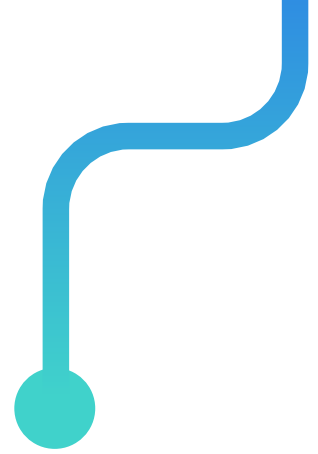


BUYERS GUIDE

FROM LEGACY TO A UNIFIED WORKPLACE MANAGEMENT SYSTEM



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WHY THIS MATTERS NOW

If your organization runs on an older room and resource scheduling system, a change may already be closer than you think. Many legacy scheduling vendors are pushing customers from on-premise software onto cloud-hosted versions of the same product, often positioning it as a free upgrade. For facilities and IT teams, that turns what used to be an optional decision into a change that's arriving on someone else's timeline.

Here's the thing worth pausing on: a migration causes disruption either way. So the real question isn't whether to move. It's what to move to. You can land on a hosted version of the same room-only tool you've been using, or you can use the moment to move to a platform built for how offices actually run today.

A quick definition before we go further. A room-scheduling tool does one job: it books meeting rooms. A unified workplace platform runs the wider office. It handles desk booking, shows who is actually on site, manages visitor check-in, and reports on how space gets used, all in one place. That difference matters, because the tool that was enough when you only needed to book rooms rarely covers how a hybrid office runs today.



A migration is coming either way. The real question isn't whether to move. **It's what you move to.**

This guide is for the people who manage the workplace day-to-day, and for the leaders who approve the tools they use. If you schedule rooms, manage seating, or answer for how office space gets used, the sections ahead lay out what to weigh before you commit to your next platform.

SIGNS IT'S TIME TO LOOK AT OTHER OPTIONS

A few situations tend to signal that it's time to evaluate what else is out there. If any of these sound familiar, this guide is for you.

- A forced change. If your vendor is pushing you toward a change that you didn't predict such as a hosted version of your current system, that's a natural moment to ask whether the destination is right, not just whether the timing works.
- A dated, split experience. Many legacy platforms still rely on a separate desktop application for admins, with web and mobile tools that lag behind it. Common complaints include an outdated interface, hard-to-pull reporting, and calendar integrations that take real effort to set up.



4 out of 5

workplace and facilities leaders say they lack the data to plan space with confidence.

Source: CBRE, 2026 Global Workplace & Occupancy Insights; Wakefield Research, commissioned by Butlr, Beyond Occupancy: The State of Office Space 2026

53%

office utilization in 2026, up from 38% in 2024.

- A room-only tool in a hybrid office. Most scheduling systems were originally built to book conference rooms. Today, most organizations also need desk booking, a way to see who's actually in the office, visitor check-in, and real utilization data. That gap keeps growing. According to CBRE's 2026 benchmarking, office utilization has climbed to 53%, up from 38% in 2024, as hybrid patterns settle into a more consistent rhythm. A tool that only tracks room reservations was never built to answer the questions that come with that shift.
- Leadership asking for space data. When executives start asking how office space is really being used, reporting becomes the bottleneck. This is a widespread gap, not an isolated one: in a 2026 survey of 400 commercial real estate, workplace, and facilities professionals, four out of five said they lack the data they need to make confident space planning decisions, and 62% said they have no way to know how a space is actually being used without asking someone directly.

THE HIDDEN COSTS OF STAYING PUT

Staying with your current tool can feel like the safe choice. It rarely is. The costs of keeping a legacy scheduling system are real. They just don't show up on a single invoice.

- The migration you pay for twice. Moving to a vendor's hosted version still means an IT lift to get off on-premise infrastructure. You take on the disruption of a move, and you land on the same scope of features you had before.
- The stack you keep adding to. Rooms live in one system. Desks, presence, and visitors live in others. Every add-on is another contract, another login, and another system to keep in sync. That sprawl adds up across an organization: the average company now manages more than 300 software applications, and license waste from redundant or underused tools runs an estimated \$19.8 million a year.



\$19.8M

lost each year to redundant and underused software.

Source: Zylo, 2026 SaaS Management Index; Pega, in partnership with YouGov, Low-Level Tools, High-Level Damage

- The wait for simple changes. When a floorplan or a booking rule needs to update, admins often have to open a ticket and wait on IT or the vendor. Slow response time is one of the most common complaints employees raise about workplace technology, and small changes end up taking days they shouldn't take.
- The decisions that stall. Leaders ask how space is being used. Reporting can't answer cleanly, so real estate and workplace decisions get made on guesswork or get delayed. Nearly all facilities and real estate leaders, 99 percent in one 2026 survey, said uncertainty about how space is actually used has disrupted a renovation or construction decision in the past five years, and close to a quarter of unoccupied office space is still being heated and cooled while no one is using it.
- When a tool is hard to use, people work around it or stop using it altogether, and low adoption quietly erodes the value of the system you paid for.

There's a cost to this beyond square footage and software licenses. In a 2026 survey of nearly 2,600 workers conducted by YouGov for Pega, more than a third said they would consider leaving a job if their technology needs went unmet. When the tools people rely on every day get in the way, the cost lands on retention, not just on IT.



The cost of a bad tool doesn't show up on one invoice. It shows up in wasted licenses, stalled decisions, and people who stop using the system altogether.

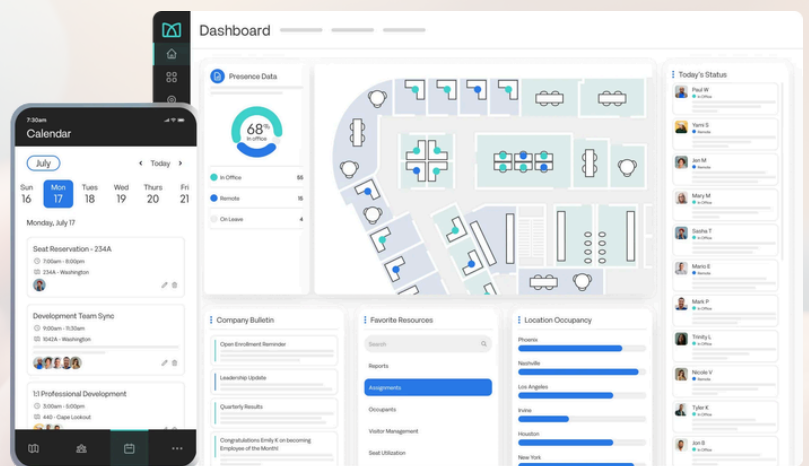
Source: Zylo, 2026 SaaS Management Index; Pega, in partnership with YouGov, Low-Level Tools, High-Level Damage

WHAT TO LOOK FOR IN A MODERN WORKPLACE PLATFORM

Not every system that calls itself modern actually behaves like one. Here's what separates a true workplace platform from a room booking tool with a new coat of paint.

- One system for the whole workplace. Rooms, desks, presence, and visitors should live under one login, not across several contracts you have to keep in sync yourself.
- A modern web experience. Everything runs in a browser. There's no separate desktop client for admins and a lesser experience for everyone else.
- Floorplans your team controls. Admins should be able to edit and publish layout or booking rule changes themselves, without opening a ticket and waiting on IT or the vendor.
- Real presence data, not just reservations. Knowing a room was booked is different from knowing who actually showed up. Look for genuine occupancy signals, not just calendar entries.
- Integrations that are already proven. Outlook and Teams should be pre-built and tested at scale, not something your IT team has to engineer from scratch.

A modern platform runs the whole workplace, not just the rooms. The real test is whether one login covers rooms, desks, presence, and visitors, or whether you're back to separate contracts you have to keep in sync.



QUESTIONS TO ASK POTENTIAL PARTNERS

- How will you migrate our existing rooms, desks, and historical booking data, and what happens to records we are required to keep?
- Can our admins publish floorplan and booking-rule changes on their own, without opening a ticket?
- Do you show who actually showed up, or only what was reserved?
- Are Outlook and Teams already built and tested at our size, or is that work our IT team takes on?
- Does one login cover rooms, desks, presence, and visitors, or are those separate products and contracts?
- What support do we get after go-live, and who owns onboarding?



TOP BENEFITS OF SWITCHING TO A MODERN, UNIFIED PLATFORM

Once the pieces come together in one system, the benefits tend to show up quickly.

1. A single system instead of several. Consolidating rooms, desks, presence, and visitors into one platform cuts down on the licenses, logins, and integration work that come with tool sprawl, the kind that costs the average organization an estimated \$19.8 million a year in wasted software spend.
2. Faster answers, without the ticket queue. When admins can make changes themselves, small updates stop taking days. That matters: slow IT response time is consistently one of the top complaints employees have about workplace technology.
3. Data leadership can actually use. Real utilization and presence data replace guesswork, closing the gap reported by the 80 percent of real estate and facilities leaders who say they lack the information they need to make confident space decisions.
4. A better day-to-day experience. One clean interface for booking a room or a desk, with nothing to install, removes a steady source of daily friction. Frustration with clunky workplace technology is widespread, and it has a real cost. In that same 2026 survey, 64 percent of workers said their tools slow them down or reduce their productivity.
5. Room to grow without adding tools. Add capabilities as your workplace needs change, without a new contract or another login to manage.

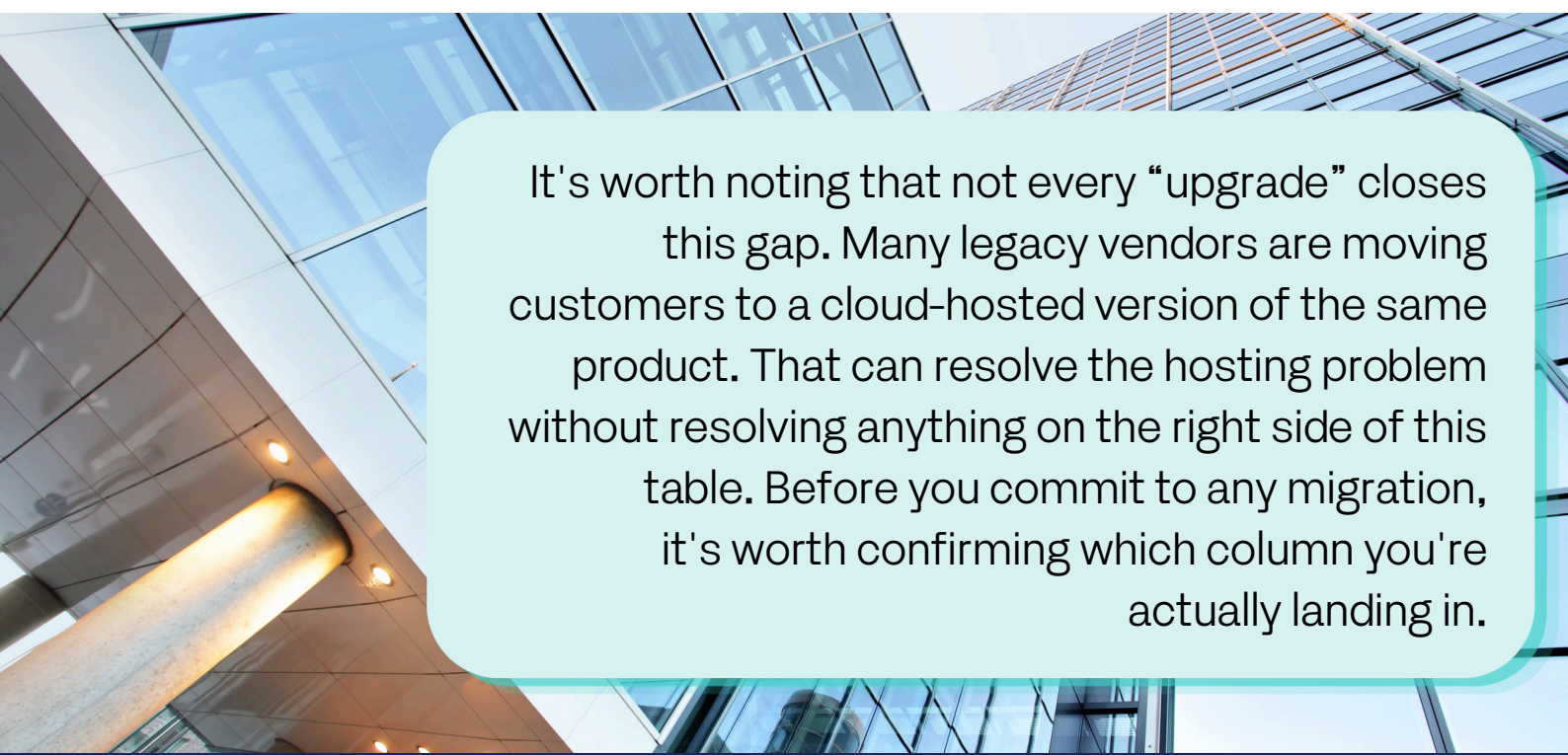
***One system
replaces several.***

***Fewer logins, fewer
contracts, and one
clear place to see
how space actually
gets used.***

Source: Zylo, 2026 SaaS Management Index; Pega, in partnership with YouGov, Low-Level Tools, High-Level Damage; Wakefield Research, commissioned by Butlr

LEGACY PLATFORMS VS. MODERN PLATFORMS

LEGACY PLATFORM	MODERN PLATFORM
Books rooms	Runs the whole workplace
Separate tools for desks, presence, and visitors	One connected platform
Admin changes go through IT or the vendor	Admins make changes themselves
Reports are hard to pull	Dashboards and utilization data ready to go
Desktop software	Modern web platform
Migration keeps you on a legacy tool	Migration moves you to something better



It's worth noting that not every “upgrade” closes this gap. Many legacy vendors are moving customers to a cloud-hosted version of the same product. That can resolve the hosting problem without resolving anything on the right side of this table. Before you commit to any migration, it's worth confirming which column you're actually landing in.

COMMON CONCERNS, ANSWERED HONESTLY

“We just renewed or migrated.”

Fair. Keep this guide on hand for your next review cycle. In the meantime, it's worth understanding what a unified platform looks like next to a room-only scheduling tool, so you know what to compare against when the time comes.

“Switching sounds like a lot of work.”

You're often facing some kind of migration either way, especially if your current vendor is pushing you toward a hosted upgrade. A guided switch to a true workplace platform means you do that lift once and come out with one system instead of several. Ask any vendor you're evaluating exactly how they handle importing your existing room and booking data.

“Our scheduling needs are complex.”

Complex room and event scheduling doesn't have to mean a room-only tool. Modern platforms are built to handle high-volume, detailed scheduling while also covering desks, presence, and visitors in the same system.

“What about our integrations?”

Outlook and Teams should be pre-built, tested, and proven at scale, not something your IT team has to build from scratch.

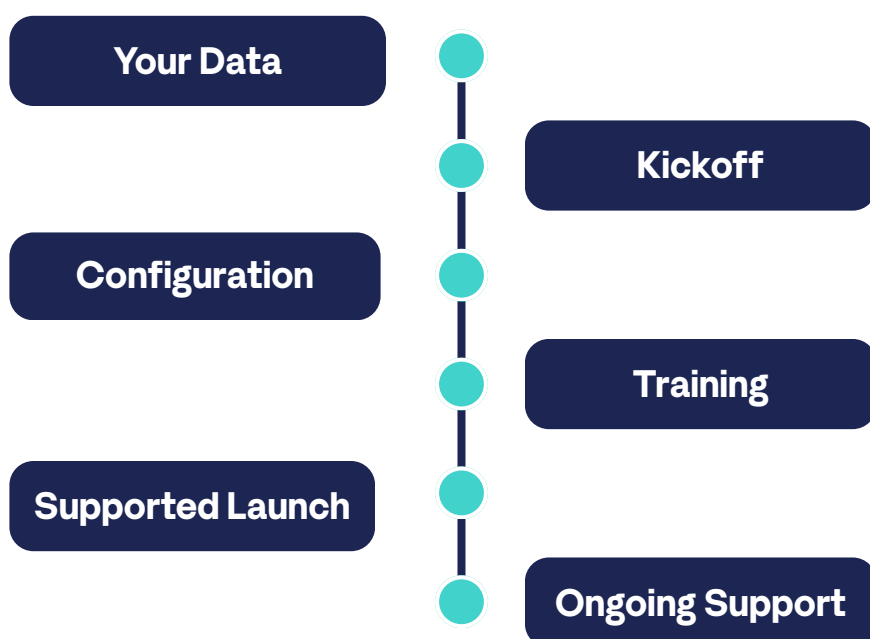


WHAT A SUCCESSFUL MIGRATION LOOKS LIKE

The premise of this guide is that a move is likely coming anyway. So the fair question is what a good version of that move looks like, not whether to avoid it.

A well-run switch starts with your data. A capable vendor imports your existing rooms, desks, and historical bookings, and tells you upfront how it handles the records you need to keep. From there, the work follows a clear path: a kickoff to lay out your floorplans and rules, configuration, training for the people who will run it day-to-day, and a supported launch. The timeline is measured in months, not years, and the heaviest lifting happens once.

The part that is easy to overlook is what happens after go-live. Look for a team that stays involved, not a ticket queue handed to you on day one. A good migration should leave your admins able to make changes themselves, so the next floorplan update does not become another project.



PROOF IT WORKS

HOW HUSCH BLACKWELL USES MAPTICIAN TO MODERNIZE
WORKPLACE MANAGEMENT ACROSS 20+ OFFICES

AM LAW 100 FIRM | 2,100+ EMPLOYEES | 20+ U.S. OFFICES | HYBRID WORK MODEL

Replacing Legacy Systems with a Modern Workplace Platform

For over a decade, Husch Blackwell relied on an outdated system to manage conference rooms, seating, and workplace logistics across its 20+ offices. The system created daily inefficiencies that impacted the entire firm:

- No real-time data or on-demand reporting capabilities
- No integration with Outlook, making scheduling and reservations difficult
- A fragmented user experience for office and conference room bookings
- PDF-based floorplans that had to be manually created, uploaded, and synced across platforms
- Coordinating a single meeting meant checking multiple disconnected reports for AV setups, catering, and room layouts

When Legacy Technology Can't Keep Up with Modern Work

In 2024, Husch Blackwell partnered with Maptician to replace its legacy systems with a single, cloud-based workplace management platform. Key capabilities include:

- Real-time occupancy data and on-demand space utilization reporting
- Interactive, dynamic floorplans with drag-and-drop editing
- Seamless Outlook integration for booking and scheduling
- Customized digital signage across 200+ conference rooms
- Real-time presence tracking to support collaboration
- Digital firm directory with live personnel information

Maptician's white-glove onboarding process and legal-specific capabilities set it apart, along with a custom-built migration tool that eliminated manual data entry during the transition.

Rapid Implementation Across 20+ Offices

Implementation was completed in just six months — one of the firm's most successful technology projects.

- Significant real estate cost savings through space optimization
- Eliminated scheduling conflicts across all offices
- Widespread employee adoption via simplified booking
- Actionable data powering leadership decisions on growth and resource allocation

"What really impressed me was the rapid implementation. We transitioned from legacy systems to Maptician in just six months, and it was one of the most successful projects we've ever done. The transition was seamless, with the Maptician team offering top-notch support."



Joni Andrews
Director of Office
Administration,
Husch Blackwell

WHAT TO DO NEXT

If a migration decision is already on your calendar, or you're simply tired of managing pieces from different vendors, this is a natural point to look at what a single workplace platform can do for your organization.



Request a free migration plan!

