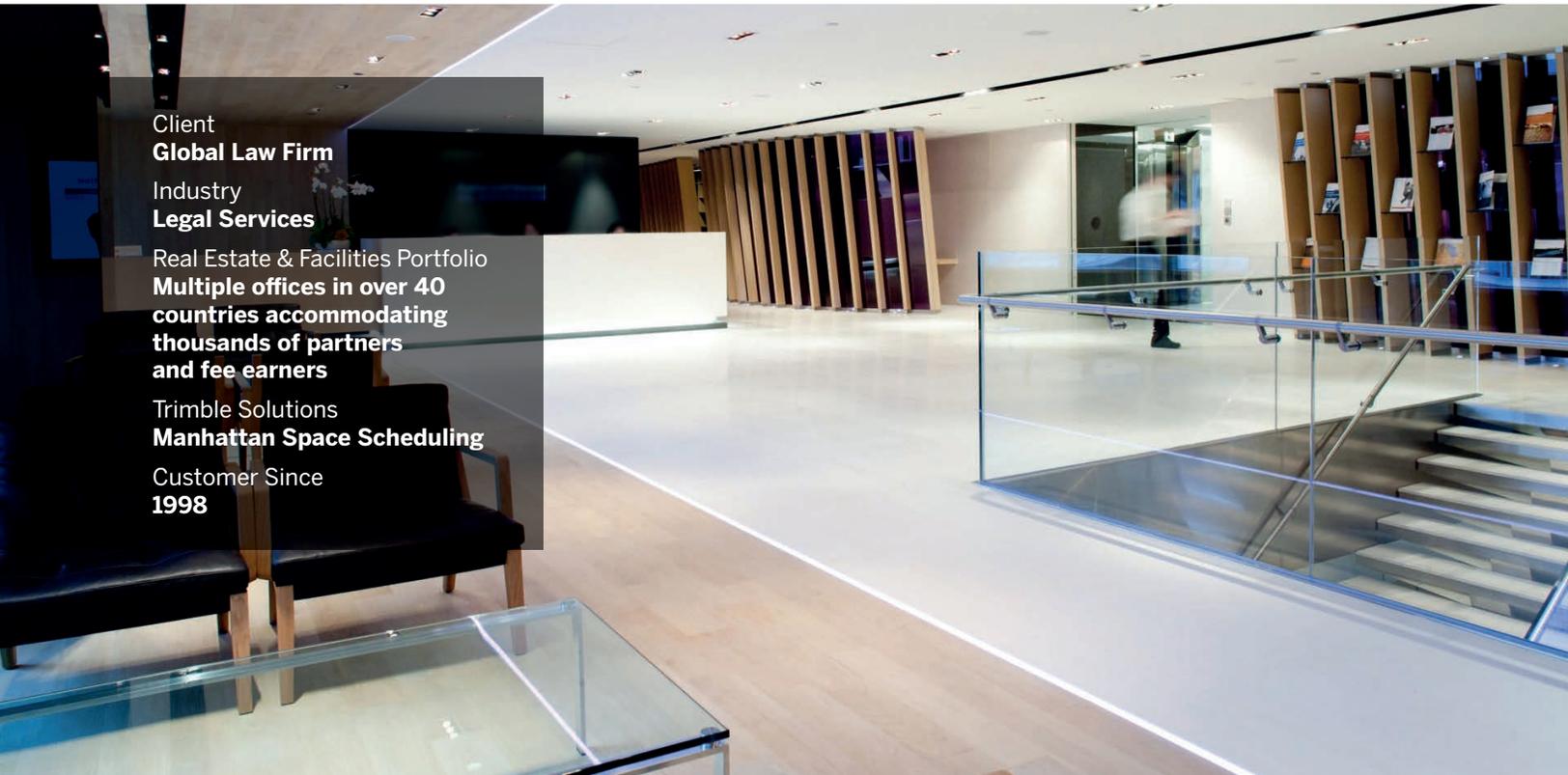


Smarter planning and scheduling of meeting rooms to deliver an unrivalled client experience



Client
Global Law Firm
Industry
Legal Services

Real Estate & Facilities Portfolio
Multiple offices in over 40 countries accommodating thousands of partners and fee earners

Trimble Solutions
Manhattan Space Scheduling
Customer Since
1998

When you're hosting thousands of meetings with blue-chip, multinational corporate clients every month, you need a meeting room management and booking system that can deliver the kind of experience these visitors expect. That's why one of the world's **premier global law firms**, chose Trimble's Manhattan Space Scheduling solution.

Solution

MANHATTAN

Space Scheduling - Room and Desk Booking System

Find out more at:
realestate.trimble.com
Or contact: +44 (0)20 7269 8500

BACKGROUND

Our client is one of the world's leading global law firms with multiple offices in over 40 countries. With a global commitment to client-driven, performance-based service, it is consistently recognised as one of the world's best law firms, respected for its trusted counsel and applauded for the unique breadth and depth of resources it brings to clients.



OVERVIEW

A global law firm wanted to extend its worldwide reputation for client-driven, responsive service to include visitor management at its largest office in London, home to hundreds of legal professionals.

The Front-of-House management team in London is responsible for overseeing all room bookings, as well as looking after car park booking. A dedicated Advance Booking Office handles the planning and management of all forward bookings for rooms (including AV equipment and catering requirements), while the reception team deals with all on-the-day bookings.

With the continuing expansion of its client base of multinational corporates in London - and a substantial increase in client meetings to around 3000 a month - they recognised that to maintain its reputation for delivering an efficient visitor management service, it needed an advanced space planning and scheduling system that would be able to grow with the business.

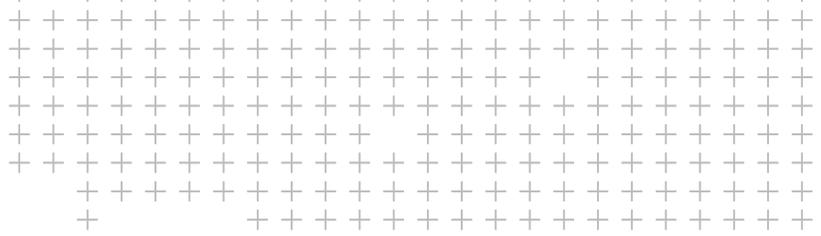
REQUIREMENT

For many years, the Front-of-House management team had been successfully using Hospitality Suite technology originally developed by Datacraft Design (now part of Trimble). They decided to upgrade to the next



generation web based system, Manhattan Space Scheduling in order to benefit from a significant range of enhancements and improved functionality

The Front-of-House team have always needed an easy-to-use tool that would be fast and highly reactive in a busy environment in which they were constantly juggling rooms, and copying and moving bookings, while trying to give visitors the best possible experience. It was important that the next generation web system continued to support these ways of managing the client experience.



They required a web-based system that would be able to handle:

- Meeting room and car park booking, manipulation and cancellation
- Block bookings and recurring meetings
- Variable catering, equipment and audio-visual requirements
- Finite resource management to help prevent overbooking
- Visitor control and tracking
- Automated email confirmation and notification to hosts, attendees and service providers
- Powerful reporting, including operational information.

They also wanted a scalable, future-proofed web tool that would be able to adapt to meet ongoing changes in the firm's requirements.

After assessing a number of other space scheduling systems, **they chose Trimble's Manhattan Space Scheduling** as the perfect solution to their needs. Ease

of use was seen as one of Manhattan's greatest strengths when compared with other products.

RESULT

According to the Front-of-House team, Manhattan Space Scheduling has helped to streamline the management and booking of its meeting rooms by **a remarkable 50%**.

The team can also keep caterers and other service providers constantly informed about changes with instant updates and live notifications.

And more efficient processing of visitors means receptionists can now spend more time welcoming guests ... and providing an unrivalled visitor experience for the firm's client base of multinational corporates.

"Manhattan Space Scheduling has made a big difference to the way we work. It has helped to make scheduling and planning more efficient and less time consuming for the room planning team, despite the huge increase in meetings each month."

Front-of-House Manager, London Office

SOLUTION OVERVIEW

MANHATTAN

Manhattan Space Scheduling is an end-to-end, cloud-hosted software solution that optimises the booking, utilisation and management of all conference rooms, workspaces and associated services. It provides complete visitor management support – from meeting and greeting visitors, coordinating catering deliveries, and arranging AV equipment and complex video conferences, through to full visitor tracking from arrival to departure. With easy-to-use, intuitive 'drag and drop' functions, calendar integration, mobile apps and powerful reporting, Manhattan Space Scheduling is a scalable, fully featured meeting room booking system.

TRIMBLE REAL ESTATE & WORKPLACE SOLUTIONS

Founded in 1978, Trimble (NASDAQ: TRMB) is a global leader in technology solutions that help businesses significantly improve efficiency and productivity. Trimble Real Estate & Workplace Solutions, a segment of Trimble's Buildings group, is committed to transforming the way real estate, people and facilities are managed and optimised, wherever they are located.

As a specialist in the real estate industry, we deliver advanced, intuitive technologies and scalable enterprise software solutions that provide deep functionality and help streamline communication and collaboration throughout the real estate management lifecycle. Our Manhattan and CenterStone software applications assist in reducing costs, increasing performance, enabling visibility and maximising utilisation. Solutions include Integrated Workplace Management, Lease

Administration & Accounting, Space Planning & Management, Operations & Maintenance Management, Room & Desk Booking, and Real Estate Investment Management.

With offices around the world, Trimble Real Estate & Workplace Solutions employs dedicated professionals and supports clients in over 140 countries. For more information please visit realestate.trimble.com or contact us on +44 (0)20 7269 8500.