



Case study



Tristan Drinkwater

*Facilities & IT Services Manager,
Exertis*

Exertis chose Smartway2 to manage meeting room booking at their new UK Headquarters. The solution soon spread throughout the organisation, with successful installations at their flagship National Distribution Centre in Burnley and regional offices in Harlow, Stoke and Slough.

Exertis now uses the system not just for booking meeting rooms, but also for booking, approving and managing their fleet of pool cars.

Here's what Tristan Drinkwater, Facilities & IT Services Manager at Exertis, has to say about Smartway2...

"Before we came across Smartway2, we used manual diaries on reception to coordinate who was using what meeting room. This was problematic for several reasons. To combat these

Exertis is part of DCC plc - an international sales, marketing, distribution and business support services group, operating across 17 countries.

Turnover: £14.3 billion

Employees: 11,500

issues, we went down the path of using Exchange. However we didn't have any meeting room display panels to show what was happening in each room. This meant our staff had to check Outlook to find out whether or not a room was in use.

We were moving into a new building and wanted to ensure it was equipped with the latest technology. Our goal was to create a more professional corporate culture across the business.

We had a range of requirements:

- Integration with Exchange
- Professional-looking meeting room display panels that enable our staff to see who is using what, when

"Smartway2 helped us achieve all our goals by providing a slick meeting room management solution that aligned with our reputation as a cutting edge technology company."

- The ability to book rooms on-the-fly with the same access cards we use for door access, carparks and our follow me printing solution
- A seamless experience no matter which office you're in

The Smartway2 team were extremely approachable, competent and willing to go the extra mile to deliver exactly what we needed.

They provided a slick meeting room management solution that aligned with our reputation as a cutting edge technology company.

At first we used consumer-level tablets and Smartway2 did a fantastic job, working with partners to create acrylic mounts that allowed us to use NFC by slotting the access card into the back of each tablet.

However these tablets aren't made for being left on all day, every day, we needed to try and find a replacement.

Having multiple Smartway2 meeting room display panels down the corridors, with coloured LEDs on the side showing availability of rooms, was much more in tune with our corporate branding.

Their meeting room display panel and backend functionality really made Smartway2 stand out from their competitors.

The experience that users now have using Smartway2 is absolutely fantastic.

A key benefit is the ability to use access cards. Our staff can reserve meeting rooms on-the-fly at a display panel, simply by presenting their card and it automatically books them in for 15 minutes.

Without this capability, people could just walk into a room.



When Smartway2 was up and running in one building, it was a huge success.

I was then tasked with bringing the system to other Exertis sites. Our aim was to consolidate and standardise technology across multiple offices.

By providing a single system that works across multiple offices for multiple rooms, we can now give our staff a consistent experience, even when they travel between offices.

We're not just using Smartway2 for booking meeting rooms. We also use it for pool car bookings, to achieve three things:

- Streamlining the way pool cars are booked and used
- Proactively managing who has access to pool cars and ensuring legal compliance
- Creating better accountability by informing managers of their staff's car usage.

By using Smartway2, we shifted responsibility back to individuals' line managers. They have a much clearer idea of whether a car pool booking should be approved. This has cut down unnecessary bookings, saving us considerable budget in terms of car leases, mileage and fuel.

"The support I've had from Smartway2 has been phenomenal - incredibly knowledgeable about the product and so helpful. They're second to none"

The implementation went smoothly and our staff find the system really easy to use.

Smartway2 has become a key tool for our PAs, helping them manage their day-to-day activities, juggling Directors' diaries and scheduling meetings. Our Account Managers are avid users too.

Smartway2 has removed so much admin from my daily to-do list. These days I only spend about an hour a week on Smartway2, covering six offices and 800 staff members. Before I was spending an hour a day messaging people back and forth.

This means the system has cut the time I have to spend on managing bookings by 80%.

I'd absolutely recommend Smartway2. If someone asked me why, I'd say it simply does everything you need it to do.

The feature set is rich and covers all the requirements that most organisations are likely to have.

Smartway2's aggressive application development is incredible too. Their team is really impressive and the support is just so good. Their after-sales service is second to none. Whenever I've got a problem or a query, I'll ping it over and typically get a response within minutes.

Ultimately I'd recommend Smartway2 because of their rich feature set and outstanding support."



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Smartway2 is a SaaS platform that enables businesses to help their people, places and technology work better together.

The platform provides a powerful rules-based engine, combined with leading room and desk signage, to improve employees' interaction with their company facilities.

Smartway2 enables users to book desks, meeting rooms, catering, equipment and other resources on-the-move; a capability that is vital to any organisation that's striving to create a more agile workplace.

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