



CUSTOMER STORY



Rendall & Rittner drive efficiency with flexible work and space optimization

Rendall & Rittner, a leading property management company, has successfully embraced a flexible work model and optimized its office spaces to enhance productivity. By aligning their work environments with the needs of their workforce, they have made strategic improvements that reflect their commitment to modernizing and better utilizing their resources.

Key stats

Real estate
Industry

2,000+
Employees

6
Offices
utilizing Eptura



The customer

Rendall & Rittner, a key player in the property management sector, manages a wide range of properties across London and beyond. As part of the Odevo Group, they are committed to providing top-tier services to its clients while ensuring smooth internal operations. Paul Hadley, Service Desk Team Leader, oversees the company's IT infrastructure, including the implementation and oversight of the Eptura system, which is integral to their flexible work model.



Paul Hadley, Service Desk Team Leader, Rendall & Rittner



The challenges

Rendall & Rittner faced difficulties in managing office spaces for their diverse and mobile workforce. Some offices were underutilized, leading to inefficiencies and higher operational costs. The static desk allocation system proved impractical for employees frequently traveling for site visits across the UK. The rise of hybrid working further exposed the inefficiencies of maintaining a large office in the City of London.

Fixed desk assignments did not support various working styles, such as remote work or collaborative team sessions, which became increasingly important. Additionally, the inability to leverage data hindered their understanding of office space usage, making it challenging to optimize space and allocate resources effectively. The company needed a more adaptable, data-driven approach to manage their office spaces, streamline workspace booking, and gain insights into usage patterns to better align resources with their evolving work practices.



The solution

To support their shift to a flexible work model, Rendall & Rittner implemented Eptura's workspace booking solution. The system has been pivotal in facilitating a seamless transition to a more adaptable work environment.

Eptura's solution provides employees with the ability to book desks and meeting spaces as needed, whether in advance or on the day. This flexibility has enabled the transition from static desk assignments to shared, bookable workspaces. The mobile app and QR code check-ins enhance ease of use, supporting various working styles, from remote work to office-based tasks and collaborative team sessions.

The system's business rules functionality allows for the reservation of certain spaces for specific teams or departments that require fixed desks, ensuring the right resources are available to the appropriate teams. Additionally, the system integrates seamlessly with Microsoft 365, which has driven high adoption rates across the organization by enabling easy booking and management of meeting spaces through the familiar Outlook interface.

The introduction of the 'team day' feature has promoted more in-person collaboration, fostering a culture of adaptability within the company. The flexibility and efficiency gained through these features have become integral to Rendall & Rittner's workspace management strategy.

“ We looked at other competing products, but they lacked **essential** features that were **critical** for us — features that **Eptura** had. ”

Paul Hadley, Service Desk Team Leader, Rendall & Rittner

Features used



Desk booking



Meeting room screens



Meeting space booking

The results

Since implementing Eptura, Rendall & Rittner has seen significant improvements in workplace efficiency and an uptick in employee satisfaction. Employees have reported higher satisfaction and increased productivity due to the flexibility of working where and when they need, which empowers them to perform at their best.

Eptura's data analytics have been crucial in optimizing office space. By analyzing usage statistics, Rendall & Rittner made an informed decision to transition from a large central office in Aldgate, London, to several, smaller strategically located offices. This move led to significant cost savings and improved space utilization. In their Vauxhall, London office, they identified a need for more collaboration areas. As a result, they redesigned the space by removing some fixed desks and adding additional meeting rooms and a central reception area for client visits.



The stats are **useful** for us; we can see how much each office is being used. That data allowed us to **adjust** the layout of our offices to use the space more **efficiently**.



Paul Hadley, Service Desk Team Leader, Rendall & Rittner



The future

Looking ahead, Rendall & Rittner plans to continue leveraging Eptura's capabilities to enhance their workspace management. They are particularly interested in exploring new features and further integrating the solution with their Microsoft 365 environment. The company's commitment to flexible working remains strong, and they foresee the continued use of the solution as central to maintaining this flexibility. By staying ahead of workplace trends and utilizing technology to its fullest, Rendall & Rittner is well-positioned to meet the evolving needs of both their employees and clients.



work your world™



Eptura is a global worktech company that digitally connects people, workplaces, and assets in a unified platform to enable our customers to thrive. Our scale and expertise helps organizations to engineer a thriving work environment, by giving them the understanding they need to enhance their employee experience, workspaces, and asset value.

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