



CUSTOMER STORY

Financial services organization

Enhancing flexibility and efficiency for a leading UK financial institution

Key stats

Financial services
Industry

3,000
Employees



The customer

A prominent UK-based financial services institution, with a workforce of 3,000 employees, manages a diverse real estate portfolio comprising approximately 150 high-street branches and four head office spaces. This varied portfolio includes a mix of owned, leased, and sub-leased properties, requiring strategic oversight from the Property and Facilities Management (FM) team. Collaborating closely with the IT, HR, and Finance departments, the team is responsible for ensuring the real estate strategy aligns with operational goals and employee needs.

As the organization transitioned to hybrid working, its leadership recognized the need to support new ways of working. This required enhancing flexibility for employees while maximizing the utilization of office spaces. The company aimed to create an environment that empowered employees, optimized resources, and enabled data-driven decision-making.



The challenges

The shift to hybrid work brought with it a host of complexities. Managing space efficiently while accommodating employees in and out of the office proved challenging, especially with a desk ratio of 0.8 desks per employee. The organization required a solution that allowed employees to seamlessly book the workspaces they need while ensuring underutilized office spaces could be reconfigured or reduced in scale.

Beyond workspace management, the organization needed to streamline visitor management and car parking allocation, all while tracking office utilization. These insights were critical for the Property and FM team, which regularly reported detailed reports to drive major real estate decisions.

One of the most pressing challenges arose in one of its London head offices, where high leasing costs emphasized the need to optimize space and save on unnecessary expenditures. Without accurate utilization metrics and streamlined systems, the organization risked overpaying for spaces that weren't fully used.



The solution

To address these challenges, the organization implemented Eptura's integrated workplace management software. The platform was chosen for its ability to meet multiple needs simultaneously. The solution was rolled out across office locations, enabling employees to book personal and meeting spaces with ease. Real-time booking capabilities ensured that spaces were automatically reallocated, optimizing their use.

The cloud-based system integrated with Microsoft 365, simplifying the scheduling experience for employees. Meeting room and desk booking screens were installed across sites, offering a user-friendly, on-demand booking experience that supported both planned and ad hoc collaboration.

“ The system couldn't be **simpler** to use. It's very **intuitive**—our colleagues know it like the back of their hand. ”

Head of Property and Real Estate

In addition to workspace booking, the company adopted Eptura's solutions for visitor and parking management, further streamlining operations. These tools provided a holistic view of resource usage and helped to ensure operational efficiency across the board.

The Property and FM team used the real-time data provided by Eptura to optimize layouts, create collaborative zones, and reduce desk ratios, all while ensuring a seamless in-office experience for employees. This data-driven approach allowed for significant cost savings, including a reduction in lease costs at the London head office by relinquishing half of the previously occupied space.

Features used

- ✓ Workspace booking
- ✓ Meeting room screens
- ✓ Desk screens
- ✓ Visitor management
- ✓ Car parking management

The results

The introduction of Eptura's solutions transformed the company's workplace strategy, delivering immediate and measurable outcomes. Not only did the company experience smoother operations, but there was also an increase in employee satisfaction. With easier access to flexible workspaces and a centralized system in place, employees felt empowered to manage their own schedules and work environments more effectively, creating a seamless hybrid working experience.

The real-time utilization insights provided by the system enabled the Property and FM team to make informed, data-driven decisions. They could track space usage across the company's vast property portfolio, ensuring that underutilized spaces were either reallocated or reduced in scale. By relinquishing underutilized spaces, the company achieved cost savings, including £8 million on a new lease in its London site.

“

We've achieved remarkable improvements in both operational efficiency and employee satisfaction. With Eptura, we're not just managing real estate—we're transforming how employees experience the workplace.

”

Head of Property and Real Estate



The redesigned office layouts now feature more collaboration zones and communal areas, including a newly built auditorium with a 100-person capacity. These spaces have become hubs for teamwork, fostering a sense of community and innovation across teams.

The FM team continues to provide weekly reports on space utilization, ensuring that real estate decisions remain data-driven and aligned with both financial and operational goals.

The future

The organization is focused on further developing its workplace strategy to support hybrid working patterns while maintaining a strong emphasis on improving employee experience. With plans to continue investing in collaborative spaces and integrating workplace technologies, the company aims to stay ahead of changing workforce needs and make informed decisions about its real estate portfolio.



You need a workplace that not only **supports** how people work today but also helps attract and **retain** talent. It's about creating spaces that **encourage** collaboration, while also ensuring we're making efficient use of our resources.



By maintaining this balance between employee needs and operational priorities, the company is well-positioned to adapt to the evolving future of work while optimizing real estate costs.



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.

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

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

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