

Unlocking Efficiency in Every Corporate Space

How a Global Travel Leader Streamlined Space Management and Enhanced Employee Experience

The Customer

Our customer is a global leader in the travel industry, offering a broad suite of services designed to facilitate the booking of travel, accommodations and vacation activities. The company operates in over 70 countries, employing approximately 25,000 people in 47 offices worldwide who are dedicated to simplifying the travel process for millions of travelers. The organization processed nearly 600 million monthly site visits in 2023, underscoring its role as a crucial player in global travel.





The Challenge

In today's corporate landscape, optimizing space management is crucial for large organizations that host both daily meetings and significant corporate events on their campuses. One global travel company faced a pressing challenge: they needed a centralized platform that could effectively manage and book rooms and event spaces across their corporate campus locations while also ensuring spaces were used efficiently.

Historically, their internal teams struggled with space utilization, often resorting to disconnected systems that did not communicate effectively. Outlook is predominantly used for booking some rooms because some of the spaces will always be in Outlook, but this leaves gaps in reporting, making it difficult to get a complete picture of usage. The organization was keen on being good stewards of their physical spaces, whether leased or owned, to avoid underutilization and minimize waste. Without a centralized system in place, their over 25,000 employees experienced inefficiencies.

To support employee retention and satisfaction, the company also wanted to ensure that their employees were at the forefront when planning and executing meetings and events. As the company grew, so did the complexity of managing their campuses' meeting spaces, highlighting the need for an integrated solution that would simplify space booking, improve reporting and ultimately enhance the employee journey.

The obvious solution to implement was **Momentum Enterprise, a purpose-built corporate meeting and event management platform.**

And after a comprehensive onboarding process, they were ready to deploy the solution, revolutionizing how they managed their campuses' spaces.

The Solution

The global travel company's choice to implement Momentus was a game-changer.

Momentus offers a complete solution, streamlining the management of bookable spaces, event locations and even unbooked service areas across corporate campuses. At its core, Momentus provides the central platform that the organization had been searching for, allowing teams to better plan, execute and report on meetings and events.

One of the key features of the corporate event management solution is the Online Space Booking (OSB) module, which allows employees to easily see and book available rooms on the campus. Corporations that use OSB no longer have to toggle between systems to find a suitable space; everything can be seamlessly connected in one place, making scheduling far easier and reducing friction in the booking process.

Momentus also provides advanced reporting capabilities that give the global travel company the ability to analyze trends in space utilization and event management. Teams can now easily track which spaces are booked most frequently, when events are occurring and whether they have the right staffing levels to support the demand.

This cohesive reporting helps the organization make informed decisions about space management, avoiding overbooking and ensuring that resources are allocated efficiently.

Over time, the organization has realized that the ability to have a bird's-eye view of all campus events and bookings gives them a newfound sense of control over their spaces. This level of insight and control had been impossible before the adoption of Momentus.



The Results

Since implementing Momentus, the company has experienced significant improvements across the board. The solution has provided the global travel organization with access to a seamless booking experience, whether employees are securing meeting rooms, event spaces or services like catering, all from one intuitive system.

With Momentus, the company can now see how often certain spaces are used, as well as when peak booking times occur. This data has been invaluable for improving space allocation, staffing decisions and ensuring they are maximizing their physical resources.

Event planners have also benefitted from Momentus' robust reporting features. With detailed analysis of event and meeting trends, planners can anticipate future needs, helping the company align its space management practices with its broader corporate goals, including sustainability.

Momentus has also given the organization the ability to manage campus-wide trends with unprecedented clarity. For example, the system allows the global travel company to track spikes in small meeting bookings during certain times of the year and assess whether these correlate with larger events. This has proven useful for both long-term strategic planning and day-to-day operations.

While the company has not yet fully rolled out all of the features offered by Momentus, they are on track to leverage the full suite of features and are anticipating the release of Outlook integration, which will reduce duplicate data entry and make more efficient the overall space reporting. As they continue to expand their use of the platform, the organization expects even greater insights into how their spaces are being utilized.

The implementation of Momentus has had a transformative impact on this global travel company's ability to manage its campus spaces and events. For them, it's not just about booking a room—it's about creating a seamless, efficient and data-driven approach to space management that supports the company's broader goals.



Ready to explore an event management platform for your corporate campus?

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