



## CUSTOMER STORY



### Met Office boosts collaboration and productivity by optimizing meeting space management

By streamlining meeting room management, reducing booking conflicts and enhancing space utilization, the Met Office created a more efficient, collaborative work environment where employees can easily find the right space for their needs.

### Key facts

Business services

Industry

2500

Employees



# The customer

**The Met office, the UK's national weather service, operates from a large headquarters in Exeter, where a team of scientists and forecasters provide data, research, forecasts, and consultancy services to both public and private sectors. Keeping their facilities running smoothly is crucial to supporting their mission.**

Sophie Parkhouse, Facilities Management Coordinator, is part of the Property Management Team responsible for ensuring the building operates efficiently. From monitoring occupancy levels to managing lighting and air quality, her team creates a productive, well-maintained environment that allows employees to focus on their work without disruptions.



# The challenges

With 75 meeting spaces across multiple floors, managing bookings became a significant challenge. Employees struggled with double bookings, leading to frustration and wasted time searching for available rooms. The uncertainty of finding a suitable meeting space upon arrival negatively impacted productivity.

A lack of visibility into room usage compounded the problem. Sophie's team had no way to track how spaces were utilized, making it difficult to allocate resources effectively. This resulted in empty rooms due to no-shows, while high-demand spaces were often unavailable when needed. The team required a solution to streamline bookings, provide actionable insights, and improve the overall workplace experience.





# The solution

To tackle these challenges, Met Office partnered with Eptura to implement a meeting space booking solution, equipped with advanced analytics and presence detection sensors.

Met Office's workplace includes a variety of spaces—conference rooms, boardrooms, meeting rooms, collaboration areas, and private pods—each with different setups and capacities. By uploading all spaces into a single platform, employees gained full visibility into availability, eliminating the stress of last-minute searches. Key details such as room capacity, video conferencing capabilities, and equipment are visible at a glance, making it easy to book the right space.



Being able to **book** the space you need, with all the equipment you require, in **one platform** is a game changer.



**Sophie Parkhouse**, Facilities Management Coordinator



Because Met Office sublets some of its spaces, the platform's flexibility allowed for customized booking permissions. They could assign specific booking rules to different rooms—some open to all, others requiring admin approval, and some reserved for internal staff only—ensuring effective management of shared spaces without complications.

A valuable capability of the solution is the Advanced Analytics module, which gives Sophie and her team with detailed insights into room occupancy, peak usage times, and booking trends.



We can now see which **spaces** are used most, peak usage days, average bookings per week, no-shows, meeting durations, and attendance rates. This **data** helps us make **informed** decisions about how to **optimize** our space.



**Sophie Parkhouse**, Facilities Management Coordinator

Presence detection sensors further improved room availability and data accuracy. If employees forget to check in, the sensors automatically detect room occupancy. If a booking is abandoned, the system releases the room, making it available for others. This ensures spaces are better utilized and data reflects actual usage.

## Key features:



Meeting space booking



Advanced analytics



Presence detection sensors

# The results

Since implementing the solution, Met Office has seen a 30% increase in meeting space utilization, ensuring rooms are used more efficiently. This along with a 90% reduction in double bookings and conflicts, has saved time and prevented meeting disruptions. Employees now spend less time searching for available rooms or setting them up—what once took 20 minutes now happens in just a few clicks.

As a result, productivity has improved, and employees are spending more time in meaningful collaboration, which has increased time spent in team-based meetings. The centralized booking system has also reduced stress, giving employees confidence that they'll find the right space when they need it.

With Advanced Analytics, Sophie and her team now have clear data on space usage. They discovered high demand for ground-floor meeting rooms due to visitor traffic, while larger rooms were underutilized. This insight led them to reconfigure the office layout, splitting larger spaces into smaller rooms, expanding collaboration areas, and introducing private pods to relieve pressure on shared spaces.



# The future

**Looking ahead, Sophie and her team plan to explore more flexible hot-desking options and additional collaboration areas as employees return to the office more frequently for face-to-face interaction.**

With the right tools in place, Met Office is transforming its workplace—ensuring that employees have the ideal environment to connect, collaborate, and perform at their best.





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