

## **CASE STUDY – Condeco Systems helps Barclays Bank to save over 20% of unused office space**

### **Overview**

Barclays is one of the largest financial services companies in the world by market capitalisation. It operates in over 50 countries and employs over 127,000 people. It has over 27 million customers and clients worldwide.

### **Problem**

Barclays identified the need to better manage space at their Canary Wharf Head Office.. Research showed that 20% of their desk space was unused at any given time and that there were between 20-30% "no shows" for booked meeting rooms. This is significant as Barclays is continually under pressure to provide additional space at premium rates.

As a result, Barclays introduced shared desks and more effective management of meeting rooms to improve their use of existing space. The objective was to ensure that desks and rooms were only allocated when staff are able to use them. Barclays recognised that an electronic desk and room booking system with rich functionality would help to achieve this objective.

### **Solution**

Barclays carried out a full review of the leading software solution in the market and finally selected Condeco room and desk booking system. The feature rich system provided the perfect solution to Barclay's requirements and being browser based it meant it could be rolled out to all Barclays' main office sites across the UK in one go.

#### **Key Features:**

- Graphical floor plans for desk booking which can be searched by physical location/desk attribute/users
- Allows groups of rooms to be managed by a dedicated Resource Booking Team
- Interactive Digital signage to manage meeting room "no shows"
- Each floor has an interactive kiosk in the lobby area which is integrated to Condeco, to allow desks to be booked by staff going onto a working floor
- Visitor Management: All guests are automatically logged in at reception and passes prepared
- Reports: A range of useful MIS reports can be accessed including space utilisation and resource costs

## **Evaluation**

Andrew Howells, Barclays Facilities Management noted:

*"The Condeco room and desk booking solution has enabled new ways of working and better use of space. Six months ago we had a static work environment, whereas we now have a more dynamic and flexible work environment to cater for individual staff workspace requirements at any given time".*

The solution is user friendly and administratively simple, enabling all staff to book their own desks and meeting rooms. This has significantly reduced the administrative cost associated with managing these spaces.

MIS reports on space utilisation are providing invaluable information for space management.

*"Desk utilisation reports are a key tool in selling the desk sharing concept to the business,"* added Andrew.

The cost of churn continues to be a major issue for any large building. Andrew concluded:

*"Introducing wireless working, desk sharing and integrating what IT are doing in with the facilities work place strategy will offer the ability to provide a more clinical working environment."*

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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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