

Milliman empowers employees with a streamlined workplace experience

COMPANY PROFILE

A global actuarial leader

Milliman provides a range of independent actuarial services, covering healthcare, insurance, financial services, and employee benefits. With headquarters in Seattle and 60 offices worldwide, the company relies on its teams of skilled "number crunchers." As a result, Milliman places a strong emphasis on having rigorous data analyses, predictive analytics, and big data capabilities to generate data-driven insights.

Goals:

- Implement a robust, interactive, and user-friendly platform for space and resource reservation and digital signage
- Integrate with Microsoft 365 Active Directory
- Understand space usage and improve efficiency with detailed reporting
- Adhere to Milliman's stringent security protocols and standards

THE CHALLENGE

Legacy system limitations

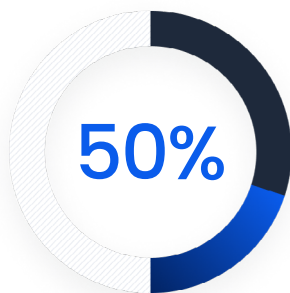
Milliman was ready to embrace the return to the office, but its outdated systems weren't. The increase in in-person meetings and the shift to desk hoteling, particularly in the company's headquarters and larger offices, exposed the limitations of its legacy Microsoft Outlook-based setup.

Manual processes, the inability to manage hoteling reservations, and the reliance on disjointed tools like Outlook room resources and PDF files created inefficiencies and frustrations.

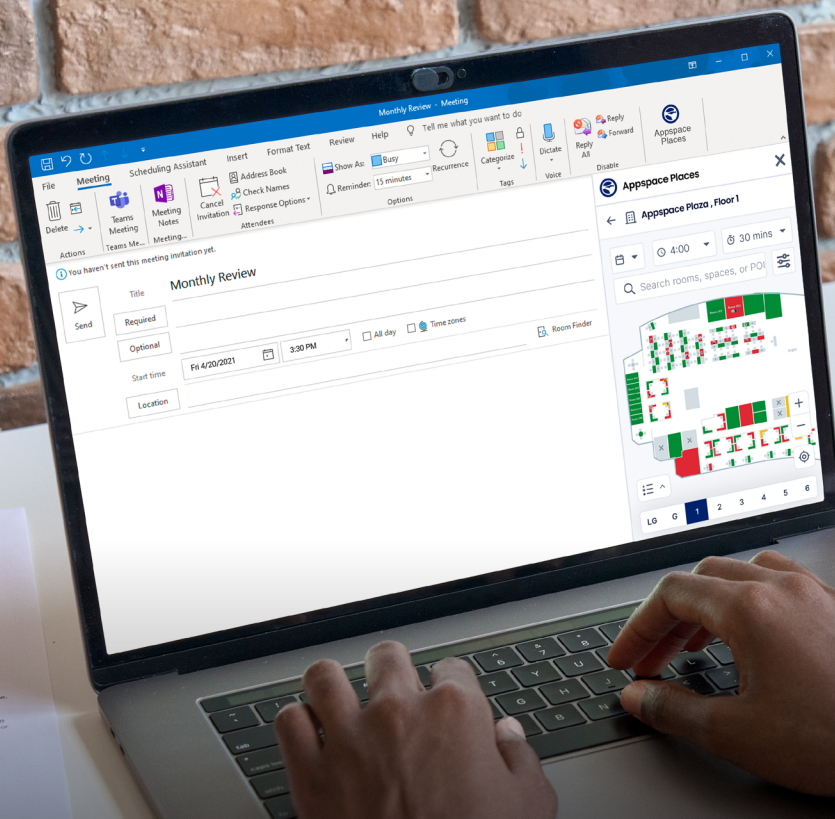
Additionally, Milliman's commitment to providing clients with advanced technology solutions meant its IT department needed better visibility into its computing and networking assets.

Why Appspace?

- Provides a user-friendly layout for a more intuitive experience
- Syncs with Microsoft 365 Active Directory
- Delivers detailed logs and reports for data-backed decision-making
- Meets security protocols and standards
- Offers easy customization and flexibility



The percentage of companies using activity-based working to offer employees a variety of workspaces has increased from **30% to 50%** in the past six years.



THE SOLUTION

User-friendly layout and flexibility

After carefully reviewing space reservation and digital signage providers, Milliman chose Appspace for its unified platform, user-friendly design, flexible layout, and Microsoft 365 integration. Appspace offered the scalability and tools to meet Milliman's evolving needs. Milliman kicked things off by implementing Space Reservation and Digital Signage.

Now, thanks to Appspace, Milliman employees can effortlessly find and book the spaces and resources they need. The Appspace onboarding team was there every step of the way, assisting with space design, data import, troubleshooting, and comprehensive user training.

Appspace solutions & services:



Space Reservation



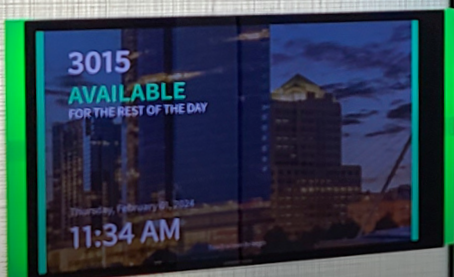
Digital Signage

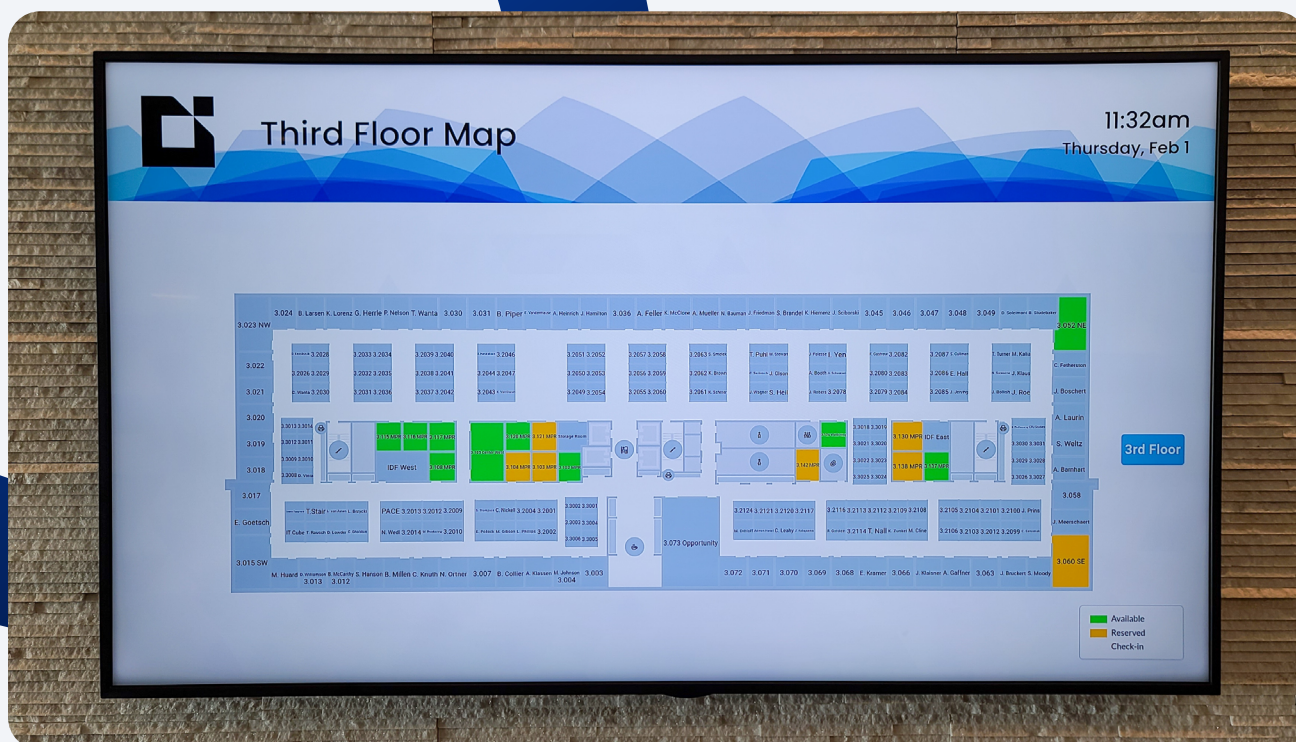
*Wayfinding application is a potential future implementation.

"Because most of our employees bill their time to accounts, any operational time savings we can achieve is critically important for clients.

The Appspace implementation has resulted in significant savings across our offices for employees in preparing for and attending meetings. One example of the time savings has been updating our space resources that used to take days, and now with Appspace, takes seconds."

Lorne von Asten,
IT Support Specialist,
Milliman





THE RESULTS

A better workplace experience

Appspace has exceeded expectations by serving over 1,500 users across 8 of Milliman's US and UK offices. Employees and visitors alike are reaping the benefits of seamlessly integrated company and workspace information presented in an engaging, user-friendly way.

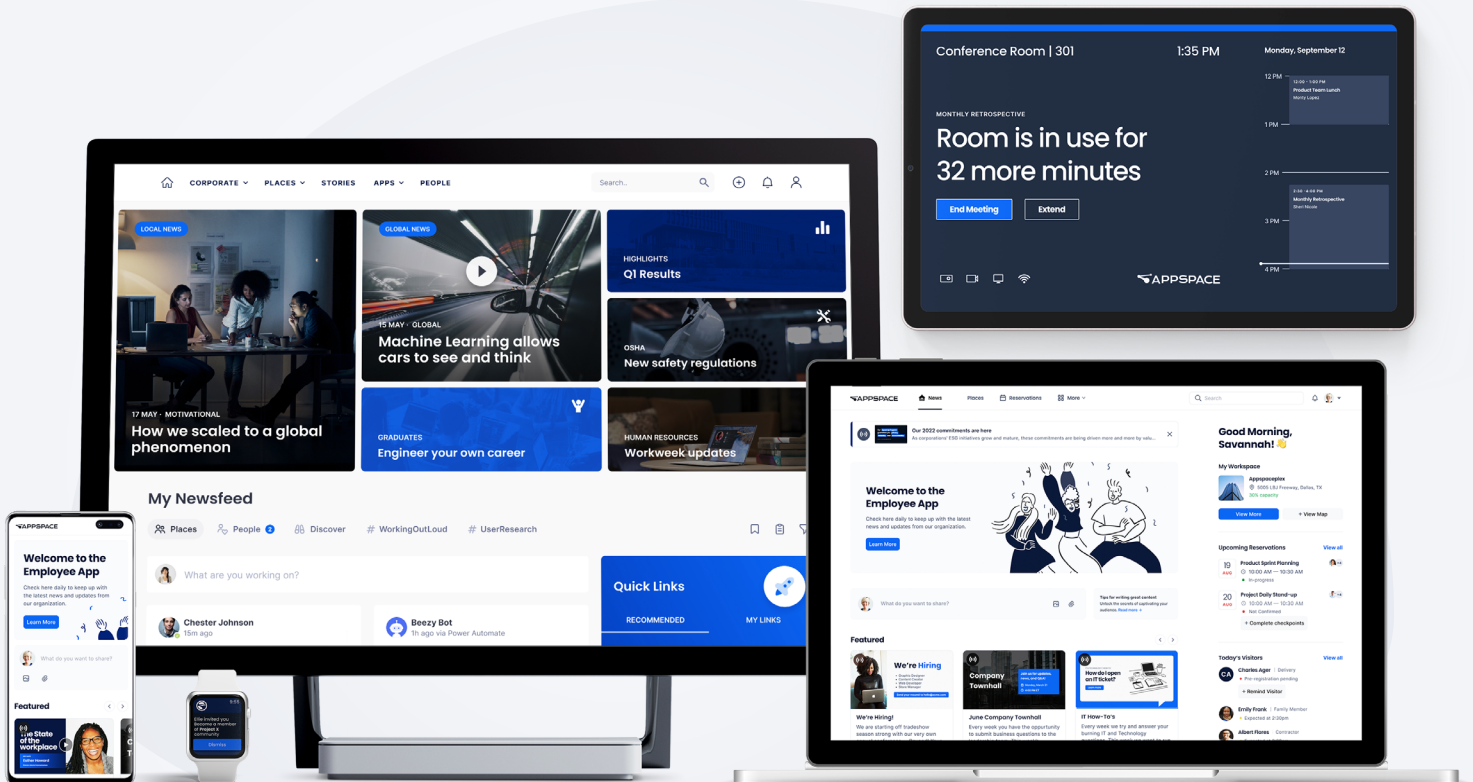
The best part? Users overwhelmingly agree that reserving spaces and resources is much easier, making it a huge leap forward from the previous solution.

Here are some highlights:

- Users can easily reserve conference rooms and start meetings in seconds with the convenience of interactive monitors outside the rooms. A “reserve now” button makes it easy to book, walk in, and get started.
- Strategically placed digital signage delivers company news and office information in a visually engaging way in office entrances, elevator lobbies, and cafeterias.
- The IT team developed “maps” within the Space Reservation app to visualize the location and identity of all computing and networking devices. These maps are displayed in the networking rooms, enhancing visibility and making it easier for IT users to control, access, and reserve equipment.
- Comprehensive reporting and logs provide valuable insights into how spaces are being used.



Connect your people, places, and spaces.
The workplace experience platform for your whole team.



ABOUT US

Appspace is the workplace experience platform for communications and workplace management. It's the first to combine a modern intranet, space reservation, digital signage, and more – all in a single, easy-to-use platform. Now organizations can replace siloed products that are costly to integrate and unite their physical and digital workplace. More than 150 Fortune 500 companies, and millions of on-site, remote, and frontline employees, are using Appspace to make work a more connected and engaging experience.

Learn more at www.appspace.com.