

CASE STUDY

Creating a Covid-safe office environment

CityFibre

CityFibre is investing £4 billion to build brand new, world-class digital infrastructure to serve 8 million premises across 100 UK towns and cities. Its future proof, 'whole city' full fibre networks bring fresh choice for local authorities, consumer and business ISPs, while providing the ultimate foundation for next generation 5G deployments and smart city ambitions.

As well as delivering transformational gigabit-capable broadband services to homes and businesses today, CityFibre's infrastructure already provides the connectivity for thousands of critical healthcare, education and community sites across the UK. This includes hospitals, GP surgeries, care homes, community buildings, schools and council offices.

The business challenge

CityFibre prioritised creating a safe working environment for the return of specific employees who had been granted key worker status due to their role in the full fibre network rollout, or for those where it would be safer to work from the office than from home. Strict rules were implemented which defined who would be allowed to use the offices, the safe capacity of each office and which desks were able to be used in order to maintain social distancing. To achieve this, CityFibre's initial requirement was to implement a system that would allow staff to book desks from an estate of just over 400 bookable desk spaces across 25 locations and to be able to report on who had attended the offices.

The key criteria for selection of a suitable solution were:

- 1 COVID 19** – CityFibre needed a system which would enforce social distancing measures by only allowing desks which were a safe distance apart to be used and to ensure only the permitted individuals were using the offices.
- 2 Timescales** – The initial roll-out needed to happen within three weeks.
- 3 Scalability** – The solution had to be easily scalable both in terms of locations and available desk stock.
- 4 Ownership** – CityFibre were rolling out into new cities so quickly that they needed the ability to make configuration changes to their desk booking solution on their own.
- 5 Modular** – CityFibre wanted a solution that could be expanded to Room Booking and Visitor Management at a later date.
- 6 Future-proof** – The software needed to allow effective space utilisation post-COVID.



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The Solution

Within a period of 2.5 weeks, Space Connect deployed their cloud-based desk management solution and fulfilled all of CityFibre's requirements as outlined above, across all locations.

The solution encompasses:

- Single Sign-On
- Interactive Mapping
- Unlimited user access
- Unlimited locations
- Resource Booking
- Analytics and Reporting
- iOS / Android Smartphone App
- Interactive Web Application

Furthermore, the Space Connect administration console allows authorised CityFibre administrators to make real-time changes to their booking environment, without the need for external support.

The Results

The successful deployment of Space Connect Solution has helped CityFibre to create a COVID-safe environment allowing the return to the workplace of key personnel. The solution also facilitated the COVID-safe opening of new CityFibre locations as part of CityFibre's drive to roll out their network infrastructure across the UK. Users are able to book desks via the web or mobile app and book workspaces in advance or when they arrive in the office. The comprehensive Space Connect Analytics module provides CityFibre with desk utilisation and occupancy trends, enabling them to make well-informed, data-driven decisions when planning new offices.

Project Rollout timeline

Day
1

Project award through Softcat

Day
18

Successful deployment of **400 desks**
across **25 locations**

Day
60

Further deployment of **180 desks**
across **10 more locations**

Day
62

Expansion to Room Booking and Visitor
management in key locations

This is an ongoing project with Space Connect continuing to support CityFibre, through Softcat, with their planned expansion.



“We were impressed by how quick and easy Space Connect’s desk booking system was to roll out to all CityFibre employees, the system is so intuitive that people started using it as soon as it became available, without us having to formally train them on how to use it.”

Paul Smerkinich, CityFibre

