



CUSTOMER STORY

US healthcare organization

Healthcare innovator achieves 50% time savings and unmatched data accuracy

Explore how a prominent North American healthcare organization revolutionized its workplace management by implementing innovative automations. This case study reveals the strategies that led to a 50% reduction in data update time, eliminated data inaccuracies, and saved significant administrative costs. Discover the journey to enhanced efficiency and operational excellence.



Key stats

Healthcare
Industry

65,000+
Employees globally

45+
Locations across U.S.

THE CUSTOMER

Meet the **innovators**: A leading North American healthcare organization

A prominent healthcare organization in North America, recognized for its dedication to excellence and innovation, utilizes advanced workplace management solutions to ensure precise floorplan and occupancy data across its Facility Management, Workplace, and Business Unit Administration teams. With a substantial number of end users, this forward-thinking organization is leading the way in transforming workplace management practices.



THE CHALLENGE

Navigating **complex** data management hurdles

Despite their innovative spirit, the organization faced several challenges in maintaining accurate workplace data:

- ✓ **Data misalignments:** Monthly data audits revealed inconsistencies in space type configurations, tags, attributes, and booking statuses.
- ✓ **Incomplete updates:** Reports showed that updates were often incomplete, with some fields being updated while others were not.
- ✓ **Training issues:** High attrition rates led to difficulties in maintaining data accuracy due to insufficient training for new personnel.
- ✓ **Time-consuming manual reviews:** Database administrators spent 5-10 hours per month reviewing mismatches and following up with points of contact to correct errors.



THE SOLUTION

Overcoming data inconsistencies and inefficiencies

Determined to overcome these challenges, the organization collaborated with Eptura's Professional Services team to implement a series of automations and improvements:

- ✓ **Automated data updates:** The organization pioneered the use of automations to ensure that updating the Space Type would systematically update all other necessary fields based on custom business rules.
- ✓ **Streamlined data entry:** By reducing the number of clicks and time required to modify configurations on single desks/spaces by over 50%, the organization significantly enhanced efficiency.
- ✓ **Simplified training processes:** The new system simplified training for data contributors, mitigating the impact of high attrition rates and ensuring that new personnel could contribute accurately to the system.

ROI

Quantifying success: Time, cost, and accuracy improvements

- ✓ **Eptura products:** Widely used across FM, Workplace, and BU Admin teams.
- ✓ **Custom automations:** Automated updates based on Space Type configurations.
- ✓ **Professional services:** Collaboration with the customer to implement custom solutions and generate additional revenue through multiple projects.
- ✓ **Data audits and reports:** Monthly audits to identify and address data misalignments.

THE RESULTS

Innovative automations for streamlined workplace management

The implementation of Eptura's solutions yielded remarkable results, positioning the organization as industry leaders in efficient and data-driven workspace management. Key achievements included:

- ✓ **Leveraging advanced data:** Eptura's space utilization data provided unprecedented insights into occupancy and employee space usage.
- ✓ **Enabling proactive booking:** Users could book desks in advance, enhancing efficiency and flexibility.
- ✓ **Robust reporting capabilities:** Meeting room check-ins and other features allowed for comprehensive data collection and analysis.



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