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## Improving Office Productivity:

### **Scheduling, Facility, Hoteling Software:**

### **Sharing desks, offices, conference rooms, and even parking spaces.**

Desk sharing among mobile workers is known by several names, hoteling, hot-desking, virtual office, etc. It's simple and powerful. Mobile workers, like sales representatives, consultants, auditors, and even telecommuters are often out of the office more than they are in. Hoteling maximizes utilization of space by sharing fewer office resources among more people.

### **Shared Resources: More than just conference rooms.**

In all phases of the business cycle companies need to focus attention on better use of resources. With greater and greater computerization of office functions, more and more people have an "office on the go". They move from one customer site to the next without lengthily desk time in the office. Meanwhile, the office is filled with empty desks and offices. The landlord is happy, but why pay him for space that's not used.

Businesses have shared conference rooms for years. By adding desks and offices to the mix all these resources can be reserved and used on an as-needed basis. It's possible to shrink the plant size and reduce expenses. Or as many businesses have done, it's possible to expand the number of employees within existing space. So, whether the business cycle demands cost savings, rapid expansion to keep up with new business, or you want to save money now and be prepared for the next upswing of business, hoteling for mobile employees is a concept for all seasons.

## How to share space: the good, the bad and the ugly.

So you've set aside some desks, conference rooms and offices to be shared by mobile workers, and by the permanent staff in the case of conference rooms. In the past an administrative person has been charged with keeping track of proposed usage for conference rooms. You could have her track desks. A spreadsheet might do the trick. But you've just built an overhead nightmare.

Perhaps you'd have the employees search randomly around for a vacant desk and grab one near their teammate or close to the water cooler. This actually works fine if there are plenty of vacant desks. But let the percent of desks in use rise too high and complaints start flowing in. "I couldn't get a desk suitable for my work." It can be like the parking lot at the mall during Christmas season. There may be 20 empty spaces in the lot, but it takes so long to find them that you'd rather stay home.

But wait, if I provide so many desks, offices and conference rooms that occupancy is low, doesn't that defeat the purpose of sharing resources? You bet. If you start with half your desks empty because people are out of the office and build shared spaces so that the occupancy is 50 percent, what have you gained?

So rather than "show-up-and-pray" a reservation system can provide the ability to quickly access all available space for suitable use. Products like Desk/Flex allow users to view the entire floor, or building and quickly spot a number of color coded dots that identify the remaining available spots. And self service through a website takes out the overhead of having administrative personnel maintaining logs, spreadsheets or other types of labor intensive charts.

Finally, imagine commuters traveling by bus, train or even car and reaching the office only to find that all the desks and offices are taken. Having the comfort of a confirmed reservation makes the commute a lot less stressful and anxious. With a website approach, reservations can be made from home, from the office, or even from a hotel room.

### **Other Desirable Features and Capabilities:**

**Management Reports** allow accurate measures of occupancy in total or by type of desk; perhaps more offices are needed, but fewer cubes. Perhaps identification of employees who frequently no-show reservation would be helpful. Desk/Flex reports let manager track usage and optimize space based on data instead of testimonials.

The **Locate** feature allows the receptionist to find a mobile worker's desk location or allows people to reserve desk near their teammates to maximize productivity.

The **PBX interface** allows the mobile employees phone calls to ring on the desk *du jour*. The message waiting lamp, outbound call restrictions (you can't make a call without checking in), calling party name identification and other features allow the desk and phone to be personalized to the mobile employee of the day. Overnight all stations are retuned to unoccupied and readied for the next day's reservations.

**Class of Service** hierarchy allows designation of which workers can rent which types of space. Enforce and audit seating controls for better efficiency. The concierge or receptionist can provide an upgrade for a particular work content need.

**Catering menu** allows conference room rentals to be accompanied by refreshments ordered from a site specific menu ... with prices. Reports for the caterer identify the item ordered for each upcoming day.

**Web Based** approach allows users to book or cancel space from any location with access to the company intranet providing more flexibility and ease of use.

Optional **Outlook Integration** allows you to create and view Desk Flex reservations on your Outlook Calendar.

**Email Reminders** of upcoming reservations in addition to confirmation of bookings, modifications and cancellations.



Case Study # 1:  
Avenue A-Razorfish

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## Case Study #1

### Avenue A- Razorfish

New York, New York

Nate Apland; Office Manager

Desk Flex customer for three years. Over 500 seats under Desk Flex management.

Avenue A- Razorfish is the combination of two fast growing companies in the high tech world of web sites. The original installation was driven by a move to new space at the same time the two companies were combining operations. The major objective was to accommodate more people in the new space.

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**Nate, were there additional challenges?**

*Yes, in addition to a place for everyone to work we needed to mesh the two companies and all the employees. We decided to use Desk Flex to help people get to know each other by seating them next to people from the other company.*

**Have you met that goal?**

*We definitely have. Beyond the initial goals we have arranged the web site so that anyone from any of our company locations can make an advance reservation through the Desk Flex website when they are making their plans to visit the New York office. We were very pleased with the ease of use and how well even the out of town people could navigate the site with minimum training.*

Employee names within the Desk Flex database are automatically updated nightly and every name within the company is listed.

**Nate, has the support been acceptable?**

*Definitely. Wonderful; very responsive to our changing needs.*

**What else have you done that helps your operation?**

*It is so easy to move people; I personally move people every day to ensure that teams are close to one another. The swap feature makes it easier and we have a lot of movement from project to project. Ideal.*

*We are hopeful to add employee pictures into the Locate feature in the near future. That would be a nice plus for us.*

*AvenueA-Razorfish is located in New York City; the rental costs for office space are quite high, making Desk Flex's ability to comfortably fit more employees into less space an ideal match.*

Case Study # 1:  
Avenue A-Razorfish

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## Case Study #2

### Times Publishing

Erie, Pennsylvania

The Erie Times newspaper is published by Times Publishing and the newsroom is a Desk Flex case study.

Desk Flex customer for 8 years

Joe Wojcik, Systems Analyst

### What was the goal in installing Desk Flex, Joe?

Our goal was simply to make the best possible use of our existing space and avoid the need for expansion of our real estate.

### Did you meet that goal?

Absolutely. Our news room turns over between shifts every day and Desk Flex allows our night shift and day shift to share the same desks and phones. People are flexible in working from different locations within the office based on the business need.

### Any extra benefits?

No. It has worked exactly as planned. We recently upgraded our Nortel PBX and the Desk Flex changes were handled during our cut-over weekend.

### So, support has been acceptable?

Absolutely. 4 stars. The whole nine yards. We rarely need them but when we do, they are there for us.

Installed in 1999, Desk Flex with its Nortel PBX interface, just keeps running and running.

Case Study # 2:  
Times Publishing

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**Conclusion:**

Whether the objective is reducing the real estate foot print, improving accessibility to conference room reservations, allowing more people to comfortably occupy the existing office space, or making work life easier for mobile employees Desk Flex helps your hoteling operation hum.

Further, if you take advantage of absences of permanent employees you can often increase your seating in excess of ten percent.

For more information on how Desk Flex help you improve your office productivity, please call toll free [877-253 2356](tel:877-253-2356) or visit [www.deskflex.com](http://www.deskflex.com) .