



# Great Meeting Room Management

## The only guide to meeting room management you need

Keen to manage your meeting rooms better in the new world of hybrid working?

Want to make sure your agile workers have easy access to brilliant collaborative workspace?

Want to utilize your valuable real estate better?

You'll find this guide from NFS and Rendezvous meeting room management software the complete go-to resource you need.

## What's changed in your workplace?



### Meeting rooms

In the hybrid office they're now repurposed as hubs where remote workers can come together for important collaboration



### Hybrid meetings

The video experience needs to be as good as in-person, and organizing them across multiple locations must be easy



### Dynamic space

It should reconfigure to meet your requirements as the needs of your workforce evolve



### Digital experience

Workplace technology becomes the seamless supporter of every aspect of working life



### Wellness

Encouraging it should be high on your agenda, to promote great productivity and strong talent retention



### Culture

Empathetic management and building trust are a must to enable success in the transformed workplace

# What are your challenges?

Workplace leaders are finding their way forward in the new hybrid working world without a roadmap – and every organization has its own requirements, constraints and opportunities.

In this challenging world, in order to succeed you need to build a workplace ecosystem that encompasses the way you use space, the workplace technology that supports your operations, and also good employee engagement that ensures their buy-in.

It's a new, holistic and well-rounded approach to space management that creates the flexibility to respond to your organization's evolving needs and provides strategic and operational underpinning to make it work.

You want to create a collaborative, supportive agile environment where output rather than location is key; where your staff work wherever they need to – and where they can always make a meeting room reservation easily whenever they need to collaborate with colleagues.

**It can seem like a big workplace wishlist. But with the help of meeting room management software, it's easy to fulfil – and it pays off in worker wellbeing, staff retention, collaborative success and better productivity.**



## Workplace transformation wishlist

### You want to:

- Gain valuable insight for planning with data and analysis from your meeting room booking system
- Create a great digital working experience using a toolset where staff can book space for office visits
- Develop a workplace ecosystem that underpins both strategy and operations and creates flexibility
- Remove silos by integrating your technology with signage, Outlook, Teams and Zoom
- Tackle hybrid working challenges e.g. 'are my colleagues in the office?'
- Prioritize staff wellness through technology, collaboration and culture



# Fully-integrated meeting room booking software:

It's the wide-ranging platform that supports dealing with everyday challenges

## Mobile app

Your staff can find and book the meeting room they need via an app on their mobile device in a couple of clicks. The meeting room reservation system uses a graphical floorplan that also makes it easy to see if colleagues are in the office that day, and where they will be working for collaborative purposes.



## Meeting organization

Meeting room management software takes away all the tedious admin from organizing a meeting, even across multiple locations and time zones. Users can use their mobile meeting room booking app to locate and reserve meeting space and also any facilities they need such as video conferencing, AV or even catering, all in one transaction. Any changes to details are automatically notified to everyone involved.



## Open API

Connecting your meeting room management software to other digital platforms such as signage, Outlook and Teams is critical to your success. An open API enables seamless integration at all times.



## Sensor technology

Accurate data on how your space is actually being used is invaluable when it comes to making informed planning decisions such as reconfiguring space for hot desking or informal collaboration. Occupancy sensors integrated with your meeting room scheduling software, provide real-time availability views supporting agile working.



## Touchless check-in

Once an employee makes a meeting room reservation, or hot desk booking, the system automatically sends a QR code that allows the person to check in and out of the space contact-free. In video conferences, the system can be set up to start the meeting automatically as soon as attendees arrive.



## Visitor management

Your meeting room booking system enables you to deliver a VIP visitor experience every time. Guests can check in and out contact-free using QR and RFID codes, and the visitor management system sends pre-visit health questionnaires if required and integrates with digital signage to guide them to their destination without delay.



# How meeting room management software helps your staff

Working from home – once a slightly niche activity – became a much more normal activity during the pandemic. And that changed the way many people felt about their working lives.

**While offices are now back in business, surveys suggest many people will continue with a hybrid style of working – Deloitte suggests six in ten want to do more home working.**

Workplace leaders are doing their best to accommodate their wishes for these 3 great reasons:

**Productivity** – happy workers do their best work.

**Talent retention** – Employees who feel in control of their workloads and conditions are more likely to stay.

**Wellbeing** – Employers have realized the benefits of creating the conditions where good mental health thrives.

Deploying technology including meeting room management software is a huge enabler when it comes to achieving all of these aims.

Being able to make a meeting room reservation via a mobile app is quick, simple and admin-free. It gives your employees peace of mind that when they come into the office they will not be searching for workspace – they can even locate their colleagues immediately using the graphical floorplan.

Organizing a multi-location hybrid meeting could be an admin nightmare, but an intuitive room scheduling solution makes it a matter of a few clicks to find and book space, invite colleagues and add on services such as VC, AV and catering. There's no need to notify any changes to attendees, either, as the system does it automatically thanks to Outlook integration.

Because workplace leaders are kept up to date about how space is being utilized by sensors integrated with the meeting room management software, they are able to review the available working environment easily and make decisions on how it is configured to suit employees' needs. For instance, it could become apparent that more informal drop-in meeting space is needed.

The simple booking process plus integration with digital signage technologies means fewer people miss their meeting – no-shows are a major source of frustration. The technology also starts the meeting automatically when attendees arrive, so there are fewer time-consuming delays.

**The overall result of using a fully-integrated meeting room booking system is that people can make the most of every visit to the office, and get on with their jobs as soon as they get there. It reduces tension and stress, creating conditions where wellbeing and productivity can go hand in hand.**



# Case Studies

A major NFS client developed a new digitally-supported workplace strategy for its new European HQ using the Rendezvous Workspace meeting room booking system. The aims were to improve flexibility, incorporate home working and rethink how office space is used.

With the help of NFS experts, the company developed an agile working strategy to drive the design of the new headquarters. Meeting space was completely rethought as collaboration space, and the workforce encouraged to embrace mobile technology, sensors and controls.

The firm reported that the digital workplace transformation resulted in a workforce reassured about coming back to the office following the pandemic.

Between 30-40% of meeting rooms have been freed up for more flexible working, and the firm reports that collaboration is at a new high.

**Great results – how a global utility uses meeting room management software**



**Better enterprise management: \$30bn+ US financial deploys Rendezvous from NFS**

When a major US financial organization was planning its return to the office it decided to deploy Rendezvous for meeting room and hoteling management. It was crucial to achieve fast deployment of a mobile booking app and the ability to use QR check-in codes to check in via desk panel technology. This provided accurate real-time information on workplace occupancy to support the reconfiguration of meeting space to provide ample collaboration areas for staff visiting the office. The system also enabled them to book services like hospitality before their arrival to support colleague, client and other collaboration meetings.

*The company says: “The team at Rendezvous is outstanding! Quick responses, accurate information, always looking to improve their services and their systems. Rendezvous is willing to adapt with us as our organizational goals change.”*

[READ THE GARTNER REVIEW](#)

A major UK law firm required the rapid deployment of desk booking technology to support a seamless return to work experience for staff. From project sign off to go live in four weeks, NFS delivered a desking solution fully configured with floorplan booking to allow staff to book space, find colleagues and create collaboration neighbourhoods.

*The company says: “The app was launched by the tight deadline set and has been received very well around the firm with virtually no issues or questions. It is very intuitive.”*

**“Excellent desk booking app”: major UK law firm implements the tech in four weeks**

[READ THE GARTNER REVIEW](#)

# The 4 steps you need to take for better meeting room booking

## Go flexible

It's time to rethink your meeting space. When your agile workers are in the office, what kind of space do they need to collaborate effectively with their colleagues? Should fixed meeting rooms be made into more flexible spaces? Are informal areas required? Are any fixed spaces such as board rooms standing empty?



## Go mobile

Deploy meeting room management software that enables your staff to make quick and easy meeting room bookings via an app on their mobile device, even across time zones and multiple locations. It also makes finding and booking a hot desk simple.



## Go integrated

Choose an open API meeting room reservation system that integrates fully with your existing hardware and software platforms. You need it to talk to Outlook, so reservations go straight into the diary, plus video conferencing systems such as Microsoft Teams and Zoom, digital signage and in-room panels, and sensor technology – your meeting room management software should be the heart of an ecosystem that supports your entire operation.



## Go touch-free

The safety value of contactless check-in and out of your offices, meeting rooms and hot desks was demonstrated during the pandemic. However, it's also extremely convenient to welcome pre-screened visitors to the office who have a QR or RFID code to access the office, meeting room or hot desk – the codes integrate with sensors that automatically keep occupancy data up to the minute.

# Creating a great experience in the workplace

**When designing future work models, it makes no sense to ignore the recent collective work experience and some of the benefits people have discussed about the ability to work remotely.**

**So what steps should you take to manage the disruption we have all dealt with – and how will you create a dynamic workspace for the betterment of the returning workforce?**

Employees are still showing some reluctance to make the journey to the office, but at the same time they miss their colleagues, the easy collaboration of being together, and the benefits to wellness these positive aspects can bring.

You need to create an environment that will be viewed as “Welcome Back!” and as positively as “Working from Home”.

So here are the 4 key components to consider as you create workplace strategies for 2022 and beyond:

1. Platform innovation must be a priority
2. Creating an intuitive experience for customers is a must
3. Partnering with a Trusted Advisor should be a pillar in your plans
4. Agnostic API-based integration is a critical foundational element.

**People, places and equipment need to be seamlessly coordinated to achieve smooth transition for those returning to work – some traditional workplace management solutions only offer limited options. In other words, you need to create a great experience in the workplace.**

**This will include being able to:**

- Find colleagues and work in a team by locating yourself right where your team is.
- Book time slots for collaboration and space, and being able to add hospitality to that if needed.
- Come into work for a highly productive part-day, scheduling at the hourly level for everything from hot desks to client meeting rooms and catering.

Managers now need the data supplied by an advanced workplace management solution to understand where staff are and how they work when they are in the building. This information supports good space planning decisions, and is part of a holistic approach to space management that should also involve HR.

Employees have raised their expectations when it comes to their work environment, and simplifying space management, employee requests and booking desks will be a necessity in the years to come. NFS is a trusted partner that will help you create, maintain and develop your workplace as needs and opportunities continue to evolve.



# Choosing the meeting room booking system that's right for you

No two organizations are the same, and choosing the right meeting room booking system to support your workforce and operations can seem a challenge in its own right.

You might also have a meeting room system in operation that is no longer fit for purpose, and you need an upgrade to make the most of the new opportunities offered by hybrid working.

It can seem like a maze, so you need to seek out a supplier who:

**Takes a consultative approach:** You need a supplier like NFS who takes the time to understand exactly what you want your workplace system to achieve and who works hand in hand with you to deliver the results you need.

**Has a strong track record:** Look for a supplier with a strong clientele. With more than 1800 clients worldwide and many relationships that have lasted years, NFS – a Microsoft Gold partner – is an ideal technological partner.

**Continually develops its offering:** The workplace situation is continuing to transform, and the best suppliers are developing their products and services – such as Rendezvous Workspace – to meet evolving demands.

**Provides good ROI:** With a choice of hosted Cloud-based or on-premise technology and a variety of purchase and hire arrangements available, NFS enables organizations to benefit quickly from the implementation of meeting room management software.

**Provides robust support:** An ecosystem needs to be reliable, and you need good technical support if any problems occur. Ensure the supplier has a 24/7 helpdesk, such as the one staffed by NFS experts.



Want to discover more about meeting room booking systems?

Dip into the NFS resource library, where you will find blogs and videos including: Rendezvous Overview | Hybrid Video | Data Video | Hybrid Collaboration Video

Talk to our NFS experts about what Rendezvous meeting room management software can do for your organization.

[BOOK A DEMO](#)



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