



FEATURE USE CASE

European financial institution

European Bank enhances workplace inclusivity using the Concierge menu



Customer

A leading European bank committed to inclusivity as part of its corporate Diversity, Equity, and Inclusion (DEI) initiatives. With 6,500+ employees across 29 locations, they needed a streamlined way to provide accessibility information, ensuring employees with additional needs could easily find office spaces that met their requirements.

Challenge

Employees needed a simple way to determine if a location was accessible before planning their workday. However, the existing search functionality in Eptura Engage (Condeco) only filtered by individual space attributes, not location-wide features like wheelchair access or lifts—making it difficult for employees with accessibility needs to quickly find suitable spaces.

Key facts

1 week
configuration

29
locations

6,500+
employees


Solution

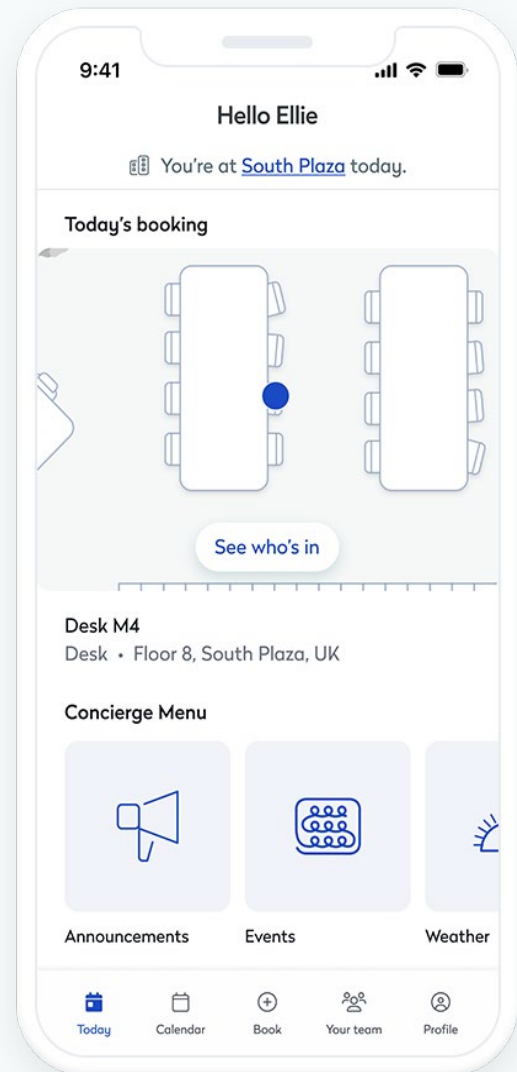
To bridge this gap, the bank leveraged the Concierge feature in Eptura Engage (Condeco) to make accessibility information instantly available. Spaces in accessible locations were tagged, allowing employees to easily identify inclusive spaces. A dedicated “Accessibility” tile in Eptura Engage (Condeco) directs users to a hosted page with detailed accessibility information. The solution also provided quick access to other key building details like floor layouts, parking guidelines, and facilities support links, all with a single click in the same application.

Results

- ✓ **Fast deployment:** Fully configured in one week.
- ✓ **Improved employee experience:** Accessibility information is now easy to find, reducing time spent searching across platforms.
- ✓ **Operational efficiency:** Fewer support queries and internal emails about accessibility and building details.
- ✓ **Strong adoption:** Employees are actively using the feature in their daily workflows.



The new functionality is incredibly **sleek**—we can find what we need so much **faster**, reducing the time spent searching across **different** platforms. 



Future

This initiative has laid the groundwork for expanding the Concierge menu's functionality to include visitor information, corporate resources, and facility-related services. By embedding accessibility into the workplace experience, the bank has strengthened its DEI efforts while improving employee satisfaction and efficiency.