

CUSTOMER STORY: PwC

# PwC Norway's journey to a smarter, simpler workspace with Joan and Zens integration

## COMPANY PROFILE

### PwC Norway's flexible office journey

PwC Norway, a leading professional services firm, has embraced flexible, activity-based working across multiple offices. Their commitment to fostering collaboration and flexibility drives their search for seamless, user-friendly workspace technology solutions.

#### Goals:

- Simplify desk booking and check-in to boost adoption.
- Provide real-time, accurate workspace availability
- Support over 1100 desks with flexible, department-specific options.
- Integrate desk booking with effortless check-in to remove user friction.

## THE CHALLENGE

# Why booking desks was more complicated than it should be

Despite investing in desk booking technology, PwC Norway faced low user adoption due to cumbersome check-in processes.

Employees would bypass the system by physically reserving desks with personal items, causing booking inaccuracies and confusion.





## THE SOLUTION

# Smart tech that just works together

Through a strategic partnership, Zens and Joan combined their technologies to create a seamless workspace experience:

- The Joan Desk booking software allows users to reserve desks filtered by department or required amenities.
- The Zens sensors detect when a desk is in use and check people in automatically.
- LED lights show desk status - green for available, red for occupied, orange for reserved, and blue means cleaning needed.
- Data updates instantly across the Joan app and backend systems to maintain accurate availability.
- Wireless charging keeps phones powered up while reducing cable waste and supporting sustainability.

## WHY THE ZENS + JOAN INTEGRATION

Automatic check-in means happier teams.

- Sensors detect when a desk is occupied, confirming bookings without any user action needed.
- No extra steps encourage natural adoption and trust in the system.
- Sensor data helps cleaning staff focus only on desks that have been used, saving time and resources.
- The system supports flexible workspace layouts, from confidential zones to open seating.

### The chosen solutions and devices:

- [Joan Desk booking](#)
- [Zens Desk Management Dashboard](#)
- [Zens Smart PuK Visual](#)
- [Joan Room booking](#)
- [Joan 6 & Joan 6 RE](#)

This integration eliminated manual check-ins, card swipes, or app toggling, enabling a truly frictionless user experience.

Nina Ottesen, Facility Operations Manager, summarizes, "You do not need to do anything, you just sit down, and the table is automatically booked."

## THE RESULTS

### A workspace that finally works for everyone

- Smooth, user-friendly desk booking and check-in process
- Higher employee satisfaction and trust in workspace technology
- Optimized cleaning schedules based on actual desk usage
- Improved workspace utilization across floors and departments
- Connected productive workspaces

## FROM JOAN & ZENS

### Partners in making work easier

“This integration exemplifies how smart technology partnerships can transform workplace experiences. By removing booking friction, we empower employees to focus on their work, not the tools.”

**Luka Birsa,**

Co-founder and CTO, Joan

“Working with Joan allowed us to complement our Zens Smart PuK Visual with an intuitive booking platform, creating a workspace experience employees love.”

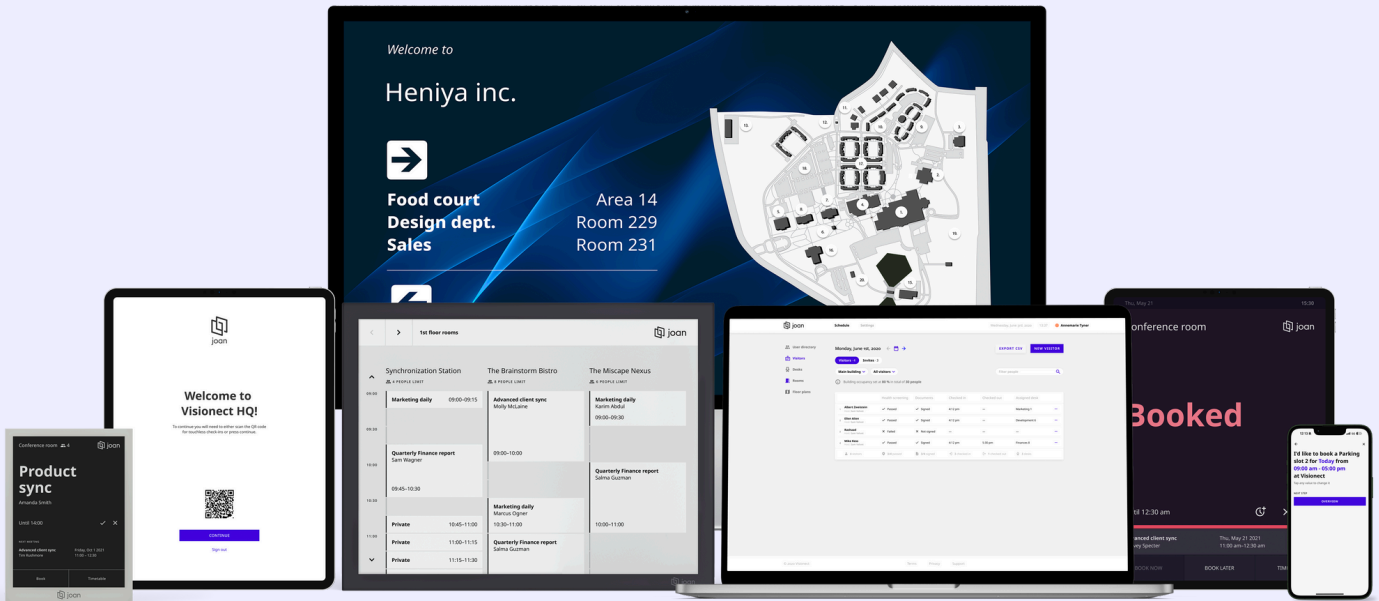
**Sven Toelen,**

Sales and Marketing Director, Zens





## Simplifying smarter, more flexible workplaces 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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## ABOUT ZENS

# Innovating workspace management through technology

Zens provides wireless charging with NB IoT and sensor technology that enhances workspace management by automating check-ins and providing real-time occupancy data, helping organizations create efficient, user-friendly environments.

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