



CUSTOMER STORY

Global biotech company

**Transforming facility operations
with data-driven solutions in
biotech manufacturing.**

A leading biotechnology and medical supply manufacturer, facing rapid growth, centralized their worktech to manage their expanding facilities and workspaces effectively. By adopting a data-informed approach, the company streamlined operations across real estate, workspace planning, staffing, and facility management. This transformation improved efficiency and provided a better experience for employees and facility teams worldwide, optimizing resource use and enhancing overall business performance.

Key stats

**Biotech,
Manufacturing**
Industry

16,000+
Employees

30
Global offices

100+
Countries

1,865,545
Spaces uploaded



The customer

The Global Facilities Services Systems supervisor and their team support a leading biotech manufacturing company specializing in healthcare, life sciences, and medical and dental products.

With over 16,000 employees and 30 offices worldwide, the organization is recognized as a leader in infection prevention and medical supplies. Leveraging advanced technology, they develop and manufacture sterile medical products that meet the highest safety and quality standards. The supervisor plays a key role in managing and optimizing the company's global facilities, helping to drive their mission of delivering exceptional healthcare solutions worldwide.



The challenges

The medical manufacturing company faced significant challenges due to rapid growth, resulting in multiple processes and systems operating independently, resembling a 'mom and pop' shop rather than a cohesive organization. This lack of integration led to inconsistencies and inaccuracies in data reporting, hindering effective decision-making.

For this company, proper facilities and asset management were of utmost importance, given the nature of their products, particularly medical devices that require a highly sterile manufacturing environment. Maintaining temperature-controlled areas, ensuring onsite security, managing access badges, and implementing smart workspace and visitor management added complexity to their operations.

As the company underwent an exciting phase of growth, they encountered growing pains in managing their workplace and facilities. Instead of functioning as one cohesive organization, their processes and systems operated as separate entities and divisions. This fragmentation hindered efficiency and created challenges in maintaining a streamlined and well-coordinated operation.



The solution

To address their challenges with facility management, the manufacturing company made a strategic investment in an all-encompassing technology solution. They partnered with Eptura to develop a comprehensive strategy that would streamline their operations, and were able to create a system that was not only efficient but also easy for employees to adopt.

Through this partnership, the manufacturing company implemented insights and reporting capabilities that have transformed their decision-making process. By leveraging data-driven insights, they are now able to make smarter and more informed decisions regarding their facilities and workplace management. This has allowed them to optimize their resources, improve efficiency, and enhance the overall productivity of their organization. With the help of Eptura's technology solution, the manufacturing company has successfully overcome their facility management challenges and positioned themselves as industry leaders in utilizing technology to drive operational excellence.

Features used



Move management



Work orders



Space planning and booking



Reporting and insights



Employee experience app



Service requests



Maintenance management



Visitor management

The results

The manufacturing company has experienced remarkable results since implementing Eptura. The system's ease of use and implementation has led to a high volume of employee user adoption. Employees quickly embraced the platform, finding it intuitive and user-friendly, which has significantly contributed to its success.



What we really like about Eptura is **streamlining** everything into one platform, tying everything together and looking at all of these different **systems** as a whole.



The facilities maintenance teams have also greatly benefited from the system. They now have better insight into what is happening in the buildings, the types of tickets being submitted, and their frequency. The seamless integration between Eptura Workplace and Eptura Asset ensures that all information is consolidated in one place, providing easy access to the right information for everyone involved. This has streamlined the ticket resolution process, resulting in improved efficiency and customer satisfaction.



It was really nice for us to be able to say, 'Eptura is your **one-stop** facilities shop because it's going to have everything. It's going to have your information like floor plans and maps, including your safety maps and emergency evacuation maps. It's also going to be your **booking** tool for reserving spaces. And it's also going to be your **service** request portal.





One of the key benefits of the technology solution is the better insights it provides into employee behavior and workspace usage. This has empowered the company to make smarter, data-informed decisions when planning their real estate and floorplans. By analyzing the data, they have gained a deeper understanding of how their employees utilize the workspace, enabling them to optimize desk placement and improve overall space utilization.

“We can see how much demand is really at our sites and answer questions like, do we need to hire more maintenance personnel? What’s the workload of certain sites? Do we need more workspaces or less? It’s hard to tell if you’ve got no way to document it, and Eptura fills that gap and gives us the information we need to make informed decisions.”

Furthermore, the company's initial assumption that they needed more real estate was challenged by the data from Eptura Workplace reports. The reports revealed that the desks were placed inefficiently, often disrupting other departments' groups of desks. By visualizing the desk space utilization, the company was able to reimagine a better way to plan the space, leading to stronger utilization and avoiding unnecessary expansion.



One of the biggest things right now is for the first time we’re recording **accurate** information about our workspaces and sites since introducing the Eptura platform to our organization. We’ve been able to see **data** that goes against what our original assumptions were about various sites, it’s helped tremendously with helping us make plans and **decisions.**”



The future

Following the successful implementation of their new workspace and facility management strategies, the company plans to expand the Eptura system globally to additional sites. So far, 10-20 sites have been launched, with some unofficial sites adopting the technology organically due to its user-friendliness. In addition to Eptura Workplace and Eptura Asset, they are now enhancing their visitor experience by implementing Eptura Visitor, further expanding their Eptura product ecosystem.



I was really excited hearing about the Eptura **strategy** early on because it felt like they were looking at things the same way that our **facilities** team was looking at things. We're looking at the big picture and bringing things together under one roof, managed through a **central** point. It's looking at the whole picture and not just one teeny piece of it.



work your world™



Eptura connects people, places, and assets in one intelligent worktech platform, enabling your organization to drive more value. 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.

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Frankfurt • Gurugram • Paris • Singapore • Winnipeg

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