

Innovation Purpose-Built for Employee Experiences

How a Major Healthcare Organization Transformed Their Event Management to Maximize Employee Workspace Collaboration

The Customer

A major United States-based healthcare provider offering a variety of health insurance products such as Medicaid, Medicare and private insurance. The organization employs nearly 60,000 individuals and reported over \$125 billion in revenue in the recent fiscal year. Focused on underserved and lower-income communities, the company has approximately 28 million members across all 50 U.S. states, positioning it as the largest Medicaid-managed care organization in the nation.

Industry:

Healthcare Insurance Provider

Venue Type:

Corporate Campus



The Challenge

Picture this: Your business is relying on Outlook and Excel spreadsheets to host events and meetings, book rooms, manage furniture and AV equipment, communicate with catering teams and so much more – all while trying to satisfy your most important clients: your employees.

The reality is that this is the way many large corporations across the globe are operating on a day-to-day basis. Yet the problem is that the way businesses manage workplaces has changed significantly in recent years. With remote work, hybrid teams and the emphasis on employee satisfaction, the distinct need for creative ways for collaboration across time zones has never been more critical.

Corporations that value employee experiences are finding efficient ways to run their office and business spaces as flexible work arrangement continue to evolve. With more time spent collaborating amongst employee peers can directly – and positively – impact the way teams solve business issues for end customers.

The Momentus customer in this story faced the same challenges corporations across the globe are trying to combat: **How do organizations walk the fine line between providing appropriate spaces for employees, emphasizing employee engagement and empowering individuals to control where they work?**

In 2023, the company embarked on a “listening journey” to deeply understand the workplace experiences of its employees. This comprehensive initiative involved various departments – including leadership, venue and event managers, security, HR, facilities and catering – to grasp and respond to employee preferences concerning workplace events.

To achieve these goals, the company utilized both a National Event Planning team and localized Operations teams to identify strategic talent hubs and ensure the workplace settings were equipped with the necessary amenities and technologies to support a hybrid work model.

The efforts were also aimed at boosting employee engagement and satisfaction, crucial metrics that were continuously evaluated.

“What we discovered is that integrating technology to book and manage employee meetings and events was going to be a priority for us going forward.”

- Senior Manager, Meetings and Events Services
Healthcare Corporation

It became clear that a platform was needed to help manage the healthcare provider’s nearly 60,000 employees working across the nation.

That platform was Momentus Enterprise.

The Solution

Momentum Enterprise was purpose-built for corporate event management to improve employee experiences. Designed for ease of use, employees and event planning staff can access all event information in one modern user interface.

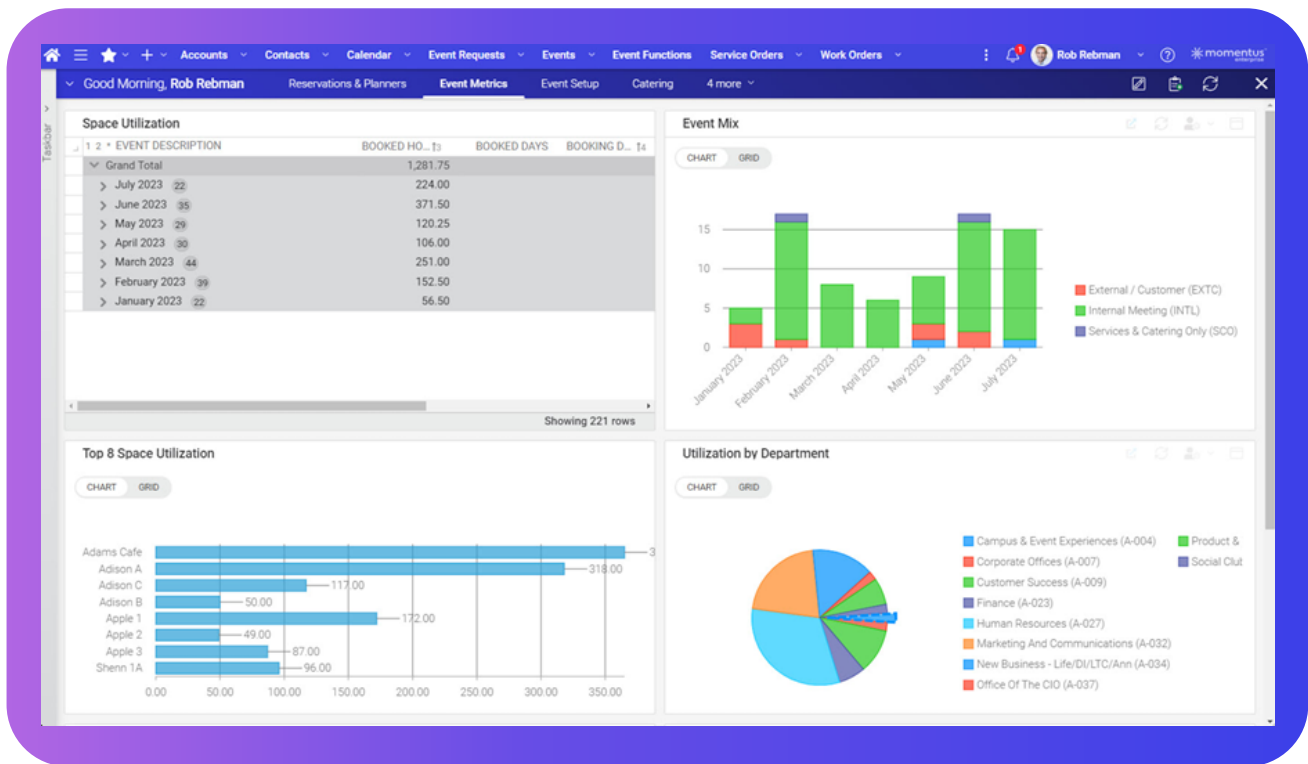
Acting as a one-stop-shop, employees can view availability of spaces in real time, request meeting rooms, order catering and request equipment without calls and emails to the Workplace Experience team. From breakout sessions to conference rooms, outdoor spaces to auditoriums — Momentum Enterprise makes it fast and easy to find spaces, order services and give employees the ideal place to unite.

Within the Momentum Enterprise Platform, the healthcare provider's employees are given different levels of access based on their role, offering flexibility and clarity when booking facilities-managed spaces and open meeting rooms, as well as freeing up venue and event planning staff from having to coordinate across multiple calendars, contacts and email systems. Now, the customer's employee requesters and event managers can collaborate in a centralized platform.

One of the most popular features of Momentum Enterprise is its mobile functionality. Employees can easily view calendars, place holds, book rooms, view and update event details, order catering, access and update follow ups and reminders — all from a mobile device.

With a single click, venue and event employees can review counts of each item placed against orders and generate new orders so overbooking inventory does not occur. Event teams can quickly share final layouts, documents, schedules, messages, tasks and room setup with employees and external stakeholders.





The Results

The customer is specifically excited about the increased efficiency they have seen with ensuring all team members are informed and prepared for upcoming events with “event orders.” Event orders integrate event details into a single report that can be easily distributed via email.

Another major benefit the organization has seen since adopting Momentus Enterprise is using reports to improve. Momentus Enterprise captures all event information that can be displayed with easy-to-use reporting tools. Real-time KPIs enable leaders to understand space, resource and staffing utilization to maximize efficiency. Event leaders are often especially impressed with the dashboards for event analysis to manage catering operations, inventory and more.

The customer has realized that implementing a solution like Momentus Enterprise is necessary to keep employees engaged and event operations streamlined, ultimately leading to better business outcomes.

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

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