

## PROBLEM

A globally-recognized university approached us to create solutions to manage new COVID challenges impacting the on-campus experience. Our mandate was to source and set up flexible study spaces within a 10 min walk from campus.

Additionally, we needed to build a custom technology platform that would allow student users to access both these new spaces and existing university spaces to support a myriad of experiences (study, remote learning, eating, meetings, and labs).

In pursuing the university's goal of bringing as many students back to campus as possible, we needed to balance compliance, user-experience, and leadership objectives.

## SOLUTION

KettleSpace built a customized technology platform that replaced the university's incumbent flex space management software and partnered with hotels, restaurants, and event spaces near campus to provide new spaces for students.

The space *plus* software management solution included: flexible study spaces, a mobile app for students to unlock engaging on-campus spaces + experiences, and reporting + admin capabilities for leadership.



# CLIENT CASE STUDY

## CORE DELIVERABLES

- Partner approach to co-development of a customized solution embracing the nuances specific to the organization
- Source and set up ~30,000 sq ft of flexible study space proximate to campus
- Provide mobile app interface for entire student body (iOS & Android)
- Enable access to 100+ spaces and 2,000+ seats
- Integration with schools existing SSO and privacy requirements
- Integration with existing operations, technology, and communications functions

## FEATURES PROVIDED

- Space and experience discovery
- Touchless check in/out using space/seat specific QR codes
- Asset and seat level utilization tracking that enables contact tracing and intelligence for future real estate decisions
- Advance reservation and on-demand access capabilities (update, change, and cancel)
- Ability to change asset utility over time --(flexible configurations for use of space, hours of operation, gating rules, and more)
- Strict data privacy compliance
- Mechanisms to support compliant group gatherings (study groups, meetings, etc)
- Insights and tools to build engagement and connection in an isolated COVID world
- Integration with the university's student ID and calendar systems
- Customized branded content and copy

While developing this product, we embraced a “co-authorship” approach by working with various entities across the university ecosystem, including stakeholders from: the student body, real estate, student affairs, operations, technology, change management, and communications departments. The process was iterative and designed to surface feedback loops, measure outcomes and support agile enhancements.

Initial adoption of the platform exceeded the university's expectations, leading to an expanded engagement and open conversations around partnership expansion.

Find out how KettleSpace can help your organization  
create solutions for the challenges of today *and* tomorrow.