



Better User Experiences, Better Government:

Designing the Modern Workplace

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Regardless of where they work, government employees are more productive when technology is reliable, communication is seamless and workflows are simplified.

Yet many government workplaces were not designed with usability in mind. Agencies continue investing in collaboration tools and hybrid meeting technology, but the experience of using them can vary greatly within the same organization. When systems differ from room to room, employees must adapt each time they meet, and IT or audiovisual teams are often called in to help.

This operational burden is driving agencies to take a more intentional approach to workplace design.

“What I’ve seen recently is this acceleration and this commitment to making sure the workforce is supported by better technology and better tools,” says Curt Wood, a senior fellow at the Center for Digital Government.

Changing the Employee Experience

Agencies seeking to improve service delivery, retain talent and support hybrid work increasingly view user experience as foundational rather than optional.

The Texas Teachers Retirement System (TRS) offers one example of that shift. Serving roughly 2 million active and retired educators and managing approximately \$235 billion in assets, TRS supports operations across multiple locations, including Austin, El Paso and London.

“The main difference between this agency and a lot of other government agencies is that we work for the members,” says Ben Levy, audiovisual lead at TRS. “Everything we do, every meeting we have, even if we’re not interacting with members, it is for members.”

That member-first mindset shaped the agency’s workplace modernization strategy.

Simplified Technology

If employees need instructions to start a meeting or share content, the system is already creating friction.

“The simpler, the better,” Wood says. “You don’t want to deter the workforce from actually using the tools. You don’t want them to have to figure things out.”

TRS found that many of its conference rooms had evolved through years of separate technology deployments and vendor decisions. The result was a mix of solutions that couldn’t integrate and often operated differently. That inconsistency created unnecessary barriers.

“We want people to not worry about technology,” Levy says. “We want them to worry about their meeting.”

The agency standardized core meeting experiences while allowing flexibility for different room sizes and uses.

Integrated solutions built for platforms such as Microsoft Teams can help agencies move in that direction. Providers like Logitech and Q-SYS offer ecosystems that combine hardware, software and management tools, making it easier to modernize environments, standardize experiences and simplify IT involvement.

Modernization Through Iteration

Successful workplace modernization rarely happens all at once.

TRS took an iterative approach, testing technology directly with users before broader deployment. The audiovisual team prototyped systems, gathered executive feedback and refined deployments based on real-world use.

That process helped streamline adoption and build trust in the technology. When agencies simplify and standardize workplace technology, benefits extend beyond technical performance.

For TRS, those gains have translated into measurable improvements in meeting productivity and day-to-day operations.

Saved time

When technology works consistently across meeting spaces, employees can focus on the discussion rather than the tools.

Meetings start on time and run with fewer interruptions. Employees spend less time troubleshooting and more time making decisions.

TRS monitors room performance and ticket activity to identify issues and improve work environments.

“If we have a lot of tickets coming in on a room, we need to work on that room,” Levy says. “If we’re not hearing a lot of stuff, we’re doing something right.”

Reduced friction

Anyone who has waited through delayed meetings while someone struggles with unfamiliar conference technology understands the cost of inconsistency.

"It's hard to focus on doing your normal job and then have to learn technology you're unfamiliar with," says Austin Anderson, audiovisual specialist at TRS.

Reliable systems reduce those frustrations and create smoother daily workflows.

Better communication

Modern workplaces extend beyond conference rooms. Screens in common areas can display announcements, room schedules, welcome notices and more.

TRS incorporated digital signage and communications tools throughout its facilities to support employee communications, event promotion and member education.

Managing Spaces and Accessibility

For many agencies, modernization is also about supporting larger environments without proportionally growing IT staff.

That reality shaped TRS's strategy. The audiovisual team manages standardized conference rooms using the Logitech Sync management platform, digital signage powered by the Korbyt platform and public meeting spaces in multiple locations that have integrated technology ecosystems.

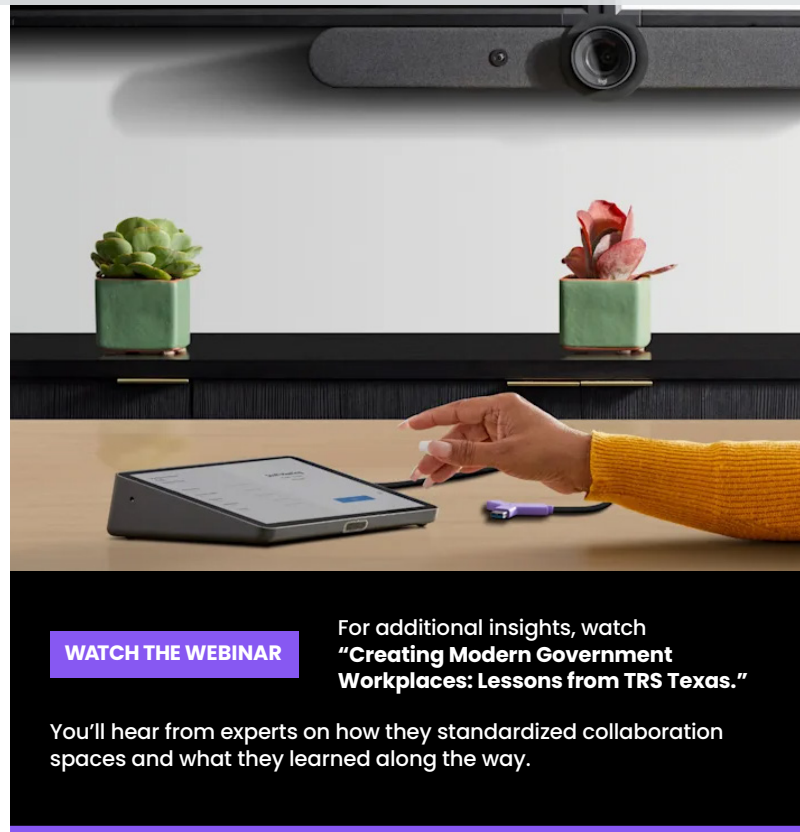
With a small team, centralized management is essential. Remote monitoring, alerts and management platforms allow the team to oversee technology environments without being in every room.

"We run 180 conference rooms. We have 30 digital signages," Levy says. "We could not manage all of these rooms if we had to physically touch them."

TRS also applied modernization principles to public-facing spaces. The agency redesigned its boardroom and public meeting environments to improve livestream quality and transparency.

"We are bound by law to do that," Levy says of public meeting broadcasts. "But we wanted to make a better production, as opposed to having to check a box that says we're following the law."

The upgraded environment supports multiple cameras, integrated displays and improved production tools.



[WATCH THE WEBINAR](#)

For additional insights, watch
**"Creating Modern Government
Workplaces: Lessons from TRS Texas."**

You'll hear from experts on how they standardized collaboration spaces and what they learned along the way.

Five Best Practices for Getting Started

1. **Design for ease of use.** If employees cannot operate systems without help, the technology is not working as intended.
2. **Standardize whenever possible.** Employees should be able to move between spaces with confidence and familiarity.
3. **Evaluate and refine before expanding.** Pilot technologies and gather feedback before scaling.
4. **Think beyond meeting rooms.** Signage and communication systems are increasingly part of the workplace experience.
5. **Prioritize outcomes.** The goal is not technology for its own sake but better work and stronger service delivery.

Conclusion

When workplace technology is inconsistent or difficult to use, the costs show up in lost time, staff frustration and slower service delivery.

Agencies prioritizing simplicity, consistency and thoughtful design are doing more than upgrading meeting rooms. They are creating workplaces that empower employees, streamline operations and ultimately improve service for constituents.

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Logitech helps government agencies create simple, consistent workplace experiences across meeting rooms, shared spaces and individual work environments. Its voice, video, productivity and mobility solutions are designed for ease of use, streamlined management and reliable performance, helping organizations improve collaboration, reduce technology friction and support employees wherever work happens.

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