Client Reference
Facilities Management Commercial Property

Client Background

Our client is a market conduct authority which performs various functions to enhance the efficiency and integrity of financial markets. It is an independent body that supervises and regulates the financial services industry in the public interest.

The administrative and consultative nature of the client's industry means that many of the employees do not always work from the client's offices. There is also a requirement for internal and external collaboration for which meeting rooms are needed.

Key Challenges

The client recently went through a restructuring process. This restructuring brought about various changes in terms of team structures and space management. The two key challenges were:

- Employees do not always work from the client's offices and the time spent at the client's physical offices is unknown. Ensuring that sufficient workstations are allocated to the different departments is a big challenge.
- Secondly, it is also unclear whether the existing meeting room sizes will be adequate for the new departments to perform their duties.

No data has been recorded in the past in order to assist in making these decisions.

> *Meeting room and workstation utilisation is now synched from Microsoft Outlook to On Key and available for analysis and interrogation in On Key Insights apps. The data is displayed in traditional graphs as well as geospatial floor plans.*

Pragma Intervention

An interface was developed which extracts data from Outlook every evening and creates an On Key import file as output. This information was imported into On Key as calendar activities which are linked to each meeting room and workstation's calendar.

A client specific On Key Insights app was developed which displayed the information in a way in which the underutilisation of meeting rooms and workstations could easily be identified. The On Key Insights app also enabled users to interrogate the data to see what led to the utilisation statistics.
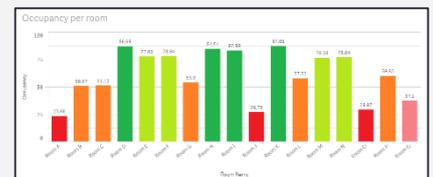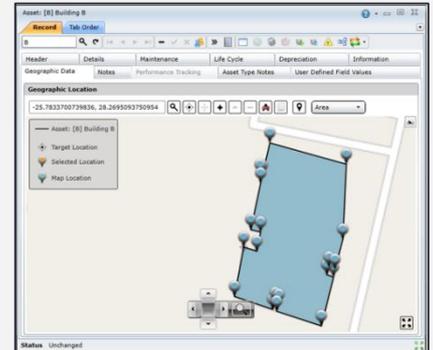
Finally, the meeting rooms and workstations were georeferenced and the GPS coordinates were imported into On Key. These coordinates were then used to create a floorplan visualisation which allowed the utilisation statistics to be presented spatially – identical to the real world layout of the building. This is the first time that geospatial data from On Key has been made available for analysis in a BI platform.

Value Add

- Recording of meeting room occupation.
- Recording of workstation occupation.
- Meeting room and workstation utilisation is now synched from Microsoft Outlook to On Key and available for analysis and interrogation in On Key Insights apps. The data is displayed in traditional graphs as well as geospatial floor plans.

Tools and Technology

- Microsoft Outlook
- SQL Server Integration Services (SSIS)
- On Key
- On Key Insights (powered by Qlik Sense)
- Qlik GeoAnalytics

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