

What vacancy rate do you manage to?
90-95%; with high growth we somewhat work backwards from the time it takes to buildout new space.
What is the average RSF per seat?
220 rsf/seat @ HQ
Is it possible to track furniture costs within the system? Do you track current furniture stds/costs within the system?
it is, but we don't
Can you repeat the shared space ratios?
Idea exchange 1:25, Conf rooms 1:50, Supplies 1:100, Kitchen 1:200, Mail 1:building
Can you break down the cost per box move? Does it include IT related charges?
Yes, we outsource the crates/dolly (utilize for equipment as well), movers, and iT to disconnect/reconnect.
If you allow teams to manage their space, what happens when they want to break the boundaries assigned to the teams outside the projected growth?
1st, they negotiate with those around them, 2nd we assist to problem solve.
Is this program effective for smaller portfolios? (i.e. < 200,000 sq. ft.)? Does the system calculate square footage per office, per department, etc.?
Yes, we have all our WW data loaded, it's just as important to capture the 12 person office as the 1,000.
How are you getting your information for Employee/Temp/Contractor/Vendor/Intern? Is all of this input via HR?
Yes, direct feed from the HR database, when they make a change, our system picks it up.
Were you ever asked to verify that your drawings were correct? We have a case where the end users entering move requests aren't always entering them. How have you dealt with this?
No, we've established great credibility with the FM:Systems product with both the visual views and reporting.
How are you using the Document Management? Where are you housing it?
As-builts, standards, O&M's, etc. All the data is stored on the same server; a good example of the use is our HVAC guy can use FM:Systems to open up a pdf of a HVAC plan, zoom and snap a highlight area to print so he has all the information about a VAV box for example.
Is the CEO's furniture the exact same as everyone else's?
Yes. Desk, table, chairs, everything.

I noticed that there are window offices vs. interior offices - does this cause a hierarchy?
We leave it up to each department how they want to manage their block; however, the base guideline is seniority. It is very common for a new Director for example to sit in an interior office while his managers and their reports have window offices. It's part of the culture for those to be "humbled" as they're also expected to make coffee and everything else.
How were you able to get the Exec Support on your side?
They were part of the original design back in 1998; they understand the support issues, and more importantly the cost to support.
As far as storage - do you ever get specialized requests to remove hard walls to create large filing areas/libraries/etc.?
No, we really focus on sq.ft. per person, every foot utilized for storage or other is expensive and limits our growth on the site; we have established off site storage for files, equipment, furniture, etc.
Have you ever discussed leaving team adjacencies as coming in second to the total cost of the moves?
We'll work with teams to ensure that we've evaluated all options so yes, this past spring we reduced an original move plan of 80 staff to just over 40. We took the time to understand the key adjacencies and pushed back on others.
What is your current resource number? What happens if you have drastic changes to the organization that couldn't be communicated in advance of the announcement?
Four; myself, 1 data guy, 1 cad guy, 1 planner
Are executive offices larger than others?
No. Couldn't tell the difference in my office and the CEO's
Who manages the data input?
Currently it's a co-op student.
Are you using the FM:Space reports?
yes, we were able to run most reports necessary to compare to the 07' IFMA benchmarks and were very pleased with our results.
Do you have any problems with people overwriting/changing reports?
No, we've established a format so that "ad-hoc" reports are noted differently than standard ones; also noted is the "owner".
How do they receive in a new move request? What does that process look like for them?
We've had a Help Desk system in place for years, it works well to distribute all the individual tickets for furniture, equipment, housekeeping, etc.; one ticket is for FM:Systems.

Do you own your own CAD drawings or does a third party create them for them?

All new renovations/builds are done in CAD by the A&E firms; our CAD guy works with our co-ops to polyline and load drawings into FM:Systems. We do upload our own alterations.

Does MathWorks have any telecommuting staff? Do you do hoteling or hot desk scenarios?

We have flexible work hours. We looked into telecommuting but encourage staff to be on site - unique culture and like people to be on site.

What is the method of approval for move requests?

Managers request moves for staff; as long as it's within their block it's okay. Our planner schedules and approves them within FM:Systems.