



maptician



ServiceLink

THE DATA SAID THEY DIDN'T NEED 75% OF THEIR SPACE.

How one financial services firm turned a pandemic shift into a permanent real estate advantage.

Challenge: Outdated data from manual processes

After years of a fully in-office model, ServiceLink made the timely decision to offer employees the opportunity to work a hybrid schedule, splitting time between their homes and the office. But without knowing how often employees were coming into the office, which days they planned to come in, or even where those employees would sit, ServiceLink quickly realized their process of manually tracking information was taking too many hours and was leading to unreliable and quickly outdated data.

Solution: Choosing Maptician

ServiceLink reviewed a range of workplace platforms before choosing Maptician. The deciding factor was the ease of implementation thanks to Maptician's close partnership and integration with Embrava. After having invested thousands in desk signage, choosing a platform that would not only fit with the systems and processes already in place but even improve their usability was a deal-changer.

"It was the collaboration between the two that sold us. Maptician came out on top by far," said Steven Pons, SVP of Real Estate and Facilities at ServiceLink.

The onboarding process sealed that ServiceLink made the right decision in choosing Maptician. Maptician's team was responsive through rollout and training, and even offered a refresher some time post-launch, ensuring high adoption rates of the platform.

About ServiceLink

ServiceLink is a national financial services organization with a workforce of around 1,400 employees and offices across the United States.

Headquarters

Pittsburgh, PA

Workforce

~1,400 employees

Workplace Model

Hybrid

Snapshot

ServiceLink moved to hybrid after the pandemic, trading assigned desks for shared collaboration space. Managing attendance that changes day to day, across multiple offices, called for real-time visibility into space use.

MAPTICIAN PLATFORM METRICS

1,055 USERS | 6 LOCATIONS | 747 SEATS | 173 ROOMS

Empowered With Real Time Information

ServiceLink can now use Maptician's full technology stack to manage desk reservations, plan space, and see a live view of who is working where. Employees enjoy the benefit of more visibility and more productive in-office days thanks to their ability to book desks and conference rooms all in one app, ending the manual workload that once meant hundreds of reservations by hand each month. A morning occupancy report tells security who is expected and when, and the visual floor map, with employee photos, helps people recognize one another now even if they are not in the office together regularly.

For the real estate team, the value is in the data. ServiceLink tracks who comes in and which offices are used, which has guided its real estate strategy for two years. The company has cut its footprint to roughly a quarter of its former size, and uses Maptician's leasing module to track square footage, lease expiration dates, and occupancy costs.

"Maptician absolutely exceeded what I expected it to do, and I love it. I really do."



Lida Gilmore
Senior Office Manager
ServiceLink

Why This Matters for Financial Services Organizations

Many financial services firms run multiple offices through a hybrid shift, carrying more real estate than attendance justifies and needing reliable occupancy data before making lease decisions.

Maptician provides financial services organizations with a simple way for employees to reserve space, and the data leadership needs to plan its footprint and control costs.

See Maptician in Action

Request a demo to see how Maptician can help your organization support a more productive and flexible workplace.



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[/company/maptician](https://www.linkedin.com/company/maptician)

Key Outcomes

▶ A Smaller, Smarter Footprint

Occupancy data helped cut real estate to about 25 percent of their former size.

▶ Self-Service That Cuts Manual Work

Employees book their own desks and rooms, cutting hundreds of manual entries.

▶ Daily Visibility

A morning occupancy report shows security who is expected and helps teams plan events.

▶ One Platform, Every Office

Reservations, employee mapping, reporting, and lease tracking in one system.