

# RBC Financial Group Counts on Resource Scheduler to Optimize Shared Workspaces

## Background

Royal Bank of Canada (NYSE: RY) and its subsidiaries operate under the RBC Financial Group. RBC Financial Group includes five major lines of business: personal and commercial banking (RBC Banking); wealth management (RBC Investments); insurance (RBC Insurance); corporate and investment banking (RBC Capital Markets); and securities custody and transaction processing (RBC Global Services). RBC Financial Group is one of North America's premier diversified financial services companies and Canada's largest company as measured by assets and market capitalization. RBC Financial Group serves more than 12 million personal, business and public sector clients worldwide from offices in more than 33 countries.

RBC Financial Group's internal consulting group, Process & Business Consulting, headquartered in Toronto, provides consulting to RBC Financial Group's various banking operations in Europe, Asia, Australia, the U.S. and Canada. With extensive expertise in operations, the Process & Business Consulting group is hired by RBC Financial Group's businesses and core functional groups to analyze operational conditions and provide recommendations to increase efficiency, improve revenue, and reduce costs. These assignments often extend between one and eight months in length and require that the Process & Business Consulting professionals work on-site.

## Challenge

The Process & Business Consulting group faced a challenge in optimizing their office space in Toronto. While the group occupies an entire floor at headquarters in Toronto, workstations, offices and cubes would sit idle as more than 50 percent of the staff are offsite on assignment a good part of the year. As a result, they needed to find an alternative way to manage their space so that remote employees who *did* come into the office had a space to work while reducing the amount of unused space.

## Solution

The Senior Manager responsible for the concept and his implementation team had specific goals in mind when looking for a solution to their space constraints. They knew that moving to a hoteling arrangement would likely solve their space utilization issues but they weren't sure how to deploy it. Further, they knew a hoteling program would be a significant cultural shift for the Process & Business Consulting group. The solution would have to be easy to use, feature rich and flexible, Web-based for access from any location worldwide, and friendly enough to encourage rapid adoption across the department. AsureSpace™ Resource Scheduler was the only solution that more than met their requirements.



## Resource Scheduler Helps RBC Get Workspace Optimization Results:

- Resource Scheduler implementation results in a savings of up to \$2,500 per day in lost employee time
- Enhances employee ability to search for space by conference room size, location and time frame
- Eliminating need to schedule office space saves a minimum of 15 minutes in downtime per employee
- Eliminates issues with hoteling for the Process & Business Consulting group
- With minimal training, new staff can be added and trained to use Resource Scheduler



Blueprints and specifications of all the offices and cubes were loaded into Resource Scheduler, including size, location, placement in relation to a window or on an aisle, and a map of the overall floor. While Directors and Support Staff have offices and cubes assigned to them permanently, when they are out of the office their workspaces are entered into the space pool and are available to be reserved. All space reservations can be made a month ahead. Searching for space by size, location and time frame is easily and quickly accomplished. Everyone has the Resource Scheduler icon on their desktop and can access it through the Virtual Private Network, enabling staff to reserve space in the Toronto office from any site worldwide.



Royal Bank of Canada's Process & Business Consulting group implemented AsureSpace Resource Scheduler to assist with office hotel and conference room scheduling for its staff.

Asure Software worked closely with RBC Financial Group's Process & Business Consulting group to ensure a smooth integration by setting up a working model on the Web site for the start-up workshops. The workshops explained the hoteling arrangement to staff, which enabled the implementation team to answer all questions, win over the group, and create widespread adoption immediately.

The ease of use of Resource Scheduler has been one of the major keys to its success. There is almost no training involved, and the administrator can easily bring new staff online, institute changes and, if necessary, override reservations if a staff member has a quick change of plans. Staff members who regularly work offsite have a three drawer pedestal and a file drawer assigned to them. While on the road, the pedestals are stored away from the work areas.

By reserving space in advance through Resource Scheduler, the staff member knows where he or she will be working when they return to the office. Because Resource Scheduler is flexible, the group's administration team is easily able to divide the larger cube into two workspaces at times when a majority of the staff happens to be working in Toronto. Reservations in Resource Scheduler can also be printed out, including the overall map of the floor and location of cubes and offices.

"We estimate that our savings with Resource Scheduler could amount to as much as \$2,500 per day, based on staff of 20 to 30 on any given day saving at least 15 minutes in downtime by eliminating the need to scramble to book office space," said the Senior Manager. "Resource Scheduler, combined with very thorough guidelines we set up on shared space protocol, has eliminated any issues with hoteling for our Process & Business Consulting group."

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