

5 Keys to a Successful Workplace Hoteling Plan

Hoteling helps organizations support their mobile employees by giving them the power to choose a workspace. Hoteling also can slash real estate costs. These five keys can help you ensure a successful hoteling program.



1. Get commitment from executive leadership

Start by telling executive leadership the story of hoteling. In short, hoteling helps support employees with the freedom to choose appropriate workspaces and resources for what they need on any given day, whether they are working from inside the office, at a client site or from home. Hoteling also provides scheduling for conference and other rooms, automatic routing of calls to the desk phone and access to resources like video projectors.

Hoteling brings numerous benefits. It can help your organization:

- **Enable your mobile workforce** by providing them choices for where they need to work on a given day.
- **Eliminate scheduling conflicts** for spaces and resources by synchronizing scheduling.
- **Maximize mobile employee productivity** with the ability to reserve available workspaces and collaboration resources.
- **Reduce real estate and overhead costs** by cutting the square footage of your office spaces.
- **Reduce frustration** with a simple reservation system that lets employees quickly select a space and resources.
- **Optimize ROI on space and resources** by sharing them across more employees.

More on hoteling:
Learn how Deloitte became one of the world's largest and most successful implementers of hoteling programs in this webinar: ["Bringing Excitement To Your Telework and Hoteling Program."](#)

2. Develop hoteling standards

The workplace management system includes tools to create a customized yet consistent experience. To capitalize on those capabilities, you need to set some standards and incorporate them in your hoteling system configuration. That includes using the same terminology for the various aspects of the system and the resources it manages. You also need standards or rules for employees who use the available resources.

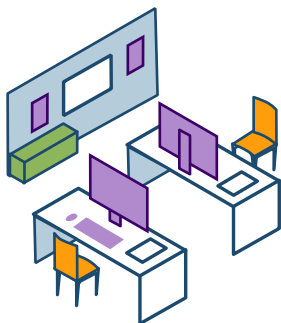




3. Create a consistent experience

When employees arrive at any of your facilities, their interaction with the hoteling system should be nearly identical. Don't frustrate them by forcing them to figure out hoteling system differences at each location. The process of checking in, finding their space, and getting the resources they need should be the same no matter where they travel.

You also need consistency of support resources. Recognize that what works in Miami may not work in Manhattan. The physical layout of your spaces and resources will likely differ somewhat from location to location. Balance the need for a consistent, standards-based experience with the flexibility to accommodate local culture norms.



4. Configure the space

To ensure a successful hoteling program, you need to think differently about the area layout, mix of space types, employee visibility and other factors.

For employees used to things being set up a certain way, you can test the hoteling concept in an existing space with very little renovation, rearranging or new furniture. You won't capture all the benefits of a larger-scale rollout, but you will recognize some benefits and begin to see how well hoteling will work for your organization.



5. Communicate changes quickly and clearly

Shifting to hoteling requires new ways of thinking about both work and the office. Employees comfortable with dedicated workspaces need to understand hoteling's benefits. An ongoing communication effort — including success stories, best practices and innovative applications — will help various employee audiences (executives, users, IT, etc.) successfully use and embrace the system.

Effective hoteling programs depend on a capable workplace management system that provides the features employees can rely on to easily and quickly find the workspace and other office resources they need. OnBoard supports IT professionals by providing these features in an easy-to-use platform for organizations with 25 to 100 meeting rooms and/or workspaces.

For more information, visit us at

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