

ISS collaborates with Microsoft to improve flexible work through an AI-powered connected workplace

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ISS A/S, a global workplace experience and facility management company, is joining forces with Microsoft to reimagine flexible work powered by AI solutions. By combining the data and insights from Microsoft Places, Microsoft's connected workplace app, with the ISS Workplace App and ISS's unparalleled operational capabilities delivered through its 350,000 employees worldwide, ISS will boost its tech-powered operations.

The physical workplace meets digital enablement

Microsoft Places is a newly launched AI-powered connected workplace app with feature integration across Microsoft 365. It allows coworkers to coordinate in-person connection and provides a comprehensive view of how people are using the physical workplace, helping businesses manage their workplace. ISS has been selected to partner in the journey to reimagine the world of hybrid work.

Places will allow remote and hybrid employees to easily coordinate schedules and locations to take advantage of valuable in-person collaboration while also enabling managers to gain insights into how the physical workplace is being used for smarter scheduling and resource management.

Together, ISS and Microsoft will explore how employers can elevate the workplace experience through the data exchange between the ISS Workplace App and Microsoft Places. This interplay will help to explore the personal work preferences of in-office, roaming and remote employees, which can be used to develop more productive and engaging in-office company cultures that best fit employee needs.

"I appreciate that Microsoft has selected ISS to join their journey of reimagining the hybrid workplace experience. We know that while adjusting to the reality of hybrid work, many employers struggle with transforming workplaces into environments that drive collaboration, connection, and convenience. In teaming up with Microsoft, we are uniquely positioned to help our customers shape the world of work through technology that powers places that engage and energise people," says Markus Sontheimer, Group Chief Information & Digital Officer.

Leveraging the ISS commitment to data-driven building management

The combination of aggregated data and insights from Microsoft Places and operational capabilities provided by ISS employees using the ISS Workplace App, will deepen our understanding of how people and organisations are approaching the physical workplace, giving customers the information they need to continue to optimise work operations in their own digital workplace transformations.

"We're excited to collaborate with ISS to bring their expertise in digitally-enabled workplace services to the work we're doing with Microsoft Places in order to improve the digital and physical spaces of our customers," says Lars Johnson, Microsoft General Manager, Collaboration. "We believe true flexibility is obtained by creating a connected workplace – bringing together software, hardware and people to improve productivity, enhance connection with colleagues, and enable better decision making."