



CUSTOMER STORY



Arup's journey to a unified global workplace experience across 80 sites

Arup is a global collective of designers, engineers, and technical experts that needed to bring consistency to its workplace experience across four regions and over 80 sites. With each location managing operations differently, inefficiencies and a lack of cohesion had started to hold the business back. By partnering with Eptura, Arup is now undergoing a digital transformation to standardize and streamline workplace management on a global scale.

Key stats

Engineering
Industry

19,000+
Employees

80+
Sites across 33+
countries in 4 regions

15,000+
Workpoints



THE CUSTOMER

A **global** collective with unique workplace challenges

Arup is a renowned firm with a presence in four different regions, spanning over 33 countries and 80 sites worldwide. Known for its innovative and collaborative approach, Arup brings together a diverse team of designers, engineers, and technical experts. Despite its global operations, each site often operated as its own mini silo, adopting unique workplace practices and technologies. This decentralized approach led to inconsistencies and inefficiencies, impacting the company's ability to create a unified and efficient workplace experience.



THE CHALLENGE

Fragmented workplace management across 80 sites

Arup's decentralized structure brought several challenges:

- ✓ **Inconsistent processes:** Each site had its own way of managing workplace operations, creating inefficiencies.
- ✓ **Disconnected technologies:** Data was difficult to consolidate across different technologies and platforms.
- ✓ **High mobility:** With employees frequently moving between sites and collaborating with clients and colleagues worldwide, a more integrated experience was needed.

“Over the years, each site has tended to adopt its own **approach** to the workplace, impacting Arup's ability to create a **unified experience** and drive **efficiencies** across our business.”

Nicole Dobbie, Workplace System Owner, Arup



THE SOLUTION

Unified workplace management with Eptura

To overcome these challenges, Arup partnered with Eptura to implement a global, integrated workplace management solution. Key areas of impact include:

- ✓ Strategic workplace planning: Serraview by Eptura is now used globally to manage space effectively.
- ✓ Enhanced employee experience: In the UK, Arup is leveraging Eptura Engage to improve the employee experience, ensuring that staff feel connected and supported, regardless of their location.
- ✓ Streamlined visitor management: Eptura Visitor is being used in select offices to streamline the visitor management process, making it easier and more secure for everyone.
- ✓ Holistic data integration: Arup is integrating people data from its People & Culture team into Eptura, ensuring that the workplace supports both the physical spaces and the people who use them.

Solutions/features:

- ✓ Serraview by Eptura
- ✓ SVLive
- ✓ Eptura Engage
- ✓ Eptura Visitor
- ✓ Reporting
- ✓ Premium Support



The integration of technologies is key to meeting our business goals. Having a **strategic** partnership with Eptura is helping us to make the journey for our members **easier** and absolutely key to the **success** of our business strategy.



Mark Just, Global Head of Technology Services, Arup

THE RESULTS

Optimized spaces and enhanced collaboration

Arup is already seeing meaningful results from its partnership with Eptura:

- ✓ Better space utilization: Arup has optimized its space usage, ensuring that every bit of space is utilized efficiently. This has led to cost savings and improved operational efficiency.
- ✓ Enhanced collaboration: The integrated platform has made it easier for employees to collaborate across different sites and regions, fostering a more connected and cohesive global team.
- ✓ Higher employee satisfaction: The enhanced employee experience, particularly in the UK, has led to staff feeling more supported and connected.
- ✓ Greater consistency: The standardization of workplace management processes has reduced operational pain points and improved efficiency.
- ✓ Improved visibility: Unified reporting helps leaders to understand the pressure on space and respond to evolving space needs.



While we are still in the process of **globalizing** our technology, we are working with Eptura, who play a central role in helping us to create a **unified**, **efficient**, and **people-centric** workplace. We're excited about the future and the impact this will have on our members.



Nicole Dobbie, Workplace System Owner, Arup

THE FUTURE

A strategic partnership for a unified global workplace

Arup's journey with Eptura demonstrates the power of strategic partnerships in driving digital transformation. By standardizing and integrating workplace technologies, Arup has not only optimized its space usage and enhanced the employee experience but has also taken significant steps towards unifying its global operations. The collaboration between Arup and Eptura extends beyond just technology implementation; it involves a deep, ongoing partnership where our teams—from customer success to premium support to engineering—work closely together to ensure every aspect of the transformation is seamless and effective. The future looks bright as Arup continues to leverage Eptura to support its mission of creating a unified, efficient, and people-centric workplace.



work your world™



Eptura connects people, places, and assets in one intelligent worktech platform, enabling your organization to drive more value. Our scale and expertise helps organizations to engineer a thriving work environment, by giving them the understanding they need to enhance their employee experience, workspaces, and asset value.

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