



# Rail Delivery Group

How Rail Delivery Group transformed office productivity and collaboration.

## Rail Delivery Group



The Rail Delivery Group is an organisation that represents train operating companies and Network Rail, aimed at coordinating & enhancing the railway network.

[www.raildeliverygroup.com](http://www.raildeliverygroup.com)

## AT A GLANCE

### CHALLENGES

- Meeting Room User Experience
- Desk Utilisation
- Inefficient Communication
- Employee Engagement
- Lack of Collaborative Space

### RESULTS

- More Desk Utilisation
- More Meeting Room Usage
- Better Internal Communications
- Increased Productivity
- Improved Collaboration



*"Marlin's expertise was essential in transforming our employees' experience of internal meetings and the digital signage has added a real WOW factor to our office."*

**Kurtis Marsden**

IT Manager

## CHALLENGE

Rail Delivery Group (RDG) faced several challenges with their office environment, including outdated meeting room setups, low desk utilisation rates & inefficient communication methods.

With 15 meeting rooms and desk utilisation at less than 50% in their previous office space, RDG needed to reimagine their workspace to increase productivity & employee engagement.

*"We chose Marlin because we wanted to work with a partner who understood our goals and could create a solution that would help us achieve those goals." Kurtis Marsden, IT Manager*

## SOLUTION

RDG transitioned to a new office space with a redesigned layout focused on collaboration rather than traditional office designs. With only four core meeting rooms and 86 desks, the new office aimed to optimise space utilisation while fostering a collaborative environment.

Meeting rooms were designed and installed with Microsoft Teams Room (MTR) systems incorporating Clevertouch's HD displays and Yealink's video conferencing technology including content sharing capabilities and simple-to-use room booking solutions.

Clevertouch's award-winning digital signage on HD displays was strategically deployed in common areas, displaying live rail information, company updates and employee engagement initiatives.

## RESULTS

The implementation of the Marlin Communications solution has yielded significant results for Rail Delivery Group:

- Desk utilisation rates have increased to 80%
- Meeting room utilisation has remained consistent at 95%
- Increase in participation in Employee Engagement Surveys
- Meeting rooms are now easier to use which has significantly improved productivity

*"The new office space has been received really well for its collaborative environment and there is now more of a desire to work from the office." Kurtis Marsden, IT Manager*

RDG experienced the power that innovative technology and thoughtful design has when creating a modern and collaborative workspace centred around the needs of employees.