

CASE STUDY: GLOBAL SECURITIES AND INVESTMENT BANKING GROUP

A full-service global securities and investment banking group wanted to create a five star visitor experience at its offices. The group sought a flexible solution to meet its rapidly changing needs in London and internationally.

KEY CHALLENGE

Enhancing front of house experiences globally

ARENA21 SOLUTION

Working in partnership with the client, arena21 implemented a hotelier-ethos front of house solution at the group's London international headquarters, aligned with the organisation's brand and vision, whilst supporting offices across eight time zones. The front of house solution included reception, meeting room management, audio-visual support, hospitality and switchboard services.

Subsequent to the initial introduction of the recommended service solutions, services have expanded to include mailroom and comprehensive facilities management solutions.

THE RESULTS

Since the implementation of services arena21 has:

- Helped to deliver exceptional front of house services across the group
- Met the group's changing requirements and kept pace with its rapid expansion
- Created, mobilised and managed front of house facilities at international offices, including setting up services at an international location with less than one month's notice

