

How Office LAB bridged the gap between their offices

With zapfloor, Office LAB found a way to manage all their offices from the convenience of a single app.

Five permanent locations and multiple temporary projects, each with their own unique setup and requirements, were transformed into a single digital hub. Accessible any time, anywhere.

- Zapfloor is currently deployed in all five of Office LAB's locations across Switzerland.
- Advanced access management over all locations.
- A small team of facility managers are now able to fully manage Office LAB's entire real estate portfolio.
- Over 500 active users make use of zapfloor's cloud-based platform on a daily basis.

About Office LAB

Office LAB is a Swiss coworking space provider established in 2013. They currently have **five locations** in Switzerland, totaling nearly **10.000 m2** of bookable workspaces, and are actively expanding. Their clientele comprises start-ups, SME's, enterprises, and more.

Objectives for zapfloor and Office LAB

Even at the beginning of our collaboration in **2018**, it became evident that Office LAB had ambitious goals. They needed a single workspace solution that could offer **seamless support** to all of their locations, while being able to quickly respond and **onboard** temporary and permanent expansions.

All of their coworkers needed to be able to book at any location and be presented with a **single invoicing system**, regardless of where they booked. Key to the invoicing system, was the possibility to add **ISR** (Inpayment slip with reference).

Part of their enterprise formula is a **credit system**, where large

clients receive a set amount of credits to be spent on flex desks/ meeting rooms. This needed to be set up with as much customizability as possible. Think of credit amounts, what each credit can purchase, time per credit renewal, credit validity period, etc.

They also required a way to get **extensive real-time information** on how each of their locations were being used. This would allow for data-driven improvements.

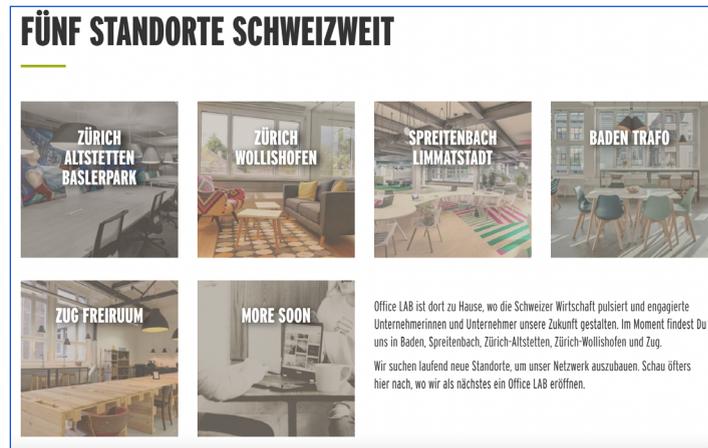
In order to make booking as intuitive as possible, they wanted a **customized way of booking facilities** with zapfloor that didn't require members to leave Office LAB's website.

The screenshot displays a booking interface with the following components:

- Filters:** A grid of filter boxes including 'Location', 'Friday 16th, July, 2021', 'Anytime', 'Any room type', 'Any capacity', and 'Search Meeting Room'. A green 'Search' button is positioned to the right.
- Meeting rooms:** A section titled 'Meeting rooms' featuring four room types, each with a photo and a booking summary:
 - Project room:** Shows a long conference table. Booking summary: 9:00 AM - 5:00 PM, Free. Includes a 'Book meeting room' button.
 - Cube:** Shows a square table with chairs. Booking summary: 9:00 AM - 5:00 PM, Free. Includes a 'Book meeting room' button.
 - Long:** Shows a long table with chairs. Booking summary: 08:30 - 11:00 (Booked), 11:00 AM - 5:00 PM (Free). Includes a 'Book meeting room' button.
 - Weisshorn:** Shows a long table with chairs. Booking summary: 9:00 AM - 5:00 PM, Free. Includes a 'Book meeting room' button.

Solution implementation

Zapfloor and Office LAB began their partnership in **August 2018**. Initially, only one of their locations used our application. After a short period of onboarding, it quickly became apparent that our workspace platform met their needs sufficiently to warrant rolling out to more locations.



During 2018 and 2019, two more locations got **onboarded**. And then two more. A crucial element for Office LAB was intensive support during all of the onboarding. This process quickly established itself as one of zapfloor's USP's and was coined the **'Trusted Guide'** approach.

In 2019, we developed unique **data exports** for Abacus, the accounting software that Office LAB used at the time.

Early 2020, we expanded our **reporting and dashboarding** to meet the evolving needs of Office LAB.

How zapfloor works for Office LAB

Over 500 active users make use of our **cloud-based application** on a daily basis to book their workspaces and meeting rooms. And over 800 of Office LAB's users are currently registered via our software.

The feedback these users have given has been undeniably positive. One key feature that has been praised a lot is the way our application has **streamlined** the complex payment tracking Swiss banking is known for.

We've set up **advanced integrations** on Office LAB's application. These include: an integration with Credit Suisse, SALTO KS, Abacus, Stripe, and many more.

Office LAB has ambitious goals and is planning on keeping their expansion going. Even during the pandemic in 2020, they managed to **expand their facilities** in Basler Park to a 3-floor establishment. As a Trusted Guide, zapfloor has been there and will remain there to support them on each of their expansions.



Office LAB after using zapfloor

- 500+ active users make use of zapfloor's cloud-based platform on a daily basis
- All five sites are connected through one platform and can be efficiently operated by a small team of facility managers
- Advanced access management has been set up to provide security and automation
- Developed custom performance reporting to facilitate informed decision making
- Have received lots of praise for their amazing customer journey after using zapfloor

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“The billing, payment tracking, and reporting is an important tool for us to successfully manage coworking spaces of more than 5 locations in Switzerland. Zapfloor offers us the various interfaces to provide coworkers with a professional infrastructure such as meeting room displays, access apps, and website bookings.”

