

CUSTOMER CASE STORY

CONCIERGE BOOKING for The Danish Union of Public Employees

The Danish Union of Public Employees (FOA) has 1,200 employees distributed on 43 offices. FOA's many offices often get outside visitors and, historically, the employees have had to go through a large number of manual processes to book meeting rooms and plan meetings involving catering and services. The organisation has more than 200 meeting rooms and 20 canteens so there was a great need for improved and automated processes for the planning of meetings and reception of guests.

The Danish Union of Public Employees (FOA) is the third-largest trade union in Denmark with more than 200,000 members. FOA holds a lot of meetings and has many visitors every day, but the organisation needed to be able to see the broader perspective and an excessive amount of time was spent booking rooms and catering and updating screens and manual transferring cost files to the ERP application. As a consequence of this, improved processes concerning the meeting planning were necessary. Therefore, FOA initiated a comprehensive search for a system where all processes could be optimised and to FOA the most important parameters were that it should be easy to use and that all bookings should be performed directly through Microsoft Outlook.

After a thorough market survey, FOA chose CONCIERGE BOOKING because the product met FOA's usability requirement and, in addition to this, CONCIERGE BOOKING was the product which had the closest integration with Microsoft Outlook.

As Peter Larsen says: *"We simply chose CONCIERGE BOOKING because it was Outlook based and does not require an SQL database or an Internet Information Server. All other solutions required this."*

PREVIOUS CHALLENGES

Previously, the meeting planning procedure at FOA was long and manual. The manual procedures cost FOA money and the risk of faulty deliveries and double bookings was high.

The entire procedure of receiving guests and updating screens with meeting information also took place manually. Here the reception entered all meetings in a Microsoft PowerPoint presentation which could be displayed on a screen in the reception. The reception staff spent 2 hours a week on this task alone. In addition to this, there was the issue of entering orders in the financial system. This also took place manually, where an employee in the finance department entered all orders in the financial system, based on the physical order sheet. FOA has approx. 100 entry lines a week, so this was a very time-consuming and monotonous job.

FOA



CONCIERGE BOOKING optimises the work processes for the canteen and provides a complete overview of orders. Different reports can be extracted such as order lists and product consumption lists while incurred costs from orders can be automatically exported to the financial management system.

“ I will definitely recommend CONCIERGE BOOKING. It is brilliant and especially the way in which meeting rooms are booked and catering and services are ordered has really brought us great improvements. I believe that the solution has provided us with resource savings corresponding to 2 employees a year. Resources that are now freed for other tasks. ”

IT-Consultant
Peter Larsen
The Danish Union of Public Employees



BENEFITS

After implementing CONCIERGE BOOKING, the cumbersome workflows have been replaced by systematic and automated workflows where all bookings are made via Microsoft Outlook and CONCIERGE BOOKING. Through the meeting request in Microsoft Outlook, all FOA employees can now easily book meeting rooms, order catering and services and pre-book guests. The employees even have a floor plan of the meeting rooms and descriptions of how many attendees the individual rooms will hold as well as their location.

In the reception and the finance department, FOA has experienced significant savings after the implementation. The automatic export of all the cost files saves the organisation 2 hours a week, according to Peter Larsen. The reception staff no longer needs to enter all meetings in a Microsoft PowerPoint presentation, which can be displayed on a screen in the reception. This is all handled automatically.

TESTIMONIAL

At FOA, CONCIERGE BOOKING has improved a large number of work processes and the organisation can document that the system have led to significant financial savings. FOA is also extremely pleased with the the intuitive way employees now can book meeting rooms, catering and other services in one workflow and directly through the meeting request in Microsoft Outlook. As Peter Larsen says:

" There is no doubt that the feature, we are most pleased with, is the booking of rooms and catering. It is all so easy and comparent to other systems, we looked at, it is also possible to park an order. This means that we do not have to order everything at once. We can invite attendees and book a room and then open the appointment again at a later time and order catering if this is required."

FACTS ABOUT CONCIERGE BOOKING

- Room and resource booking software for Microsoft Outlook and mobile devices.
- Reporting and analytics. Take out reports about e.g. meetings today, visitor lists, no shows, occupancy rates, etc.
- Visitor management with visitor card printing.
- Meeting room panels with RFID card reader and LED lights.
- Export of financial data to ERP-application.
- Unique integration with Microsoft Outlook and Microsoft Exchange.

CONTACT INFORMATION

HEADQUARTER DENMARK



www.fischerkern.dk

Fischer & Kern A/S
Trikotagen
Artillerivej 86
2300 Copenhagen S
Denmark

sales@fischerkern.com
+45 3327 9797

NORTH AMERICA



www.fischerkern.com

Fischer & Kern Ltd.
228 Park Avenue S, #300
New York, NY 10003
USA

sales@fischerkern.com
+1 917 341 2024

UNITED KINGDOM



www.fischerkern.co.uk

Fischer & Kern Ltd.
Aylesbury House
17-17 Aylesbury Street
London
United Kingdom

sales@fischerkern.com
+44 (0) 2070 482 158

AUSTRALIA

SOUND AND IMAGE GROUP



www.soundandimage.com.au
Sound and Image Group
61 Easthill Drive Robina
QLD 4226 Australien

conciiergebooking@soundandimage.com.au
+61 7 55787535

BENELUX



www.bis.eu
HEADQUATER:
Rietdekkerstraat 14
2984 BM Ridderkerk
Holland

CONTACT HOLLAND:
info@bis.nl
+31 180 486 777

CONTACT BELGIUM:
info@bis.be
+32 (0)15 - 287487