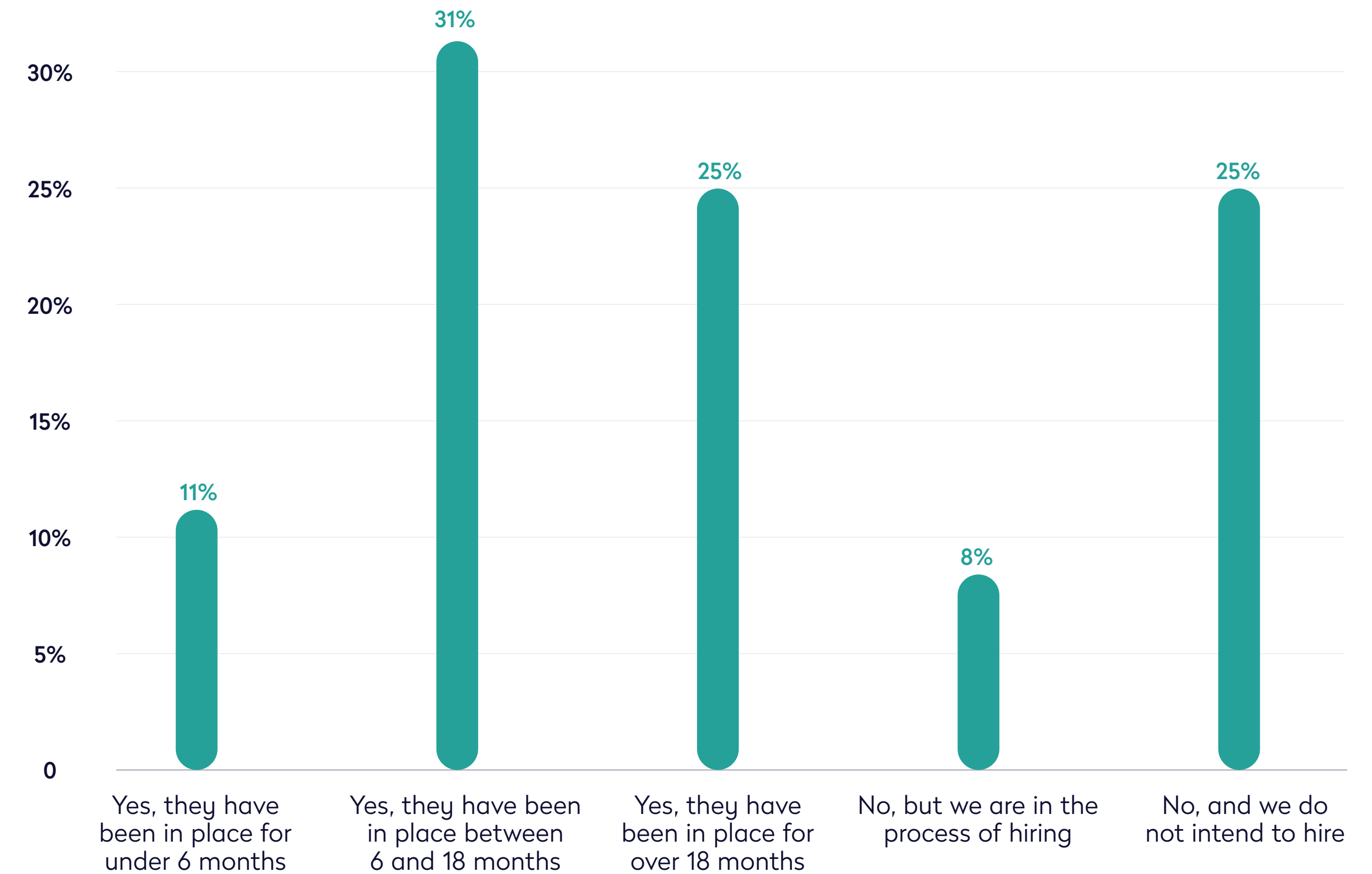
Thinking about your organization, which areas of your business do you consider to have the highest potential to deliver increased value from digital transformation?





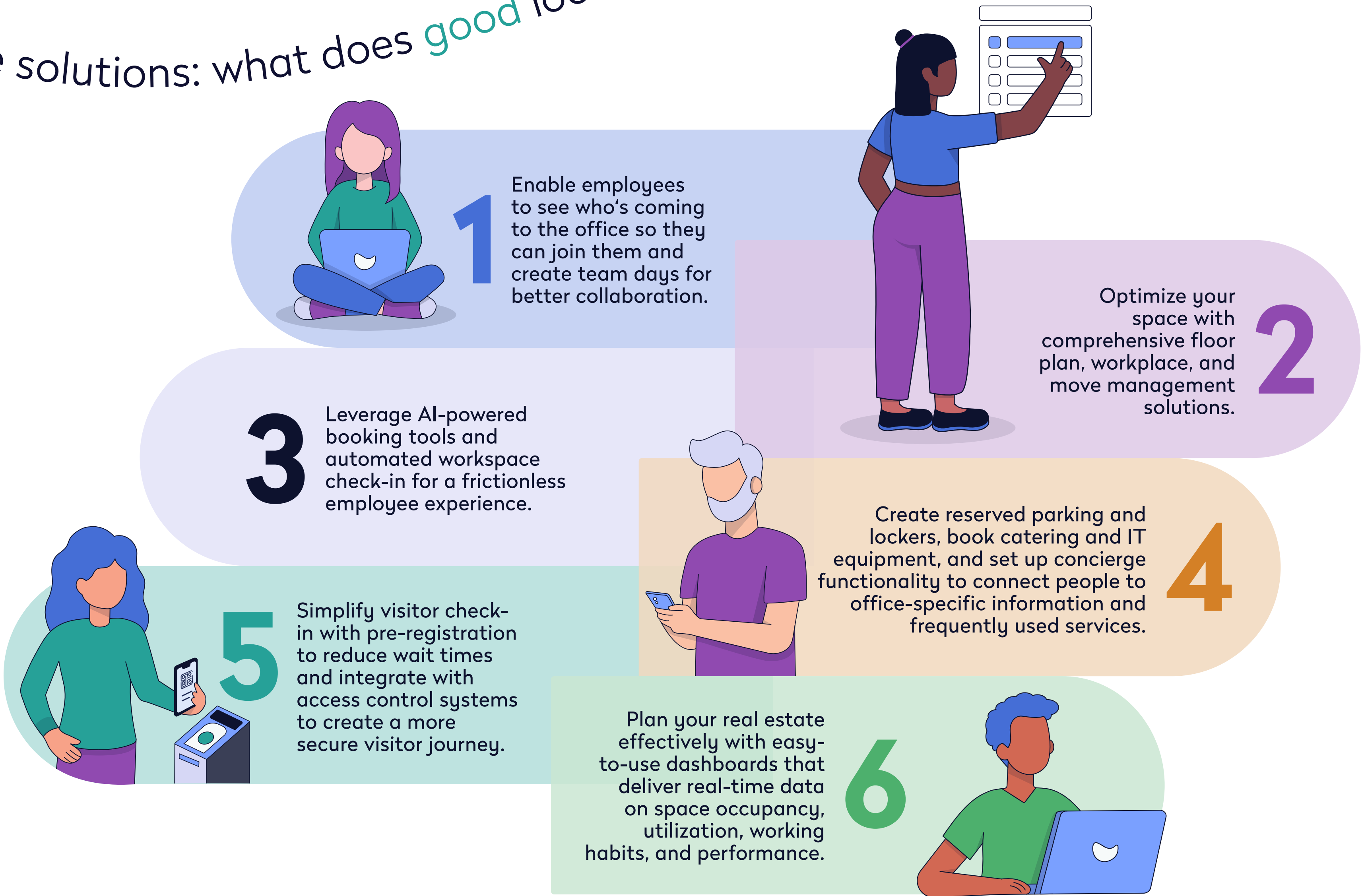
Within professional and financial services, **67% have hired a digital workplace leader** to manage hybrid needs, with 42% hiring in the last 18 months.

Thinking about your organization, do you currently employ a digital workplace leader?



# Integrated office workplace solutions: what does **good** look like?

Looking at the modern workplace, this **is how businesses can best use** the intelligent worktech value chain to boost employee productivity and optimize space.

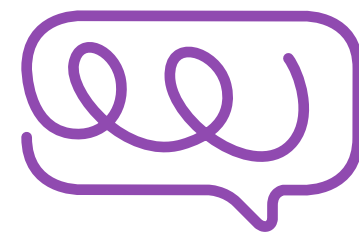


## Spotlight on integrated **buildings and facilities** solutions

Our own proprietary data shows a marked increase in the number of visitors coming into buildings. Buildings and facilities managers are under pressure to manage this, and many are looking to automation as a solution to increase security, improve efficiency, and elevate the visitor experience. Our independent research shows that visitor management is a key area to implement AI in the next 12 months.

Additionally, buildings and facilities managers are looking to find cost savings via automation in many other areas. The big challenge they face is a lack of connected solutions. This is further exacerbated by a lack of perceived value in these integrated solutions, creating a barrier to securing budget. This shows there is a clear need for ROI models to demonstrate value.

Integrated solutions can also help facility and buildings management speed up the work order request process by connecting with employee experience apps, optimize their real estate portfolio with cross-platform data analytics, and create more efficient preventive maintenance through AI predictive analytics.



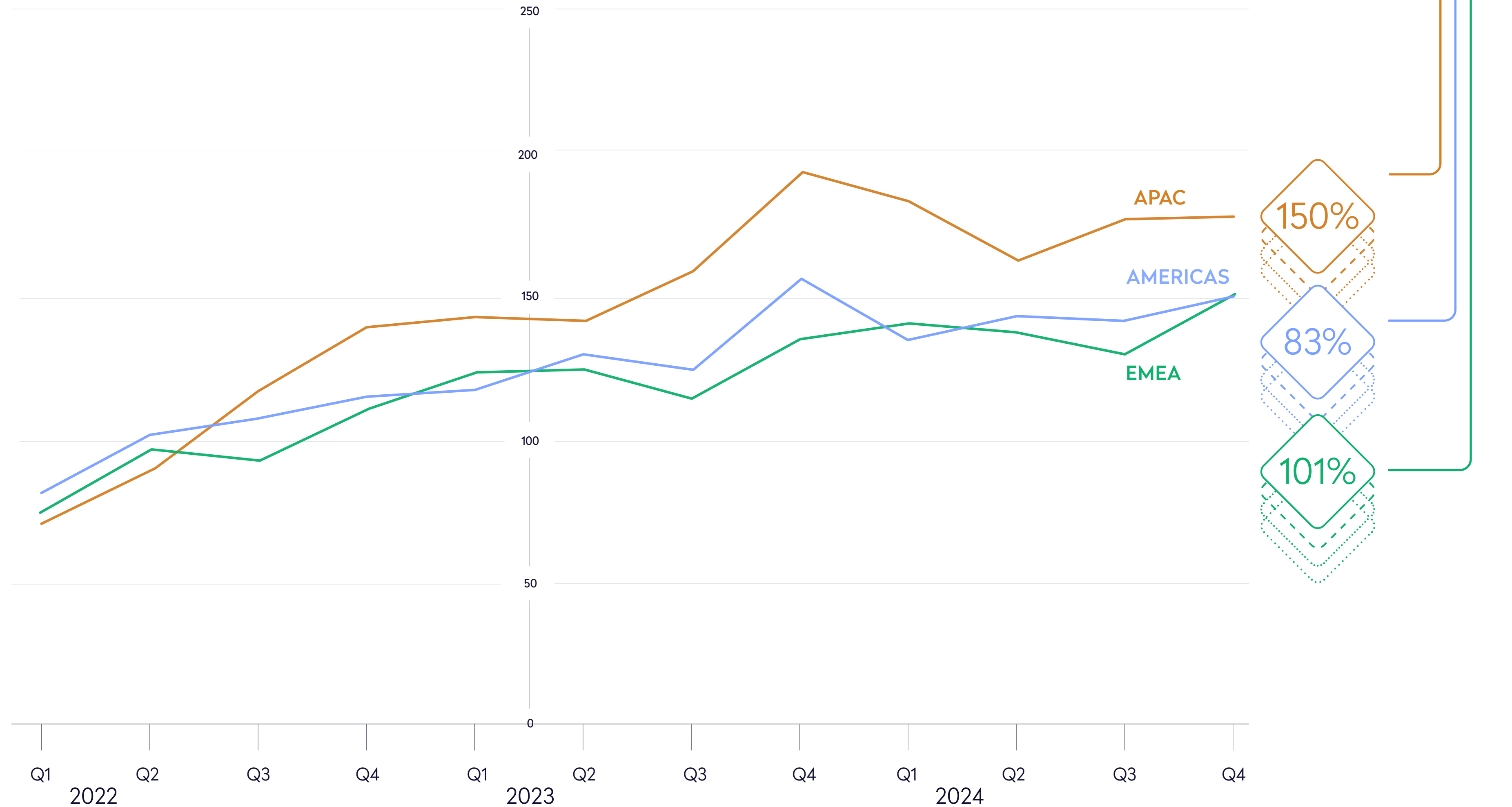
*When AI **has access to good quality data** it can start giving you indications to say when a piece of equipment is reaching end of life. If we are seeing an increased number of corrective maintenance work orders in conjunction with other related factors, it can actually give you that cross over point where the cost of maintaining it is now more than the cost of replacing it. AI can do in milliseconds what would take humans potentially hours of analysis.*

*– Dean Stanberry, Immediate Past-Chair for IFMA Global Board  
on The Workplace Innovator Podcast*



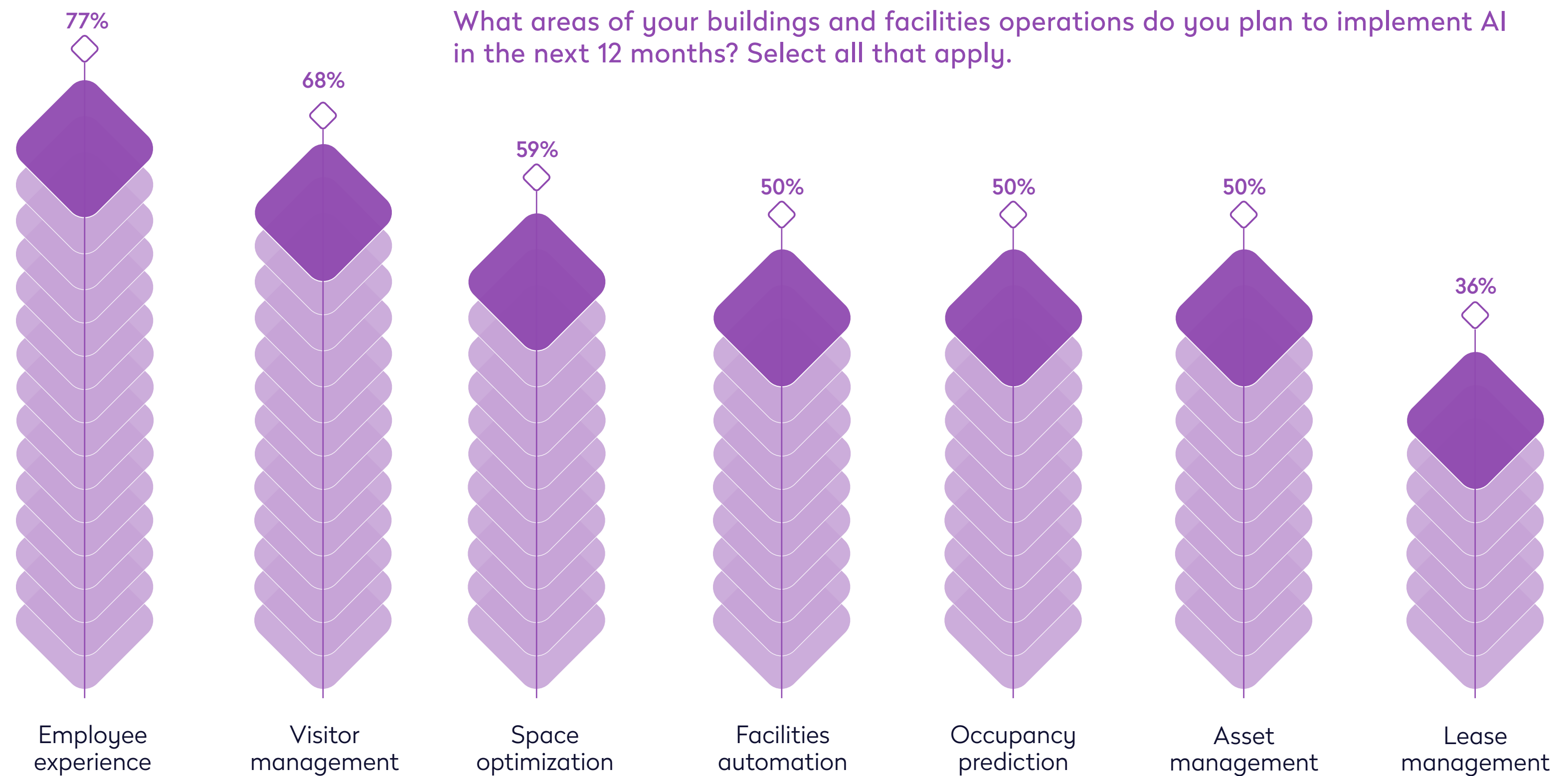
From our own data, we see that **in the past three years, visitors per location have nearly doubled across all regions.** This is putting further pressure on facility and building resources, and is precipitating a need to automate via AI.

Visitors per location - regional (2022-2024)



As such, for buildings and facilities managers, **visitor management** along with **employee experience** are key areas to implement AI in the next 12 months.

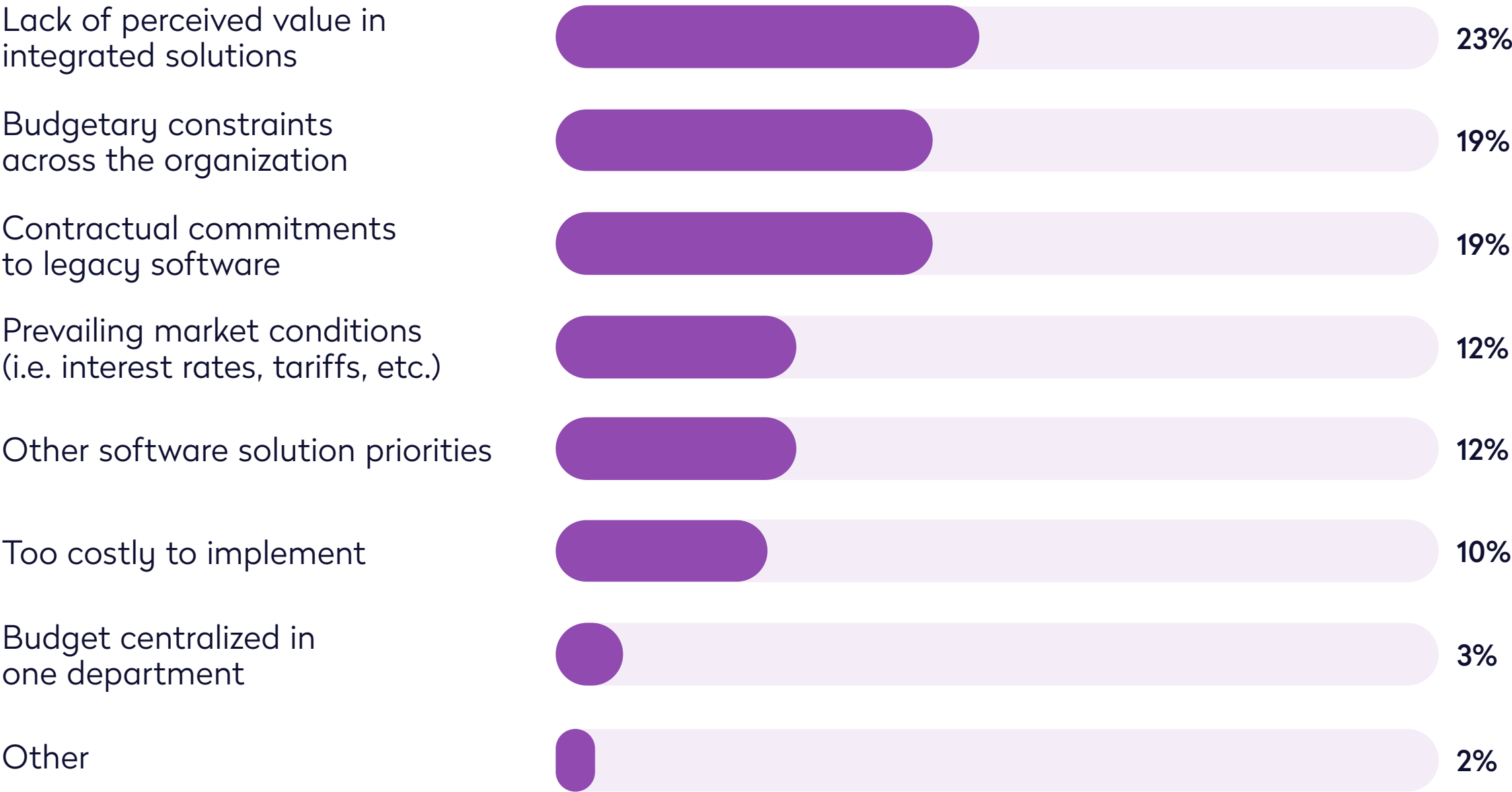
What areas of your buildings and facilities operations do you plan to implement AI in the next 12 months? Select all that apply.



● Percentage of respondents

For buildings and facilities managers, a lack of perceived value in integrated solutions is **their biggest barrier to securing budget.**

What barriers do you face in securing budget to integrate workplace solutions (workplace, buildings and facilities)?

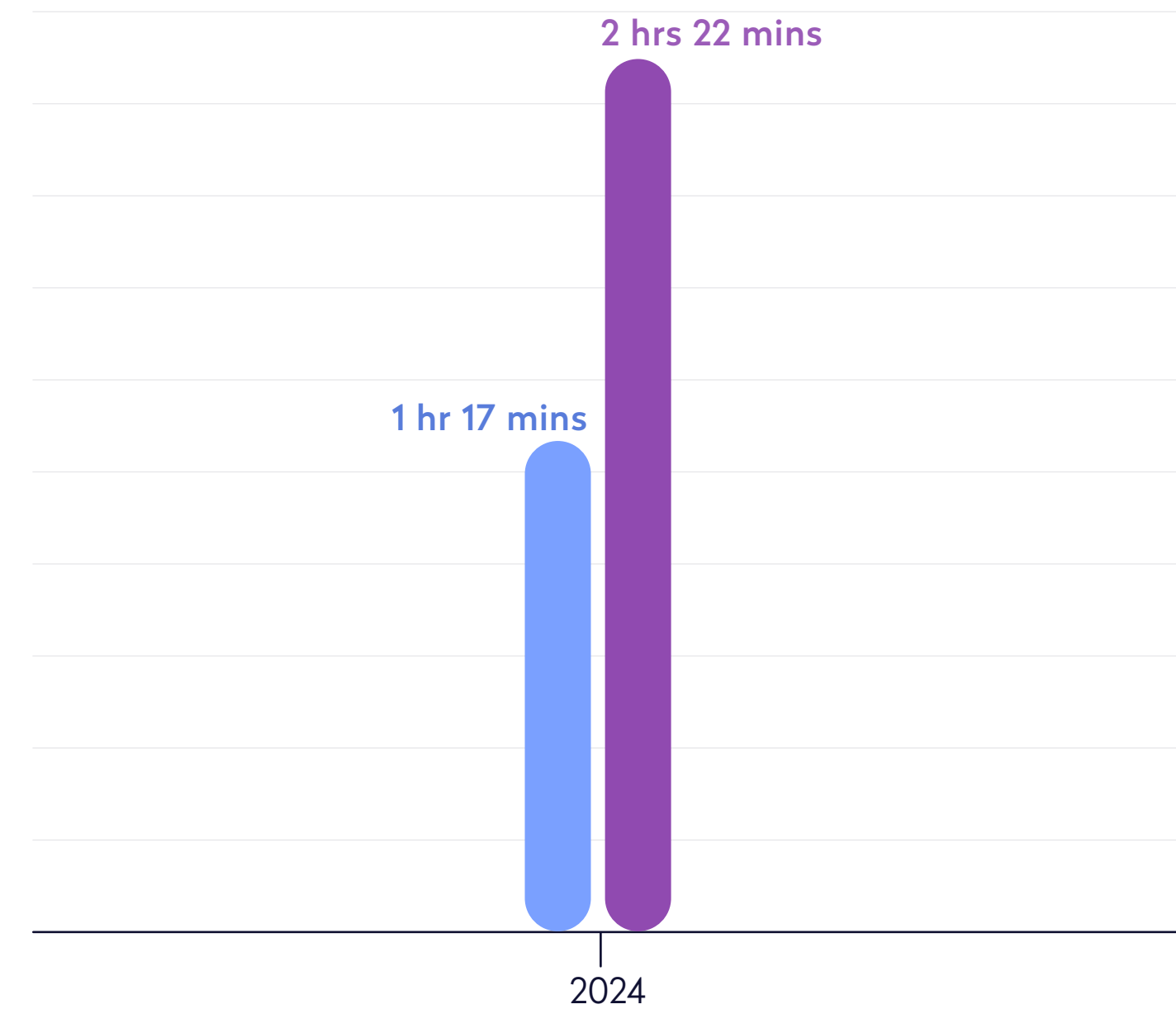


Yet there is huge value to be had in integrated solutions. Average full-time employee (FTE) hours required to carry out reactive maintenance **is significantly higher than those** required to carry out preventive maintenance.

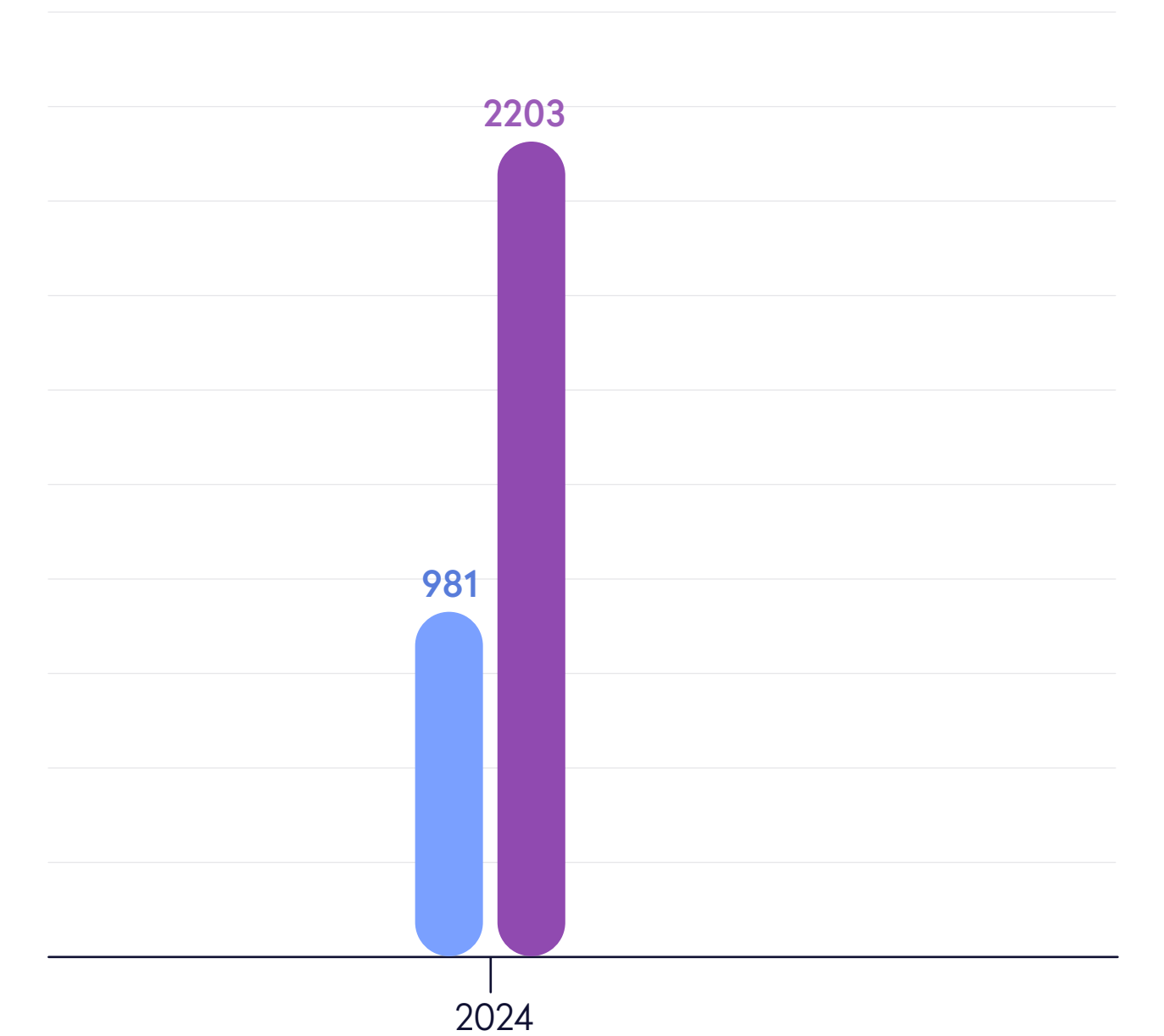
With better predictive data analytics from AI, preventive maintenance schedules are easier to facilitate and are more precise.

When translated to the number of FTEs required to carry out maintenance, it's clear healthy preventive schedules can significantly reduce costs.

Average FTE hours spent per preventive maintenance work order vs reactive maintenance work order (2024)



Average FTEs per month required for completion of preventive vs reactive maintenance (2024)



● Preventive maintenance work orders ● Reactive maintenance work orders



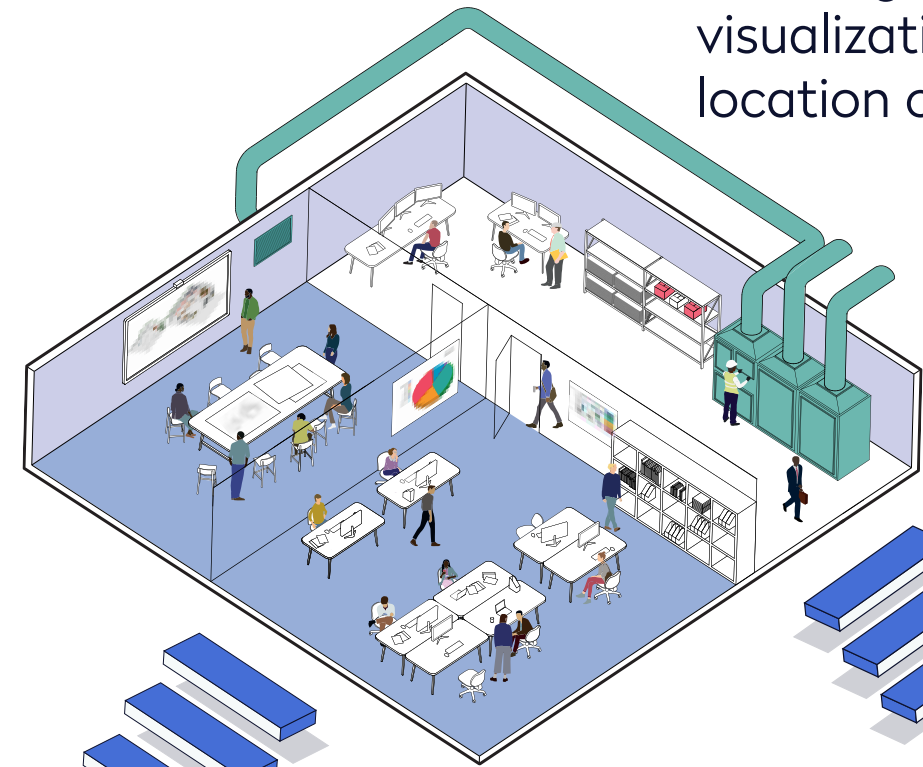
# Integrated buildings and facilities solutions: what does *good* look like?

Looking at buildings and facilities management, this is **how organizations can best use the intelligent worktech value chain** to optimize building lifecycles, drive asset uptime, and reduce operational costs.

**1. Make check-ins truly seamless** using quick, autonomous visitor registration with unique QR access.



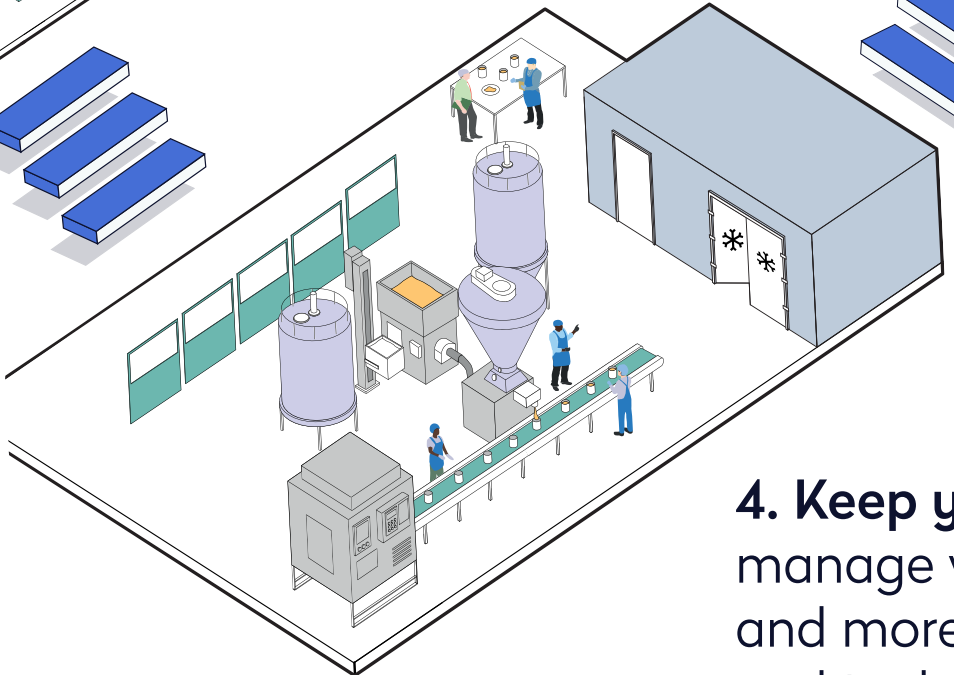
**2. Support your security and compliance efforts** with facial recognition checks and detailed visitor audits.



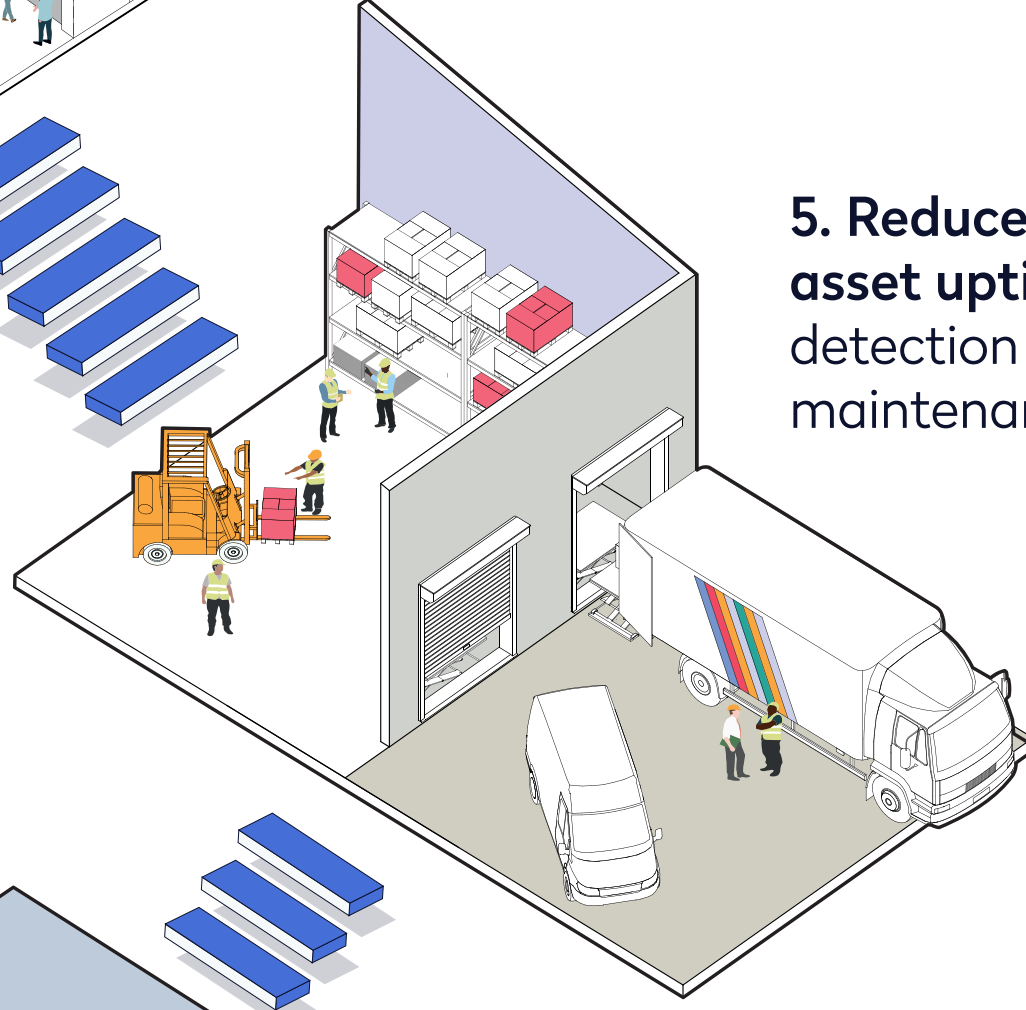
**3. Get comprehensive asset visibility** with 2D and 3D visualizations to examine space, location of assets, and asset data.



**4. Keep your team connected** and manage work orders, assets, parts, and more on the go with operator and technician mobile apps.



**5. Reduce costs and improve asset uptime** with early problem detection and preventive maintenance planning.



**6. Make data-driven decisions** and enhance building and facility management using centralized data, reports, and leadership dashboards.



# Conclusion

The working world continues to change at pace. Businesses need access to data that gives them full visibility of their people, buildings, and assets. And they need smart tools that understand how all three interact in order to glean valuable insights on their organization and take full advantage of the productivity improvements AI can offer.

By connecting technologies together organizations can take full advantage of one unified platform. Often the best place to start is with employee experience and use this to get stakeholder alignment throughout the organization.

To execute this stage of transformation, there is a clear need for ROI models to prove the value of doing so. Once integrated, powerful cross-platform data analytics and the full capabilities of AI can be unlocked.

By leveraging the intelligent worktech value chain, organizations become more connected, more informed, and more intelligent – enabling them to make smarter decisions for the future and deliver maximum value within their organizations.

More connected, more informed, more intelligent

Sources



The research survey was carried out by an independent specialist B2B research company. The sample size consisted of 200 respondents broken down globally as follows: North America (US & Canada) - 75, Europe (UK, Germany, France) - 80, and Asia Pacific (Australia & Singapore) - 45. All those surveyed worked in senior (VP or C-Suite) operational roles (IT, operations, HR, finance, real estate) and all worked in enterprise businesses of greater than 5000 employees. The survey further segmented respondents according to job function (workplace strategy, employee experience, facility & building management, asset management, workplace operations, leasing/procurement, security, energy & sustainability, digital applications & IT, finance and real estate management) and by industry sector (professional services, education, energy & transportation, healthcare, government, manufacturing and software & technology).



Eptura’s proprietary data was taken from a sample size of 25 million users using the Eptura platform.

# Thank you

Wherever your business is on the journey towards a more digitally connected workplace, we hope this report helps to illuminate the path ahead.

Access more intelligence  
at [eptura.com](https://eptura.com)

