



## Program Support Center

### ABOUT PSC

The Program Support Center (PSC) is the largest multi-function shared service provider to the federal government. Hosted by the U.S. Department of Health and Human Services (HHS), PSC provides our customers support services focused on their needs — so they can focus on their core missions.

Established 20 years ago to reduce HHS's annual spending and to increase the quality of its administrative services, PSC today offers over 40 services to HHS and other federal agencies. PSC operates on a competitive fee-for-service basis in four key markets: administrative operations, real estate and logistics, financial management and procurement, and occupational health.



For more information contact  
**(301) 492-4600**  
[www.psc.gov](http://www.psc.gov)

## MANAGING THE BUSINESS OF GOVERNMENT™

### ROOM MANAGEMENT

#### Easy-to-Reserve Conference Rooms and Workspaces

Managing conference room and other types of shared workspace reservations can be challenging, especially when agencies have several rooms managed by multiple specialists who have no visibility to see their availability. Until now.

The **Program Support Center (PSC) Room Management** offers a centralized reservation system, *GovSpace*. *GovSpace* is an easy-to-reserve tool which empowers customers to find, book, track, and analyze conference rooms and office and work space — at any time, from any place, on any device.



#### Save Budgets, Time, and Resources

*GovSpace* manages the discovery and scheduling of shared conference rooms, and provides data analytics empowering customers to:

- **Reduce the administrative burden** by providing single point of contact to reserve, modify, or cancel meetings and events, lowering overhead costs and improve utilization of personnel.
- **Optimize space utilization** by sharing joint conference room across locations.
- **Create transparency** by receiving up-to-minute space availability at any point, eliminating double bookings and ability to reserve space for single- or multi-day meetings and events.
- **Improve communications and customer service relations** by providing real-time live call center representatives ready to assist with scheduling needs.
- **Increase workforce productivity** by reserving conference rooms equipped with required audio and visual, telecommunications, and other resources.
- **Maximize the return on space investment** by accessing in-depth reports to gain an understanding the frequency and how each meeting space is used to determine the true cost of ownership.

#### Experienced, Technical Experts

PSC provides customers with specially trained *GovSpace* reservationists to assist customers with their reservation needs. Available through a toll-free number and by email, they are available to answer any questions and troubleshoot any system, audio and visual equipment, or general space concerns. Plus, they are able to be deployed immediately on-site to resolve any room related issues to get meeting started on time.



## FEDERAL SHARED SERVICES

### Accounting Services

- Accounting
- Debt Collection
- Financial Reporting

### Acquisition Management Services

- Acquisitions

### Behavioral Health Services

- Employee Assistance Program
- Organizational Development and Leadership
- Psychological Testing and Evaluation Program
- Work / Life Programs

### Building Operations Services

- Facilities Operations and Maintenance
- Room Management
- Shredding

### Clinical Health Services

- FedStrive
- Health Clinics
- Medical Employability
- Medical Surveillance
- Workers Compensation Management

### Environmental Health and Safety Services

- Automated External Defibrillator
- Environmental Health and Safety

### FedResponse Services

- Customer Contact Center

### Grants Finance and Administration Services

- Grants Management
- Indirect Cost Negotiations

### Mail and Publishing Services

- Departmental Forms Management
- Digital Document Management
- Graphic Arts
- Mail Operations
- Mail Screening
- Printing Program Management
- Section 508 Compliance

### Real Property Management Services

- Real Estate Strategy
- Real Property Disposal
- Space Design and Construction

### Supply Chain Management Services

- Labor and Moving
- Medical Supply Fulfillment
- Personal Property Disposal
- Personal Property Management
- Publications Fulfillment
- Storage

### Transportation Services

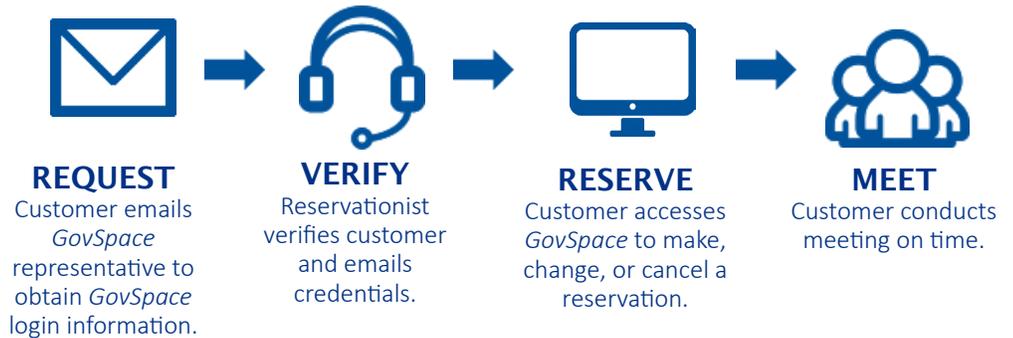
- Fleet Operations
- Transit Subsidy Program Management
- Travel Program Management

### Wellness and Health Promotion Services

- Wellness and Fitness

## Reserve Space Quickly and Easily—Through a Single Source

*GovSpace* is a one-stop reservation which provides customers a single-point of entry to book conference rooms in four easy steps:



Customers email a proficient *GovSpace* reservationist to request a username and password. The reservationist confirms their information and sends their login credentials. Customers securely login to the system and provide their meeting requirements — including building location, floor location, meeting time, audio and video needs, meeting frequency, and number of participants. *GovSpace* automatically displays conference room availability, and the user selects the conference room to book. If any updates are required, users simply log into *GovSpace*, change or cancel the meeting.

## In-depth Reporting to Improve Space Utilization

With *GovSpace*, customers can track, review space utilization, run reports, and conduct audits — on demand. Customers gain space transparency on conference room availability to gain insights on which conference rooms are being reserved, what type of equipment is requested, and how many people participate in the meetings. This in-depth visibility allows customers to improve space optimization utilization, increase value, and decrease costs.

## Innovative Services for a More Efficient Government

PSC Room Management *GovSpace* allows customers to reserve conference room and office space in real-time. The results: streamline requests, increase transparency, and add flexibility to support a smarter, more create a more efficient government so agencies can focus on their core missions.

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