



How BUPA Australia took workspace agility to the next level, in the face of Covid lockdowns

BUPA Australia is part of the international BUPA group, leading the market in health insurance, age and healthcare services. Organisationally, they have offices in 5 Australian states, and 21,000 employees across 1300+ desks .

The opportunity and challenges

In 2019, when their Melbourne HQ became due for renovation, the leadership team decided the time had come to reimagine the way their employees could use the workspace.

Kedar Viswanathan – Head of Technology for Employee Experience and Corporate Services* – takes up the story:

“Before the HQ renovation, the workplace model was very traditional. Everyone generally sat in the same place each day, and there was no booking process for desks. We knew the time was right to reimagine all that: to rethink how shared spaces and rooms were used, and to find the right technology to make it easy to manage”.

BUPA chose Space Connect to provide the tech solution they needed to enable an agile, easily managed workplace environment, based around room booking.

And then, in March 2020, Covid and lockdowns hit

“At that point” recalls Kedar, “we had to rethink everything - all over again!”

As lockdowns in Australia perpetuated, remote working became ingrained.

By the end of the year the Bupa team were ready to begin bringing people back from remote working, and into the office.

But the situation was highly fluid, with lockdown and workplace restrictions changing almost weekly.

“Flexibility became incredibly important” says Kedar. “Because we had Space Connect, we were able to very quickly and easily reconfigure the entire working model to fit the restrictions around workspace capacity”.

Pre-Covid, BUPA originally chose Space Connect to enable an easily managed, agile desk environment
And then Covid and lockdowns hit.

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Kedar Viswanathan



SPACE CONNECT CASE STUDY

The solution

Adapting to a highly fluid situation

Under the strict new Covid rules, BUPA needed to be able to tightly control desk usage and building capacity, and manage and report on who was in the workplace, where, and when.

And they needed to be able to change the parameters, fast, as the rules changed.

Space Connect's unique self-configuration features made all of this easy, including:

- Self-reconfigurable, bookable desks
- The admin ability to easily book and cancel desks on behalf of others
- Realtime views of current and forward desk availability

The results

"The way we are using Space Connect now," says Kedar, "is really helping us create a working environment that our people can feel confident, safe and secure in."

When an individual or a team needs to be back in the office on a certain day, they know they can find and book the desks they want, next to the people they want to work with".

The future

Because Space Connect is so easily adaptable, scalable and configurable, BUPA have all the flexibility they need to embrace a workplace future without Covid restrictions.

"The way people work has changed for ever" says Kedar. "And that can be a hugely positive thing. In our Covid restrictions-free future we'll explore ways of using floor space differently and even more productively - with less desks and more collaborative space, but still with the need for easy, flexible booking."

"I would recommend Space Connect for these reasons," says Kedar. "Its flexibility and simplicity - even when you need to model, re-model and change when, how and where desks and spaces are booked and used."



*Kedar Viswanathan is Head of Technology for Employee Experience and Corporate Services for BUPA in APAC.



The Space Connect solution that made BUPA's workspaces so adaptable to the changing lockdown restrictions:

- 1 Self-reconfigurable, bookable desks
- 2 The admin ability to easily book and cancel desks on behalf of others
- 3 Realtime views of current and forward desk availability



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