



# Case Study

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Global Consultancy  
Management Client



# The Client

A global management consulting firm, with over 90 offices across 50 countries, engaged with ResourceXpress (RX) to address several workspace management challenges.

# The Challenges

Before adopting (RX), this organisation faced significantly challenging scenarios in managing its workspaces, namely:



**Identifying what spaces were available to occupy by employees.**



**Delays in arranging meeting schedules.**



**Space booking complexities and frustration when travelling to other offices.**



**Locating where colleagues were seated.**

Spurred on by the impending occupation of a new building, and by their continued expansion globally, the organisation realised that they required a solution that could not only improve the daily experiences of their employees, but also reliably scale across multiple offices and regions.

# The Solution

To address these challenges, the organisation engaged with RX and implemented RX's unified suite of workspace management solutions which included:



## Room Booking

- Centralised scheduling via web, O365, Room Panels, and Kiosk devices.
- Ensured seamless access to meeting spaces across diverse geographies and time zones.
- Room panels displaying live availability and upcoming bookings, and offering check in/out and booking extension capabilities.



## Desk Booking

- Enabled desk reservations through interactive floorplan maps accessible on desktop, mobile, and kiosks.
- Allowed users to easily book workspaces near team members for enhanced collaboration.
- Installed interactive desk display screens at individual desks showing real-time availability and status and offering check in/out capabilities.

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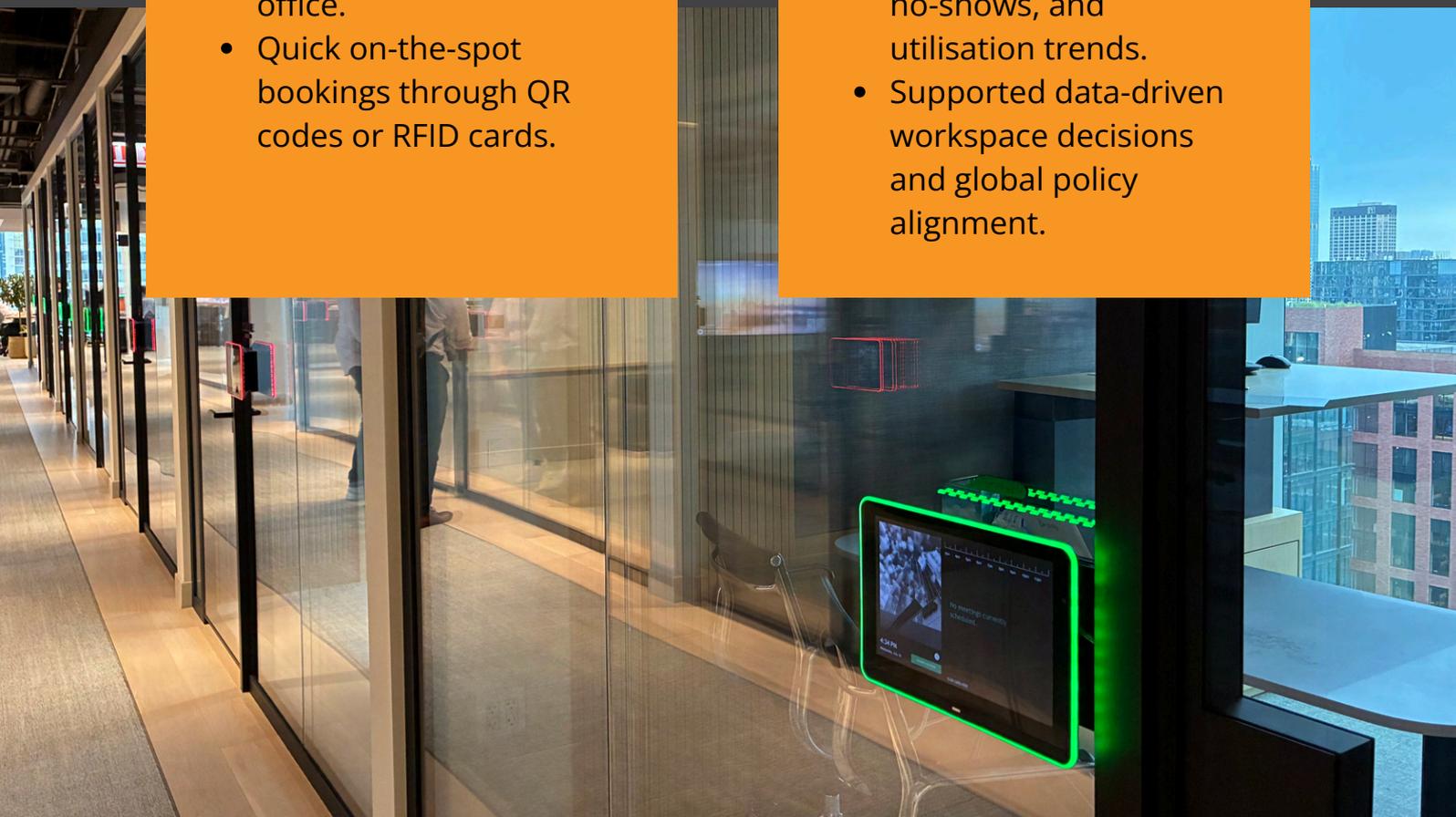
## Kiosks & Interactive Maps

- Visual, real-time displays of available spaces directly in the office.
- Quick on-the-spot bookings through QR codes or RFID cards.



## Reporting & Analytics

- Transparent dashboards presenting metrics on occupancy, no-shows, and utilisation trends.
- Supported data-driven workspace decisions and global policy alignment.



# The Impact

The implementation of RX delivered tangible, measurable, wide-reaching benefits:

**Drastic reduction in employee frustration** – Staff can effortlessly locate seats and coworkers, minimizing daily friction.

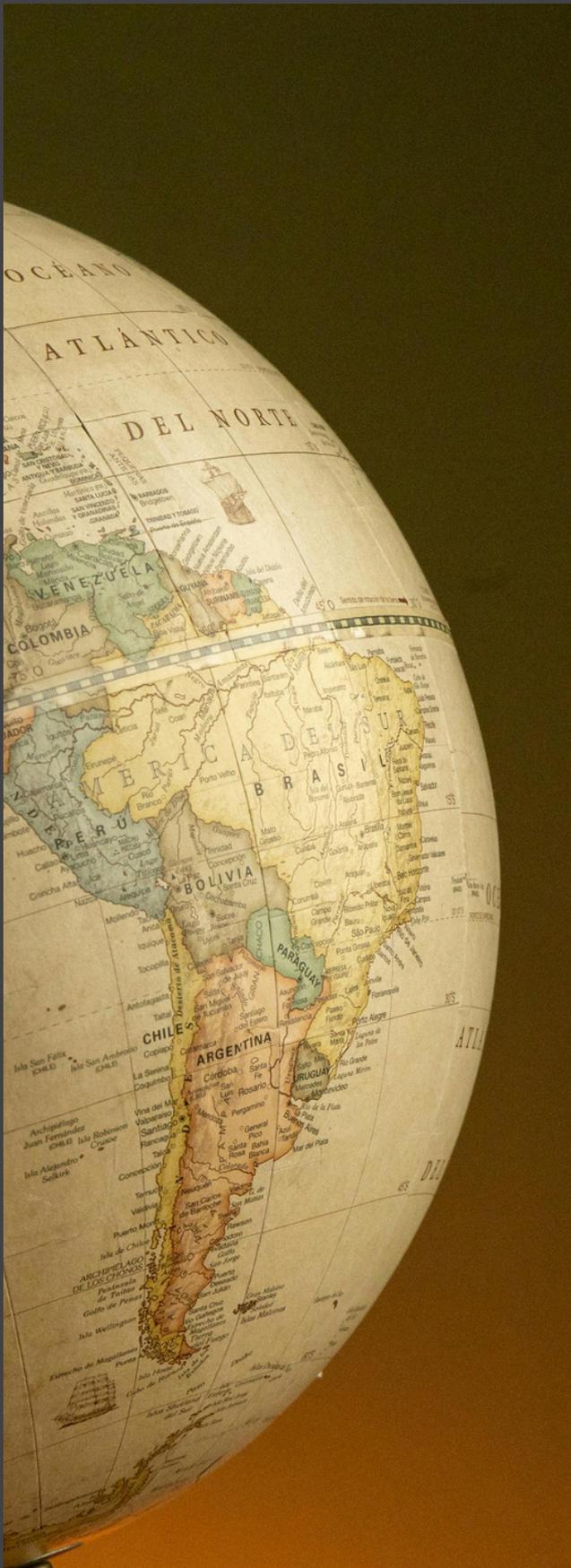
**Optimized space utilisation** – Facilities teams gain clearer insights into occupancy, enabling smarter allocation of desks and rooms.

**Scalability across the globe** – Now expanded across 71 locations globally, demonstrating reliability and adaptability across diverse markets.

**Enhanced collaboration** – Zone and proximity-based desk bookings encouraged more employee collaboration and cross-team synergy.

**Data-backed workspace planning** – Reporting tools empowered leadership to make informed choices about layout configurations and hybrid work policies.

# Summary



By integrating RX's Room & Desk Booking, Kiosk Interfaces, and Reporting features, the consulting firm transformed its workspace into a dynamic, user-friendly, and scalable environment.

The result was:

- *Efficient Space Usage*
- *Empowered Decision-making*
- *Stronger Collaborative Culture*

*Today, this client uses  
RX to manage:*

# 3,500

Meeting Rooms  
across

# 70

Global Offices  
in

# 31

Countries