

CASE STUDY - Condeco helps Arup to fine-tune its facilities management

Overview

Arup is a global firm of designers, engineers, planners and business consultants providing a diverse range of professional services to clients around the world.

It exerts a significant influence on the built environment and is the creative force behind many of the worlds' most innovative and sustainable design projects.

Arup has three main global business areas – buildings, infrastructure and consulting.

The firm has over 10,000 staff working in more than 90 offices in 37 countries. At any one time, Arup has over 10,000 projects running concurrently. This means that there are several thousand staff and visitors going in and out of Arup's offices every day.

Challenge

With so many office buildings, live projects and an expanding workforce, Arup has to accommodate a high volume of meetings and visitors all year round.

Arup needed one common tool that would enable employees to manage the high volume of visitors and to better manage the company's meeting room facilities across all ten office locations in London. Initially, Arup used Windows Outlook to manage visitors and the booking of meeting rooms. However, as a rapidly growing company, Arup needed a tool that all employees could access and one that had the capacity to manage a high number of meeting rooms and visitors.

With this in mind, Arup began searching for a room booking and a visitor management application.

Solution

After narrowing down the search, Arup decided to trial Condeco Meeting Room Booking and Visitor Management. Following a rapid product evaluation process of just two months, Arup rolled out the product to manage all meeting room bookings and visitors across its entire UK estate.

Condeco Meeting Room and Visitor Management provides Arup with one common application, enabling the company to reserve meeting rooms and manage its visitors more effectively. Condeco allows users to process and manage complex bookings from any web browser on Arup's intranet. Furthermore, it provides the capability for users to pre-order catering and audio-visual equipment.

Results

The Condeco Meeting Room Booking application enables Arup to increase the utilisation of meeting rooms and provides built-in reports to monitor trends such as room and resource usage and user activity. This is particularly useful for Arup as it enables the company to identify any meeting rooms or locations that are being under-utilised – a key tool in today’s climate where companies are constantly looking to reduce wasted office space and ensure that meeting rooms are available when employees need them.

Steve Capper, European Region IT Leader, Arup commented: “In being able to reserve meeting rooms and pre-book catering at any one of Arup’s UK locations, employees are benefiting from improved time management. Employees are no longer wasting time searching for an available room or worse still, travelling to an office to find that all the meeting rooms are being occupied.”

Furthermore, Condeco has the capability to allocate costs to particular rooms, resources and services - providing cost analysis and onward invoicing where required. This enables Arup to administer project accounts and budgets.

In addition, Condeco streamlines the whole visitor process. This includes inviting all attendees to the meeting as well as booking and notifying reception of expected guests. On arrival, the system will print out visitor passes and send an email to notify the meeting host that their guest has arrived. This dramatically improves visitor relations and increases efficiency by removing the need for the reception team to track down the host to inform them their visitor is in reception.

“From a security perspective, Condeco is tremendous as it allows us to record and track visitors and employees as they come and go from Arup’s offices, which is crucial information in the event of an evacuation. We can now account for every person on site.”

“The benefits of Condeco are very evident and we plan to roll out the implementation of the system across all our European offices,” concluded Steve.

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Notes:

Condeco is a specialist in workspace management and booking solutions. Its award-winning Condeco software suite provides large enterprises and SMEs with the ability to manage the day-to-day aspects of office life with ease and fluidity.



Condeco scalable workspace management solution incorporates *desk booking / hoteling software, meeting room management software, digital signage, visitor management, car park booking software and event management.*

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