

Bytesized Review of NFS Technology Group

NFS Technology Group

Years in Business

CEO

Key Contact

Email

Phone US

Phone UK

Number of Employees

Revenues

Clients

20

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80

Projected 2016 \$7.6m

1,850+ | Americas 180 |

EMEA 1635 | APAC 35



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NFS provides resource management solutions to many different organisations, including healthcare providers, legal, finance and utilities companies. NFS has around 1,600 clients all over the world and has offices in the US, UK, Ireland, India and South Africa. They are continually growing and taking on more clients; their growth rate has caused the US team to grow 300% over the past two years.

NFS has a broad range of product offerings, which enables them to target large enterprise accounts as well as meeting venues and training centres. They also have a very strong presence in the legal market due to certain key features of their solutions that have been designed with law firms in mind. For example, their system allows firms to manage meetings internationally and bill those costs to clients accordingly.

NFS offer two broad solutions aimed at different clients. Rendezvous Workspace is designed for large corporations and Rendezvous Events is for meeting venues and training centres. These two different offerings allow them to effectively specialise to offer the best solutions to clients. A lot of this specialisation is down to NFS re-writing their entire product six years ago – this was the beginning of Rendezvous Workspace.

NFS has continued to improve their

systems through updates. Their most recent release is called Smart Office and offers a new improved user interface, applying the lessons learned in the hospitality market to create yield management rules to help better manage the utilisation of space. This includes 'Quick' options which can be customised by the end users. The application uses HTML 5, which enables it to be mobile and tablet-ready as soon as it is out of the box.

NFS offers clients a huge freedom of choice by partnering with a range of digital sign vendors including AMX/Harman, Crestron and Evoko. It also supports the Qubi device, giving users a low-cost way to let people check in and out of meeting rooms and desks via swipe card. These integrations are made possible with NFS's well documented Rest API. With their API they have also developed integrations with two leading sensor vendors, making it very cost effective to integrate with Rendezvous.

Workspace Rendezvous is highly supported, offering 24/7 support in all major regions across the globe. Their personnel speak eight different languages and they have a support model of 'local first'. This means that all support resources are as country-specific as possible, with US clients being supported by US staff, UK clients being supported by UK staff and so on. NFS believe that in order to engage

seriously with their partners they need to offer a high level of local support and so this is a key strength of NFS. Rendezvous also prides itself on being very flexible and easy for companies to customise according to their unique needs. The system is hardware agnostic and is possible to integrate with many different hardware providers. The system can also be adapted to cover a huge variety of different meetings rooms across multiple locations – so large companies are able to manage their spaces across multiple locations with different types and sizes of space. These different types of space can all have different resource profiles, business rules, workflows and space management priorities, but can all be managed through the one application.

Rendezvous is priced on a resource basis; more complex resources in terms of booking and management cost more than simpler resources. This applies to the core product which provides functionality like service and visitor/reception management. Optional extras like modules providing integration into Outlook and digital signage are priced as optional extras and tend to vary by client. This pricing structure allows for a great deal of scalability, with large discounts for larger locations with more resources. There is also an enterprise licence model with no restrictions for number of properties or resources, as well as an SaaS model with monthly pricing, upgrades and helpdesk services.

Client Comments:

“NFS offers the adaptability and flexibility that supports the future of agile working in corporate real estate. We are able to have different sets of rules and views in different regions around the world, but have one unified database for reporting globally.”

“The key drivers behind our choosing NFS is that it delivers business intelligence that allows us to make changes to our workplace.”

“NFS Workspace allows our organisation to design our own solution to meet the

various custom workflows to manage our real estate. The system is very flexible and easily integrates with our security system, Outlook email and various digital screens that we have acquired in acquisitions. Thus, we are able to leverage the capital investments we have made in screen technology.”

“NFS has provided brilliant support and is always ready to listen to our input into how to improve the system. They have been a great partner to work with for many years.”



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