
Beyond the office: WorkCafe for operators and occupants



The workplace is changing and the tools are catching up

Finding new tools to enhance employee engagement and collaboration are high priorities for office occupiers, especially as the demand for workplace flexibility continues to gain momentum. To address the changing paradigm, Yardi has leveraged its established solutions and new technology to build WorkCafe, a tenant-centric platform designed to serve users of both coworking space and traditional offices.

While the new products are tailored to two distinct occupier segments, the common goal is to give office occupants more control over their workplace experiences by connecting people, spaces and services regardless of setting. Just as important, the solutions give occupiers analytical tools to gauge how their space usage changes over time — which supports smarter decisions about future needs.



A market in motion

In recent years, coworking space has proliferated across the globe, fueled by internet and mobile listing platforms that aggregate space providers and automate reservations. When Sam Rosen launched his first coworking location 18 years ago, the worldwide inventory of flexible or temporary workplaces totaled about 300 locations. By the end of 2025, nearly 8,900 locations totaling 159 million square feet operated in the U.S. alone.

Rosen, who founded Deskpase in 2018 and sold the company to Yardi in 2025, is now a Yardi industry principal. He attributes the growth to a structural shift in how companies think about space — one the pandemic accelerated but did not create.

"The way that people and companies use and interact with office space continues to evolve," Rosen said. "So we're building robust tools that will enable companies and individuals to maximize their space flexibility by finding office locations virtually anywhere and making better connections to the buildings they already lease."



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—
Michael Everts, Senior Team Lead, Yardi

BUILDING THE RESPONSE

In conjunction with the acquisition of Deskpase and other platforms, as well as investments in tools to better connect occupiers and operators of conventional office space, Yardi has built WorkCafe. The product leverages Yardi's foundational operations solutions — Voyager and Elevate, which serve building owners, and CoworkingCafe, which serves flexible space operators.

"The idea behind WorkCafe is to build a solution that will enhance the experience of occupiers and employees, whether they're in a conventional office or temporary or remote space," said Michael Everts, a senior team lead in Yardi's commercial real estate division. "It will enhance access to information and simplify the ability to connect with other colleagues."

WorkCafe for Buildings

WorkCafe for Buildings extends the functionality of Yardi's current operational products which enable tenants to access lease documents, pay rent and communicate with property management teams. The upgraded solution gives tenants and their employees a single place to handle a wider range of tasks.

TENANT CAPABILITIES

- Create service requests
- Manage visitor invitations and access
- Stay current on building notifications and RSVP to events
- Book temporary office space
- Reserve meeting rooms, conference rooms, rooftop patios or outdoor decks
- Access gyms, EV chargers and other amenities

PORTFOLIO-WIDE ACCESS

WorkCafe for Buildings also allows tenants to reserve space across an owner's portfolio — and find temporary space in a different owner's properties when space isn't available in their own building, or in markets where the landlord has no footprint.

"Yardi manages a pool of third-party space inventory through our broad relationships with commercial landlords and coworking operators, and we're making that space available on the WorkCafe app," said Will Sandford, Yardi's director of coworking.

"So tenants will be able to connect to that network without ever leaving their building's technology ecosystem."



WorkCafe for Buildings

Beyond the tenant experience, WorkCafe for Buildings opens a new revenue channel. While long-term leases have historically driven the office sector, coworking has delivered returns on the order of a 2x rent multiple, according to Sandford.

"There is a growing appetite among traditional owners and operators that have high-quality locations and well-fit-out buildings to derive a bigger part of NOI from variable income generated by short-term bookings," he said. "But for them to feel comfortable relinquishing some of their reliance on the long-term lease model, they need to know that there's a demand channel that automates the booking by directly connecting the potential users of flexible space with the space itself."

“ “ You want to build a strong technology foundation so that you can achieve scalability and flexibility without another level of administration or support.



Sam Ghnaim
Director of IT, Shorenstein

ONE ECOSYSTEM

Property owners often face the challenge of piecing together tenant-facing solutions from multiple third-party vendors with each specializing in a narrow area such as service requests or building access and integrating that proptech into accounting, payment processing and other operational systems.

Sam Ghnaim, director of IT for San Francisco-based Shorenstein — which owns interests in 23 million square feet of office assets and has been working with Yardi on WorkCafe development — sees the single-ecosystem approach as a competitive differentiator.

"You want to build a strong technology foundation so that you can achieve scalability and flexibility without another level of administration or support," Ghnaim said. "That streamlines business processes and creates efficiencies, and I think having all your applications under one ecosystem makes buildings more attractive to tenants."

WorkCafe for Teams

WorkCafe for Teams is built for companies with distributed workforces that manage hybrid employees. It builds on Yardi's acquisitions of DeskpPass and Hubble — a leading UK-based coworking marketplace — both of which have been merged into Yardi's CoworkingCafe listing and booking service, alongside Yardi Kube, which simplifies billing and memberships for coworking operators.

OCCUPIER CAPABILITIES

- Book temporary space across 3,000 coworking locations nationwide
- Centralize administration of bookings: pre-approve space, set budgets and manage access and security
- Visualize space usage via dashboards to support planning and forecasting

RIGHT-SIZING THE FOOTPRINT

Finding temporary space during a renovation or while a new location is under construction is one obvious use case. But Rosen anticipates that companies will use WorkCafe for Teams' analytical tools to right-size their overall office footprint whether they operate a hub-and-spoke model or are fully remote.

"Companies are doubling down on offices that really matter — they're divesting of underutilized or unfavorable space and instead are selecting to partner with quality coworking operators," Rosen said. "For the office worker, that translates into a better work environment that is typically closer to home. For employers, it's an opportunity to start treating real estate as a flexible tool that supports how the team really works, rather than as a fixed cost."



How Wisp Works

IN PRACTICE: WISP

WorkCafe for Teams' visualization and analytical capabilities are generating interest from companies like Wisp, an online provider of reproductive therapies for women with an all-remote workforce spread across more than 20 states. Wisp began using Deskpass in 2023 in response to employee surveys showing strong demand for coworking options.

The company provides each team member a monthly Deskpass benefit of \$500, and about 78% of employees use coworking space at least once a year. Roughly one-fifth use it monthly.

Managing that data today requires manual extraction. Liz McConnaughey, head of people and talent at Wisp, sees clear value in what WorkCafe for Teams changes.

"I think any human resources person is going to be excited about a product that provides data summaries and visualization, because it will be easier to keep tabs on a benefit like coworking and determine whether it needs to be enhanced or tailored," McConnaughey said. "You want to make sure that it remains relevant and that you're getting your money's worth by offering it."

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Liz McConnaughey
Head of People and
Talent, Wisp



“ Not only do we now have what we consider a good-looking and simple-to-use solution that allows office users to book space and access other services, but we also have the connectivity to the back end of the technology.

— **Will Sandford**
Director of Coworking, Yardi

Built for where work is going

The office isn't disappearing. It's diversifying. Companies are rethinking how much space they need, where they need it and how they want their people to experience it. Building owners are looking for ways to generate income beyond the long-term lease while keeping tenants engaged with a single, integrated platform.

WorkCafe is designed to serve both sides of that equation and to do it from within the technology infrastructure that operators and occupiers already use. Whether the need is a dedicated desk for the day, a portfolio-wide booking system or a dashboard that finally makes sense of coworking spend, the platform connects people to space without adding another layer of administration.

To learn more about WorkCafe for Buildings and WorkCafe for Teams,
visit yardi.com or contact your Yardi representative.

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