



Waterman Workspaces

Case Study

GUNNEBO[®]



Background

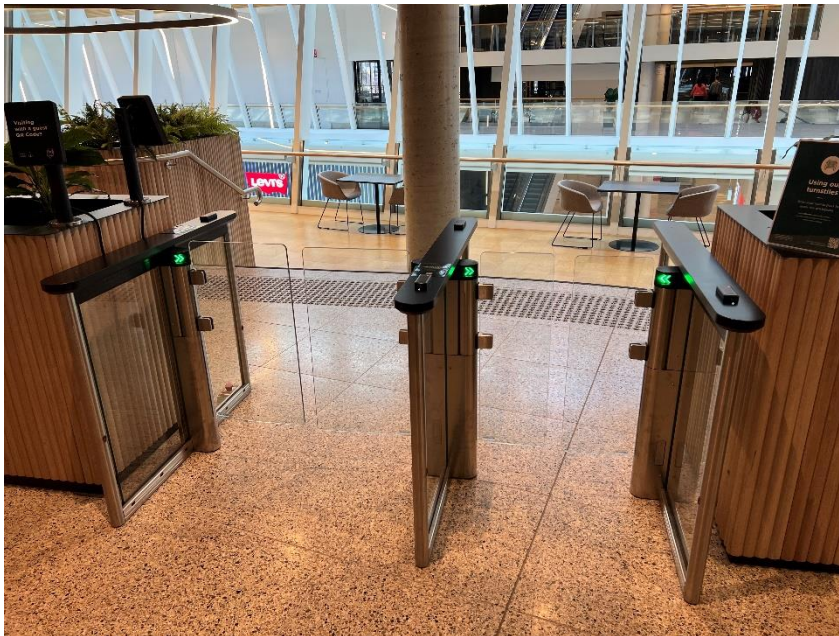
[Waterman Workspaces](#) provide premium flexible workspace centres, uniquely designed for individuals and teams to work flexibly within a private office or utilise coworking areas on a membership basis. These workspaces feature a range of ergonomic areas such as dedicated desks, private offices and quiet zones or open areas, which have been intentionally designed for members and guests to get the most out of the workday.

Located in suburban areas around Melbourne, Australia, Waterman Workspaces have been in operation for 7 years, opening their first centre in July 2016. Since opening, Waterman have grown to provide over 25,000 square metres of flexible workspaces across seven locations, with more hubs being rapidly built to keep up with the high demand and in line with the company's growth trajectory.

These versatile hubs host over 2,000 local businesses and connect more than 3,000 members in a new-age approach to the office dynamic. With so many members and guests passing through Waterman Workspaces daily, the need to provide secure facilities with high-end access control solutions was a key component to the design in these work hubs.

Solution

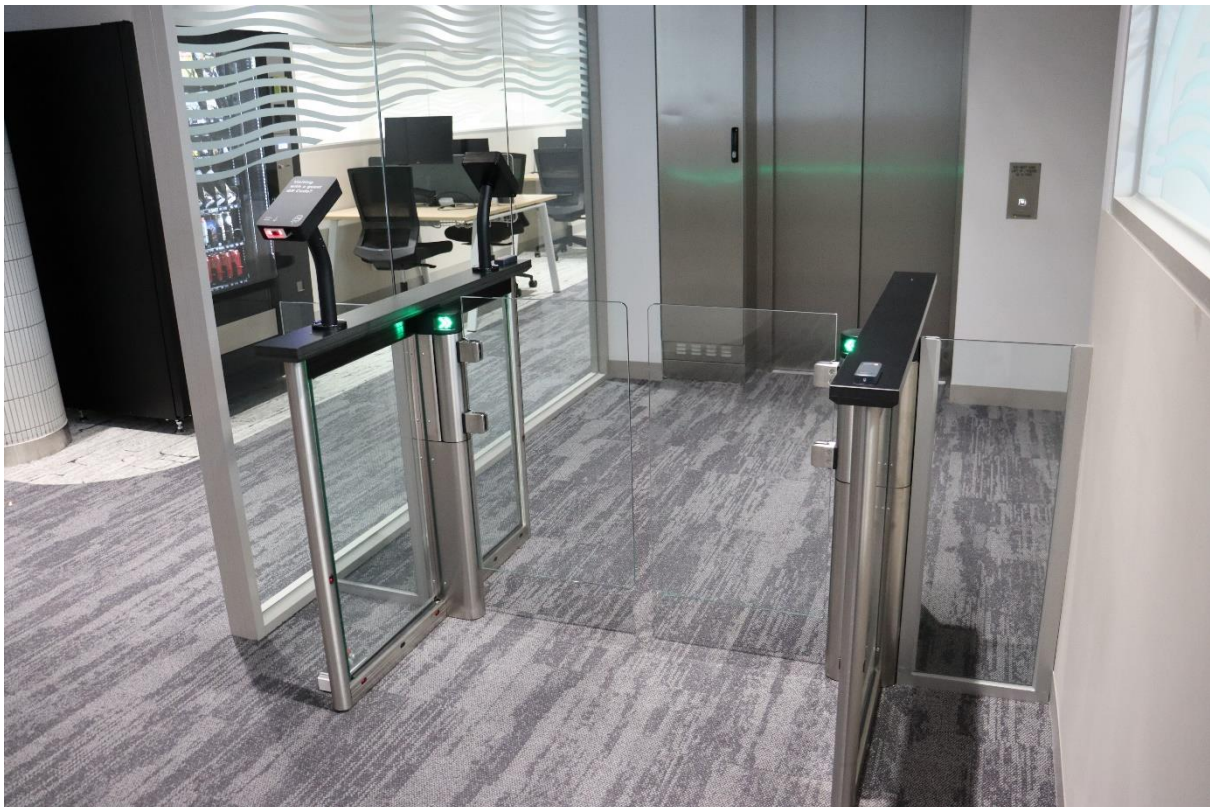
As Waterman Workspaces are membership based, they required a solution which would not only control access into their multiple facilities, but that could also incorporate their membership system plus run billing to their clients. The membership platform that Waterman use across their sites is Integrity, a software system designed to effortlessly manage members through digital infrastructure. The software can electronically bill clients and allows for members to do things like view all their memberships, book a desk or meeting room for a designated time, or bring guests to the centre. With such modern membership software allowing for members to really be in control, Waterman needed an [entrance control solution](#) which could integrate and continue to allow members the freedom to enter and exit sites without relying on staff assistance.



With a growth trajectory to more than double the number of locations within their portfolio over the next two years, Waterman has a clear vision of what they want their facilities to look like aesthetically in addition to the functionality they require. Selected as the entrance control solution to be installed across the Waterman

centres was the [SpeedStile FLs 1200 BA](#) with varying glass heights dependent on the location. The SpeedStile FLs is a fast and efficient access control gate which allows continuous passage of up to 40 people per minute, an optimum feature for Waterman Workspaces who have continual ingress and egress throughout the workday. The FLs gate boasts elegance and aesthetics alike, a sleek gate with glass paneling to provide transparency and a flawless finish into its surrounds. These SpeedStiles are extremely versatile in their design, footprint, installation, and integration capabilities, making them a superior choice for clients wanting continuity across a range of sites.

Installed on each site is a singular pair of access gates, comprised of one narrow lane and one wide lane Gunnebo SpeedStile FLs. These gates allow for bio-directional access in and out of the facilities by a simple tap of a membership card while remaining user friendly for staff, members, and guests alike. The Waterman facilities have increased security through using the SpeedStiles, additionally the gates allow for full visibility of visitor access and real-time capacity levels, ensuring the facilities are always upkeep and members are adhering to the terms and conditions of their memberships.



Enhancement Through Integration

Gunnebo SpeedStiles have been carefully designed to not only be reliable and secure access control systems, but to integrate with various Gunnebo and third-party systems to enhance the overall usability of the gates. Waterman have designed a large component of their business around the integration with the Gunnebo SpeedStiles. When group or office memberships are purchased, the client can include as few or as many access passes as desired. As flexibility of working is a primary objective for Waterman and its members, it was required that members could easily bring guests or additional colleagues who are non-members to be able to work collaboratively. Needing a way to simply bill their clients when they were accompanied by non-members or had exceeded their membership visits is where the advanced integration capabilities of the SpeedStile FLs are utilized.

The SpeedStiles have the Integrity membership scanning software installed on the lid. When a member scans their access pass, it authorizes them with the membership system; Once verified, the gate opens and allows passage. This process only takes approximately 3 seconds from badging to verification per user, making it a seamless process. When non-members attend the centre or visits have exceeded capacity, using the facility still occurs with no disruption; the account is simply billed based off the number of additional guests / visits the SpeedStiles record. This allows for stress free contactless entry and heightened visibility over visitation for Waterman and its members alike.



Results

Since installing the entrance gates, Waterman Workspaces have secured their facilities, increased visibility over member levels and elevated front entrances throughout. With each new site that is built, the SpeedStiles installed play an integral role in continuing to deliver a seamless experience to members and guests. “As we have been in operation for quite some time, our original two legacy locations weren’t fitted with the entrance gates. It was our third location we decided to elevate our offering and install access control – we just needed to find a solution compatible with our membership system and that met our needs as an organization. Since installation in site three, it was made evident the positive impact the solution had on our business. Therefore, are continuing to install the SpeedStile FLs gates across our rapidly growing portfolio within Melbourne.” explains Systems and Operations Manager of Waterman Workspaces, Cliff Durkin.

Through Waterman Workspaces, members can enjoy the flexibility of an office environment without the commitment. Integrating their membership and billing systems with their entrance gates, Waterman are reaping the benefits of an enhanced access control system across their portfolio of sites without the need to hire additional reception staff. With peace of mind over the security of their facilities, more time can be focused on member experience and elevating their business.

Overall, the installation across various sites consisting of the narrow and wide lane combo of SpeedStile FLs has provided Waterman Workspaces a competitive edge. Each site boasts a feeling of luxury, flow, and security – with the SpeedStiles being a focal point within locations. Post-pandemic, the idea behind “hire-a-desk” has never been more relevant. Work from home has become a new norm, with the need for entire office building leases per company diminishing. Waterman Workspaces have reinvented the office environment to align with societal changes, without compromising the general need for security, visibility, and accessibility. Waterman – Workspace to spark your next leap forward.





Gamberwell



Richmond



Eastland



Bundoora

What would you rate your new solution out of 5?

(1 being the lowest, 5 being the highest)



“4.5 These gates are pioneering the change needed as our business develops.”

Cliff Durkin – Systems and Operations Manager – Waterman Workspaces



For More Information



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Entrance Control



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