

CASE STUDY - Winchester hot desks to success

Overview

The historic town of Winchester is the ancient capital of England. Located in Hampshire, the town has a population of 40,000 and a rich heritage that dates back to 150BC.

Winchester City Council provides the citizens of Winchester with an extensive range of services: from housing advice and benefits to recycling schemes and parking permits. There are now over 570 Winchester City Council employees based in two office sites within the town.

Challenge

Winchester City Council planned to reduce the amount of office buildings it occupied, from four down to just two, providing a limited amount of office and desk space to an ever-expanding workforce.

Faced with the challenge of consolidating its real estate, coupled with the need to provide its growing staff base with appropriate workspace, the council started to consider embracing a flexi-working culture.

Whilst a high percentage of council staff were already regularly working off-site, resulting in a low desk occupancy rate, the council needed to implement a system that would identify areas of low usage and allocate desks to employees on a need-to-use basis - thus eliminating desk wastage. The council began to look into desk booking solutions that could facilitate a move to a 'hoteling' work environment.

Solution

Winchester City Council compared four desk-booking solution packages and



carefully reviewed the business benefits and cost implications of each before deciding to purchase Condeco Ltd's out-of-the-box workplace management software suite.

Shelley Osman, IT administrator at Winchester City Council, said: "The competitive tender review process was fairly simple and painless. It was obvious from an early stage that Condeco was a popular choice amongst staff, due to its user-friendly interface, intranet link-up and the fact that the product can also deal with room bookings, visitor management and car park bookings. The general consensus was that the system could make the lives of our employees a lot easier."

The council piloted Condeco for a short period of time before quickly rolling it out across the organisation and implementing the desk booking and room booking modules of the product.

"Condeco was installed on our intranet in just a couple of days. We then provided our staff with the necessary training and created several 'touchdown areas' across the organisation, which are parts of the office that contain hot desks or reservation only workspaces. Employees could now log on to Condeco and book a desk up to two weeks in advance," she added.

Evaluation

Winchester City Council has installed 30 hot desks in the 'touchdown areas' of its offices. With the council concentrating its staff into two buildings and with the popularity of flexi-working and desk booking growing, it is planning to further expand this initiative by creating an additional 50 hot desks.

The organisation has seen a dramatic improvement in the handling of meeting room reservations since the introduction of Condeco's room booking facility and there are no longer any confusing double-bookings. The council is currently looking to expand its relationship with Condeco by introducing its car booking and visitor management modules.



Shelley Osman commented: "Since we introduced Condeco over a year ago, we have seen a substantial improvement in the day-to-day running of our workplace. Not only does it help us to optimise desk usage and facilitate flexi-working in an easy, fool-proof way, but it also helps us to become more efficient as an organisation – fine tuning all our facilities management in a one-stop-shop."

"We have had no complaints about Condeco since its implementation and the support team at Condeco has always provided swift and helpful advice. We have discussed Condeco's benefits with several other local authorities and councils and would recommend the product to any organisation," she concluded.

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Notes to editors:

Condeco Ltd 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 software provides *Meeting Room Booking, Desk Booking, Car Parking* and *Visitor Management*, through one centralised web based application.

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