



CUSTOMER STORY

dun & bradstreet

Dun & Bradstreet adapts and thrives in a changing landscape

Discover how Dun & Bradstreet excelled in a changing work landscape, optimizing workspaces for better experiences globally. Their journey showcases enhanced productivity, efficient space utilization, and a commitment to continuous improvement in the modern work environment.



Key facts

Data & analytics

Industry

6000+

Employees

25

Locations utilize Eptura

The customer

Meet Brian Fleishman, Senior Director of Systems Engineering at Dun & Bradstreet, a global leader in business data and analytics.

Trusted by **93%** of the Fortune 500 for **growth** and **business protection**, Dun & Bradstreet operates with a worldwide network.

Brian and his team oversee various aspects of workspace management across their global offices, ensuring seamless operations for this influential industry leader. With their commitment to innovation and efficiency, Brian and his team play a crucial role in optimizing workspace utilization and creating a productive environment for Dun & Bradstreet's employees.



The challenges

Dun & Bradstreet faced challenges in efficiently managing office spaces, particularly during the pandemic. They needed a solution to tackle immediate issues such as desk management, contact tracing, and cleaning protocols, while also establishing a foundation for ongoing efficiency in a dynamic environment.

With the ever-changing landscape of office policies, regional regulations, and diverse employee preferences for hybrid work, Dun & Bradstreet actively sought innovative solutions to maintain productivity and flexibility. Their commitment to streamlining operations and adapting to the changing work landscape drove their efforts to create a productive, flexible workspace that aligns with the needs of their employees.



The solution

Dun & Bradstreet partnered with Condeco by Eptura, an all-encompassing workspace booking solution, for its robust capabilities that perfectly suited their needs. Condeco provided a secure platform where employees could easily book desks, self-certify their health status, and facilitate contact tracing—all within one unified system.

The implementation process was remarkably swift, taking just a month and a half from decision to full deployment. Brian and his team collaborated closely with Condeco's dedicated customer success team, ensuring a seamless transition. The software's intuitive interface contributed to rapid adoption across their global workforce.

As Dun & Bradstreet's workspaces continued to evolve, they expanded Condeco's usage to efficiently manage various workspace arrangements, including group desks, assigned desks, team pods, and open workspaces. Recognizing the need for an efficient visitor management system in their London office, Brian's team seamlessly integrated Proxyclick by Eptura with Condeco.

Key metrics

2880

Spaces managed

120,000

Bookings annually

Wednesday

Peak booking time



Products used



Workspace booking



Visitor management



Data analytics



Parking management

The results

Data has played a pivotal role for Dun & Bradstreet, offering profound insights into global office space utilization. The reporting capabilities have empowered Brian and this team to make data-informed decisions, optimizing workspace usage.



I've been sharing **insights** with our facilities team. In a recent conversation, someone asked about the number of desks booked versus desks available, and I **quickly** generated a report, providing the necessary data.



David Mininger, Tech Operations Analyst

Condeco's adaptability allowed Dun & Bradstreet to tailor workspace arrangements to their offices' unique needs, supporting their employees' different ways of working. In European offices, Condeco efficiently manages parking, alleviating challenges related to parking availability by enabling employees to pre-book parking spots when they come into the office.





Currently, we're not mandating people to come back to the office right now. But if we decide on a new **policy**, like 'two days in the office,' we know we can easily **manage** the workforce coming into the office.



Brian Fleishman, Senior Director of Systems Engineering

Dun & Bradstreet successfully replaced the traditional receptionist function at their London office, enhancing the front-desk experience for visitors. Self-service kiosks and digital registration now streamline check-in, significantly reducing wait times and improving overall efficiency. The operations team seamlessly manages visitor access, guaranteeing a secure and smooth experience for everyone.

Global locations using Eptura solutions



The future

As Dun & Bradstreet looks ahead, they are committed to exploring more integrations within the Eptura ecosystem, ensuring they stay ahead in adapting to the modern work environment. The comprehensive solution they have in place not only meets their current needs but also prepares them for the ever-evolving work landscape.

By leveraging Eptura solutions, Dun & Bradstreet has enhanced workspace operations, optimized space utilization, and created a productive and adaptable environment for their employees. With a strong focus on continuous improvement and innovation, Dun & Bradstreet is well-prepared for a future where efficient space management is essential. They are confident in their ability to navigate changing work dynamics and maintain a high level of efficiency and flexibility.



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.

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