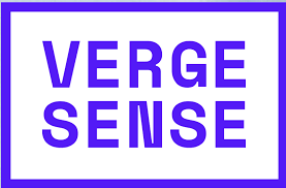


Service Definition:

JLL for VergeSense
Occupancy Intelligence
Platform

 VERGE
SENSE

Service Summary

The VergeSense Occupancy Intelligence Platform, delivered and supported by JLL, is a comprehensive spatial intelligence solution designed to help UK public sector organisations master the modern, hybrid workplace. In an era of evolving work patterns and immense pressure to optimise public spending, the platform replaces assumption with evidence. It provides a definitive, real-time understanding of how the government estate is used.

JLL, as a licensed reseller and expert implementation partner, provides the platform and the services required to unlock its full value. By unifying data from VergeSense's advanced, anonymous-by-design sensors and an organisation's existing building systems, the platform delivers AI-powered analytics through an intuitive cloud portal. This empowers government real estate, facilities, and workplace teams to make faster, more confident decisions that reduce operational expenditure, improve the efficiency of the public estate, enhance employee well-being, and ultimately deliver greater value for the taxpayer.

Detailed Service Description

The VergeSense Occupancy Intelligence Platform provides an unprecedented insight into how every part of a workplace functions. The service is built upon a powerful three-step methodology: **Unify, Analyse, and Act.**

- **Unify:** The platform brings together disparate data sources into a single point of truth. It combines highly accurate data from VergeSense's proprietary optical sensors with data from existing building systems, such as Wi-Fi networks and space booking tools, creating a holistic view of the workplace ecosystem
- **Analyse:** The unified dataset is then processed by a powerful AI engine to analyse workplace usage. The platform leverages AI-enabled analytics and recommendations, powered by the VergeSense Workplace Assistant, to generate a true understanding of space utilisation that goes beyond simple presence detection.
- **Act:** The platform translates complex data into actionable insights, enabling leadership teams to act decisively. By capitalising on this data, organisations can make better, faster decisions regarding portfolio evaluation, space design, and facilities operations to create more efficient, sustainable, and effective work environments.

Platform Features and Capabilities

- **Advanced and Anonymous Data Capture:** The platform utilises a system of wired and wireless optical sensors powered by anonymous computer vision technology. The system captures active occupancy (people count) and passive occupancy (objects) with over 95% accuracy. Data is processed at the edge on the sensor, ensuring no personally identifiable information (PII) is ever transmitted or stored. A range of sensors is available, including wireless models with a 10-year battery life and a wide field of view covering up to 1,000 sq ft.
- **AI-Powered Analytics with 'Signs of Life™':** The platform's AI engine includes the unique 'Signs of Life™' capability, which detects passive occupancy—the presence of personal belongings like a laptop, bag, or coat. This provides a true understanding of utilisation by distinguishing a temporarily empty but claimed desk from one that is truly available.
- **Multi-Source Data Unification:** The platform provides a single source of truth by ingesting data from multiple sources. This includes VergeSense sensors, existing Wi-Fi infrastructure (prerequisites: Cisco Spaces, Cisco Meraki, or Aruba), and space booking calendar systems.

- **Space Booking Analytics & Automation:** The system intelligently compares calendar booking data against actual utilisation data captured by sensors. This enables powerful automation features to maximise space availability, including:
 - **No-Show Cancellation:** Automatically releases a booked room or desk if no one appears within a pre-defined grace period.
 - **Early Release:** Automatically makes a room available again the moment it becomes vacant before the scheduled end time.
- **Extensive Data Integration and Open API:** The platform features over 50 out-of-the-box integrations with leading IWMS, CAFM, and room booking applications. A flexible and open API allows organisations to export raw or analysed data into their own data lakes or business intelligence tools for bespoke analysis.
- **Actionable Dashboards & Reporting:** Data is visualised in an intuitive cloud portal, providing actionable insights without requiring data science expertise. Reports include live floor plan heatmaps, space utilisation trends, peak person counts, and data to manage safe workplace density levels.

The VergeSense Data Capture System: Sensors and Technology

The foundation of the VergeSense platform is its advanced Data Capture System, a network of intelligent optical sensors that provide accurate, real-time, and anonymous data about how spaces are used. The system is built on "E.L.S." technology: Edge-processing, Low-resolution, and Secure, ensuring privacy is maintained by design.

JLL provides and installs the full range of VergeSense sensors to suit any environment or use case.

1. Area Occupancy Sensors

These sensors are designed to provide detailed, space-level insights for areas such as open-plan neighbourhoods, meeting rooms, and individual desks.

- **VergeSense L410 (The "Infinity" Sensor - Wireless):** The L410 is a state-of-the-art wireless occupancy sensor designed for maximum coverage and longevity.
 - **Key Features:** It boasts an industry-leading 10-year battery life, minimising maintenance overheads. Its wide field of view can cover up to 1,000 sq ft, significantly reducing the number of devices required compared to legacy sensor types.
 - **Capabilities:** The L410 uses AI-powered computer vision to detect both active occupancy (people) and passive occupancy (objects like laptops and bags), providing a true picture of utilisation.
 - **Best For:** Existing buildings, listed properties, and spaces where cabling is impractical or undesirable. Its wide coverage makes it ideal for large open-plan office neighbourhoods.
- **VergeSense VS-L302 (Wireless) & E106 (Wired):** These are the core occupancy sensors that provide highly accurate people and object counting for workplace analytics.
 - **Key Features:** The L302 is the wireless model, offering deployment flexibility, while the E106 is the wired Power over Ethernet (PoE) version, ideal for new builds or retrofits where network cabling is available. Wired sensors can also be equipped to monitor key environmental data, including air quality (IAQ), temperature, and humidity.
 - **Capabilities:** Both models provide anonymous, AI-driven data for space utilisation analysis without identifying individuals.

- **Best For:** Granular analysis of meeting rooms, collaboration zones, and desk banks. The wired E106 is particularly suited for new construction projects seeking to integrate environmental monitoring.

2. Entryway Sensors

- **VergeSense EN1A (Entryway Sensor):** This is a compact, specialised sensor designed to be mounted above doorways.
 - **Key Features:** It uses infrared lasers and computer vision to accurately and anonymously count the flow of people entering and leaving a space.
 - **Capabilities:** The EN1A captures anonymous movement data to provide crucial building and floor-level occupancy insights, which is essential for portfolio-level analysis and understanding peak traffic patterns.
 - **Best For:** Main entrances, floor entrances, and large, defined zones where understanding total footfall is a primary objective.

3. Wi-Fi Data Ingestion

In addition to physical sensors, the VergeSense platform can leverage an organisation's existing Wi-Fi network to analyse space usage.

- **Technology:** This is a hardware-free data source that ingests anonymised signal data from existing enterprise-grade Wi-Fi infrastructure. It is a complementary data source, not a replacement for high-accuracy optical sensors.
- **Capabilities:** It provides a close estimate (80-85% accuracy) of people count across large zones, such as entire buildings, floors, or large neighbourhoods (minimum 5,000 sq ft).
- **Prerequisites:** A compatible Wi-Fi network is required (Cisco Spaces, Cisco Meraki, or Aruba infrastructure).
- **Best For:** Cost-effective, high-level portfolio analysis and understanding broad attendance trends across large areas where granular accuracy is not the primary requirement.

Benefits for the Public Sector

- **Estate Portfolio Optimisation:** Enable efficient management of the public estate and reduce operational expenditure. Make data-driven decisions on portfolio consolidation, avoiding significant costs. One client avoided \$60M in lease costs over 10 years by using data to justify not renewing a lease on an underutilised building.
- **Dynamic & Efficient Operations:** Optimise facilities management services like cleaning and HVAC based on actual usage. A global banking institution achieved over \$2M in savings by integrating real-time occupancy data into its cleaning protocols. This leads to cost reductions and supports sustainability goals.
- **De-risking Capital Projects:** Use hard data to validate space requests and confidently distinguish legitimate needs. A global consulting firm avoided \$600,000 per year in extra space costs by analysing meeting room data and implementing space booking automation.
- **Evidence-Based Workplace Strategy:** Design and validate workspaces that enhance employee productivity and well-being. Use accurate data to calculate effective seating ratios and plan office neighbourhoods that support modern, flexible government working policies.

- **Improved Employee Experience:** Reduce workplace friction by providing real-time data on space availability. Automation features eliminate "ghost meetings" and help staff easily find the desks and rooms they need, improving satisfaction in hybrid work environments.

JLL Service Delivery & Implementation

JLL is a licensed reseller of the VergeSense sensors and analytics platform. Our specialist teams manage the full lifecycle of the solution, ensuring it is seamlessly integrated into your operational environment and aligned with your strategic objectives. Our service portfolio includes:

- **Consultancy and Strategic Planning:** We leverage JLL's deep understanding of Corporate Real Estate to help you define clear goals for space optimisation, employee experience, and operational efficiency. We work with you to align the platform's capabilities with your specific government workplace strategy.
- **Solution Licensing and Procurement:** As an authorised reseller, JLL handles the complete procurement process for all VergeSense software licences and hardware components.
- **Deployment and Installation:** Our dedicated teams manage the full implementation and delivery, including the physical installation of sensors. The platform offers deployment flexibility with both wired (Power over Ethernet) and 100% wireless sensor options, allowing for rapid installation across new builds, existing offices, and listed buildings with minimal disruption.
- **Integration Services:** We ensure VergeSense integrates smoothly into your wider technology ecosystem. Our experts can connect the platform with your existing IWMS, CAFM, room booking, or business intelligence tools, using both out-of-the-box connectors and the open API for custom integrations.
- **Training and Change Management:** JLL provides comprehensive training and support to ensure your teams can fully utilise the platform. We also offer change management guidance to help drive adoption and communicate the benefits of the new data-driven approach to stakeholders.
- **Ongoing Support and Maintenance:** We provide ongoing maintenance and support services to ensure the solution continues to operate effectively and deliver value throughout its lifecycle.

Security and Privacy

The VergeSense platform is designed with privacy as a foundational principle, making it ideal for the stringent security requirements of government organisations.

- **100% Anonymous by Design:** The solution is completely anonymous. Optical sensors process images at the edge, on the device itself. Only anonymous metadata (e.g., coordinate data representing a person or object) is sent to the cloud. No personally identifiable information (PII), images, or videos are ever captured, stored, or transmitted.
- **Compliance and Certification:** The platform is fully GDPR compliant and holds key international security certifications, including ISO 27001 and SOC2, ensuring it meets the highest standards for data protection and information security.
- **Trusted by Global Leaders:** The system is trusted by over 130 of the world's most security-conscious enterprises across 36 countries, demonstrating its reliability and robust security posture at scale.

Technical Prerequisites

To ensure a successful implementation, the client organisation will need to provide:

- Access to buildings and relevant floor plans for survey and installation.
- Stable network connectivity with internet access for the VergeSense gateways.
- Available Power over Ethernet (PoE) ports on network switches for any wired sensors.
- A designated technical point of contact within your IT or Estates department to assist with network configuration and security queries.

Accessibility and Open Standards

The VergeSense Cloud Portal is a web-based application designed with accessibility in mind, adhering to modern web standards to ensure usability for all.

The platform is built on a principle of openness, offering a fully documented Open API. This allows public sector organisations to avoid vendor lock-in, integrate occupancy data with other systems, and build custom applications or reports, promoting interoperability across the government's digital estate.