



CUSTOMER STORY: THUISVESTER

When every room is actually available: How Thuisvester solved years of meeting friction with Joan

COMPANY PROFILE

A social housing organisation built around people

Thuisvester is a social housing provider based in North Brabant, the Netherlands. With 180 employees at their headquarters, they manage the full spectrum of affordable and social rental housing for residents across a range of income levels and living situations. Their work is built on a simple principle: making sure homes, services, and the people who provide them are accessible to everyone who needs them.

When the same principle didn't apply to their own meeting rooms, they knew something had to change.

Goals:

- Replace a manual, calendar-based room booking system that generated phantom bookings and no-shows.
- Eliminate room conflicts and disputes between colleagues over unreleased bookings.
- Remove a hard system limit that prevented staff from scheduling meetings more than one year in advance.
- Implement a solution that integrates cleanly with Microsoft 365 without replacing existing hardware.
- Enable walk-up room booking directly from the display, without requiring a device or calendar access.

THE CHALLENGE

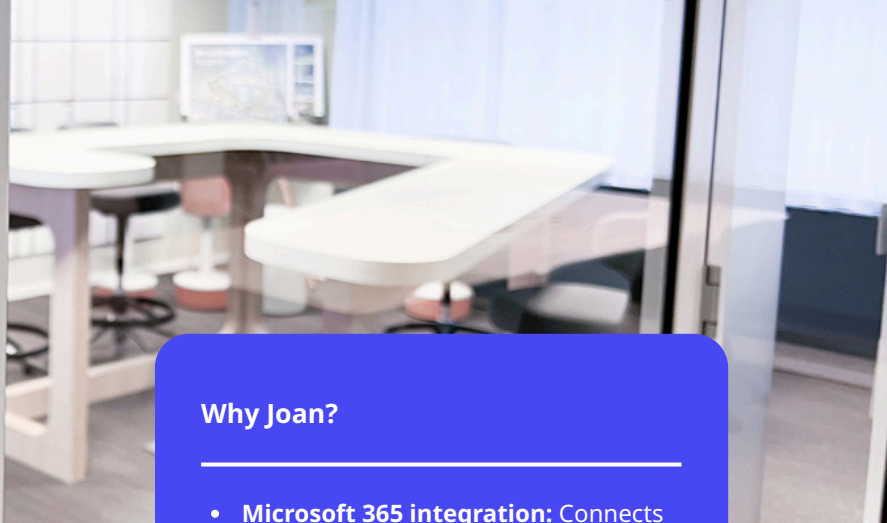
Phantom bookings, stolen rooms, and a one-year wall

For five years, Thuisvester managed 13 meeting rooms using Microsoft Outlook calendar locations. The system worked on paper. In practice, it produced a steady stream of friction: rooms booked but never used, colleagues arriving mid-meeting to claim a space that looked empty, and disputes at the door that disrupted the working day for everyone involved.

Below the surface, a harder structural problem was compounding the chaos. Thuisvester's configuration imposed a one-year booking limit — meaning staff responsible for scheduling the organisation's director-level meetings, events that often needed to be planned years in advance, were technically blocked from doing their jobs.

According to CBRE's Global Workplace and Occupancy Insights, up to 30% of all meeting room bookings are 'ghost bookings' — rooms reserved but never used. For Thuisvester, with 180 people sharing 13 rooms, that invisible waste was a daily reality.





THE SOLUTION

Smart room management that works with what you already have

Thuisvester's IT team needed a solution that would slot into their existing Microsoft environment without requiring new infrastructure, specialist IT knowledge, or a replacement of their existing hardware. After discovering Joan through an online search and confirming the fit with a free trial, they connected with KommaGo — a Dutch specialist in AV, presentation and meeting room technology -- who guided them through the configuration and handled the delivery.

"We got the right information quickly. Everything went smoothly — we can't complain. You connect it to an email address and it works. It just works."

Thomas van Rijswijk,
IT coordinator, Thuisvester

Why Joan?

- **Microsoft 365 integration:** Connects directly to existing room calendars with no new infrastructure required.
- **Walk-up booking at the display:** Staff can see room availability and confirm a booking at the door in seconds — no laptop, no calendar app.
- **Automatic room release:** Unattended bookings are released after five minutes, eliminating phantom bookings at source.
- **Fast, wireless installation:** All 13 displays installed across glass-walled, semi-glazed, and solid-walled rooms within a single afternoon.
- **Minimal IT overhead:** No specialist configuration, no ongoing maintenance, no dependency on IT support to manage day-to-day.

The chosen solutions and devices:

- [Joan 6 Pro](#)
- [Joan Room Booking](#)

THE RESULTS

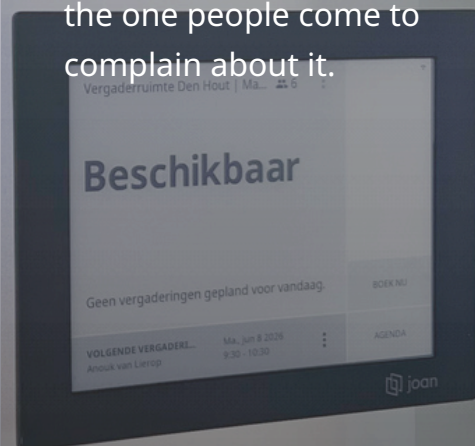
Rooms that are available when you need them

- Eliminated phantom bookings by automatically releasing unchecked rooms, freeing space for real, immediate needs.
- Resolved the one-year booking wall, giving executive support staff the ability to schedule meetings as far ahead as their work requires.
- Reduced meeting room disputes to near zero, removing a persistent source of daily friction across the organisation.
- Enabled walk-up bookings directly from the display — a new, frictionless behaviour that quickly became standard practice.
- Deployed across 13 rooms in a single afternoon with zero infrastructure changes and no disruption to the existing IT environment.
- Created a foundation for expansion, with Thuisvester now exploring Joan for digital signage, parking management, and visitor management.

From Joan:

Thuisvester's challenge is one that most organisations quietly accept as a fact of office life. What makes their story stand out is the decision to fix it simply and practically -- not with an enterprise overhaul, but with a solution that respected what they already had and added exactly what they were missing.

The result is a workplace where rooms are available when you need them, and the IT team isn't the one people come to complain about it.

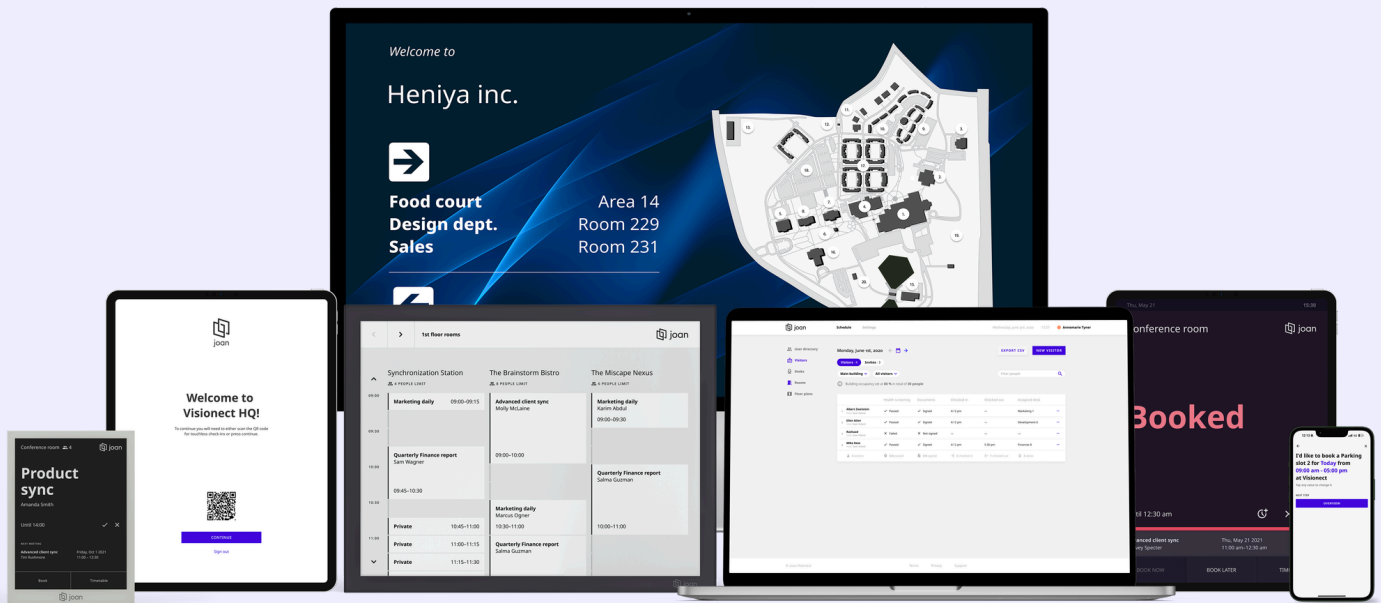


"Thuisvester proved that the most meaningful improvements don't always require the most complex solutions. We are proud that Joan could be the straightforward answer to a problem that had been quietly costing their team time and focus for years."

Luka Birsa,
Co-founder and CTO,
Joan



Empowering smarter, simpler
workspaces worldwide.



ABOUT JOAN

Joan Workplace is an all-inclusive platform for workplace solutions, designed to simplify office reservations, optimize space, and streamline information flow. It includes solutions for booking meeting rooms, desks, and assets, visitor management, and workplace digital signage. A multiple-time design award winner and G2's #1 room booking software, Joan is trusted by numerous Fortune 500 companies.

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