

# Agile Working with Rendezvous Workspace

Powerful, Integrated Desk Management for your Mobile Workforce



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# How does your workplace need to change?

Today, agile working is gaining in importance in the corporate sector and work has become an activity you do, rather than a place you go.

As workers become more mobile, offices are becoming more like meeting venues, where colleagues come together to collaborate, innovate and spark ideas off each other.

But, helping today's mobile team to be as productive and happy as possible requires a new approach to managing the workplace – and the help of a unique set of technology tools such as digital signage, sensors and mobile apps.

## 5 things today's agile workers need to be effective



Flexible workspace



Collaboration areas



Mobile space booking



Digital signage



Collaboration tools (VC)





With us, **it's personal**

The NFS approach to helping you create a great flexible workspace is guided by three principles.

- 📦 A consultative approach that seeks to understand how you want to manage flexible space.
- 📦 A recognition that you need a flexible API that allows different technologies to work together.
- 📦 The desire to build a solution with maximum flexibility from design to implementation, to meet your changing needs.



# Key elements of the NFS desk booking solution

What components do you need to help your agile workforce find the desk they need – every time?

- 📦 A robust and flexible scheduling platform - Rendezvous is resource agnostic and provides a flexible booking workflow as well as comprehensive booking rules and notification possibilities.
- 📦 Sensor technology to deliver real time availability information, so staff can make the right choices.
- 📦 Integration with a range of panels, from a simple retail panel that requires no power or cabling, to specialist POE desk panels for interactive check in/out.



# Which of these 3 Agile Working Models works for you?

## Models for the agile workplace

This gives your user the greatest level of freedom to choose space around their activity and type of environment they require, and where their colleagues are.

It uses sensor and beacon technology to give your staff a real time view of what space and desks are available on a kiosk or mobile device, so they can make a decision about where to work.

### The Trusted Model

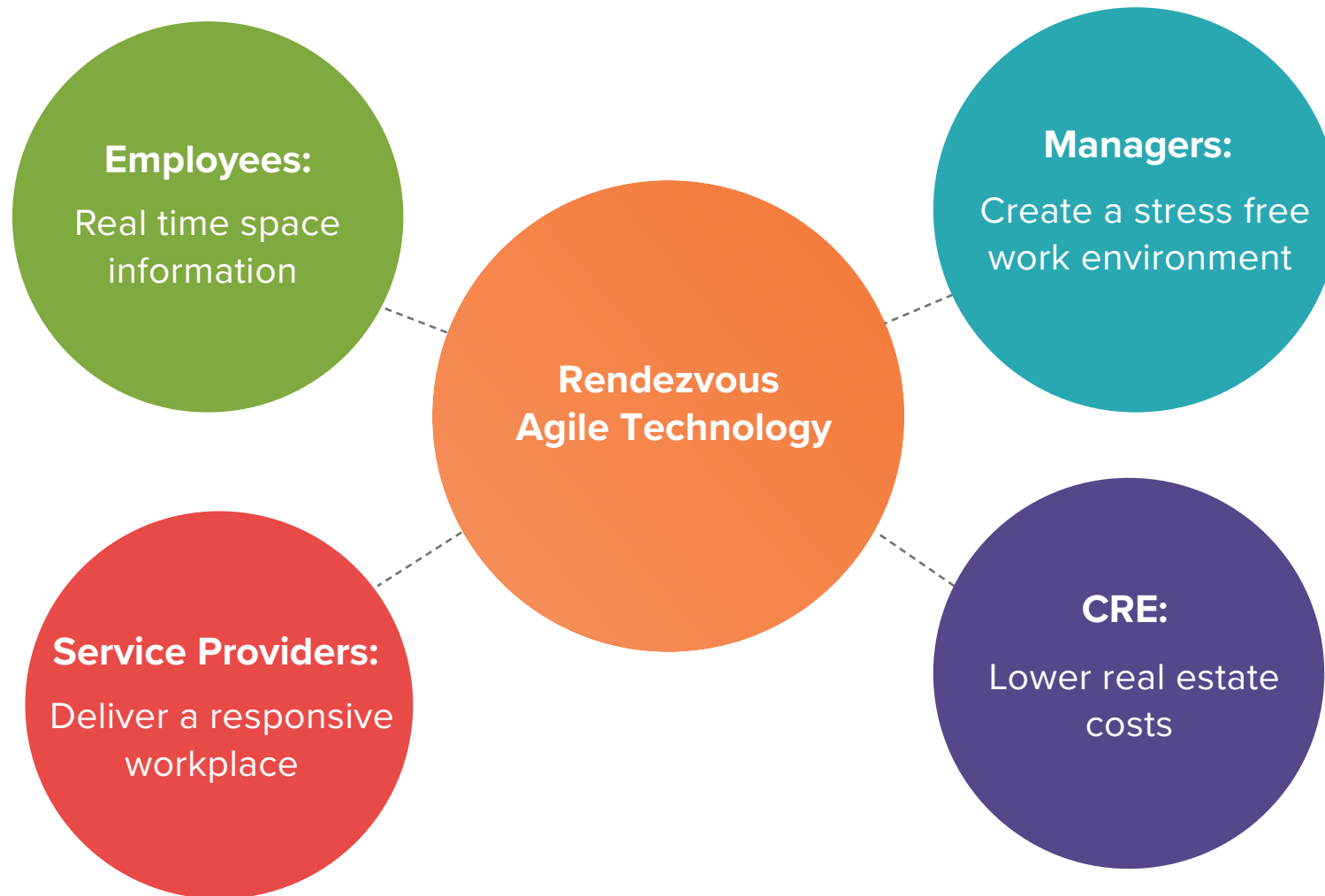
- Maximise productivity by providing real time intelligence on the workplace, including availability to allow staff to select spaces that suit their needs.
- Accelerates behaviour change by removing friction associated with new ways of working.
- Significantly reduces real estate costs by enabling strategic data-driven decisions.



### Managed / Hybrid Model

- The Managed Model** - This model uses desk inventory managed by a responsive booking system, with the ability to identify what space is available to book.
- The Hybrid Model** - This combines the Trusted and Managed models, and you can adjust the ratio of managed to fixed space as business needs change. For example, if there is a big project, you might need to assign more managed space, so workers have dedicated space and time to work with colleagues.

# What does **Rendezvous Workspace** do for you?





# Why do people choose a particular workspace?

With Rendezvous agile working technology, your employees can select their location according to key drivers including:



## Activity

They need a desk, a meeting room or a less formal collaborative space to complete a certain task or project.



## Collaboration

They need to work closely with colleagues and want to be located close to them.



## Equipment

They need collaborative equipment such as video conferencing or AV – or even simple equipment such as a power socket.



## Temperature

They feel most comfortable and able to work in a location where they feel neither too warm nor too cold; they may want air conditioning or like to avoid it.



## Light

They require certain conditions where their eyes are comfortable – this could be natural daylight, bright, dimmed or controllable electric light.



## Noise levels

Some people thrive in a bustling environment, while others prefer a quiet spot for concentration.



## The Rendezvous Equation:

Perfect working conditions = great productivity + increased wellbeing + job satisfaction





# The essential elements of agile working technology

## Interactive panels

The Embrava desk panels are designed to enable staff to quickly check availability with an intuitive RFID check in process. Staff can easily see if a desk is free, occupied or being cleaned. The solution also offers a wealth of accurate real-time usage data and desk signage enables staff to easily find colleagues for collaborative working.



## Retail panels

The Chroma retail panel offers a cost effective solution as a desk panel, requiring no power or network connection. Typically user name, meeting duration and other details are updated in seconds using RF technology. Bar code scanning for checkin / out can also be configured, delivering accurate utilisation information.





# The essential elements of agile working technology

## Rendezvous Mobile App

The Rendezvous Mobile App offers a fully functional mobile booking experience for both iOS and Android devices. Floor plan booking is now available giving users a graphical interface with real time space availability for which to book room and desk space.



## Way Finding / Sensor Technology

Rendezvous is also fully integrated into digital signage platforms including way finding, if desk sensors are deployed, real time space availability can be provided including analytics.



# Designing your ideal desk management

## Checklist #1

### What questions should you ask to start designing the right desk management solution?

- How many desks need to be managed?
- What element of the desk population needs to book in advance?
- Is there any space left for simple “touch down” that doesn’t need booking?
- Do you need panels or digital signs that display the name of the person that the desk is booked for at desk or zone level?
- Does desk check in/out need to be mandated?
- What’s your approach to mandating check in/out?
- Is it an option to scan a QR code on a desk?
- Do staff need to use access cards to check into desk space?
- What are the timeslots for desk booking; hourly, half day, full day?
- What happens if someone doesn’t show up for part or all of the time?



# Designing your ideal desk management

## Checklist #2

Here are some other key questions to consider

- Do you want an auto release policy, so a desk can be released if check in does not take place within say 30 minutes of the booking?
- What other business rules need to be adopted? For example, if someone is running late, do they need to notify a service desk to override the auto release?
- Are desks to be zoned? Some companies are creating neighbourhoods, which helps manage different aspects of desking, e.g. for projects, for longer-term use, or to support requirements such as low noise levels.
- Is wayfinding technology going to be adopted?
- What reporting do you need for desk utilisation?
- Are there different types of desks with a range of features?
- Are you providing any services around desk use, such as video collaboration support?
- Where can staff leave their belongings when the desk is being used?
- How will you enforce a clear desk policy, and what are the rules?
- Is a service support facility available to help staff working remotely?





# What's the result? See what this agile working technology client says



“

“Being able to see in real time which spaces are available, with landmarks to orient users, is incredibly useful here and is improving people’s experience of the space. Workplace satisfaction scores have soared and we’ve seen a perceived increase in productivity of 20% since implementation.”



# What else can **Rendezvous** do for you?



- ❏ **Reduces no shows** – release unoccupied desk or rooms automatically and get staff to check in with a smart phone or a digital panel.
- ❏ **Manages services efficiently** – drag and drop means you can book and amend catering and AV even across multiple locations. We offer a full chargeback facility, and legal clients are offered unique matter number integration.
- ❏ **Integrates with video conferencing** – book meeting rooms, resources and catering easily across multiple offices and time zones. If the meeting changes, everyone is notified automatically.
- ❏ **Supports agile working** – our QuickBook solution and native apps are ideal for flexible workers.
- ❏ **Real-time occupancy sensing and reporting** – select a workspace on our interactive floor-plan and occupancy sensors automatically check you in and out. Occupancy information is captured and reported in real time.
- ❏ **Enhanced visitor experience** – integration with digital signage makes sure visitors get to the meeting easily. Further integration with access control solutions such as Lenel ensure security is maintained to the highest level.
- ❏ **Utilisation reporting/dashboards** – accurate data provides insight into real space utilisation to inform planning decisions.





Rendezvous has been implemented by clients in both the public and private sectors across a wide range of verticals including; legal, finance, utilities and healthcare. We have more than 1,800 clients in 35 countries and offices in the UK, Ireland, US, Australia, India and South Africa.

All NFS solutions are backed by our award-winning 24/7 support service. We have over twenty years experience in delivering software and services across multiple industries.

## Solutions

Our two leading solutions are perfect for different types of client:

- 📦 **Rendezvous Workspace** – for large corporations looking to streamline meeting room booking and hot desks while achieving the best space utilisation.
- 📦 **Rendezvous Events** – for meeting venues and training centres who want to manage event bookings effectively, improve their sales processes and increase client acquisition.



## Services

Our services include:

- 📦 Project management
- 📦 Business consultancy
- 📦 System configuration
- 📦 Software implementation
- 📦 Custom reporting
- 📦 User training

We also offer custom development as part of our remit to help clients to create a solution that meets their business needs.

# Our values

As a private company, we are free to focus on providing excellent service and the great value solutions our clients demand and deserve. We care deeply about the things that matter to our clients and our staff. We always strive to uphold our values in relationships with each other, our clients and our suppliers.

We seek to build trust in our relationships through passion and commitment, reliability and consistency, value for money, loyalty, respect and continuous improvement. It's always our aim to develop long-term relationships with our clients and partners.



**More than 60% of our clients have been with us for more than 10 years.**

## Leadership

- Drive a culture of honesty and respect.
- Lead by example, inspire and motivate.
- Be the first choice for the markets that we serve.

## Our people

- Loyal to each other.
- Passionate about the role we play in the company.
- Work efficiently as a team, caring for each other and for the clients we serve.



## Technology

- Provide reliable solutions for critical business functions.
- Delivering solution value and flexibility.
- Innovation and value creation.

## Clients

- Going the extra mile and exceeding expectations.
- Committed to delivering great services and delivering on our promises.
- Committed to building strong relationships.



# What our customers say



"We are delighted to be working with NFS to roll out their Rendezvous solution for meeting room and space management. We have worked closely with NFS to tailor the Rendezvous solution to the needs of Centrica and have been delighted with the flexibility and responsiveness of NFS. We are looking to realise the benefits of integration between Rendezvous and our Cisco based VC system to drive both cost savings and improved collaboration for our staff."

**Kiffey Dalvi**

Senior Project Manager, Centrica



"Rendezvous is a very easy to use tool for managing meeting rooms, catering and AV services. All our US sites are linked by Rendezvous, making it easy to arrange multi-property meetings. We are now planning on global rollout."

**Michael Farino**

Manager of Concierge & Hospitality Services, DLA Piper LLP





## tp bennett

“People on reception didn’t engage with the previous system as much as we wanted, so we’ve taken our time and worked with NFS to make sure this system works. NFS had an incredible capacity to see what we wanted our system to do, and took that on and made it happen.”

**Stephen Yates**

IT Director, TP Bennett

## Investec

“We have used Rendezvous very successfully at our locations in South Africa and we are now rolling out to the UK. A great tool to maximise the use of our space.”

**Leon James**

HR & IT Manager, Investec

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