

From Manual Processes to Confident Decisions: How an Organization Built a Data-Driven Space Management Foundation

Confidential Aerospace Organization, United States

THE DEMAND

The client, an aerospace organization, engaged us to centralize and standardize their space and occupancy data in order to make confident, data-driven real estate decisions. They wanted to quickly unlock measurable value from a space management solution that could streamline internal processes and improve operational efficiency. At the time, they were utilizing a separate solution provider for facility management and move management, but portions of those modules were ultimately decommissioned, triggering the organization's transition to an additional platform. Their overarching goal was to shift the organization away from reactive, emotionally driven space decisions toward a governed, insight-led portfolio strategy. To support this shift, they needed a modern solution that delivered clean, accurate foundational data, a streamlined move management process, and a scalable platform to guide future workplace decisions.

THE SOLUTION

We partnered with the client to establish a standardized, trusted foundation for their space and occupancy data so it could be clearly understood, defended, and confidently used to inform decisions. By aligning definitions, data structures, and governance, we eliminated inconsistencies that were limiting visibility and slowing decision making. Floorplans were prepared in alignment with BOMA standards, and space types were refined to ensure consistent classification and accurate reporting. Occupant data was also evaluated and expanded to strengthen reporting capabilities and provide clearer insight into how space was being used across the portfolio. User types were defined to establish access permissions that were relevant and focused. With this foundation in place, Wisp by Apex42 was implemented to support consistent workplace data management, streamlined move processes, and reliable reporting with the scalability needed to support future workplace decisions. Ongoing engagement through monthly meetings and Executive Business Reviews ensures the data remains accurate, relevant, and aligned with evolving business needs. As a result of these standards and governance, the client can now make workplace decisions based on clear, consistent information, replacing assumptions and emotion with confidence and control.

This case study outlines how an aerospace organization implemented a structured approach to space management, transforming fragmented data and manual processes into a scalable, system-driven model. The client was seeking to move beyond fragmented tracking and emotionally driven space decisions, this engineering organization engaged Apex42 to establish a standardized, defensible space management framework. Today, supported by ongoing

The basics of space management became the cornerstone for this client's transformation. These fundamentals established the trusted data and governance structure necessary to move from reactive space tracking to [strategic portfolio optimization](#). This client came to us seeking to move away from numerous manual and inefficient processes that limited their ability to gain a clear, holistic view of their portfolio and occupants. A key to success was that from the outset, leadership championed the initiative and prioritized strong stakeholder alignment that achieved a more streamlined, data-driven approach

Relationship Started
2025

Square Footage in Wisp
~200,000

Headcount
~1,000

Services & Solutions Provided
Space Management
Drag & Drop Icons
Floor Plan Scenarios
Automated Data Import
Desk Reservations
Single Sign-On

to [space management](#). While a system had previously been in place, it had not been implemented with the standards, governance, and defined workflows required to produce reliable, actionable insight. To address this, the team focused first on establishing clear [space standards](#), aligning data definitions, and introducing [consistent processes to ensure ongoing data integrity](#).

Defining Standards and Guidelines for Space Management

The first step toward alignment was to ensure there was [shared language for space standards and guidelines](#).



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We guided the stakeholders in defining a space type structure that was suited to their operational needs and met best practices for clear reporting outputs. A similar exercise was then done with the business unit hierarchy and HR data for mapping and automation that would improve efficiency and understanding by stakeholders. These standardized data definitions and reporting logic were key to ensuring consistency across departments and leadership views. This alignment eliminated conflicting interpretations of space metrics, provided reliable benchmarking, and created a single source of truth for decision-making.

Implementing a Space Management Data Foundation

With standards and guidelines clear, the foundational work began with [standardizing occupant and floor plan data](#) to establish a consistent, trusted reporting structure and eliminate inefficiencies created by manual processes. By working closely with this client's internal teams to understand existing workflows and ask targeted operational questions, we identified specific opportunities to streamline how their space data, including occupant and floor plan data, was captured, maintained, and interpreted. Wisp was configured to align with those workflows, delivering immediate, measurable value while reinforcing long-term data integrity.

Clear timelines, defined deliverables, and intentional stakeholder alignment created the structure necessary for an [efficient implementation](#), establishing a trusted foundation of accurate floor plans and reliable reporting that allowed the organization to quickly recognize the [value of the system's insights](#). As part of the process, we provided consultation on roles and responsibilities within Wisp, taking time to understand the client's existing workflows and their vision for improving and formalizing those processes within the system. This allowed us to recommend user types and permission structures aligned to their operational model, with roles and responsibilities clarified early so teams understood how they would interact with the system and what information they could extract from it.

A structured, phased rollout further supported deployment and adoption across the organization, allowing teams to build confidence incrementally, reduce friction between departments, and accelerate time to value without disrupting day-to-day operations. This deliberate, collaborative approach helped reduce uncertainty for teams navigating change, with one stakeholder noting, "We very much appreciate you and your team. Working with you was easy and non-stressful. Our teams were very nervous going into the project, and you helped calm those nerves."

With reliable reporting in place, this client moved from reactive data reconciliation to proactive space management, enabling more [confident planning, forecasting, and performance analysis](#).

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- Operations Project Lead, Confidential Aerospace

Organization

Sustaining Value Through Ongoing Alignment

Sustained value required more than a successful implementation. It required [ongoing alignment](#) between data, process, and ownership. To support this, governance structures were established to define how this client's [occupant and space data would be maintained, updated, and validated over time](#). Documented workflows were embedded into their daily operations to guide how changes are captured and approved, preserving the integrity of reporting as the organization continues to evolve.

Regular review cycles, including structured monthly space management operations meetings, were introduced to reinforce accountability and create space to refine standards as operational needs shifted. These touchpoints reinforce



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platform operate as a living, evolving system. Through ongoing advisory engagement, our team enables clients to review reporting outputs, address emerging requirements, and adjust configurations in response to organizational change. This guidance also establishes clear goals, shares best practices, and helps the organization continuously improve both the quality of their data and the way it is used to inform decisions. As alignment continues to mature, the client is expecting to expand platform usage to include HR and IT stakeholders, increasing cross-functional visibility and coordination around workforce changes. These practices remain active today as part of our ongoing partnership.

In addition to the operational cadence, [structured checkpoints facilitated by Apex42](#) were implemented to provide strategic oversight and maintain leadership alignment. These sessions brought the client's leadership team together to review performance insights, roadmap priorities, and long-term objectives while incorporating advisory discussions such as scenario modeling, move management consultation, and customized reporting colorizers to support future-state planning. Through this process, the platform remained aligned with broader business initiatives, including the ServiceNow integration and its phased rollout with Wisp by Apex42 across the organization.

Rather than allowing data to drift or degrade, the organization adopted proactive workflows for managing space changes vs reactive updates to reflect what was already done. These critical workflows were documented and embedded internally, and the platform is actively leveraged to model future scenarios that inform planning decisions. This discipline protects the reliability of dashboards and reporting, enabling their leadership team to make decisions with clarity and confidence.

Space management is no longer treated as a completed initiative or periodic cleanup effort within this organization.

What began as a structured implementation has matured into an operational discipline, embedded within their daily operations and sustained through continued collaboration. It now functions as an evolving system that supports their long-term space management and workplace strategy and organizational growth.

Space management does not become strategic through visibility alone. It becomes strategic through structure, governance, and ongoing operational discipline.

Expanding Impact Through Ongoing Professional Services

Beyond the initial consulting and implementation, the partnership continues to expand through Professional Services designed to enhance collaboration and maximize long-term value for this client. These services support deeper operational maturity, strengthen data reliability, and extend platform usage across their teams.

Strategic and Platform Advisory Services: To support the client's broader business objectives and workforce planning initiatives, we continue to provide [strategic advisory](#) as their space management operations mature, ensuring the platform, data governance model, and reporting strategy evolve alongside organizational needs. This sustained engagement includes services such as customized colorizers, move management consultation, and scenario modeling to support future-state planning. Together, these efforts reinforce a structured advisory partnership that helps the client maintain clarity, adapt to change, and make informed workplace decisions over time.



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Drawing & Portfolio Management Services:

To ensure floor plans remain accurate, current, and reliable for daily operations and reporting, we support structured station numbering, space type assignment validation, and [ongoing drawing updates](#) that preserve floor plan integrity over time. All drawings are developed in accordance with BOMA measurement standards, providing a consistent and defensible framework for how space is measured and classified. Through our ongoing services, we maintain that standard as updates occur, ensuring that measurements, space classifications, and reporting remain reliable and uniform as the organization evolves.

Data Structure & Governance Services: To strengthen trusted space and occupant data at scale, [we ensure standardization of occupant data](#), refine business unit hierarchy mapping and implement automation improvements where available. These efforts enable the client to keep system data aligned to their current reality for confident data-driven decisions grounded in accurate, trusted information rather than assumptions.

Space Management as a Continuous Discipline

[Space management requires continuity](#), not conclusion. It should not be treated as a one-time initiative. Through a sustained partnership, this client receives ongoing expertise that continues to strengthen an operational model that evolves alongside organizational growth rather than reverting to reactive processes.

Through a phased approach and continued collaboration, we helped ensure their space management and workplace decisions remain informed, scalable, and aligned with evolving business priorities. By aligning people, processes, and technology, the client strengthened how space is governed, reported, and leveraged across the organization. Ongoing Professional Services, space management operations check-ins, and Executive Business Reviews continue to reinforce operational discipline and strategic alignment.

With standardized occupant and floor plan data as a trusted foundation, the client now operates from consistent, reliable information. This clarity enables confident, data-driven decisions that improve efficiency, optimize space performance, and support long-term business growth. Space management functions today as an integrated system embedded within their organization and designed to adapt as their needs evolve.

Organizations that approach space management as a structured system rather than a static inventory are better positioned to adapt, scale, and make confident decisions. Through ongoing partnership and a disciplined approach to data, process, and governance, this client continues to evolve how space supports its broader business objectives. **This approach reflects how organizations can move toward a more structured, system-driven model supported by [Wisp by Apex42](#).**