

How ENGIE achieved flexible dynamic working

With the help of zapfloor, ENGIE has been able to effectively manage their return to the office whilst ensuring the safety of their employees.

With zapfloor, they transformed their workspaces into high-tech environments that focus on employee wellbeing and space optimization.

- Zapfloor is currently deployed in 30 of ENGIE's locations across Europe, Southeast Asia, the Middle East and Latin America.
- Over 13.000 employees use zapfloor's cloud-based scheduling solution to book their workspaces and meeting rooms.
- Manual processes have become almost completely automated.

About ENGIE

ENGIE is a French **multinational** electric utility company active in the fields of energy transition, electricity generation and distribution, natural gas, nuclear, renewable energy and services.

With over **171,000 employees** and a 60.6 billion Euros turnover (2018), the ENGIE Group is listed on the Paris and Brussels stock exchanges.

Objectives for zapfloor and ENGIE

Following the global pandemic in 2020, ENGIE wanted to enable “a more **flexible** and **dynamic** work style”. They were looking for a **central workspace management solution** that both enables employees to book their working stations, meeting rooms, parking space, etc., as well as give management the tools to customize, analyze, and make **informed improvements** on the go.”

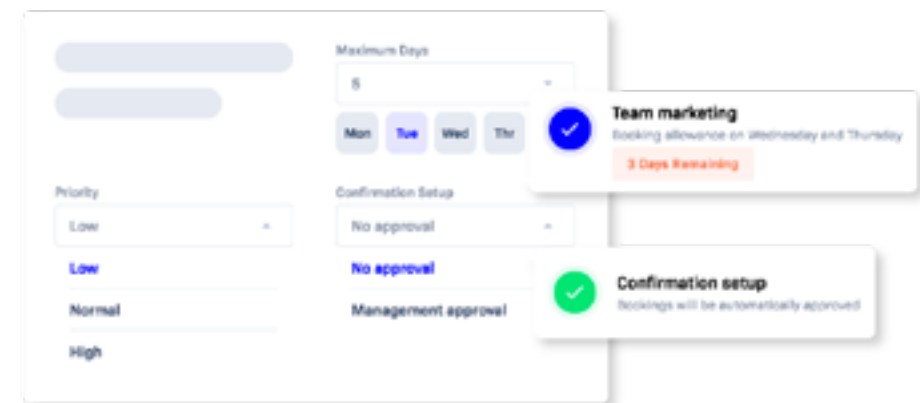
In order to guarantee a **safe work experience**, they needed to be able to manage the number of employees at the office at any given time.

Another requirement for this solution was that it should provide a way for teams to be assigned days on which they can book onsite workspaces and be given **door access** accordingly. In conjunction, it should also be possible for HR or team members to manually grant access and **booking rights** to individual employees.

Another challenge was to not only implement booking functionalities for one building, but to make **satellite offices** bookable as well. The same booking- and door access system was to be shared among ENGIE’s buildings.

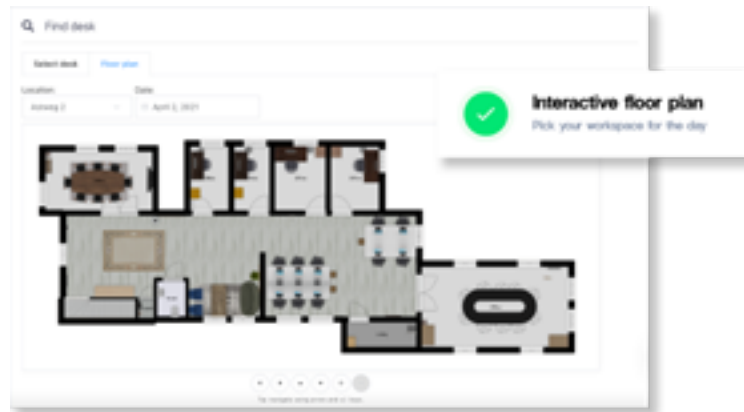
With employees working from satellite offices, another question that came up was, “what to do with costs made from satellite office occupations?”. ENGIE needed a way to effectively manage **cross-office cost accounting**.

Our mission was clear: provide a **central platform** that handles all of ENGIE’s workspace management tasks and streamlines the **office experience** for management, HR, employees, and externals.



Solution implementation

After the initial talks in early 2020, zapfloor went to work on the list of requirements and started building upon ENGIE's already existing corpo-working environment LODGE.co. They implemented a **whitelabel mobile app** to further increase ease-of-use and -access. To make the booking process even easier, an interactive **floor plan** feature was introduced.

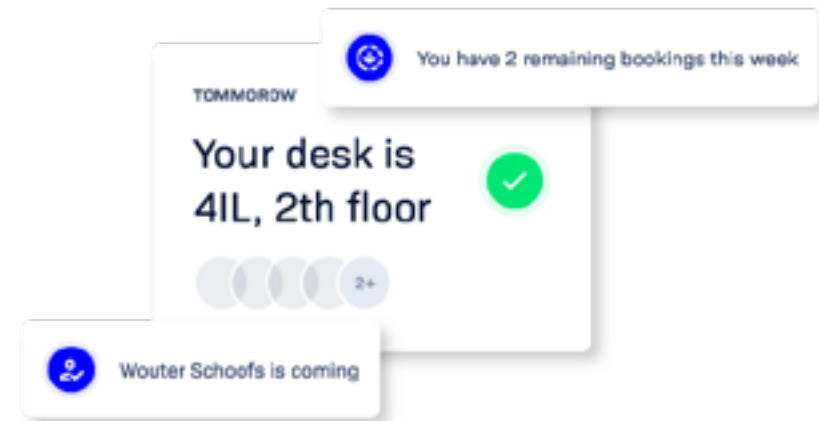


Automation for access control was set up with **access restrictions** and **permissions** being linked to user roles. These were fully integrated with the **door access hardware** ENGIE was already using, giving ENGIE complete control over their **occupancy rates**.

In **June 2020**, the first location went live with zapfloor's application. This initial setup took **6 weeks**. After that, other locations followed, each being ready to roll out **within the week**. ENGIE appointed one central contact person who stayed closely in touch with zapfloor and the rollout process. In turn, zapfloor provided assistance and a **guided setup** to each individual facility manager.

How zapfloor works for ENGIE

Currently, **30 office sites** spread between France, Belgium, Brazil, the UK, Ireland, Philippines, Singapore, and the UAE use zapfloor. In total, **over 13.000** of ENGIE's employees are using zapfloor's **cloud-based scheduling solution** on a daily basis to book their workspaces and meeting rooms.



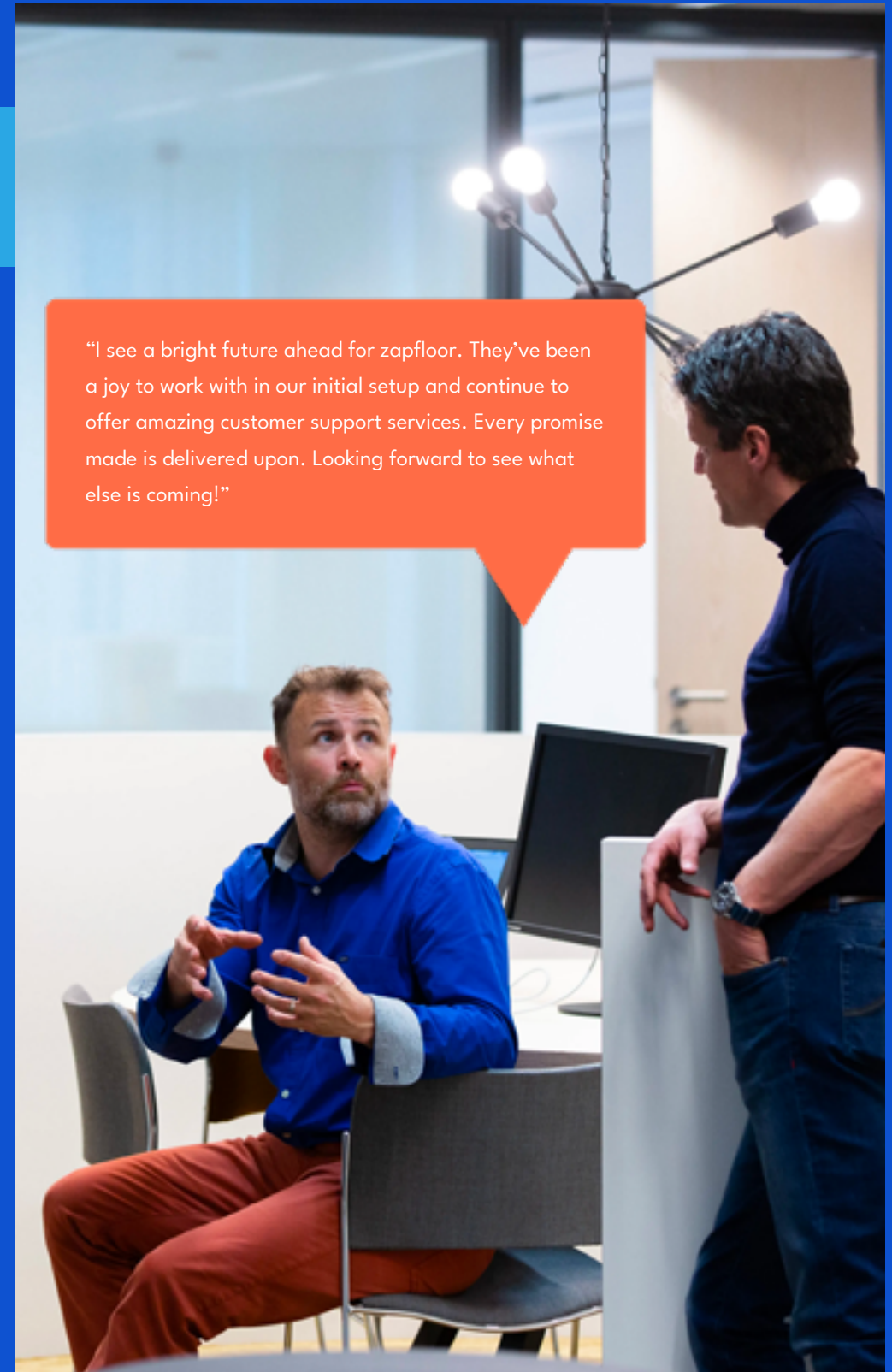
The feedback these employees have given is overwhelmingly positive. Manual processes have become almost completely **automated**. There are many built-in **integrations** that are crucial for ENGIE. Including - but not limited to - door access system **Welcomr**, WiFi security system **Radius**, SSO and identity management system **Okta**, and **MS Outlook Calendar**.

In the pipeline for 2021 and 2022 is a much anticipated integration with **SAP (for internal cost allocations)** and some quality of life updates, as well as all the scheduled updates from the zapfloor roadmap.

ENGIE after using zapfloor

- 13.000+ employees feel safe to return to the office
- 30 global office spaces use zapfloor, with more in the pipeline
- Time spent per booking down to less than a minute
- Automated access control
- Integrations with the tools and software ENGIE was already using
- Custom dashboards with key analytics on office usage and occupancy

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"I see a bright future ahead for zapfloor. They've been a joy to work with in our initial setup and continue to offer amazing customer support services. Every promise made is delivered upon. Looking forward to see what else is coming!"