



How a top international law firm supports hybrid working with Rendezvous



World-renowned legal firm Bryan Cave Leighton Paisner prides itself on being purposely structured as a single, fully integrated team.

With 25 offices internationally, companies including 40% of the Fortune 500 rely upon the organization to protect their interests and make business ambitions become realities.

BCLP – an NFS Technology client in the USA for a number of years – approached NFS in December 2019 to deploy Rendezvous Workspace workplace management software in its UK offices in London and Manchester.

The challenge

BCLP were unhappy with the level of support being provided by their current supplier in the UK and unconvinced by the functionality of their product.

In addition, the company wanted all of its offices around the world to have easy visibility of all meeting rooms across the whole estate. For this leading law firm, it was time for a change.

The worldwide Rendezvous solution

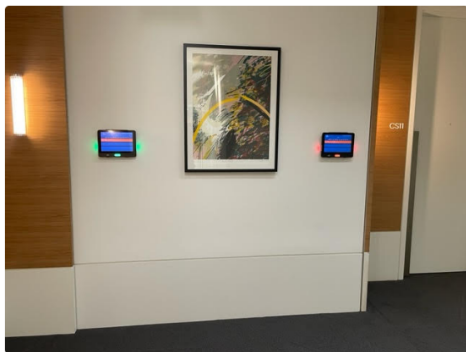
After a successful evaluation process BCLP selected NFS and began to roll Workspace out in 2020 in London and Manchester. At the same time, they transitioned from Rendezvous Events to Workspace in the US and Paris.

The firm also rolled out Workspace to Hong Kong and Singapore and, in addition, smaller satellite offices worldwide. These offices previously used a number of different systems including paper diaries and Microsoft Exchange, which made co-ordination tricky.

How BCLP created a great hybrid working environment

BCLP moved the London office and kitted it out with room panels for meeting rooms and smaller panels for flexible meeting areas.

In the UK offices they deployed solutions for hot desking and Rendezvous' reverse hoteling feature, which releases allocated desks into availability when people are on holiday, maximising utilization.



The business services areas – IT, HR and accounting – have an unallocated seating policy. For those areas, they needed a check in and out process as well as a means to book a desk – the Rendezvous mobile booking app was key. Staff can now book space in advance and they can check in and out using the QR codes the system sends them.

Meeting rooms and flexible meeting space now have smaller digital panels where people can book a meeting on the fly using their security cards in the flexible area.

Return to the office post-Covid

Post-Covid, the check in/out process became more important as BCLP needed to collect data for track and trace. Now, as the return to the offices gains pace and demand for desks has risen, the need for workers to pre-book is essential, and ensures staff can come into the office safely and with confidence.

Looking forward

BCLP have now successfully used Rendezvous room and desk booking for two years, and discovered its full benefits in the new world of hybrid and flexible working, where productivity, collaboration and wellbeing are key.

The company are now deploying sensor technology in London and Manchester, which will enable them to track space utilisation in real-time in both meeting rooms and at desks. The system is providing robust data that will enable them to make future space planning decisions with confidence.

Luis De Souza, CEO of NFS Technology, said: "It's a privilege to work with this prestigious, far-sighted international law firm, and we are delighted that they are reaping the benefits of Rendezvous for their company and their busy workforce."