# Case Study: Leading Global Bank

## Summary

A leading global bank installed Condeco Meeting Room Booking Software & Screens at their London headquarters to help reduce their no-shows. They also wanted to better understand the utilisation of their 68 meeting rooms on their client facing floors.
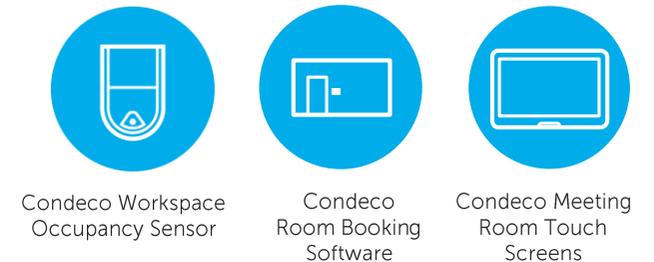
## Client

The leading bank is one of the largest financial services companies in the world. It operates in over 50 countries and employs over 127,000 people. The business has over 27million customers and clients worldwide.

## Challenge

The banks client facing meeting rooms were always in demand and the room booking system showed that most rooms were fully booked each day. However, spot checks discovered that the meeting rooms seemed empty for large parts of the day, which revealed that the organisation had a big no-show problem.

The business needed a solution that would allow them to measure the utilisation and occupancy of the meeting rooms. Then they needed to be able to compare the data with what had been booked on the system.

With the client facing rooms being so high in demand it was vital that the company had a 100% accurate view of the no-show problem before they introduced stricter room booking protocols.

## Solution

Condeco proposed a workspace occupancy study to measure the utilisation of all the bank's meeting rooms on the client facing floors. Condeco sensors were placed in each of the 68 meeting rooms that would provide 100% accurate data on both the utilisation and

### Condeco Solution

Condeco Workspace Occupancy Sensor

Condeco Room Booking Software

Condeco Meeting Room Touch Screens

occupancy of the rooms. The sense data was presented back to the client through the Condeco Sense portal, which allowed the customer to go online and see the actual usage of each room by day, week or month.

Once the sensors had been installed for a month, a script was built by Condeco for the client to run on their internally hosted Condeco solution. This script captured the total number of meetings that had been booked in the client facing meeting rooms and listed the total number of hours the rooms had been booked for.

Running the room booking script showed the client what had been booked and the sense reports showed the client what had been used. This was now a simple case of working out the difference between the two sets of data to determine the no-show rate on the floors.

Condeco provided the client with a report that showed a total of 3,360 no-show meeting room hours in just the first month. This was equal to the client having 20 meeting rooms lying completely empty each day.

This was a serious problem for the client and they needed a solution to reduce the no-show problem across the two floors, but at the same time they didn't want to enforce a strict room booking protocol that could impede staff from booking and using the space.

To resolve this problem Condeco recommended their meeting room booking screens to be placed outside all of the client facing meeting rooms. The room screens would allow staff to start their meeting by just placing their access card against the panel. More importantly if the meeting wasn't started within 15 minutes; the booking would be auto-bumped, meaning it would be freed up for other staff to book the room.

## Results

Within the first month of Condeco's room screens being installed, the total number of no-show hours dropped to 2,500 hours per month. Out of the 25,000 meeting hours, which were bumped, 1,550 meeting room hours were re-used which was the equivalent of having 15 more meeting rooms on the floors.

**1,550** hours

**Re-used.** Equating to having 15 more meeting rooms on the floor

The client calculated that this saving would create an ROI for the solution in just five months.

Over time staff have changed their booking behaviours when using the meeting rooms and now remember to cancel meeting and the room if they do not need them.

**Increased utilisation**
through room booking screens

For more information visit: www.condecosoftware.com