

Case Study

Vodafone



Vodafone used Condeco solutions to make better use of scarce office space and give employees more autonomy with mobile meeting room booking globally.



The client.



Vodafone, a world leading mobile communications provider, operating in 26 countries and in partnership with networks in over 55 more; with a portfolio of over 400 million worldwide customers. From the first ever phone call in January 1985 from London to their Newbury UK headquarters, Vodafone employ over 13,000 people across the UK and over 100,000 people globally.

The challenge.

With its London office housing 1,600 people and at capacity, Vodafone wanted a better way to manage meeting room booking and use their space more effectively. The company wanted to move away from its approach of using Microsoft Outlook, or relying on personal assistants (PA's) to book meeting rooms, and adopt a cloud-based system that could be easily updated; providing them with meeting room usage data. The system had to provide a seamless experience for staff with a mobile-first focus, as well as support Vodafone's goal of allowing employees to work flexibly.

“
Meeting room booking is usually a big deal in the office because there's not enough [rooms]. We wanted to understand whether we could have a seamless reservation experience.”

Mirna Gelleni, Senior Workplace Strategist, Vodafone

The challenge.

A key challenge was to encourage them to use meeting rooms in ways that benefit the whole community. For example, the company's meeting pods were not bookable and people would find empty ones, occupying it all day.

Finally, as a global company, Vodafone needed a system that could be rolled-out across the 26 countries in which it has offices.

1,600

Employees in the London office

26

Countries globally require the same booking system.



The solution.

Taking a digital approach was natural for a global business like Vodafone, having over 30 years of experience in the technology sector. Adding Condeco meeting room booking software meant the company can now manage reservations from one tool, integrated with its existing Microsoft Outlook system.

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We now use our mobile phone, and our devices, to book a meeting room. Everything about it is much smoother. ”

Edward Large, Group Property Strategy Manager, Vodafone

The solution.

Having a mobile application for room bookings is essential for a company that works in mobile communications – and has the added benefit of creating a positive impression on external visitors. It also meets their need to offer staff more flexible working, booking meeting rooms while on the move. Vodafone's entire ethos is mobile and agile, and they worked with us to enhance the mobile app to better suit their needs.

Condeco Meeting Room Screens were installed outside each meeting room, allowing people to see at a glance on availability of the meeting room. The 150 screens help reinforce the behavior Vodafone wants to encourage, having people use rooms and pods only when needed for meetings, rather than taking them over for entire days at a time.

Vodafone created an internal governance team to support the roll-out of the new meeting tools. This team worked closely with Condeco, enabling them to get the best quality support.

Vodafone also created a managed service team, based in Egypt, which will offer support for the Condeco systems as they roll-out worldwide. The phased implementation has currently reached 10 sites globally, with others to follow.

Products used.



Meeting room
booking software



Meeting room
screens

The results.

Since installing Condeco's systems, Vodafone has seen an improvement in how its meeting rooms are used. It is easier for staff to book meeting rooms because we provides a straightforward user experience. Staff are also behaving more responsibly in their use of rooms, which has increased availability of spaces and put an end the monopolization of the rooms.

“

The digital approach [has] made employees behave better and, therefore, the availability of the meeting rooms is higher. ”

Mirna Gelleni, Senior Workplace Strategist, Vodafone



The results.

The company's agile and mobile ethos is now reflected in how it manages space. More than 13,000 staff members now have access to the mobile app and can easily book space across geographies, setting-up a meeting for colleagues in Singapore without leaving the London office.

Condeco's system, based on Microsoft Azure Cloud, is secure and scales automatically as Vodafone brings new parts of its business onboard. Updates are easily done, without taking the system offline, which is a vital feature for a global business.

The company is now looking to the future, as Condeco technology rolls out to more Vodafone offices, globally. The plan is to also use APIs to extend the capabilities of the software, creating improved reporting, integration with visitor check-in and wayfinding that will enable people to use their mobile device to find an open room nearby.

Key results.

13,000

Staff members now have access to the mobile app for space booking.

10

Global offices with Condeco implemented.

150

Meeting room screens help reinforce the behavior Vodafone wants to encourage.

We're the global leader in workspace scheduling technology.
We make it easy to find and book space to meet up and work together.
We provide workspace scheduling software to over 1,000 of the world's biggest brands, integrating meeting room and workspace reservation solutions that help remove friction in the workplace and free businesses and their people up to get the most out of their working day.

Liberate your workspace.



Our Global Presence

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