eFACiLiTY®

virtusa

Enterprise Space Management Software for a Global IT Services Company: How Virtusa Optimised Hybrid Workspace and Hot Desk Management with eFACiLiTY®

Client Overview

Virtusa is a leader in digital strategy and IT services, specialising in helping enterprises transform and navigate digital disruption. With expertise across industries like financial services, healthcare, telecommunications, and technology, Virtusa partners with Fortune 2000 companies to solve complex business challenges. The Consulting Report ranked Virtusa 8th among the Top 50 Consulting Firms in 2025, recognising its ability to drive innovation and achieve operational excellence at scale.

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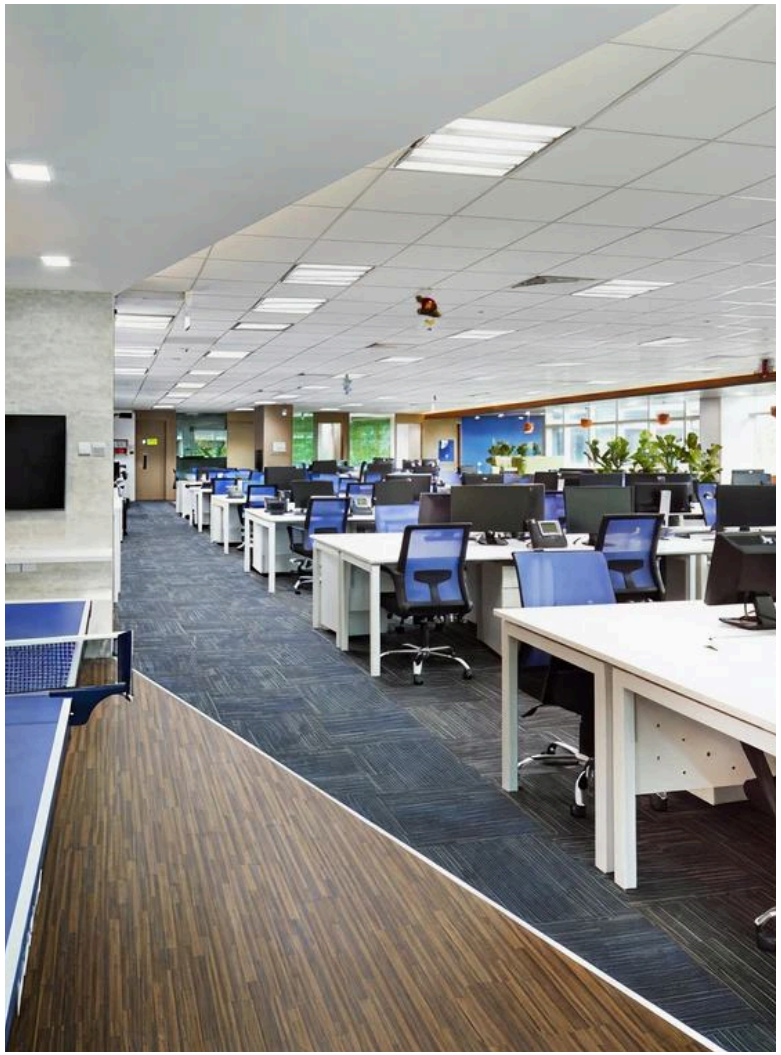
Business Challenges

Virtusa faced significant operational challenges as it transitioned to a hybrid work model across its multiple locations in India. The company faced challenges in effectively managing workspace utilisation and capacity at scale due to the lack of an intuitive and scalable system. The key challenges were:

- **No Central Booking and Allocation System:** Without a workplace space optimisation software, workspace allocation was inefficient, leading to confusion and frustration among employees and administrators.
- **Low Space Utilisation Visibility:** The lack of real-time occupancy tracking meant underutilised spaces were not identified, resulting in wasted resources and suboptimal space utilisation.
- **High Administrative Friction:** Manual processes for booking and managing workspaces created unnecessary administrative work, increasing overhead and slowing operations.
- **Inability to Support Hybrid Work at Scale:** The existing setup lacked the flexibility and control required to support a hybrid workforce across multiple offices.



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Solution

Virtusa required an enterprise space management solution to streamline workspace booking and improve employee experience across its offices in India. After evaluating available options, Virtusa selected eFACiLiTY® for its ability to optimise space utilisation and support hybrid workforce management at scale. The platform was introduced through a stakeholder referral, reinforcing confidence in its proven impact in similar enterprise environments.

Implemented as a corporate office **space management software** across multiple locations, eFACiLiTY® enabled employees to reserve workspaces through a centralised booking system. This eliminated manual coordination, standardised allocation processes, and improved visibility of space availability.

The solution also introduced a structured access model. Employees are required to reserve workspaces before entering the office, ensuring controlled access and efficient seat allocation. At the same time, the system supports a hybrid workplace by accommodating both bookable workspaces for employees and fixed seating for leadership roles.

By implementing eFACiLiTY®, Virtusa established a scalable and governed framework for managing hybrid work across locations, improving operational efficiency and consistency.

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Benefits

Since implementing eFACiLiTY® Space Management Software, Virtusa has strengthened control, visibility, and efficiency across its hybrid workplace operations. The platform has enabled the organisation to manage workspace allocation at scale while aligning with evolving workforce models.

Enterprise-Scale Workspace Management Across Locations

Virtusa manages over **15,000 workspaces** across **11 locations** through a unified platform. These include major delivery centres across Chennai, Hyderabad, Pune, Mumbai, and Bangalore. This enables centralised control, standardised processes, and consistent workplace experiences across all offices.

Optimised Space Utilisation for Hybrid Workplaces

By implementing a structured booking model, Virtusa gained better control over workplace occupancy and space allocation across locations.

The booking system is currently used by approximately 70% of the workforce operating within the hybrid workplace model. This improved visibility into workspace demand helps prevent overcrowding, reduce unused capacity, and support more efficient allocation of office space.

Elimination of Manual Coordination and Improved Operational Efficiency

Workspace management processes previously handled through spreadsheets and manual coordination are now fully automated. This has eliminated dependency on Excel-based tracking, reduced administrative effort, and improved real-time visibility for both users and administrators.

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Benefits

Support for Hybrid Workplace Operations at Scale

The solution enables Virtusa to manage workspace allocation across roles and locations within a structured system. This supports hybrid work while ensuring efficient and controlled space allocation across the organisation.

Data-Driven Workspace Planning and Visibility

Real-time reports on booking trends, occupancy, and space utilisation provide actionable insights. This enables administrators to make informed decisions on space allocation, workforce planning, and resource optimisation.

Scalable Platform for Multi-Location Expansion

Following successful implementation across India, Virtusa is expanding the solution to international locations, including Sri Lanka (Colombo). This demonstrates the platform's ability to scale across geographies while maintaining consistent operational control.

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Expected ROI from Implementing eFACiLiTY® Space Management Software at Virtusa

SPACE UTILISATION

20%

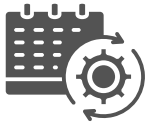
Improvement

Real-time tracking adjusts space allocation based on usage

ADMINISTRATIVE OVERHEAD

30%

reduction



Automated bookings eliminate manual coordination

EMPLOYEE PRODUCTIVITY

15%

increase

Simplified booking reduces time spent on coordination

FACILITY COST SAVINGS

10%

reduction

Better space usage reduces the need for additional office space

Expected ROI figures are based on industry benchmarks for space management software and the capabilities of eFACiLiTY® IWMS for full implementation

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Conclusion

The implementation of eFACiLiTY® has enabled Virtusa to bring structure, visibility, and control to its hybrid workplace operations across **11 locations.**

By managing over **15,000 workspaces** and enabling a significant portion of its workforce to operate within a structured booking system, Virtusa has established a scalable and governed workplace model aligned with hybrid work realities.

With utilisation levels maintained at 50–60% and supported by real-time occupancy insights, the organisation is now equipped to optimise space allocation, support flexible workforce patterns, and plan future expansion with confidence.

With the platform already extending beyond India, eFACiLiTY® from SIERRA demonstrates its ability to scale across geographies while maintaining operational consistency and control.

Ready to bring structure and visibility to your workplace operations?

eFACiLiTY® enables enterprises to optimise space utilisation, automate workflows, and manage hybrid workplaces at scale.

Schedule a consultation or explore how your organisation can achieve the same level of operational control and efficiency.

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THANK YOU

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