

CASE STUDY: GLOBAL ACCOUNTANCY NETWORK

A leading global accounting organisation required a front of house and facilities solution that reflected its strong brand values and impressive new London offices. At the client's UK headquarters – not only did we transform the front of house; we also successfully brought the client's existing support staff on-board through a TUPE transfer process.

KEY CHALLENGE

Creating a fresh visitor experience with a transferring team

ARENA21 SOLUTION

We seamlessly delivered a range of front of house solutions (reception, meeting room management, switchboard, helpdesk and audio and video conferencing), alongside facility support services. The contract at the company's London office embraces over 1,300 employees and more than 175,000 square feet of workspace.

Our experienced mobilisation team effectively centralised the front of house services from a number of locations to one iconic office in London. Consultancy and training were also provided to the company's regional locations, to align front of house services with the London operation.

THE RESULTS

Since the implementation and centralization of service solutions, arena21 has:

- Transformed a traditional front of house service into a modern and dynamic solution where visitors are greeted by name, making everyone feel welcome
- Introduced a 'one-team' approach between various front of house operations and service providers, to meet the needs of individual visitors
- Seamlessly transferred existing employees to the arena21 team
- Provided an efficient and proactive meeting-room service - maximising availability
- Reduced overall costs by integrating security into the front of house operations

