

## SCOTTISH WATER IS A PUBLICLY OWNED

company providing water and wastewater services to the whole of Scotland.

Answerable to the Scottish Parliament and the people of Scotland, Scottish Water provides about five million customers in 2.4 million households 1.3 billion liters of drinking water, taking away 840 million liters of waste water daily.

Headquartered in Dunfermline with offices in Aberdeen, Dundee, Edinburgh, Glasgow and Inverness, Scottish Water employs almost 3,400 people across Scotland. The organization is the fourth largest water and waste water services provider in the United Kingdom.

## A NEED TO SUPPORT AGILE WORKING

Scottish Water created an Agile Working Program led by Shirley Campbell, Scottish Water's Director of People, Workplace and Organization Development. Agile working in Scottish Water is about empowering their people to work where, how and when they choose; to maximize their productivity and deliver the greatest value to Scottish Water's customers.

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# Scottish Water

Always serving Scotland

“We're passionate about the health and well-being of our people,” said Campbell. “We want employees to use web and teleconferencing and work from their own locations instead of spending so much time in their cars. Agile working benefits our staff in terms of their health, well-being and ownership of their own work/ life balance.”

The design of a new National Operations Centre created an opportunity for the organization to ‘showcase’ Agile working, reducing the number of desks by 25% through the implementation of a hot-desking and resource-sharing system. What was missing, however, was a solution that managed the new hot-desking environment. Email was used to book rooms, but there was no management information available to track utilization.

In addition, there was no desk-reservation system for employees, which frustrated people and caused them to spend valuable time looking for a desk where they could work. Scottish Water needed an agile working process that enabled sharing and collaboration.



## THE RESULT

“We considered four vendors as part of an evaluation and procurement process,” Campbell said, “and we considered Value, Quality, Expert Resources and Capability, Fitness for Purpose, Ease of Implementation, and Project Management as the key evaluative measurements.”

Asure Software AsureSpace® Workspace Manager 4.5 (since upgraded) was selected as the clear winner. The implementation was an impressive experience for Scottish Water as well. “Asure helped us shape the end solution, understanding our core requirement, then advising us on how to customize the application to achieve our goals. The end result is a system which is extremely intuitive and easy to use,” said Campbell.

It was important for Scottish Water to complete the implementation by its move-in date to the new building. Malcolm Hunter, Scottish Water's Agile Programme



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Manager, said he was impressed with Asure's guarantee to implement the hosted solution within 90 days.

“We actually achieved our deadline and the system was fully tested and operational by our move-in date,” said Hunter. “Desk estate was optimized to deliver £5m in construction and running costs savings.”

Access to the solution is ubiquitous and available to the entire organization. Self-service kiosks and touch panels for meeting rooms are in place, one part of the geographical scope of the phased implementation. A pilot program is now underway to enable employees to book pool cars. The next phase to be implemented will likely include video conference resources as part of the Workspace Manager solution.

Winning the hearts and minds of employees was also important. Staff satisfaction is high, with Workspace Manager regularly used by approximately 1,500 people to book desks (team zones and hot desks) and meeting rooms.



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Real estate management is also more intelligent. Utilization reports are available for desks and rooms, making better, more informed tactical and strategic decisions a reality for Scottish Water. The company has plans to roll out Workspace Manager, hardware and software to four additional offices, and evaluate Asure's Visitor Management and Catering services.

#### WHY DID SCOTTISH WATER CHOOSE ASURESPACE®?

"Our relationship with Asure has definitely measured up to our expectations, and we are very satisfied with Workspace Manager. It does what it says on the tin," said Campbell. In addition to Asure's guarantee of a fully operational solution implemented in 90 days, Campbell pointed out several other reasons why they chose AsureSpace® Workspace Manager.

"The cost model based on resources was very appealing and provides good value-for-money. Also the usability of the product was demonstrated at people events, and we received excellent feedback from our people," said Campbell. "Ease of access and authentication through integration with employee identification badges is also a big plus. Its intuitiveness points to the fact

that it was built as a cloud application, not converted from an on-premise platform."

#### WORKSPACE MANAGER FEATURES

- Easy-to-use, graphic-based user interface that is powerful enough to handle resource and meeting room booking procedures, workflow routines and unique booking rules.
- Reduces real estate overhead costs because there's no need for a designated workspace at multiple locations.
- Modular system, pre-configured to book and manage rooms, desks, visitors, and car parking spaces. The software can be configured to schedule the booking of any other office resource.
- Resources can be searched for and booked using an intuitive, simple, interactive floor plan, or a time line view, using a web browser, or directly from within Microsoft Outlook, touch panels, mobile phones or touch screen kiosks.
- Standard and custom reports to effectively manage and monitor their office resource bookings and utilization. Workspace Manager is delivered with a suite of example reports that can be easily customized to meet the needs of an organization.

