



# A redesigned workplace increases productivity, engagement and space utilization

Citrix provides flexible work settings to support group collaboration and individual work while making more efficient use of real estate.

**Citrix****Industry**

Technology

**Citrix products**

- Citrix XenApp and XenDesktop
- Citrix XenMobile
- Citrix ShareFile
- Citrix NetScaler

*“Our vision is a modern, open and collaborative workplace that drives innovation, maximizes employee engagement and productivity, showcases our technology and reflects Citrix culture in a fiscally and environmentally responsible manner.”*

**Guy Desautels**

Vice President Real Estate and Facilities, Citrix

Citrix provides integrated solutions to allow people to work securely and productively anywhere, on any device, to drive business value. The company has used these technologies to enable workplace redesign within its own organization. Says Michael McKiernan, Vice President IT, Citrix, “People are more productive, people are happier, and we’ve achieved significant financial benefits. Workplace redesign has been a huge win for Citrix.”

**The challenge: Help people and teams become fully productive and engaged**

Dedicated to enabling new ways of working, Citrix understands that people become more productive and engaged when they’re able to choose the ideal setting for each task, whether individual or collaborative. From a business perspective, a more flexible and efficiently utilized office environment would also help Citrix support and manage growth without expanding its real estate footprint by accommodating more people within existing space. The Citrix workforce was well suited for a redesigned workplace, with many people already doing a significant amount of work offsite during daytime hours; an internal survey found that 79 percent of employees worked outside the office at least once each week on average, and 27 percent did so three times or more.

To provide the fully modern, flexible, mobile work experience our workforce demands, and leverage its benefits for our business, Citrix launched a workplace redesign initiative using the same tools and strategies we recommend to our customers. The project aimed to support growth more cost-efficiently by providing settings better tailored to the needs of our workforce, as well as to increase collaboration and cross-disciplinary interaction. Says Guy Desautels, Vice President Real Estate and Facilities, Citrix, “Our vision is a modern, open and collaborative workplace that drives innovation, maximizes employee engagement and productivity, showcases our technology and reflects Citrix culture in a fiscally and environmentally responsible manner.”

**The solution: Redesign the work environment for greater flexibility and choice**

To achieve the goals of our workplace redesign, we needed to provide a greater variety of work settings, both assigned and ad hoc, and enable people to move freely among them as their needs indicate. By adopting open floor plans and function-based space allocation, we could improve workplace utilization, flexibility and sustainability. The design process for the physical office encompassed four stages. First, we gathered information on the work needs, styles and preferences of our workforce. Next, we anticipated changing needs such as future expansion and temporary reconfigurations. We then specified a variety of settings and their allocation, including project, collaboration and meeting rooms; private rooms and quiet spaces; fitness, wellness and recreation facilities; and cafes and other social areas for networking. Finally, we refined the strategy through a phased roll-out across floors and locations, beginning in our Ft. Lauderdale, Florida office, incorporating feedback from our employees along the way.

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**Michael McKiernan**

Vice President IT, Citrix

Citrix mobile workspace solutions enable people to move throughout the redesigned office as needed with a simple, consistent experience to access corporate resources from anywhere. Wherever people choose to work, they can access the apps and data they need to be productive on any device, and can collaborate and share information with colleagues in any location. More than 160 apps and data are delivered through Citrix XenApp and XenDesktop, including Windows, web and SaaS apps. Citrix XenMobile powers mobile device and application management (MDM and MAM) as well as mobile productivity apps designed for business. Citrix ShareFile enables secure enterprise file sync and sharing from anywhere, on any device. Citrix NetScaler provides layered network and domain security controls that ensure the right level of access to apps for every individual, device, location and network connection without putting corporate data at risk. Complementary technologies include telephony, printing and workflow automation to support mobile, paperless workstyles. “The most important thing about all these technologies is how well they fit together,” says McKiernan. “As an open solution, Citrix integrates with the other vendors you may be using.”

Beyond allowing people greater flexibility in the way they work, Citrix mobile workspace solutions centralize and simplify IT to increase efficiency, improve security and reduce cost. The technologies used in our workplace redesign also provide a foundation for workforce continuity, enabling people to work the same way when displaced by a disruption as they would during routine operations. This strategy has already come into play during events such as the 2011 earthquake off the coast of Japan and Superstorm Sandy in the U.S. in 2012.

To make an effective transition to our redesigned work environment, we managed the change for success. This included identifying executive sponsors and champions throughout the workforce to advocate for and model the new workplace. We also emphasized a new approach to personnel management that replaced line-of-sight supervision with management by objective, centralized teams with distributed collaboration, and hierarchical space allocation with collaborative space allocation.

### **Key benefit: Better utilization increases space capacity by 60 percent**

In the past, some Citrix departments had space utilization as low as 30 percent, with valuable office space unoccupied because it didn’t fit the current needs of the workforce. Following the redesign of our Ft. Lauderdale office, capacity increased in one department by 60 percent, from 260 people to 425 people. At full occupancy, one department accommodates employees comfortably at an average allocation of just 96 square feet—when even 150 square feet per employee is generally considered an ambitious goal by industry standards. Our one-time investment of \$1.6 million in one workplace transformation project now yields \$1.8 million savings each year, and we have already achieved estimated real estate expense savings of \$10 million annually across our corporate offices.

### **Key benefit: 62 percent of employees report greater collaboration**

Volatile growth through both M&A and organic expansion had led to physical silos of personnel that hampered collaboration. Now, 62 percent of employees in our Ft. Lauderdale office report that their collaboration has increased, as people can more easily gather in both formal and informal settings designed around their needs. New team members can be brought on much

more quickly and easily; in most cases, IT can provision a mobile workspace to an employee or contractor anywhere in the world, on any device—including their own BYO device—and get them up and productive on the same day, not three to six weeks later. As people leave a project, move to another department or leave the company altogether, IT can update or revoke their access rights in minutes.

**Key benefit: A flexible work experience improves productivity and satisfaction**

Our new environment makes Citrix more appealing as a place to work for both current and prospective team members, helping us attract and retain the best talent. Following our Ft. Lauderdale deployment, 91 percent of workers described the change as positive, while 43 percent reported an improvement in productivity—metrics that are likely to increase as people gain familiarity with the new settings.

**Corporate Headquarters**  
Fort Lauderdale, FL, USA

**India Development Center**  
Bangalore, India

**Latin America Headquarters**  
Coral Gables, FL, USA

**Silicon Valley Headquarters**  
Santa Clara, CA, USA

**Online Division Headquarters**  
Santa Barbara, CA, USA

**UK Development Center**  
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**EMEA Headquarters**  
Schaffhausen, Switzerland

**Pacific Headquarters**  
Hong Kong, China



**About Citrix**

Citrix (NASDAQ:CTXS) is leading the transition to software-defining the workplace, uniting virtualization, mobility management, networking and SaaS solutions to enable new ways for businesses and people to work better. Citrix solutions power business mobility through secure, mobile workspaces that provide people with instant access to apps, desktops, data and communications on any device, over any network and cloud. With annual revenue in 2015 of \$3.28 billion, Citrix solutions are in use at more than 400,000 organizations and by over 100 million users globally. Learn more at [www.citrix.com](http://www.citrix.com).

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