



eFACiLiTY® streamlines the booking process of 500+ meeting rooms across Maersk's corporate offices

CLIENT

Maersk is a Danish integrated container logistics company, active in ocean and inland freight transportation and associated services, such as supply chain management and port operation. Maersk is the largest container ship and supply vessel operator in the world since 1996. They have a dedicated team of over 76,000 personnel, operating in 130 countries enabling global trade for a growing world.

Source: <https://www.maersk.com/>

BUSINESS CHALLENGE

The meeting room bookings at Maersk were managed solely through a dedicated admin team. With approximately 500+ meeting rooms, the management of the reservation process was highly overwhelming and time-consuming.

As the meeting room booking process was based on MS Exchange and MS Outlook, there was no clear visibility on the utilization levels of the various meeting rooms and in case of booking clashes, it was cumbersome for the facilities administration teams to handle. Maersk felt the need for an integrated facility booking software and was on the lookout for an enterprise-class, user-friendly solution.

Maersk wanted a system with which they can implement the booking approval workflow for key facilities, a system that provides utilization analysis integrating with MS Exchange and MS Outlook for their 6 offices in India, China & Philippines to cover 500+ meeting rooms.

SOLUTION

Maersk compared a variety of facility booking systems to check if they fulfilled their requirements. Being a transnational company, Maersk looked for a consistent & scalable solution that had the scope to seamlessly expand across their business locations and enhance their workplace productivity. Maersk identified eFACiLiTY® Facility booking System as a perfect solution that would improve the facility reservation process multi-fold and seamless.

eFACiLiTY® was deployed on-premise across 4 locations in India i.e., Pune, Powai, Chennai, Airoli, and one location each in China – Chengdu, & Philippines – Manila.

eFACiLiTY® Facility Booking System was completely integrated with their Microsoft Exchange Service which allowed the employees to book the required meeting rooms through their MS Outlook interface.

eFACiLiTY® allows the users to make provisional reservations, search based on the seating capacity, identify meeting rooms with specific equipment, etc. The facility admins now have the ability to suggest alternate meeting rooms in case of non-availability of rooms at any given time, approve/reject booking requests for key facilities, view the occupancy statistics to plan/optimize area wise meeting rooms, future requirements, etc.

eFACiLiTY® with its intuitive dashboards offered them the required statistics & information to understand and maximize space utilization and drive greater efficiency for space optimization in their workplace.

CLIENT BENEFITS

- eFACiLiTY® room booking system enabled the facility administrators of Maersk view occupancy patterns across departments and room types, peak hours of usage, etc. to optimize and plan for their future requirements
- Maersk employees can locate available meeting rooms based on the type of rooms, their seating capacity, attached facilities in the meeting rooms and make bookings with incredible ease
- Meeting reminders are automatic and professional looking invitees are automatically sent to internal and external invitees ahead of time
- With customizable workflows, Maersk was able to meet their complete requirements with respect to meeting room booking and management

RESULTS

6 locations installed

eFACiLiTY® Facility
Booking System

500+ Meeting

rooms managed
seamlessly

150 – 200+ Booking

requests per day
handled effortlessly