



VERGE
SENSE

JANUARY-DECEMBER 2024

200+ GLOBAL ENTERPRISES

50 COUNTRIES

156M+ SQFT

2025 Workplace Occupancy and Utilization Index

Table of Contents

Introduction	3	Global Capacity Usage	17
Key Findings	6	Capacity Usage by Day of the Week	19
Methodology & Definitions	8	Capacity Usage by Region (Monday-Friday)	21
Space Type Definitions	9	Capacity Usage by Industry	26
Metrics	10	Energy, Oil & Gas	27
Global Space Design	11	Financial Services	28
Occupying Meeting Rooms: Evolving with Employee Behaviors	14	Government & Educational Services	29
		Healthcare & Life Sciences	30
		Industrial & Logistics	31
		Insurance	32
		Professional Services	33
		Technology & Media	34
		Using Data to Build Smarter Workplaces in 2025 & Beyond	35
		About VergeSense	36
		How Can Data Impact Your Workplace Design Decisions?	37

 [CLICK TO JUMP TO SECTION](#)

Introduction

Office Policies at Leading Companies

FULL-TIME IN-PERSON

5 days per week



HYBRID

Mix of in-office & remote work



REMOTE

No mandated office attendance



In 2024, industry giants like Amazon, Microsoft, and Google unveiled new attendance policies sparking a cascade of responses across industries worldwide. The industry continues to see all types of workplace strategies in the market, ranging from remote-first policies, to five day in-office mandates, and everything in between.

Leaders are learning that success lies in crafting workplace strategies that align with both company goals and employee needs. One size does not fit all—success looks different across every region and every industry, and we’re realizing workplace strategies need to be tailored to support unique company goals. Although we’ve observed major strides, it’s not enough.

While the way we work has changed drastically, the spaces that support our work have not. Design and layout across these spaces lack efficiency and don’t support the working styles of post-pandemic, dynamic occupancy trends. Many employees are navigating hybrid work within spaces designed solely for in-person collaboration. These spaces lack the amenities and technology to facilitate the virtual

interactions that define our days and the privacy to support individual focus work. Companies are missing out on opportunities to increase productivity, improve collaboration, and enhance employee and workplace experience. Our spaces are falling behind—and it’s a gap that’s been evident for some time.

Workplace occupancy and utilization data shows which spaces are in high demand and where supply is strained. The insights are powerful; it’s time to deliver.

To set your teams up for success in 2025 and beyond, it’s imperative to start making adjustments to your strategy and design to ensure spaces support hybrid norms, including seamless in-person and virtual interactions. As leaders in occupancy intelligence, the team here at VergeSense has been navigating workplace changes since our founding in 2017. After analyzing over 156M SqFt, we have some predictions for workplace trends in 2025 that can help guide you in the right direction:

PREDICTIONS →

Introduction

«» PREDICTIONS

1

We're Not Done with Mandates

The journey to defining new attendance policies is far from over. Companies will continue to announce and refine their in-office strategies. Some strategies will succeed; others will require adjustments. By embracing a mindset of continuous learning and iteration, companies can navigate challenges, avoid pitfalls, and shape more effective and inclusive workplace experiences over time.

2

Workplace Occupancy will Rise

As organizations adapt to their evolving work models and tailor spaces to better align with employee needs, we predict workplace occupancy will increase. In addition to new attendance policies, investments in technology and workplace design will create environments that encourage and better facilitate in-person collaboration and innovation, making the office a commute-worthy destination that results in higher occupancy rates. This means workplace optimization will be more important than ever. If your office can't support employees' needs, there will be friction.

3

While Some Offices Shrink, Others will Grow

Over the past few years, downsizing was a common topic of discussion as companies considered how their office portfolios should adapt to support the new ways of working. However, the reality is more nuanced. While some organizations reduced their footprints to align with observed occupancy trends, others are expanding strategically. 2025 will be about right-sizing your space and finding the balance between employee needs and cost considerations.

Introduction

🔮 PREDICTIONS

4

Comfort and Decor will Matter More

The workplace must offer more than just a functional environment—it needs to provide employees with a commute-worthy experience. As employees seek meaningful, enjoyable in-office interactions, organizations will prioritize comfort and aesthetics to create spaces that inspire and engage. In 2025 and beyond, workplaces that feel inviting and human-centered will set a new standard.

5

Data, Analytics, & AI will Guide Workplace Design

As organizations continue to fine-tune their real estate strategies, data will play a larger role in decision-making. More sophisticated occupancy sensors, digital tools, and analytics will measure how employees use different types of spaces. This real-time data feedback loop will help companies pinpoint where to expand or contract, and how to design environments that meet evolving employee needs. By the end of 2025, data-driven space management will become a critical piece of creating workplaces that are both cost-effective and highly engaging for teams.

So what do these predictions mean for workplace leaders? It means that paying attention to space utilization data and trends, both globally and within your own office, is more important than ever. As we enter 2025, there's an opportunity to reflect on learnings from the past year as we prepare for the year ahead.

In this edition of the Index, we analyze global trends in space design and utilization from 2024, offering year-over-year comparisons with 2023 and 2022. We've analyzed data from over 200 enterprise customers across +156M SqFt and 190,000+ spaces. Our insights highlight opportunities to improve workplace efficiency and eliminate in-office friction. These findings can help workplace leaders develop thoughtful strategies and implement data-driven changes to optimize existing spaces while planning for the future.

Key Findings



Space mix is inefficient.

Since 2022, the global space mix has remained largely unchanged. In 2024, **Desks still made up more than half of the space mix, while collaboration spaces made up less than a quarter.** Despite flexible work behaviors, many employees are still operating in offices built for fully in-person workstyles. There is still plenty of room for improvement.

PAGE 11



Meeting rooms are too big.

Hybrid and virtual collaboration have become integral to the workday, resulting in fewer in-person meeting attendees. Despite this, **44% of meeting rooms are set up for 5+ people.** This presents an opportunity for workplace leaders to adjust room size and layouts to better support employee needs.

PAGE 15



Enclosed spaces are the most popular spaces.

People are voting with their feet, and enclosed spaces are seeing the most use. In 2024, enclosed spaces like **Offices (20%), Conference Rooms (21.6%), and Collaboration Rooms (21.1%) had the highest active time usage.** This trend indicates a clear preference for enclosed spaces.

PAGE 12



Ghosting happens, no matter the size of the meeting room.

In 2024, **meeting rooms with a capacity of three to eleven people experienced ghosting 12-15% of the time.** Ghosting meeting room reservations lead to perceived space shortages and increased friction. Workplace leaders have an opportunity to make changes to meeting room policies to optimize usage and prevent tension.

PAGE 16



Time spent at Desks is on the rise.

Desks and Offices have always been a homebase for employees throughout the day. Data shows this is still true. **While nearly one-third of total time usage of Desks and Offices is passive, but in 2024, Desks saw an increase in active time usage from 14.4-15.6%.** As more people return to the office, the demand for personal space has grown. We expect to see this trend continue in 2025.

PAGE 13

Key Findings



Capacity usage mirrors seasonal trends and events.

Throughout the year, **average capacity usage dipped and peaked, mirroring vacations, holidays, and other cultural events.** These patterns signal recurring trends that workplace leaders can use to plan ahead and better prepare for future needs.

PAGE 17



The APAC region is consistently in-office.

When comparing average capacity usage by region, the Asia Pacific (APAC) region stands out for its consistency, month over month. Unlike AMER and EMEA, **APAC has low variability in average capacity usage, which fluctuates narrowly between 10.8-11.6% in February through November.**

PAGE 22



Mondays are back... in office.

Monday's popularity is on the rise as more companies go back to the office three to five days a week. **In 2024, average capacity usage on Mondays rose to 8%, just 1.3% lower than the global average Monday-Friday (9.3%).** While Tuesday, Wednesday, and Thursday are still the most popular in-office days, Mondays are making a comeback. Friday trends remain low.

PAGE 19



Average capacity usage varies by industry... a lot.

Workplace needs and goals differ across every industry, and so does average capacity usage. We found that the **Financial Services industry had the highest average capacity usage at 11.7%, and Government & Educational Services had the lowest at 4.9%.** Other industries were somewhere in between.

PAGE 26



The AMER region has the lowest average capacity usage, again.

Compared to the Asia Pacific (APAC) region (10.7%) and Europe, Middle East, and Africa (EMEA) region (10.8%), **North America (AMER) has the lowest average capacity usage at 7.6%,** highlighting resistance to in-office mandates compared to other regions. This pattern has continued year over year, but may change in 2025.

PAGE 21

Methodology & Definitions



The Largest, Most Accurate Workplace Occupancy and Space Utilization Data Set in the Industry

The 2025 Workplace Occupancy & Utilization Index features active and passive usage data that was captured anonymously by VergeSense occupancy sensors and analyzed in the Occupancy Intelligence Platform.



Dates Analyzed: January - December 2024



156M+ SqFt



50 Countries



190,000+ Spaces



200+ Global Enterprises

Space Type Definitions

Throughout this edition of the Index, we will reference different space types. Because no two offices are exactly the same, nor are the ways in which each company names their spaces, we’ve created standard definitions for every space type to ensure clarity and consistency. The table below details the attributes that define each space type, which served as the basis for our data gathering.

i *Other* encompasses any space that does not fall into these dedicated definitions, including cafes, lounges, and lobbies. The addition of this space type allows for better accuracy when looking at the overall space mix.

	SPACE ATTRIBUTES							
	Focus	Collab	Shared	Individual	Open	Enclosed	Reservable	Non-Reservable
Desks	✓			✓	✓		✓	✓
Office	✓			✓		✓		✓
Phone Booth	✓		✓			✓		✓
Conference Room		✓	✓			✓	✓	
Collaboration Room		✓	✓			✓		✓
Open Collaboration Room		✓	✓		✓			✓

Metrics

Active Time Usage

This measures the amount of time spaces are actively used over a given period. It is calculated by dividing the total active time (when spaces are actively used by people) by the total time measured.

Total Time Usage

This metric measures the combined amount of time spaces are either passively or actively used over a given period. It is calculated by dividing the time spaces are used, both actively and passively, by the total time measured.

Time actively used + time passively used

Total time measured

Passive Time Usage

This measures the amount of time spaces are used due to the presence of objects left behind by people over a given period. It is calculated by dividing the total passive time (when spaces have objects, but no people) by the total time measured.

Peak Capacity Usage

This metric calculates the peak person count divided by the total capacity of the space(s) within a selected timeframe. It's essential for determining if spaces can comfortably handle periods of high activity.

Average Capacity Usage

This metric measures how effectively spaces are used over time. It is calculated by dividing the average number of people present in measured spaces over time by their combined capacity.

of people in a space

User-defined capacity of the space

Space Count

This is the total number of measured space types.

Average Daily Peak

This metric gives users a better understanding of “typical peaks” in their buildings, softening outliers and allowing for a more complete picture of how spaces are being used. Average Daily Peak is useful for occupancy planning and design, ensuring spaces can accommodate both averages and usual peaks.

Average [of the] daily peak[s] is calculated by taking the peak of each day in the time period, and dividing by the total number of days in the time period. In a five-day week with peaks of 10, 12, 15, 13, and 5, the Average Daily Peak is 11.

Global Space Design

Let’s start by examining the space mix from 2022-2024. When we look at the breakdown of space types over the past three years, as shown in Figure 1, it’s clear that not much has changed. Since 2022, we have expanded our dataset by over 70,000 spaces, reaching a total of more than 190,000 spaces in 2024.. Despite this growth, **breakdown by space type has not significantly changed.**



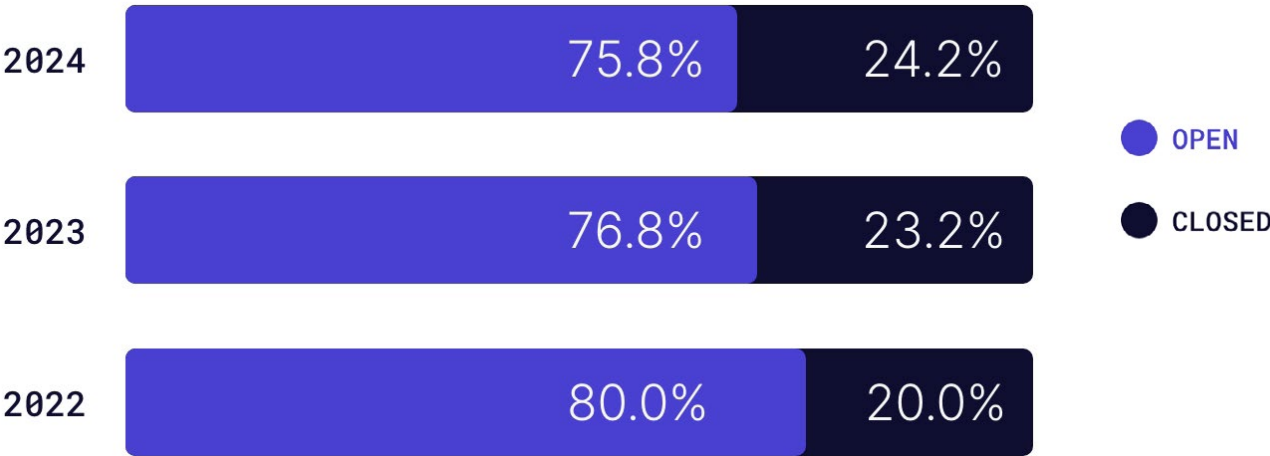
In 2024, **Desks (52.1%) made up more than half of the global space mix**, while collaboration spaces (Collaboration Rooms, Conference Rooms, and Open Collaboration Spaces) made up less than 20%.

Desks are a fundamental space type and have a purpose in the office, but **for offices to remain efficient, space design (and subsequently, the space mix) needs to change.**

Figure 1: Space Mix
Year Over Year

2022	2023	2024	SPACE TYPE
3.3%	4.5%	3.9%	Collab Rooms
8.7%	8.1%	9.2%	Conference Rooms
57.9%	50.4%	52.1%	Desks
3.5%	4.2%	4.7%	Offices
4.6%	5.8%	5.5%	Open Collabs
0.2%	0.2%	0.6%	Phone Booths
21.8%	26.8%	24.0%	Other

Figure 2: Enclosed vs. Open Space Types
2022-2024



We removed the space type *Other* from this chart to emphasize the split between open and enclosed spaces.

Typically when we discuss space types, we compare spaces by purpose (focus vs. collaboration), but in this Index we examined accessibility, including enclosed vs. open spaces. Here’s why:

For in-office employees, privacy is a top priority. They require enclosed spaces that replicate the comfort and functionality of their home environment, allowing them to take virtual calls without disrupting those around them. Since the pandemic, the need for enclosed space types (Collaboration Rooms, Conference Rooms, Offices, Phone Booths) has increased, but as Figure 2 shows, enclosed spaces still make up less than 25% of the global space mix.

Global Space Design



From 2022 to 2024, the total number of enclosed space types slightly increased, and the demand for these spaces remains evident as employees continue to gravitate toward them throughout their days. As shown in Figure 3, in 2024 active time usage was highest in **Conference Rooms (21.6%), Collaboration Rooms (21.1%), and Offices (20%)**. This further highlights the growing preference for enclosed spaces, and an opportunity to examine space layouts and optimize design.

Active Time Usage



$$\frac{\text{Total time space in active use}}{\text{Total work hours space is available}}$$

Passive Time Usage



$$\frac{\text{Total passive time}}{\text{Total time measured}}$$

Figure 3: Active Time Usage vs. Passive Time Usage Across Space Types
2024

COLLABORATION ROOM	CONFERENCE ROOM	DESK	OFFICE	OPEN COLLABORATION	PHONE BOOTH
 21.1%	 21.6%	 15.0%	 20%	 13.8%	 14.7%
 3.4%	 3.1%	 8.1%	 9.7%	 4.5%	 4.0%
 ACTIVE USAGE	 PASSIVE USAGE				



Global Space Design



Desks and Offices have always been a homebase for employees throughout the day. Data in Figure 3 shows this is still true. **Nearly one-third of total time usage of Desks and Offices is passive, but in 2024, Desks saw an increase in active time usage from 14.4%-15.6%.**

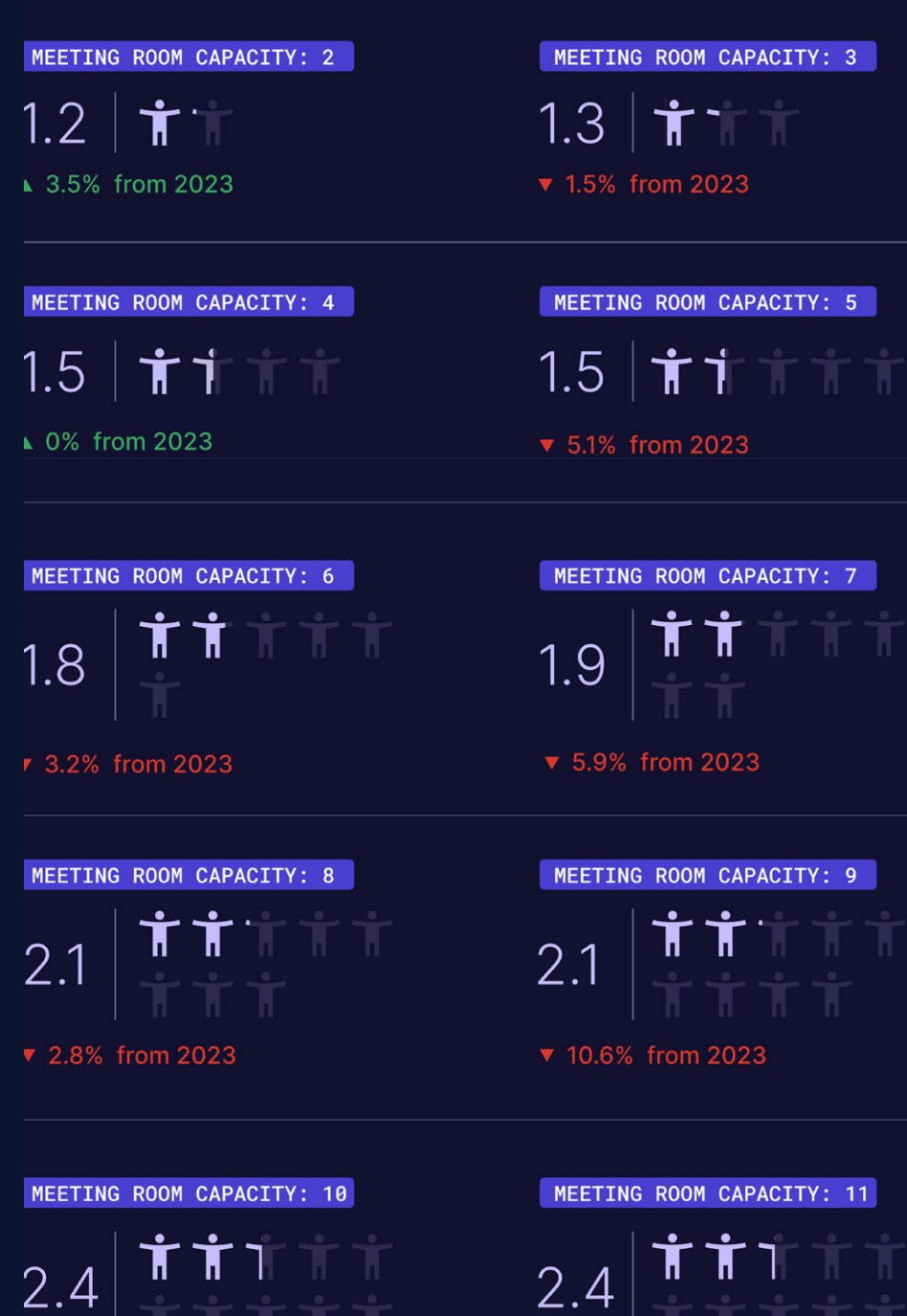
This could be related to the implementation of new attendance policies worldwide. As more people return to the office, the demand for personal space has grown. We expect to see this trend continue in 2025.

While the data shows employees seek privacy, they still need space for focused work in between meetings. We don't suggest that the solution is to remove all desks from your office, but rather, to examine your space usage data and find the right ratio of space types. There is an opportunity to move to a more data-driven approach for planning that moves away from the old ways of creating ratios based on attendance and square footage, but rather is rooted in your own utilization data and future supply/demand projections.

If half of your desks aren't used, but you consistently experience meeting room shortages, adding privacy dividers or trading some desks for phone booths and office pods can help solve the problem.

To enhance efficiency, organizations need to plan for environments that can evolve with the needs of their workforces. We know from our experiences working with customers that creating adaptable spaces enables leaders to remain agile in a dynamic work landscape and will be crucial as occupancy levels rise. In 2025, we hope to see a major shift in space design so that workplaces can better support changing employee behaviors.

Figure 4: Average Occupancy Across Meeting Rooms by Capacity
2024



Occupying Meeting Rooms: Evolving with Employee Behaviors

Meeting room design and usage have been a consistent focus in every edition of the Index, and average occupancy across meeting rooms has shifted year over year. Analysis shows that **77% of meeting activity involves an average occupancy of fewer than two people**. This distribution is influenced by factors such as room design and user behavior patterns. Notably, this calculation only includes meeting rooms that were actively in use, excluding instances where rooms were unoccupied.

Year	Average occupancy rate
2023	1.76 People
2024	1.81 People

Figure 5: Average Occupancy of Meeting Rooms
2024



Occupying Meeting Rooms: Evolving with Employee Behaviors

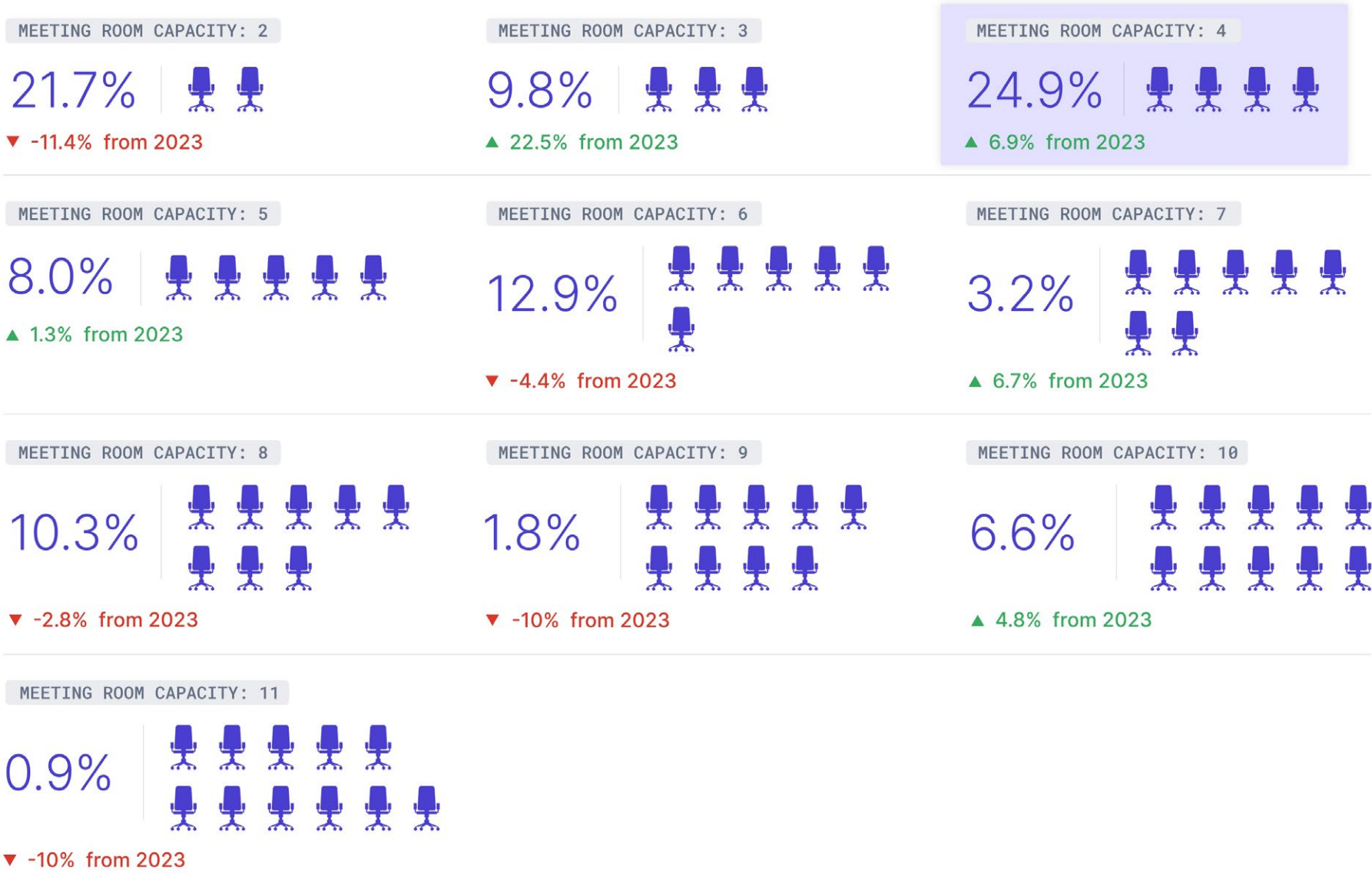
Although average occupancy has increased year over year, Figure 6 highlights that meeting room space is still not being used efficiently, especially when examining supply of meeting rooms by capacity.

↑↓

44% of meeting rooms are designed to accommodate five or more people, highlighting a significant mismatch between room capacity and actual usage patterns.

This presents leaders with an opportunity to improve utilization by right-sizing spaces or investing in furniture and dividers that can help optimize usage in large conference rooms.

Figure 6: Supply of Meeting Rooms by Capacity
2024



Occupying Meeting Rooms: Evolving with Employee Behaviors



It's also clear that there's no correlation between ghosted meetings and meeting room size. As shown in Figure 7, in 2024 **meeting rooms with a capacity of three to eleven people experienced ghosting 12-15% of the time**. However, meeting rooms with a capacity of two experienced a ghosting rate of 17.6%.

Ghosted meetings are one example of factors that contribute to inefficient use of space. Ghosted meetings disrupt workplace dynamics, causing confusion, frustration, and potential space shortages.

Underutilized space in large meeting rooms also contributes to inefficiency challenges. Strategies such as resizing meeting spaces, implementing automated space booking systems, and introducing new meeting scheduling policies can help ensure employees have the space they need, when they need it, to be productive.

While there is still significant room for improvement, workplace leaders are uniquely positioned to make data-driven adjustments to their workplace design and policy that optimize existing spaces and support future planning. With occupancy levels projected to rise in

2025, failure to adapt could result in costly challenges, including wasted resources, diminished productivity, and potential talent loss.

Smarter space planning is the only way to transform offices into adaptable, future-proof workplaces that can withstand dynamic occupancy. Listening to what employees really need and identifying repeat behaviors can help you build an exceptional employee experience while planning for a sustainable future.

Figure 7: Percentage of Meetings Ghosted by Room Capacity
2024



Global Capacity Usage

The goal of the Index has always been to share accurate data that can help real estate, workplace, and facilities leaders make informed decisions to improve their space design and strategy. In the fifth edition of The Index, we continue to grow and refine our metric normalization, which is reflected in the insights that follow.

We begin by examining global trends in 2024, followed by a deeper dive into regional trends across AMER, APAC, and EMEA to provide a comprehensive overview of the state of the workplace. Additionally we've segmented our findings by industry including: Energy Oil & Gas, Financial Services, Government & Educational Services, Healthcare & Life Sciences, Industrial & Logistics, Insurance, Professional Services, and Technology & Media.

To provide a more holistic view of capacity usage in 2024, this edition of The Index analyzes three key metrics, including, average capacity usage, peak capacity usage, and average daily peak, for all three sets of data.

As a refresher, these metrics are defined as follows:

Average Capacity Usage

This metric measures how effectively spaces are used over time. It is calculated by dividing the average number of people present in measured spaces over time by their combined capacity.

Peak Capacity Usage

This metric calculates the peak person count divided by the total capacity of the space(s) within a selected timeframe. It's essential for determining if spaces can comfortably handle periods of high activity.

Average Daily Peak

This metric gives users a better understanding of "typical peaks" in their buildings, softening outliers and allowing for a more complete picture of how spaces are being used. Average Daily Peak is useful for occupancy planning and design, ensuring spaces can accommodate both averages and usual peaks.

Let's start by looking at average capacity usage Monday through Friday in 2024.



As shown in Figure 8 (see next page), throughout the year, average capacity usage experienced many dips and peaks that mirrored seasonal events. Some key events included:

Start of the new year

An increase in capacity usage from January-February.

Summer vacation

A decrease in capacity usage in August.

Winter holidays

A decrease in capacity usage from November-December.

Global Capacity Usage

We observe that these seasonal impacts are recurring trends year over year. Leaders should be proactively planning for these patterns and monitoring annual trends, so they can make decisions that help them reach sustainability goals, improve workplace experience, and optimize space utilization. For example, closing specific floors or neighborhoods in December or ensuring you have enough supplies during peaks in February can help you proactively anticipate to seasonal trends.

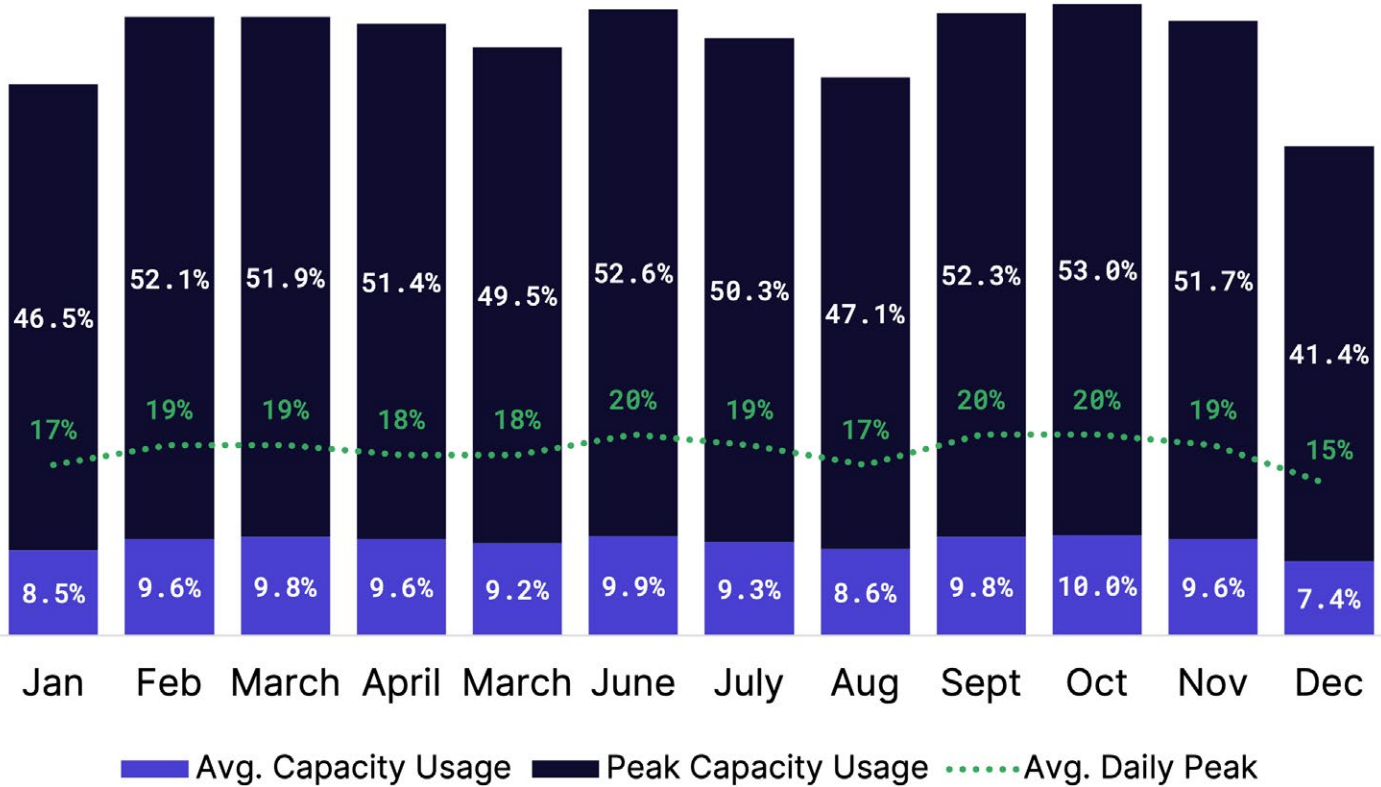
Another notable trend in 2024 was the increase in average capacity usage in September (9.8%) and October (10%), with October recording the highest levels of the year. Mid-September, Amazon announced its new five-day in-office attendance policy, which sparked a wave of new announcements and strategies from major corporations around the world. We believe this event directly influenced the global increase in capacity usage, and will continue to influence utilization trends in 2025.

While average capacity usage remains relatively low, it's equally important to consider peak capacity usage and average daily peak throughout the year. Globally, peak capacity usage varies anywhere from 45-55% each month and average daily peak varies from 15-20%. These metrics provide valuable insights into how office spaces are utilized during periods of higher activity.

For example, let's look at March. Average capacity usage was 9.2%, which is slightly lower than the global average of 9.3%. However, March's peak capacity usage reached 49.5% and average daily peak was 18%. Focusing solely on average capacity usage might suggest the need to reduce space, but the significant peaks indicate that offices are still highly utilized at specific times throughout the month.

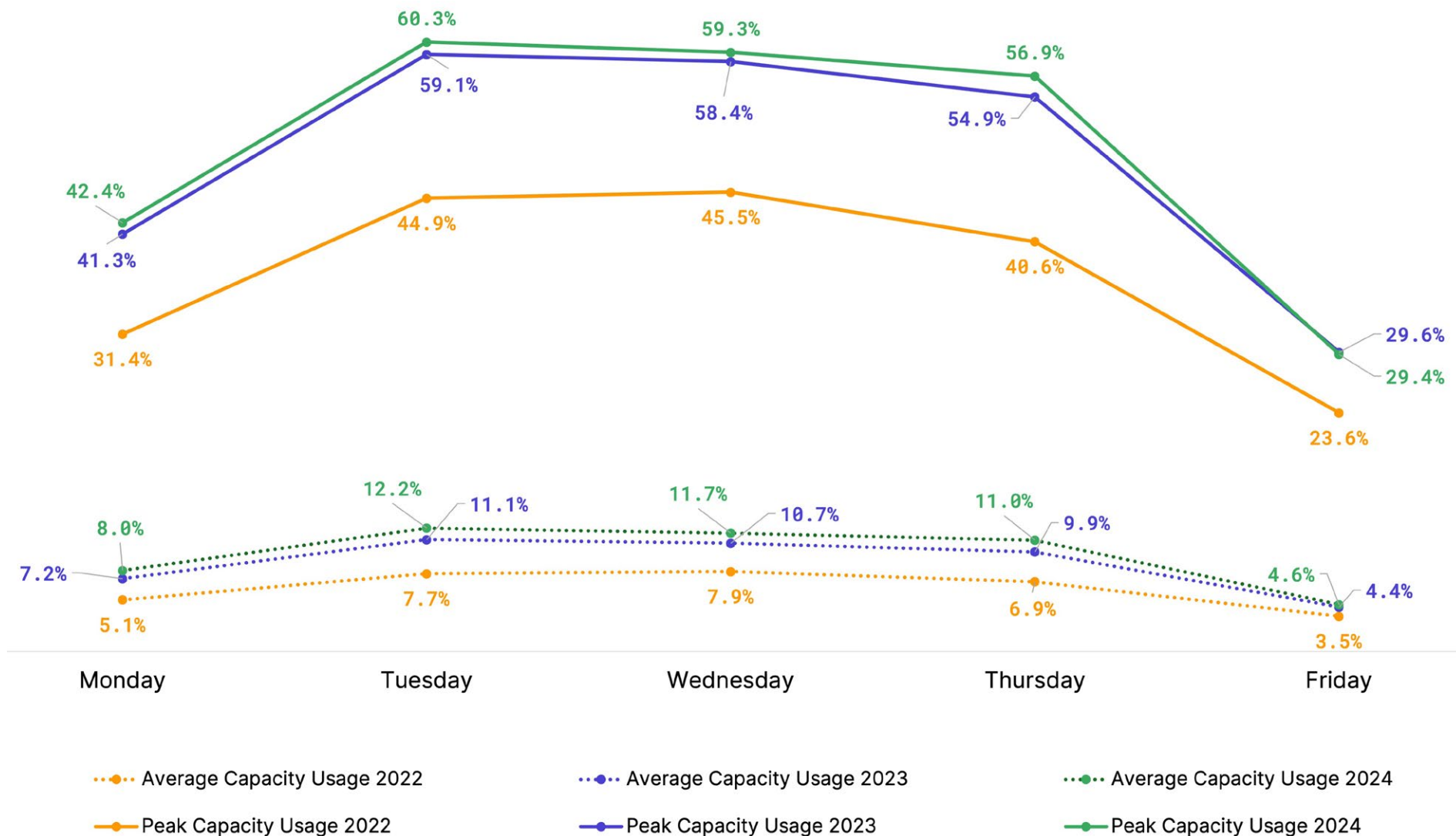
Considering all three metrics—average capacity usage, peak capacity, and average daily peak—provides a more comprehensive understanding of office usage. This enables organizations to make informed decisions about optimizing space. High attendance rates do not necessarily equate to high utilization, highlighting the importance of addressing how spaces are used, not just how many people are present.

Figure 8: Global Capacity Usage, Peak Capacity Usage, and Average Daily Peak
Global, 2024



Capacity Usage by Day of the Week

Figure 9: Average Capacity Usage and Peak Capacity Usage
Global, 2022-2024



In previous editions of the Index, we paid close attention to the most popular in-office days (Tuesday, Wednesday, Thursday), noting higher average capacity usage on those days. Looking back on 2024, we believe it's time to shift our viewpoint.

Figure 9 shows that Tuesday, Wednesday, and Thursday consistently have the highest utilization, with Tuesday ranking as the most popular in-office day in two out of the past three years.

While Friday remains the least popular day of the week, Mondays are gaining more traction. In 2022, average capacity usage on Mondays was 5.1%. **By 2024, average capacity usage rose to 8%, just 1.3% lower than the global average (9.3%) and almost double the average capacity usage of Friday (4.6%).** This shift reflects the growing global adoption of new in-office attendance policies, which have made Mondays a more common in-office workday.

Capacity Usage by Day of the Week



Although Mondays are not as popular as Tuesday, Wednesday, or Thursday, we believe they are becoming a popular in-office day. Including data from Mondays will become increasingly important as capacity usage rises.

Now let's look at peak capacity usage by day of the week in Figure 9. From 2023 to 2024, average capacity usage increased, but the increase in peak capacity usage slowed compared to 2022. This signals peak capacity usage is beginning to stabilize. While we expect average capacity usage to continue to increase, we are starting to see peak capacity usage reach its highest point.



This may indicate a return to normalcy in workplace trends as organizations and employees settle into sustainable in-office rhythms. This data underscores the importance of continuously monitoring and adapting to shifting workplace dynamics to optimize utilization strategies effectively.

Capacity Usage by Region, Monday-Friday

The findings become even more compelling when analyzed by region, reflecting global patterns while highlighting unique nuances.

To learn more about regional trends, we examined average capacity usage, peak capacity usage, and average daily peak in 2024 by region seen in Figures 10-12.



AMER had the lowest average capacity usage at 7.6%, highlighting resistance to in-office mandates compared to other regions.

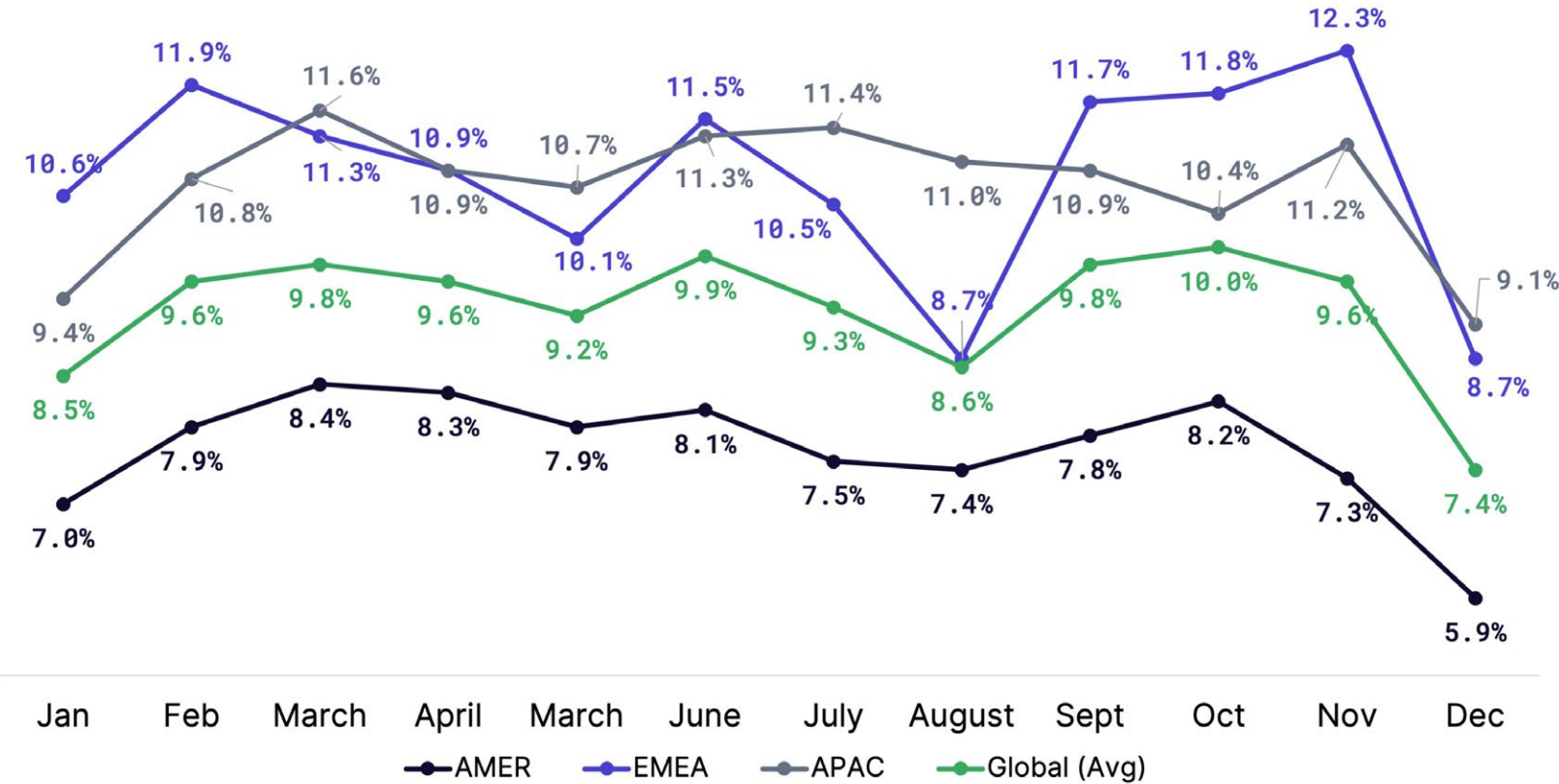
Conversely, EMEA (10.8%) and APAC (10.7%) displayed nearly identical average capacity usage. However, a closer examination reveals behavioral variations between regions.



Global Averages 2024

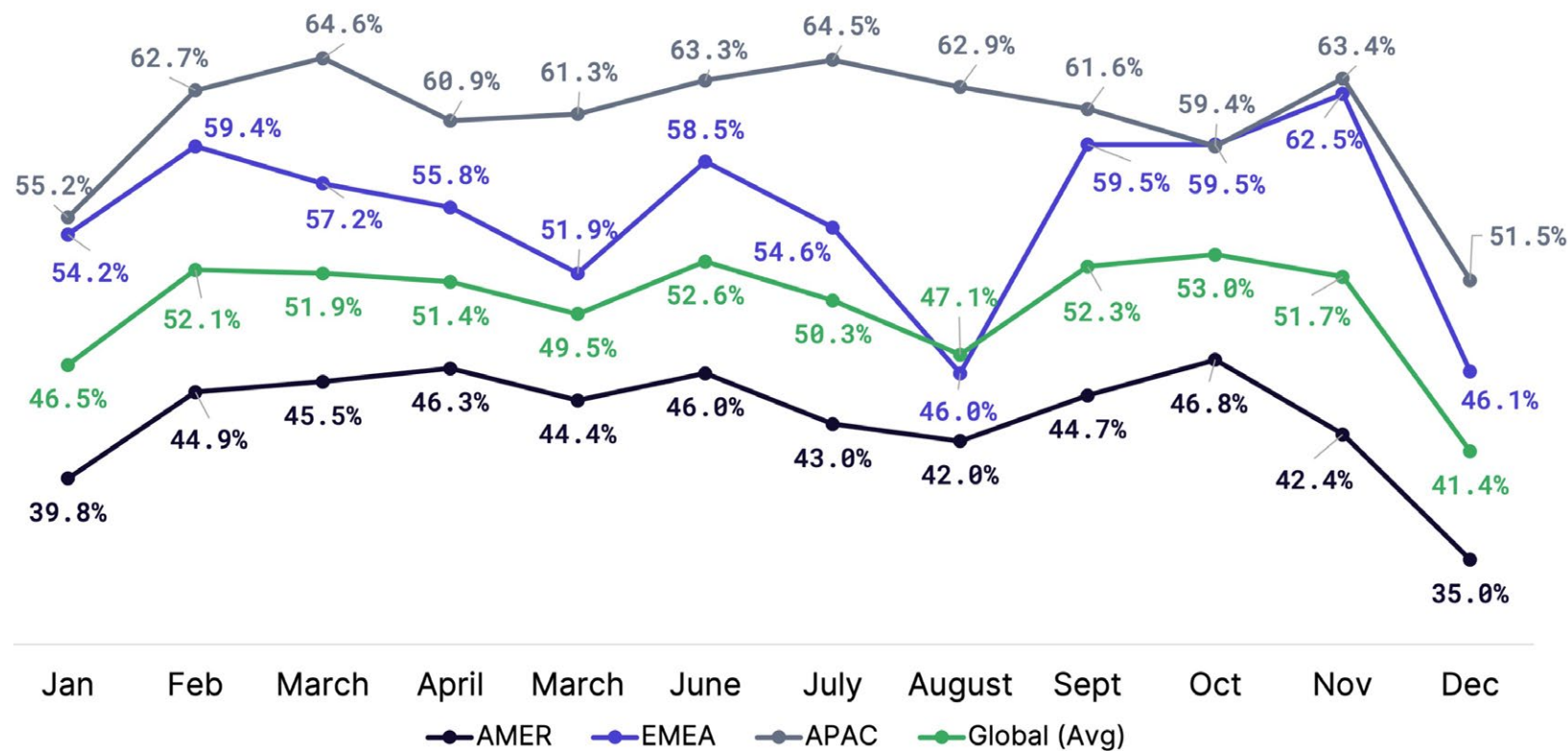
APAC	10.7%
AMER	7.6%
EMEA	10.8%

Figure 10: Average Capacity Usage
By Region, 2024



Capacity Usage by Region, Monday-Friday

Figure 11: Peak Capacity Usage by Region
By Region, 2024



EMEA experienced several peaks and dips throughout the year, with average capacity usage reaching as high as 12.3% in November and dropping to as low as 8.7% in August and December.



In contrast in Figure 10, **APAC's consistency month to month stands out, with average capacity usage varying narrowly between 10.8% and 11.6% from February through November.** Even during December, when holiday periods caused a temporary decrease, APAC's variation (9.1%) was minimal compared to EMEA's (8.7%) and AMER's (5.9%).

Peak capacity usage in figure 11 further highlights APAC's steady utilization, demonstrating significantly less variability compared to EMEA. From January to December, peak capacity usage in APAC remains within a narrower range of 13.1% (51.5–64.6%), whereas EMEA shows greater fluctuation, spanning a 16.4% range (46.1–62.5%).

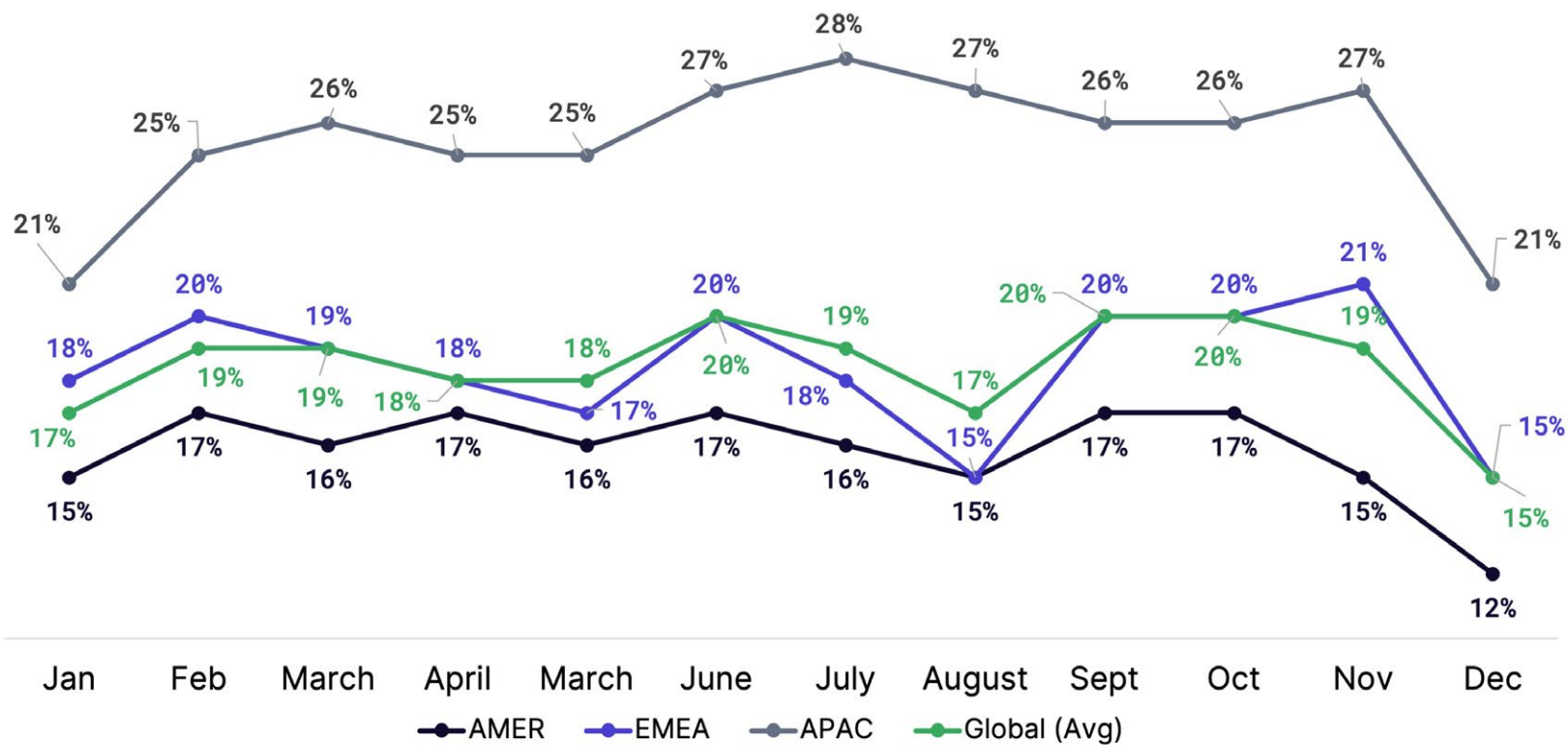
Capacity Usage by Region, Monday-Friday

Looking at Figure 12, we should also note that APAC has the highest average daily peak and continues to positively trend throughout the year, starting at 21% in January, reaching a high of 28% in July. Neither of the other regions surpasses APAC's minimum, with AMER peaking at 17% and EMEA peaking at 21%.

APAC's consistency may indicate more predictable work patterns or a different approach to in-person collaboration. This trend persists when we look at average capacity usage by day of the week.



Figure 12: Average Daily Peak
By Region, 2024



Capacity Usage by Region, Monday-Friday

As seen in Figure 13, in AMER, APAC, and EMEA, Tuesday is the most popular in-office day and Friday is the least popular:

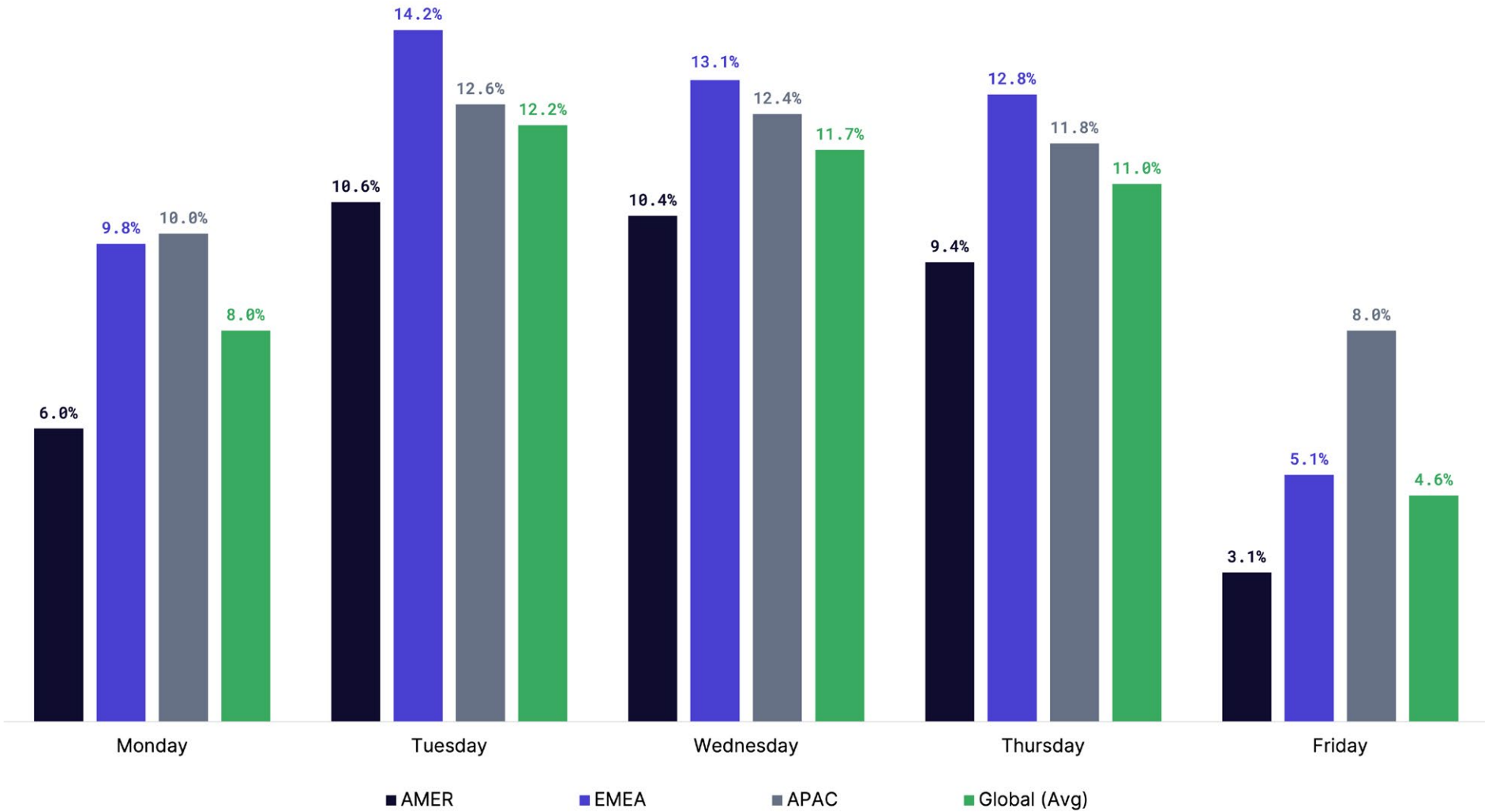
	AMER	APAC	EMEA
Tues	10.6%	12.6%	14.2%
Fri	3.1%	8.0%	5.1%

While EMEA recorded the highest average capacity usage overall, APAC again stands out for its consistency. When comparing average capacity usage by day of the week across regions, APAC demonstrated the smallest range, reflecting a steady pattern of office attendance.

The difference between the highest and lowest average capacity usage highlights regional variability:

	AMER	APAC	EMEA
Tues	10.6%	12.6%	14.2%
Fri	3.1%	8.0%	5.1%
Difference	7.5%	4.6%	9.1%

Figure 13: Average Capacity Usage by Day of Week
All Regions, 2024



Capacity Usage by Region, Monday-Friday



APAC has steady capacity usage five days a week varying less than 5%, while EMEA and AMER still see fluctuating usage. Even when we compare Mondays and Fridays, typically the least popular attendance days, AMER and EMEA show significantly lower average capacity usage. In both regions, Fridays have about half of the capacity usage as Mondays.

Figure 14: Fridays vs. Mondays, Capacity Usage
All regions, 2024



In contrast, APAC demonstrates far greater stability. The difference between Monday (10%) and Friday (8%) is just 2%, showcasing a more balanced usage pattern throughout the week.

We believe these variations correlate with regional preferences for remote vs. hybrid vs. in-person workplace strategies. Workplaces around the world saw an increase in capacity usage in 2024, but APAC’s consistency Monday-Friday highlights the regions dedication to in-person work five days a week. On the other hand, the variations seen in EMEA and AMER suggest the adoption of hybrid strategies, using the office two to four days a week. These trends further demonstrate the differences across regions and the importance of building workplace strategies with geographic location in mind.

Capacity Usage by Industry

In our final section, we examine 2024 space utilization findings by industry to understand the unique differences by sector. Each infographic presents data from 2024:

- Average capacity usage
- Peak capacity usage
- Average daily peak
- Average capacity usage by day of the week

These tailored insights provide workplace leaders with valuable benchmarks to assess their own performance and better understand how their utilization trends stack up against others in their industry on a global scale. By focusing on industry-specific behaviors, we aim to empower leaders with actionable data to align their strategies with both internal goals and external trends.



Workplace needs and goals differ across every industry, and so does average capacity usage. In 2024, we found that the Financial Services industry had the highest average capacity usage at 11.73% and Government & Educational Services had the lowest at 4.89%, and other industries vary somewhere in between.



Energy, Oil, & Gas

KEY TAKEAWAYS

- Energy, Oil, & Gas maintained an average capacity usage of 9.9% in 2024, peaking in February at 11.9% and reaching its lowest point in December at 6.7%.
- Peak capacity usage (57.1%) and average daily peak (19%) were also highest in February, likely driven by the start of the new year and a focus on company-wide events and team meetings. Average daily peak reached 19% several other months in 2024 including March, June, and October.
- Capacity usage patterns by day suggest that most of the sector operates in-office two to three days a week, with remote work being common on Mondays and Fridays.
- Compared to other industries, Energy, Oil, & Gas had the third highest average capacity usage, tied with Professional Services.



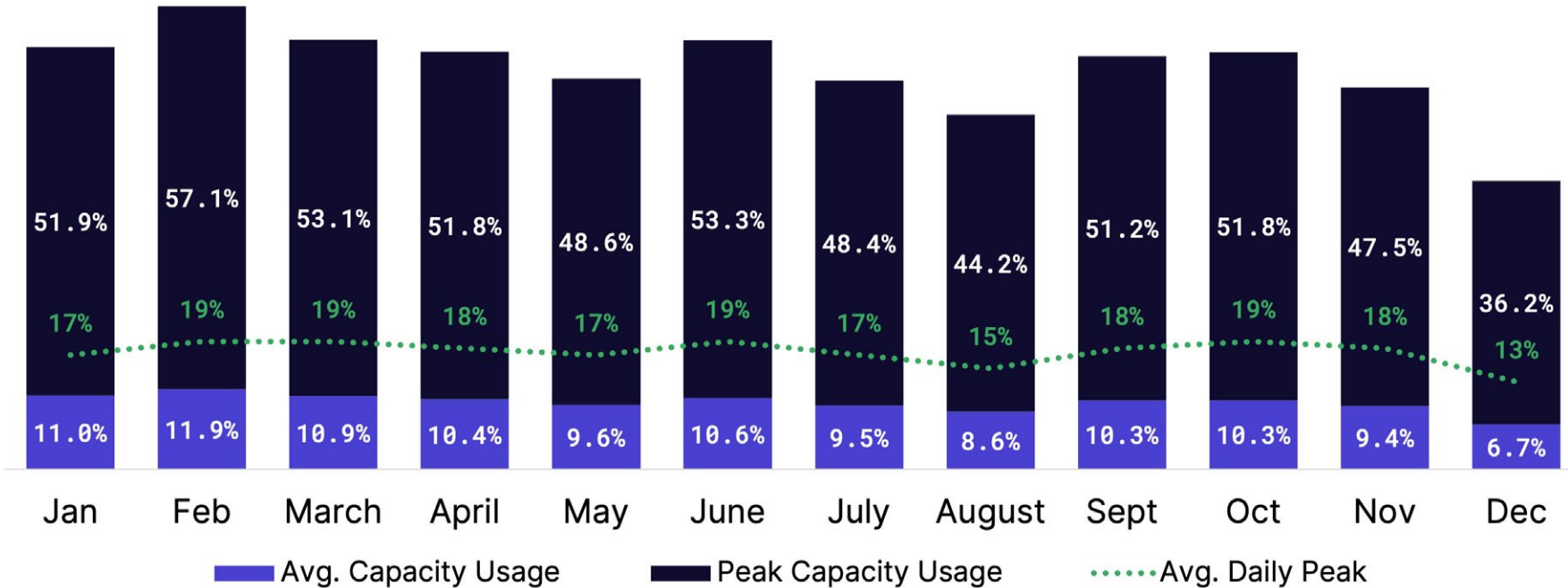
Average Capacity Usage
2024

9.9%

Figure 15: Average Capacity Usage by Day of the Week
Energy, Oil, & Gas, 2024

MON	TUE	WED	THU	FRI
7.6%	13.5%	12.8%	11.7%	3.2%

Figure 16: Average Capacity Usage, Peak Capacity Usage, and Average Daily Peak
Energy, Oil, & Gas, 2024



Financial Services

KEY TAKEAWAYS

- Financial Services reported the highest average capacity usage in 2024, at 11.7%. They also had the highest peak capacity usage throughout the year.
- Capacity usage trends suggest that most of the Financial Services sector operates in-office four days a week, with remote work being the norm on Fridays.
- Tuesday stood out as the most popular in-office day, with an average capacity utilization of 15.1%.
- Compared to other industries, Financial Services had the highest average capacity on Tuesdays (15.1%) and Fridays (5.6%).



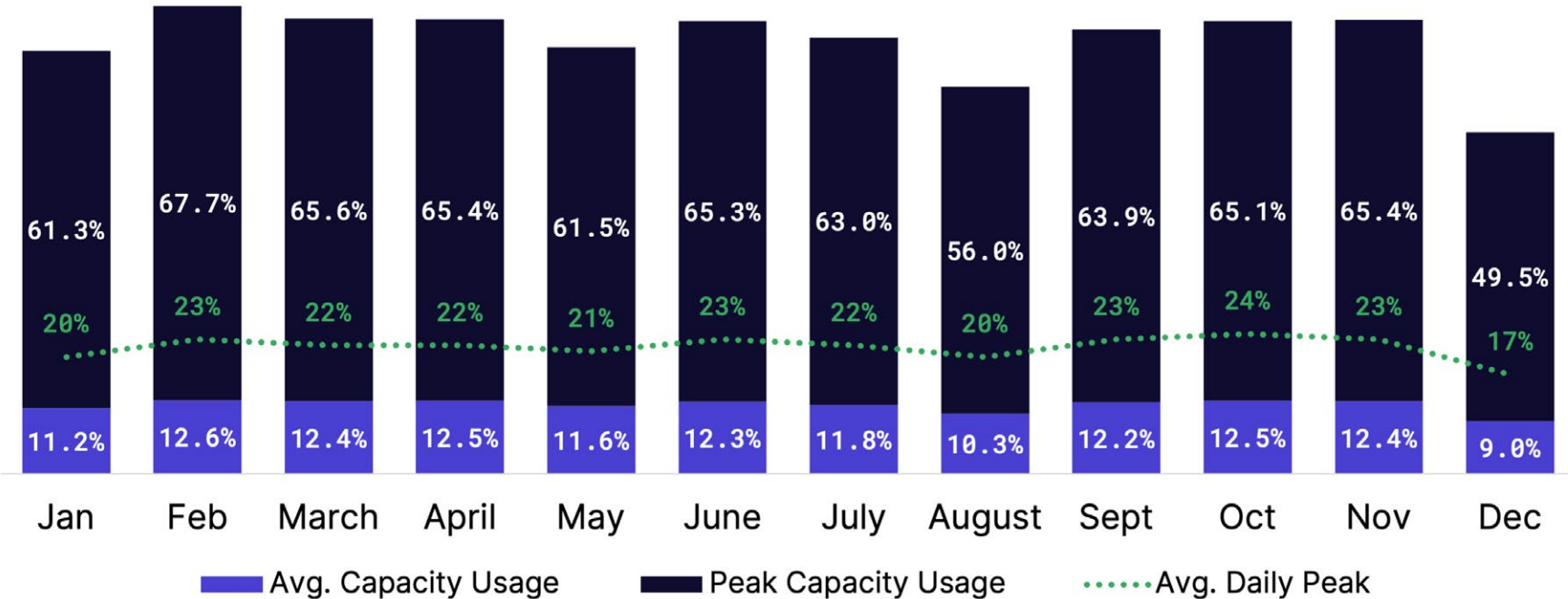
Average Capacity Usage
2024

11.7%

Figure 17: Average Capacity Usage by Day of the Week
Financial Services, 2024

MON	TUE	WED	THU	FRI
10.2%	15.1%	13.9%	13.1%	5.6%

Figure 18: Average Capacity Usage, Peak Capacity Usage, and Average Daily Peak
Financial Services, 2024



Government & Educational Services

KEY TAKEAWAYS

- Government & Educational Services recorded the lowest average capacity usage in 2024, with just 4.0% usage across the year. Reaching as low as 2.9% in July. While this does align with seasonal trends such as summer vacation, we think it's fair to say many organizations in this industry are remote-first.
- It is important to note that while average capacity remained relatively low, peak capacity usage was as high as 36.9% in February and average daily peak was as high as 22% in October.
- Tuesday stood out as the most popular in-office day, with an average capacity usage of 5.8%, and Friday stood out as the least popular in-office day with an average capacity usage of 3.2%.
- Compared to other industries, Government & Educational Services had the lowest average capacity usage.



Average Capacity Usage
2024

4.9%

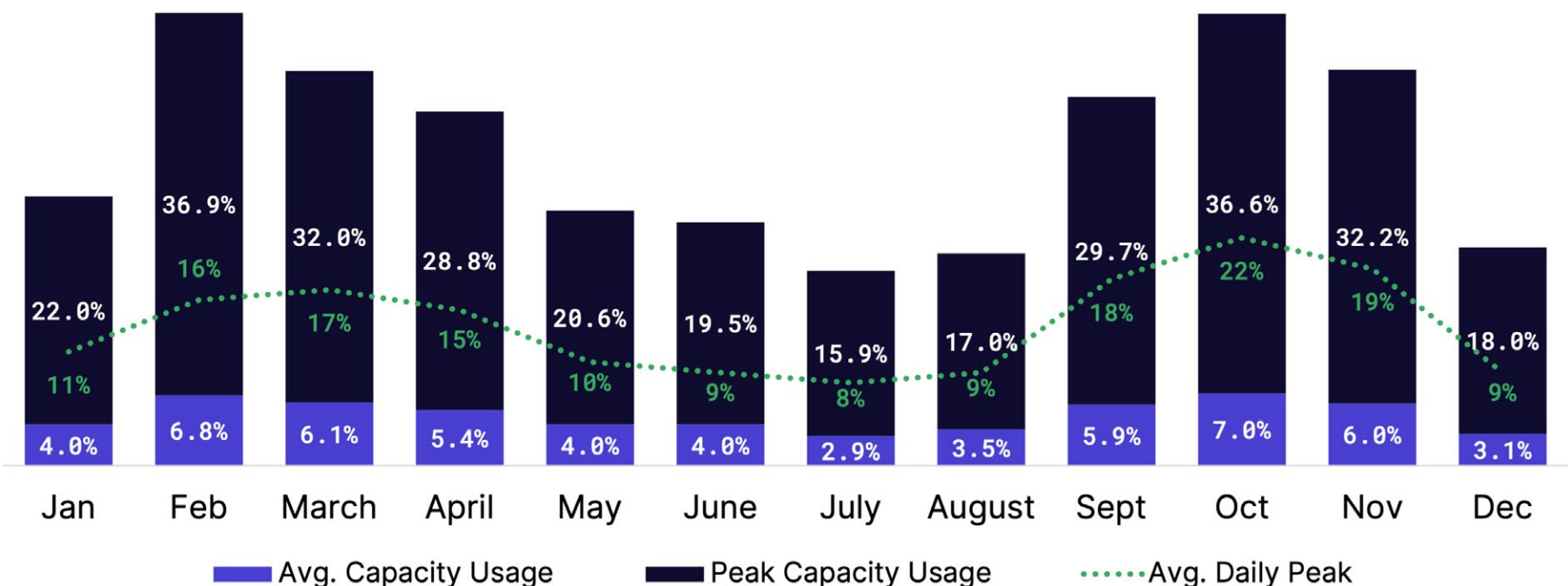
Figure 19: Average Capacity Usage by Day of the Week

Government & Educational Services, 2024

MON	TUE	WED	THU	FRI
4.7%	5.8%	5.4%	5%	3.2%

Figure 20: Average Capacity Usage, Peak Capacity Usage, and Average Daily Peak

Government & Educational Services, 2024



Healthcare & Life Sciences

KEY TAKEAWAYS

- Healthcare & Life Sciences maintained an average capacity usage of 8.4% in 2024, peaking in October at 9.1% and reaching its lowest point in December at 6.4%.
- While average capacity usage is relatively low, peak capacity usage shows that capacity usage reached at least 36.9% each month with an average daily peak of at least 15%.
- Tuesday stood out as the most popular in-office day, with an average capacity usage of 10.8%, while Friday was the least popular, at 4.1%.
- Compared to other industries, Healthcare & Life Sciences had the fifth highest average capacity usage in 2024.

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Average Capacity Usage

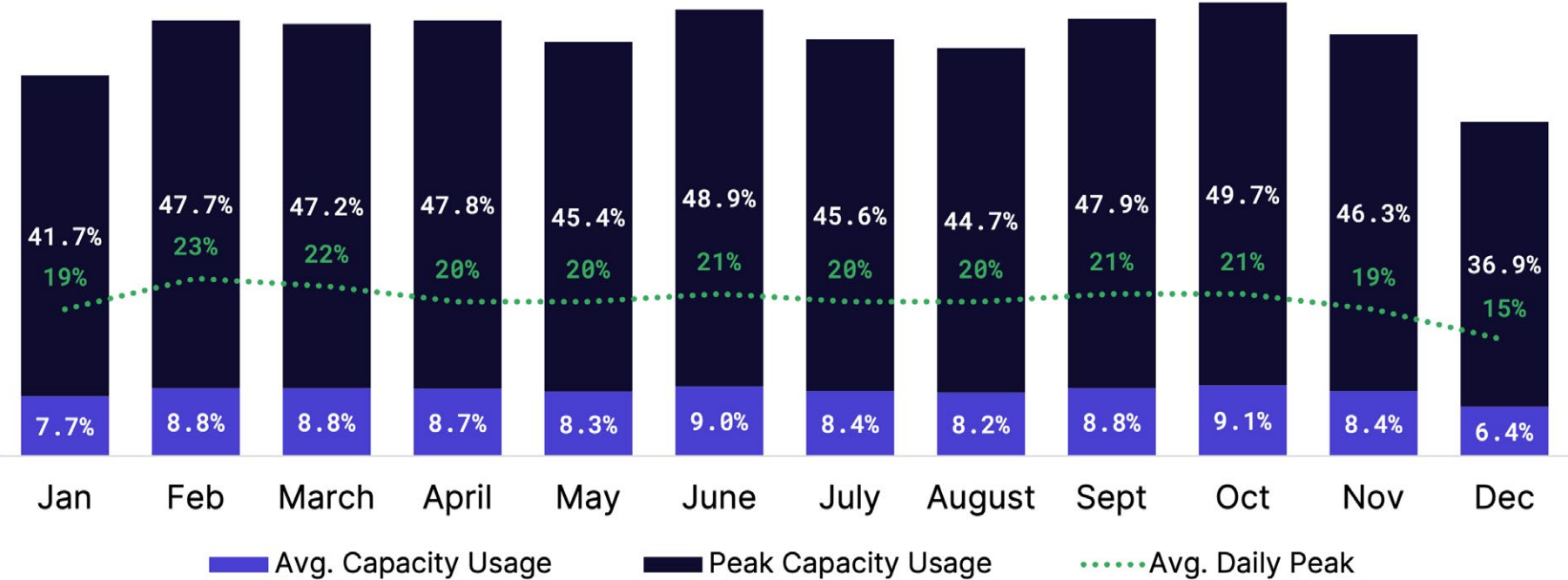
2024

8.4%

Figure 21: Average Capacity Usage by Day of the Week
Healthcare & Life Sciences, 2024

MON	TUE	WED	THU	FRI
7%	10.8%	10.5%	9.4%	4.1%

Figure 22: Average Capacity Usage, Peak Capacity Usage, and Average Daily Peak
Healthcare & Life Sciences, 2024



Industrial & Logistics

KEY TAKEAWAYS

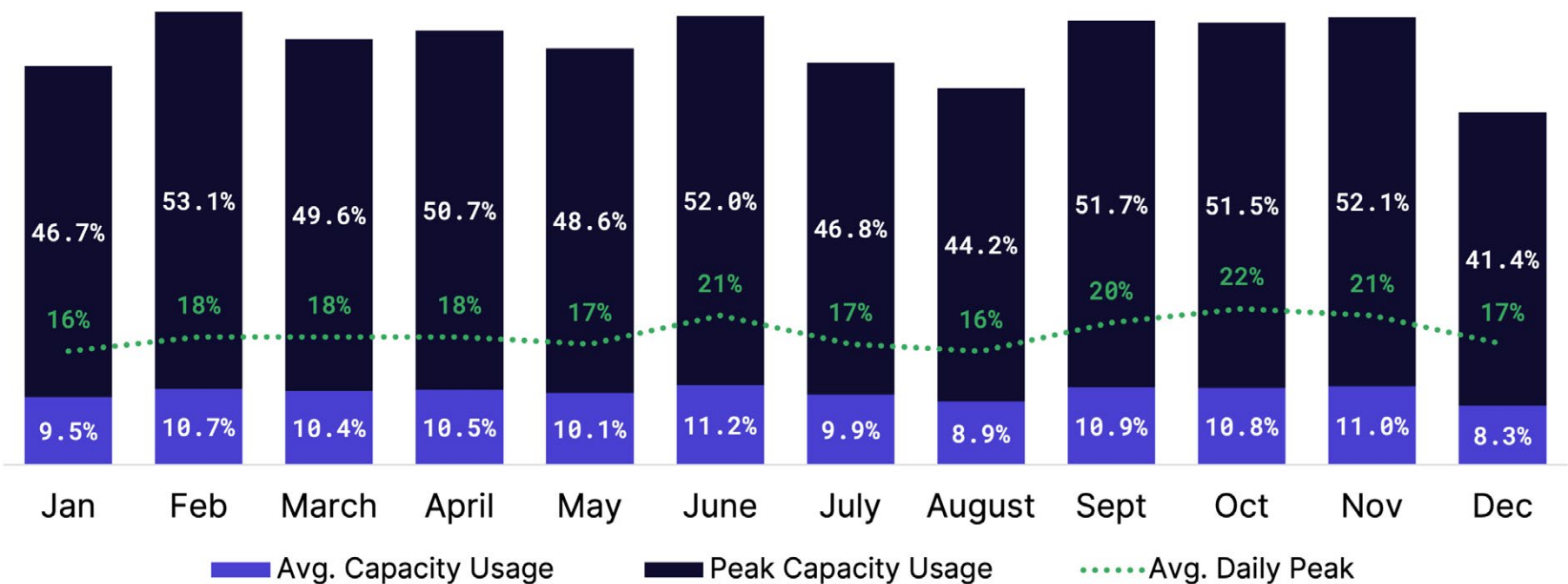
- Industrial & Logistics maintained an average capacity usage of 10.2% in 2024, peaking in June at 11.2% and reaching its lowest point in December at 8.3%.
- Although June had the highest average capacity usage, February saw the highest peak capacity usage at 53.1%, likely driven by the start of the new year and a focus on company-wide events and team meetings.
- Average capacity usage and average daily peak trended positively from September to November, consistent with an increase in new attendance policies.
- Tuesday stood out as the most popular in-office day, with an average capacity usage of 13%, while Friday had the lowest usage at 4.4%.
- Compared to other industries, Industrial & Logistics had the second highest average capacity usage.

Average Capacity Usage
2024
10.2%

Figure 23: Average Capacity Usage by Day of the Week
Industrial & Logistics, 2024

MON	TUE	WED	THU	FRI
7.6%	13%	12.8%	12.6%	4.4%

Figure 24: Average Capacity Usage, Peak Capacity Usage, and Average Daily Peak
Industrial & Logistics, 2024



Insurance

KEY TAKEAWAYS

- Insurance maintained an average capacity usage of 9.3% in 2024, peaking in June at 10.6% and reaching its lowest point in December at 6.9%.
- June also had the second highest peak capacity usage (58.3%) and the highest average daily peak (21%). The highest peak capacity usage was in February (58.6%).
- Tuesday stood out as the most popular in-office day, with an average capacity usage of 12%, and Friday stood out as the least popular in-office day with an average capacity usage of 4.2%.
- Compared to other industries, Insurance had the fourth highest average capacity usage.



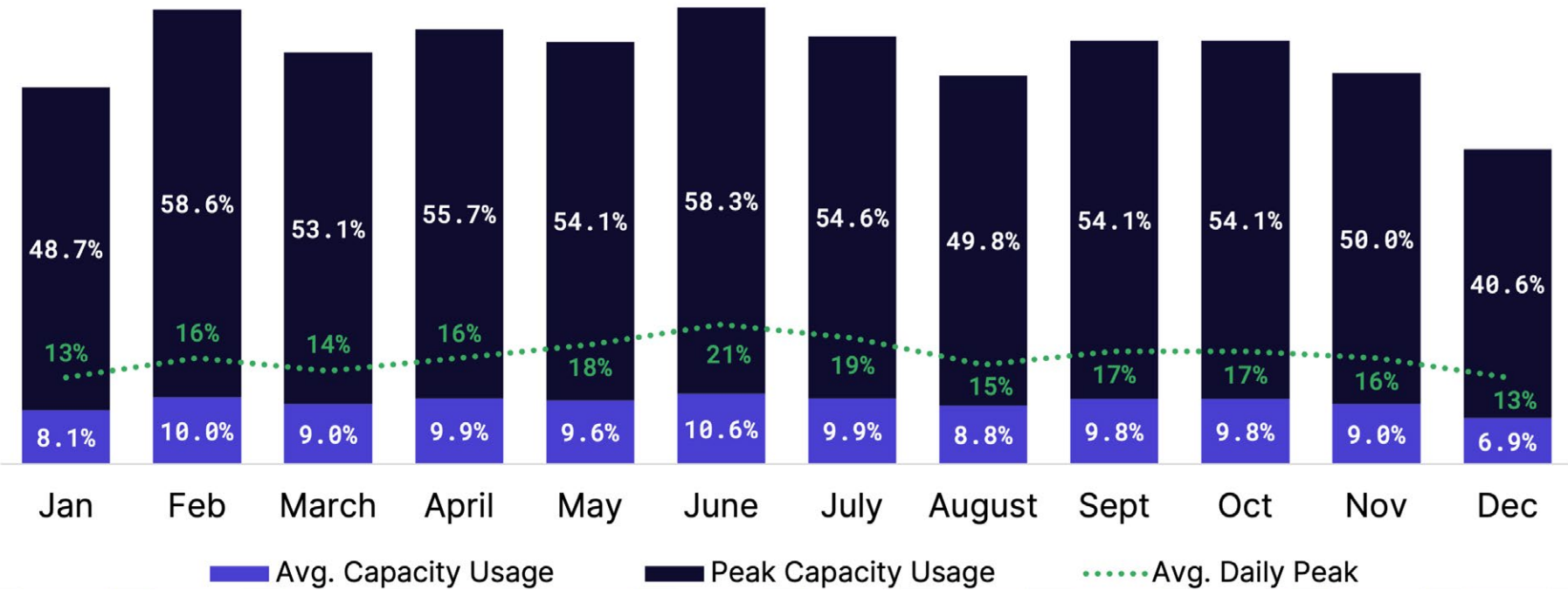
Average Capacity Usage
2024

9.3%

Figure 25: Average Capacity Usage by Day of the Week
Insurance, 2024

MON	TUE	WED	THU	FRI
7.2%	12%	11.9%	11%	4.2%

Figure 26: Average Capacity Usage, Peak Capacity Usage, and Average Daily Peak
Insurance, 2024



Professional Services

KEY TAKEAWAYS

- Professional Services maintained an average capacity usage of 9.9% in 2024, just over the global average (9.3%), peaking in February at 11.20% and reaching its lowest point in December at 7.3%.
- Peak capacity usage was highest in February (60.30%,) and lowest in December (41.2%,) Average daily peak consistently stayed between 20-22% with outliers in August (19%) and December (16%), aligning with seasonal trends of holidays and vacations.
- Tuesday stood out as the most popular in-office day, with an average capacity usage of 12.4%, and Friday stood out as the least popular in-office day with an average capacity usage of 4.5%.
- Compared to other industries, Professional Services has the third highest average capacity usage, tied with Energy, Oil, & Gas.



Average Capacity Usage
2024

9.9%

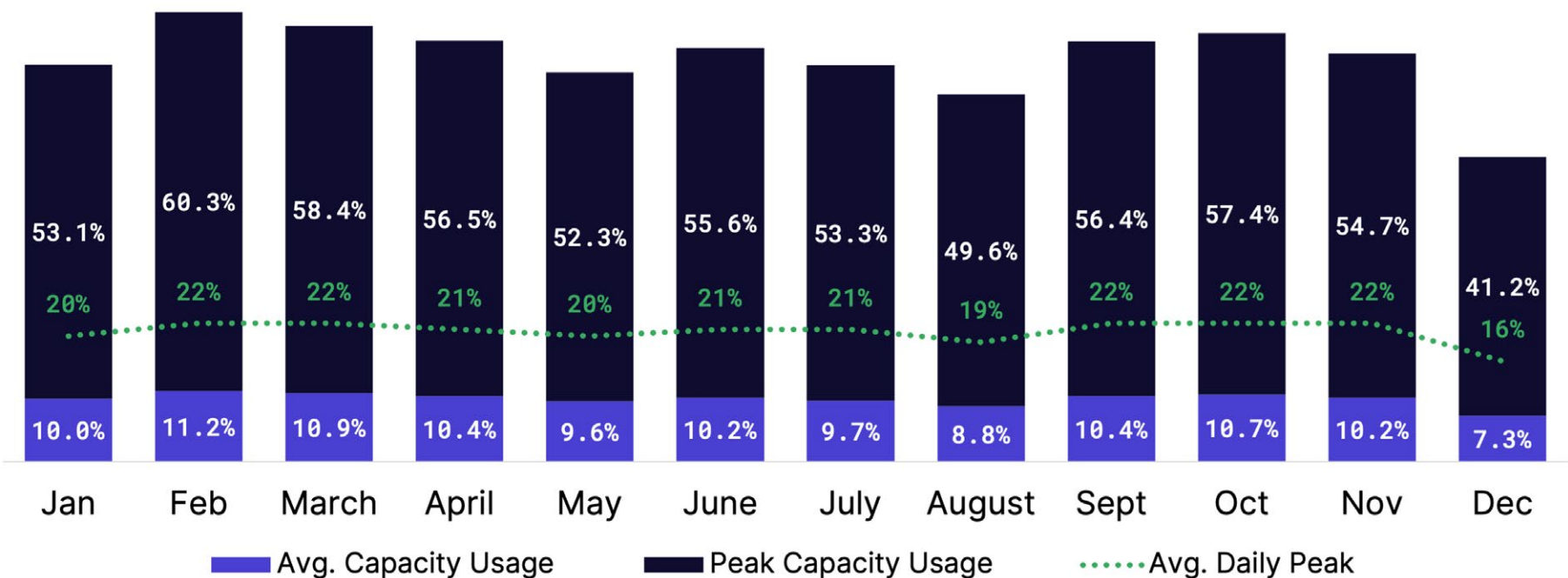
Figure 27: Average Capacity Usage by Day of the Week

Professional Services, 2024

MON	TUE	WED	THU	FRI
8.6%	12.4%	11.9%	11.4%	4.5%

Figure 28: Average Capacity Usage, Peak Capacity Usage, and Average Daily Peak

Professional Services, 2024



Technology & Media

KEY TAKEAWAYS

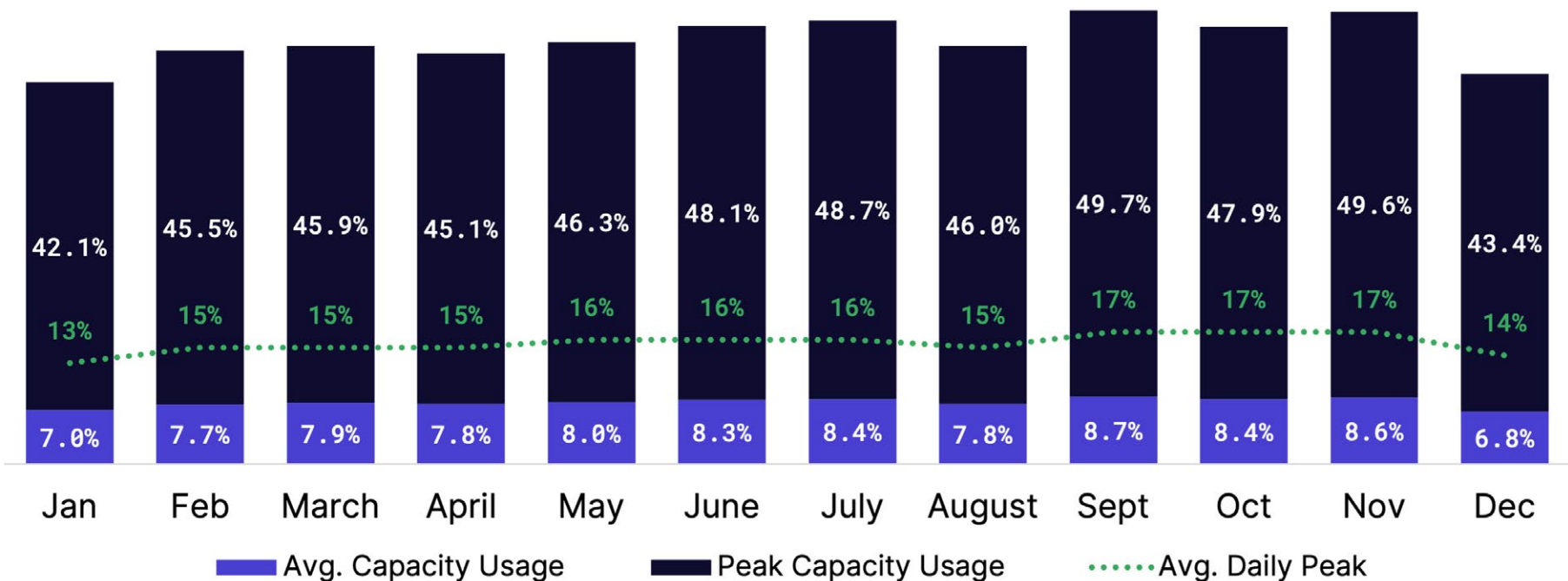
- Technology & Media had an average capacity usage of 8%, in 2024, maintaining consistency with minimal variability of just 1.9%.
- September, October, and November notably had the highest average capacity usage aligning with newly announced attendance policies.
- While Technology & Media's average capacity usage is lower than average (9.3%), its peaks range as high as 49.6% throughout the year.
- Wednesday emerged as the most popular in-office day for Technology & Media, with 9.7% average capacity usage—making this sector an outlier compared to other industries.
- Compared to other industries, Technology & Media has the second lowest average capacity usage.

i Average Capacity Usage
2024
8%

Figure 29: Average Capacity Usage by Day of the Week
Technology & Media, 2024

MON	TUE	WED	THU	FRI
6.5%	9.6%	9.7%	9.3%	4%

Figure 30: Average Capacity Usage, Peak Capacity Usage, and Average Daily Peak
Technology & Media, 2024



Using Data to Build Smarter Workplaces in 2025 & Beyond



2024 was a monumental year of growth and transformation, but we're not done yet. As the world continues to evolve, so too will the way we work. New technology, strategies, goals, and perspectives shape workplace behaviors, creating demand for new forms of support. While we can't predict what the workplace will look like in 10 years, we can make decisions today that prepare us for the future.

By building flexible, employee-driven spaces, organizations can adapt alongside employee needs. Rather than reacting to challenges, leaders have an opportunity to proactively make strategic, data-driven decisions that preemptively address potential obstacles.

This is a pivotal moment for workplace leaders to reflect on past learnings and align current spaces with the needs of their teams. Don't let this opportunity go to waste.

As leaders continue to develop their workplace design and policies, we implore you to leverage all available resources. Connect with other workplace leaders and learn from their successes and missteps, implement

new tools and technology, and pay attention to global and local trends. We're lucky enough to work with innovative and driven customers every day who utilize occupancy intelligence to build better workplaces, and have gotten a head start on planning for the future.

Moving into 2025 and beyond, data-driven decisions about space design, planning, and portfolio right-sizing will be crucial for workplace success. Global utilization insights provide a glimpse into workplaces around the world, while occupancy intelligence provides a clear picture of your unique workforce's day-to-day behavior. By combining these perspectives, leaders can craft strategies that balance immediate priorities with long-term planning.

You have the tools. Let's get started.

About VergeSense

Helping Global Enterprises Unlock the Full Potential of Their Spaces

VergeSense is the leading Occupancy Intelligence Platform trusted by global enterprises to guide workplace decisions that optimize spaces, reduce costs, ensure sustainability, and improve employee experience.

Through AI-powered recommendations to make decisions that build the foundation for flexible workspaces of the future, businesses leverage VergeSense to evaluate their portfolios, increase space availability, improve space design, conduct neighborhood planning, and automate office operations.

Over 200 enterprise customers like Cisco, Autodesk, and BP partner with VergeSense to optimize over 156 million square feet of real estate across 50 countries.

For more information, visit www.vergesense.com.



How Can Data Impact Your Workplace Design Decisions?

Occupancy intelligence provides you a true understanding of how your office space is being utilized so you can make impactful optimization decisions. Our team of workplace experts are here to work with you to understand how your organization's occupancy stacks up against industry averages and trends.

Schedule a workplace strategy session with one of our experts. On this call, we'll:

- ✓ Review your priorities for the year.
- ✓ Discuss benchmarks in your industry and region.
- ✓ Walk through examples of VergeSense customers who have used occupancy intelligence to power their intelligent space design and optimize space usage.



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