

# NOVITEX HOTELING SUPPORT AND HOSPITALITY

## Providing flexibility for the mobile workforce and cost savings for the employer

Did you know that after labor, real estate is the highest expense for an organization?

When observing the workspaces of large corporate companies, you'll see that approximately 50% of the dedicated work stations are empty at any one point in time. **The cause of this is the rise of the mobile workforce and increased demand for agility when it comes to work environments.**

Hoteling enables companies to parse down the square footage of their office space without effecting their workforce. How is this possible? Rather than employees being issued a designated cubicle and desk, the company provides shared, reserved work areas, which help to reduce overhead costs and provide desired flexibility for employees.

Flexibility can, however, come with costs – such as the inability to accommodate last minute changes in travel plans or room reservation conflicts; all which can lead to poor visitor experiences.

Novitex's **Hoteling Support and Hospitality Solution** is designed to engage your workforce, increase their overall satisfaction and ease mobility, ensuring that your visitor's needs are met by expert, on-the-ground employees.

By leveraging our innovative **PodTracker** and **ServiceNow** technologies integrated with iPads, QR codes and text messaging, our solution will allow you to engage your workforce according to their preferences, while making their work day easier and more productive.

With our solution, we create environments where employees can walk into an organized office or conference room space containing an information pack and clean conditions every morning. We'll also help provide visibility and reporting on the utilization of space through the use of our best-in-class technologies.

### PAIN POINTS ADDRESSED WITH OUR SOLUTION.

Our improved hoteling support and hospitality experience is designed to address specific pain points affecting your mobile workforce, including:

- Visibility into location and preferences of hotelers and office visitors.
- Package tracking and delivery for visitors and employees.
- Daily communication with a mobile workforce

### HOW IT WORKS.

Combining our nearly 30 years of providing consultative solutions across functional business areas, and our best-in-class technology, we've created a seamless integration to help optimize your visitor experience and boost efficiencies.

- **PodTracker:** PodTracker is a multi-tool application designed to help on the-ground employees streamline services, such as room sweeps and package tracking. It enables our clients to track issues in real time, providing instant insight.
- **Room Reservations:** Hoteling guests can preregister or register their room upon arrival. Data collected is then fed to our internal systems, allowing us to better serve the mobile workforce.
- **Customized Experience:** We create a visitor profile for each guest that can be accessed and edited for an overall better experience. This helps anticipate the needs of visitors through improved interaction.
- **Alerts:** With the integration of PodTracker and ServiceNow, alerts and prompts are activated for upcoming meetings, reservation notifications, etc.
- **Welcome Kit:** Inclusive of local restaurants, hotels and activities, visitors can scan a QR code to acclimate themselves to the surrounding area(s).

### BENEFITS.

- Improved communication leads to a better user experience
- Resolves last minute booking conflicts and reservation mix-ups
- Provides visibility and detailed reporting on utilization of space
- Accommodates a mobile workforce and promotes telecommuting
- Allows you to be proactive about workstation assignments and conference room schedules.

Our Solution for You:  
**Scalable. Mobile.  
Integrated.**



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## How it works.

### NIGHT BEFORE

Secure a space online using our new, more robust reservation system.



### SPOT CHECK

PodTracker is used to check that each space is up to standards.



### DAY OF

Electronically check-in.



### VISIBILITY

Instant data on workplace usage and employee location now provided.



### WELCOME

Get your information packet via a QR code.



### GOT MAIL?

Proactively delivered.



### BAG-AND-TAG

Novitex can seek users out to return lost items to them.

