



Lonza

Lonza optimizes room and workspace occupancy with ROOMZ

Lonza was already impressed by the efficient management of its meeting room occupancy with ROOMZ displays. In response to the arrival of the COVID-19 pandemic, the internal COVID-19 task force implemented its complex health and safety concept at work by integrating all workstations in the myROOMZ software.

INEFFICIENT MEETING ROOM OCCUPANCY

Around 460 employees work in the extraordinary Lonza building in Basel, known as the Tower by employees. Offices and meeting rooms are spread throughout all 18 floors, each of which has 20 rooms. There is another Lonza location in Basel with offices and laboratories in the Stücki Technology Park. Around 350 employees work in Building A over eight floors, while the DPS department (Drug Production Services), with an additional 250 employees, is located in Building G. “The corporate climate in Lonza is very warm and engaging,” according to Michelle Künzli, Senior Manager Office Services. “The passionate dedication of all employees is an essential contributing factor to our success.” However, there was some confusion and frustration relating to meeting rooms. “There were not always a sufficient number of meeting rooms in the Tower. Moreover, demand often exceeded capacity, and meeting rooms were reserved, but then not used.”



«We are well equipped for New Way of Working with the ROOMZ solution. Hybrid working is the way of the future. COVID-19 powerfully accelerated this process for us.»

Xavier Marmasse, Global Category Leader – Facilities & Utilities

LOCATIONS

107

SECTORS

Pharmaceuticals & Biotech

HEADCOUNT

15,500 employees worldwide

NUMBER OF ROOMZ DISPLAYS

50 Displays

NUMBER OF ROOMZ SENSORS

650 Sensors

NUMBER OF BOOKABLE DESKS

1,600 Desks

With its headquarters in Basel, Lonza is the world's largest contract manufacturer for the pharmaceutical and biotech industries. True to its corporate slogan, “Technologies to enable a healthier world”, the company develops and manufactures technologies to support the manufacture of medical treatments and therapies. Currently, Lonza is working closely with pharmaceutical manufacturer Moderna on the production of a COVID-19 vaccine.



THE ROOMZ SOLUTION IMPRESSED ALL DOWN THE LINE

Xavier Marmasse, Global Category Leader – Facilities & Utilities – commented: “We calculate an average of 350 CHF per m2 for annual building costs in Basel, while costs can be even much higher in other locations. This makes optimal utilization of the available rooms indispensable.” He did some research and came across ROOMZ displays. He was attracted to this elegant, wireless and energy-efficient solution. This matches the clear and very ambitious goals Lonza management has set in terms of the company’s CO2 footprint. “We did not want to have to install cables onto our offices. We also sought an ecologically appropriate system, one that enables us flexible usage and expansion in the future as Lonza continues to grow. The ROOMZ solution was the only one to impress us across the board. We also took into consideration the equipping of other buildings, both in Switzerland and other markets. Our office in England, for example, was immediately interested and now has 30 displays in operation, as well as the upgraded ROOMZ solution with 600 bookable workstations equipped with desk sensors.” The sensors enable precise analysis so that utilization of workstations and occupancy can be continuously optimized.

THEN CAME CORONA

In an initial test phase in 2019, Michelle Künzli ordered displays for the meeting rooms in the Tower. “I received really good feedback from everyone,” remembered Michelle Künzli. However, just as the company enhanced its approach to meeting management, it was confronted with the next challenge, in the form of the COVID-19 pandemic. “I still remember how lockdown was imposed on us in March 2020, and did not begin to loosen until later in April. During that time, we had to work with the internal COVID-19 task force to organize how employees could safely return to work, while maintaining social distancing rules. It was a major challenge involving multiple locations and many employees in different departments with varying requirements. As we considered the



«A few months ago, I was confronted with the challenge of setting up as many workstations as possible while ensuring a minimum two-meter distance between each one. We have been able to tackle this challenge with myROOMZ.»

Michelle Künzli, Senior Manager Office Services

issue, it made perfect sense to consider expanding the ROOMZ booking system to include the workstations.”

MYROOMZ FOR TRANSPARENCY AND SECURITY

Michelle Künzli again contacted ROOMZ and deployed myROOMZ software in an initial step, to make all workstations bookable in the Tower and at the Stücker Technology Park. According to Xavier Marmasse: “ROOMZ displays depict the

occupancy of meeting rooms in real time. We wanted to continue using the software after the lockdown to ensure an orderly return to work and maximum occupancy of 25%. We also had to maintain a minimum distance of two meters between workstations at all times and a COVID-capable solution was needed for the hot desk areas.

MORE THAN 3,000 REGISTERED USERS

Lonza’s COVID-19 health safety concept stipulates that employees should work from home whenever possible. However, certain jobs do require attendance in the offices and labs, and it should be possible to ensure that this can happen while maintaining safe working conditions. This means that employees had to book their workstations in advance. To this end, floor plans of the Lonza buildings were integrated in the ROOMZ solutions so that all workstations could be depicted. The software was ready to use shortly thereafter. Since then, all employees have been given access the booking system from anywhere through the myROOMZ app and with just a couple of clicks can book a workstation for the coming eight days with appropriate social distancing. The workstation is displayed in red as soon as it is reserved. This enables Lonza to ensure that safety measures are implemented and relieves employees of the uncertainty about whether a workstation is available. Michelle Künzli is very satisfied with the solution: “When a workstation is booked, the system automatically prevents the neighboring desk from being reserved. It also shows when maximum occupancy has been reached. This makes it possible for employees to recognize peak occupancy times so they can reserve office workstations in advance. The myROOMZ software works really well – we are all impressed with it.”