



CUSTOMER STORY

European financial institution

How a financial organization redefined workspace accessibility

Discover how a prominent financial organization transformed its workspace management system to prioritize accessibility, fostering a more inclusive and productive work environment. This case study reveals the innovative solutions and collaborative efforts that led to a workplace where diversity is celebrated and every employee feels valued.



Key stats

Banking & financial
Industry

10,000+
Employees globally

250+
Locations across EU

Champions of accessibility

Established over two centuries ago, this prominent financial organization is a respected pillar of the financial landscape, known for its commitment to innovation and customer-centric services. The organization's dedication to inclusivity extends to its internal operations, where it strives to create a supportive and flexible working environment for all employees.

Seeking to enhance its workspace management system to better accommodate employees with accessibility needs, the organization embarked on a journey to implement solutions that empower every member of its diverse workforce. This proactive approach sets the stage for overcoming challenges and innovating for accessibility.



THE CHALLENGE

The quest for accessible solutions

In its ongoing commitment to fostering an inclusive workplace, the organization identified an opportunity to further enhance accessibility within its workspaces. The existing workspace management system offered robust capabilities, allowing users to search for spaces within a single location. However, the team recognized a valuable area for improvement: the potential to enable searches based on specific accessibility needs. This insight presented an exciting chance to build upon the system's strengths, making the workspace selection process even more efficient and user-friendly for all employees.



THE SOLUTION

Partnering for inclusivity

The company embarked on a transformative journey with a clear vision: to make accessibility information readily available to all users. Collaborating closely with Eptura, they explored innovative solutions to enhance their workspace management system and achieve this goal. The breakthrough came when they identified a way to add 'accessible' attributes to all personal spaces in accessible locations. This ingenious solution enabled users to search specifically for accessible spaces, empowering them to find workspaces tailored to their needs.

The implementation process showcased the organization's commitment and teamwork, with the facilities team, IT department, and Eptura collaborating closely to tag each personal space with accessibility attributes, ensuring the information was accurate and up-to-date. Determined to overcome any hurdles, the financial organization and Eptura worked together to find innovative solutions, demonstrating a proactive approach and unwavering dedication to inclusivity.



THE RESULTS

Empowering a diverse workforce

The financial organization's unwavering commitment to inclusivity and innovation drove them to maximize the potential of their workspace management system, leading to remarkable benefits.

By introducing new functionality that allows employees to search for accessible spaces, the organization transformed the workspace booking experience for those with accessibility needs. This proactive approach not only demonstrated their dedication to supporting a diverse workforce but also resulted in a significant ROI. The enhanced system increased user engagement, reduced time spent on alternative platforms, and solidified their reputation as an employer of choice.

Employees with accessibility requirements now enjoy a seamless and efficient way to find suitable workspaces, leading to an enhanced overall experience and increased productivity. The organization's initiative has set a new benchmark for inclusivity in the financial sector, positioning them as a leader in creating supportive work environments. Their journey to improve accessibility has not only benefited employees but also reinforced the organization's commitment to fostering a culture where every individual feels valued and empowered to perform at their best.

- 01 Increased user engagement:** The enhanced workspace management system led to higher user engagement, as employees with accessibility needs could now easily search for suitable workspaces.
- 02 Time savings:** By allowing users to search for accessible spaces directly, the new system reduced the time employees spent manually reviewing each location's details or using alternative platforms to find appropriate workspaces.
- 03 Productivity gains:** The seamless and efficient process of finding suitable workspaces for employees with accessibility requirements resulted in increased productivity.
- 04 Enhanced employee experience:** The improved system provided a better overall experience for employees with accessibility needs, demonstrating the organization's commitment to supporting a diverse workforce.
- 05 Reputation boost:** The organization's proactive approach to accessibility solidified their reputation as an employer of choice, setting a new benchmark for inclusivity in the financial sector.
- 06 Culture reinforcement:** The initiative reinforced the organization's commitment to fostering a culture where every individual feels valued and empowered to perform at their best.
- 07 Competitive advantage:** By positioning themselves as a leader in creating supportive work environments, the organization gained a competitive edge in attracting and retaining talent.

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.

Ready to work your world?
See the Eptura experience in action.

[Request a demo](#)

Atlanta • London • Melbourne
Brussels • Dubai • Frankfurt • Gurugram • Paris • Salt Lake City • Singapore • Winnipeg