GoBright

Customer Case

Overall insight into the availability of meeting rooms.

Strukton
Worksphere

CASE STORY

> ## 'We're very satisfied with the end-result and we definitely recommend GoBright to other organisations in the industry!'
>
> **Esther Snel, Facility Coordinator at Strukton**

The Challenge

Struktons facilities department is responsible for both 'hard services' which include building management and technology as well as 'soft services' which include catering, landscaping and cleaning. The latest employee satisfaction survey showed that booking meeting rooms should be made more accessible and there should be greater insight into room availability.

Consultant Ruud de Haas and facility coordinators Esther Snel and Ilse Maas of Strukton Worksphere had taken on this challenge as a team. They began by examining opportunities in the market in detail, after which they supervised the realisation of the project.

'Previously, we needed to book meeting room via email or phone at our Service Desk. The service desk receptionist would then check availability and make a reservation in the FMIS. All facilities reports were recorded along with this. Any catering requests could also be added to the reservation. However, this could only be done by the service desk, not the employees themselves. Naturally, our receptionists were able to view existing reservations, but there was no insight for employees', says Esther.

37	250	37
Room Licences	Desk Licences	Catering & Services Licences

The Flexibility of Room Booking

Strukton collaborated with Comcross to successfully implement GoBright Room Booking and GoBright Wayfinding at two of its locations. Every meeting room now has a touchscreen at the entrance that shows current availability. You can reserve the room immediately without the intervention of a service counter. The initial plan stated that a link to the FMIS would be made for catering orders. But in the meantime, GoBright launched a new module for users who want to order catering. With the addition of this catering module, Strukton now uses one platform that works very efficiently. People can work with GoBright at two locations, thanks to a bit of customisation they were able to implement.

'Technology supplier Comcross is no stranger to Strukton. It was therefore a logical step to hire their expertise. One of its products, GoBright Room Booking, is a platform through which users can easily book meeting rooms.

RESULTS

After the implementation, we briefly explained how GoBright Room Booking works. We also created a FAQ file and set out conditions for how to deal with catering. GoBright Room Booking was very well received by our colleagues', adds Ruud.

The Mobile App

'The app is an ideal supplement for our colleagues who spend a lot of time on the road'. says Esther. 'These different reservation options make it a very flexible and efficient system. The user can make choices that work best with their needs.'

The Company

About Strukton

Strukton has three operating companies – Strukton Rail, Strukton Civiel and Strukton Worksphere. Each of Strukton's companies develops technologies and integrates solutions to contribute to the safety, quality, and sustainability of rail transport, road infrastructure, technical installations, and buildings.

WORKSPHERE

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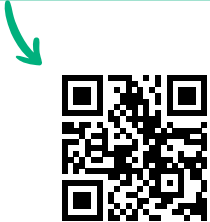
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