

# Pulse2013

Optimizing the World's Infrastructure



**EY ERNST & YOUNG**

*Quality In Everything We Do*

# Challenges

- ▶ Data In Multiple Systems
- ▶ Associating actual utilization to space allocations
- ▶ Need to manage large amounts of space, tasks, employees, locations as efficiently as possible
- ▶ Offices built with different standards



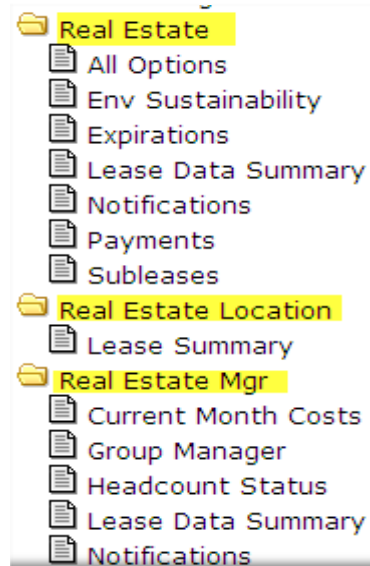
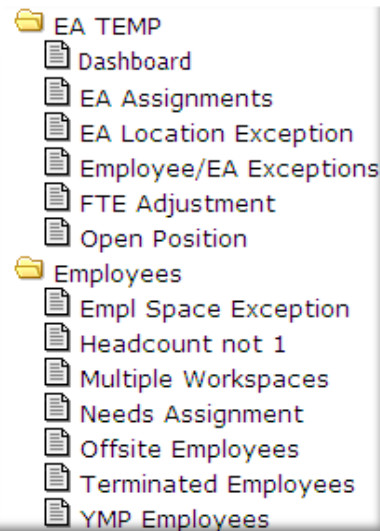
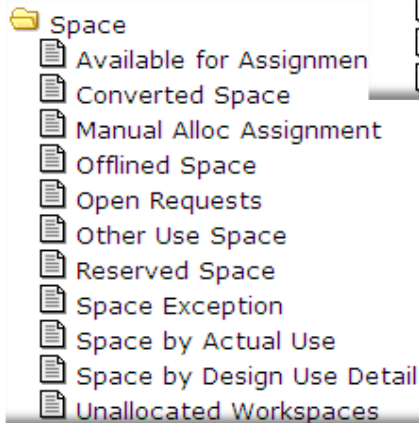
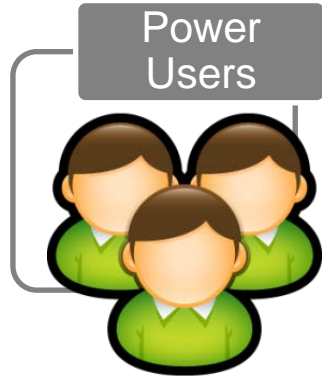
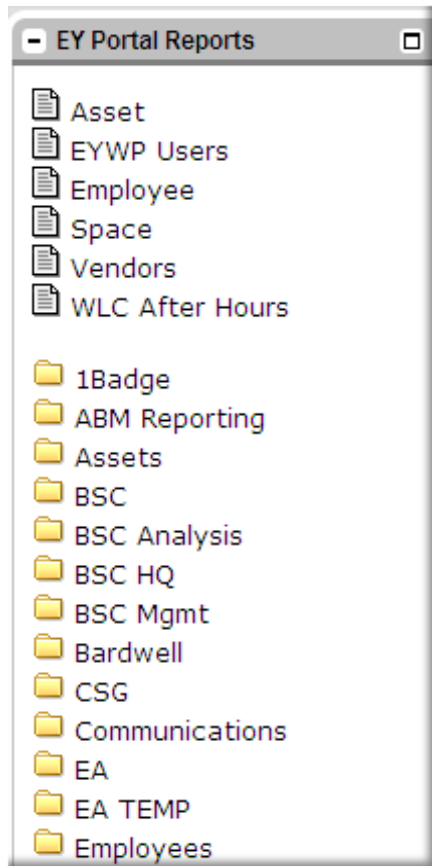
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**countries**



Due Date	Due Time	Repro Reference Number	Repro Function	Repro Assigned	Repro Status	Requestor	Main Task Title
9/16/11	6:00 PM	1109-1293886	None	Gunkel, Charles M	Pending	Koc, Hayal	Procurement SAP conf brochure - Design - Hayal Koc
10/4/11	3:00 PM	1110-1294786	None	Little, Virginia R.	Pending	Besinger, Edward J.	Keane International, Inc. - docspec - Edward J. Besinger
10/5/11	11:30 AM	1109-1294259	Finishing	Davis, Willie M	Pending	Schorsch, Laurence	AG - Proposal - Laurence Schorsch
10/7/11	11:00 AM	1110-1296131	None	Sharma, Yassmin	Pending	Curth, George W	Buckslip - printing - Skip Curth
10/10/11	7:00 AM	1110-1296536	Color	Dominguez, Carolina	Pending	Vira, Jayesh S.	Prudential Financial Investment Planning - Print - Jayesh Vira
10/13/11	11:30 AM	1110-1296245	Finishing	Castaldo, Peter	Pending	Cooke, Patricia	Service Line & Sub Market & Com. mtg. - Doc. Specialist - Patricia Cooke
10/13/11	12:00 PM	1110-1297077	None		Pending	Martin, John E	Neuberger Berman Fund of Funds - Compilation Financials Print Request - John E. Martin
10/13/11	1:00 PM	1109-1293143	Color	Grillo, Salvatore	In Process	MacMeekin, Jessica Petrosino	Swiss Re orals
10/13/11	1:00 PM	1110-1297888	None		Pending	Erwin, Amy C	Time Warner Cable Inc - Printing - Amy Erwin
						Rudawski, Anna Ivan	International Insurance Planning - Print - Anna Rudawski
						Henke, Steven P	Tower Long/Short Equities Ltd. - FS 2010 - Steve Henke
						Walsh, Donna	Discontinued operations FRD - printing - Donna Walsh
						Lasso, Bernadette E	Fraud Investigation Dispute Services-Printing-Bernadette Lasso
						Dimick, Susan C.	ITC conference - 30th annual
						Russo, Alana M.	Transfer Pricing - DB CDO memo - Alana Russo
						Russo, Alana M.	Transfer Pricing - DB RMBS - Alana Russo
						Russo, Alana M.	Transfer Pricing - DB SPG memo - Alana Russo
						Russo, Alana M.	Transfer Pricing - DB core rates report - Alana Russo
						Russo, Alana M.	Transfer Pricing - DB credit solutions report - Alana Russo
						Russo, Alana M.	Transfer Pricing - DB flow credit trading - Alana Russo
10/13/11	5:00 PM	1110-1297431	None		Pending	Gil, Maria	ESS Annual meeting - Print - maria gil
10/13/11	6:00 PM	1110-1297768	None		Pending	Goralczyk, Amy C	Strategic Growth Forum - binders and covers - Amy Goralczyk
10/14/11	12:00 AM	1110-1297307	None		Pending	Brigida, Victoria	1110-1297307 - Photo Frame - Vicky Brigida
10/14/11	3:00 PM	1110-1297583	None		Pending	Jackson, Annette N.	Convatec - Binders - Annette Jackson
10/14/11	5:00 PM	1110-1297917	None		Pending	Maguire, Jill S.	Global RE Center-Design-Jill Maguire
10/14/11	6:00 PM	1110-1297393	None		Pending	Roszler, Alexandra	EY sticker nametags - printing - Alexandra Roszler
10/14/11	6:00 PM	1110-1297839	None		Pending	Onischuck, Linda J	FAAS Q&RM Policy Manual - printing - Linda Onischuck
10/17/11	11:00 AM	1110-1294561	None		Pending	Guerrera, Taryn E.	Risk Summit Brochures - printing - Taryn Guerrera
10/21/11	9:00 AM	1110-1297414	None		Pending	Malhotra, Ritu	EY Postcards - Printing - Ritu Malhotra
10/6/11	10:00 AM	1105-1258926	B&W		Pending	Ho, Yuan Pu Lewis	The Associated Press Revised Retirement Plan - Doc Special - Lewis Ho
9/28/11	2:00 PM	1109-1293070	None	Sharma, Yassmin	On Hold	Sharma, Yassmin	Buck Slip
10/7/11	11:00 AM	1109-1292042	None	Davis, Willie M	On Hold	Villar Ledesma, Wilmarie	Nomura Holding America Inc. - Printing - Wilmarie Villar Ledesma
10/10/11	6:00 PM	1110-1294964	Color		On Hold	Koc, Hayal	Collateral for CFO Rising Conference - printing - Hayal Koc
10/14/11	5:00 PM	1103-1239896	None		On Hold	Portas, Julie C. Ringdahl	NESA PPEDD Facebooks - design - Julie Portas

Report Key Late Job Job Alert On Hold

Number of jobs currently in production 75

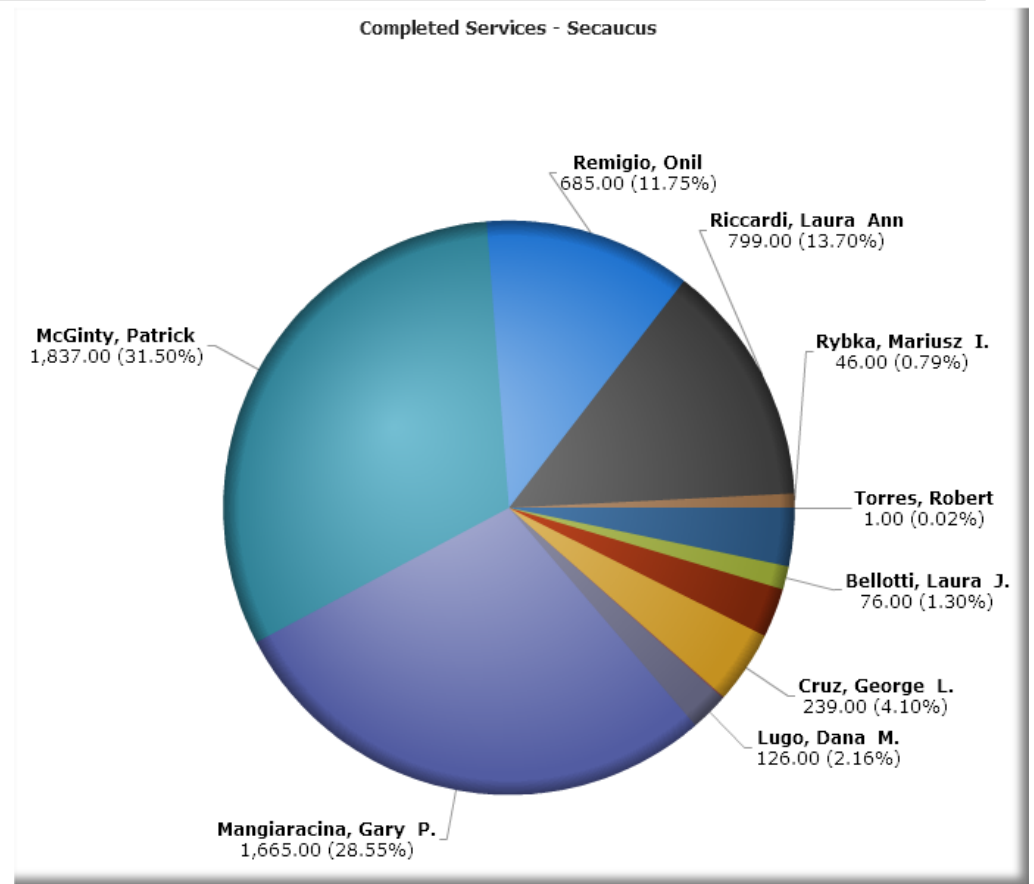
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10/13/11	6:00 PM	1110-1297392	None		Pending	Goralczyk, Amy C	Strategic Growth Forum - binders and covers - Amy Goralczyk
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# Service Requests

# Volume/Resources

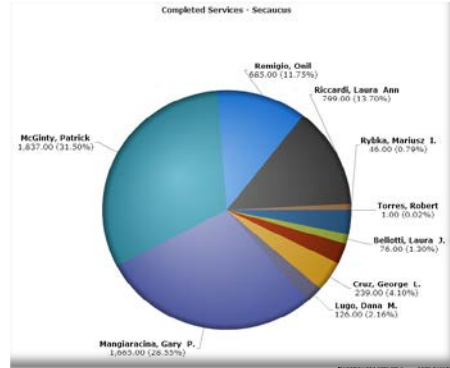


# Predictive Analytics – Facilities Resources

## The Next Step

### Different questions

- ▶ Is volume of requests increasing over time
- ▶ Is time to complete requests exceeding current Facilities team capacity
- ▶ This location has 250+ new hires starting in next 6 months



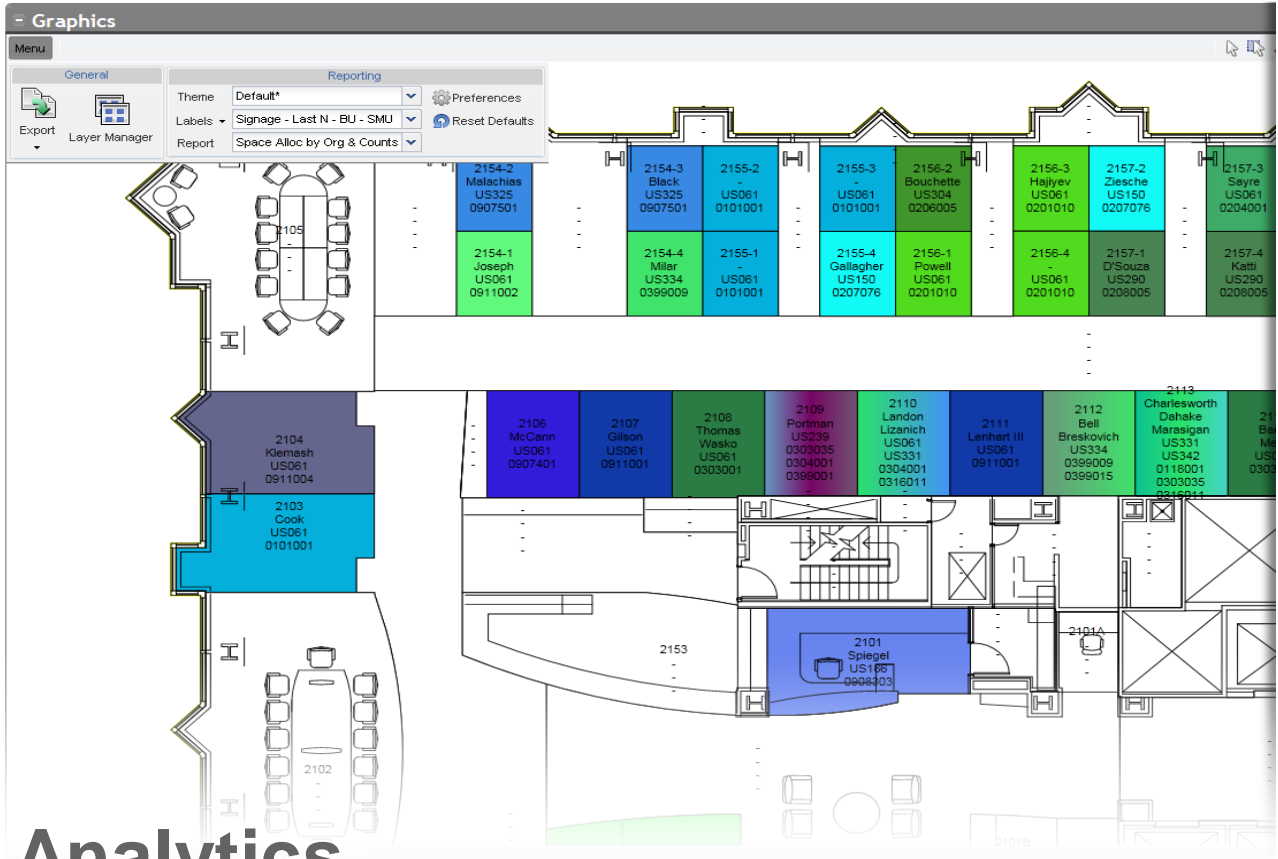
Production Detail Report

Request Number	Request Assigned	Request Status	Requester	Main Task Title
1000000001	1000000001	Completed	John Smith	Replace broken light fixture - 1000000001
1000000002	1000000002	In Progress	Jane Doe	Inspect and clean fire alarm - 1000000002
1000000003	1000000003	Open	Mike Johnson	Test fire alarm pull station - 1000000003
1000000004	1000000004	Open	Sarah Lee	Check fire alarm control panel - 1000000004
1000000005	1000000005	Open	David Kim	Replace fire alarm battery - 1000000005
1000000006	1000000006	Open	Emily White	Test fire alarm horn - 1000000006
1000000007	1000000007	Open	Chris Brown	Check fire alarm keypad - 1000000007
1000000008	1000000008	Open	Alex Green	Test fire alarm strobe - 1000000008
1000000009	1000000009	Open	Olivia Black	Check fire alarm control panel - 1000000009
1000000010	1000000010	Open	Noah Gray	Test fire alarm pull station - 1000000010
1000000011	1000000011	Open	Isabella Blue	Check fire alarm control panel - 1000000011
1000000012	1000000012	Open	Liam Red	Test fire alarm horn - 1000000012
1000000013	1000000013	Open	Mia Purple	Check fire alarm keypad - 1000000013
1000000014	1000000014	Open	Ethan Orange	Test fire alarm strobe - 1000000014
1000000015	1000000015	Open	Ava Yellow	Check fire alarm control panel - 1000000015
1000000016	1000000016	Open	Noah Green	Test fire alarm pull station - 1000000016
1000000017	1000000017	Open	Olivia Blue	Check fire alarm control panel - 1000000017
1000000018	1000000018	Open	Liam Red	Test fire alarm horn - 1000000018
1000000019	1000000019	Open	Mia Purple	Check fire alarm keypad - 1000000019
1000000020	1000000020	Open	Ethan Orange	Test fire alarm strobe - 1000000020

### Answers for strategic decision making

- ▶ Information to support strategic decision to increase Facilities team

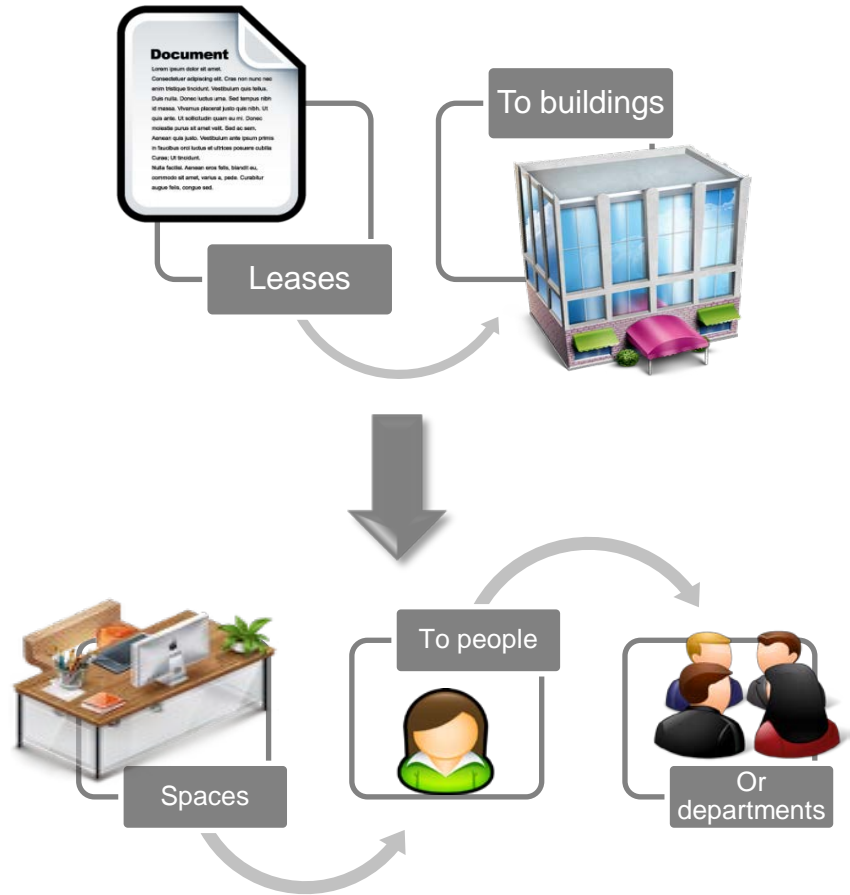




# Operational Analytics



# Global Real Estate – Operational Analytics



# Global Real Estate – Predictive Analytics

## The Next Step

Different questions:

- ▶ Where do employees actually sit?
- ▶ How often are they in the office?
- ▶ What % of space can/should be reduced in a specific location?
- ▶ How often are our conference rooms used and for how many people?

Answers for strategic decision making

- ▶ Based on utilization, we should build 25% less conference space
- ▶ Based on utilization, we should not renew the option on Location X

### Real Time Utilization Data



Badge Activity



Sensor Technology



IP Presence

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# EY's Use of Predictive Analytics Results

- ▶ Increased accuracy in data
- ▶ Complete data compiled in consistent manner
- ▶ Flexible reporting resulting in improved ability to respond to firm process changes quickly
- ▶ Increased efficiency in managing Global Real Estate
  - ▶ Existing Real Estate
  - ▶ \$\$ Savings
- ▶ Increased efficiency in management of resources
- ▶ Enhanced strategic decision making

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