



## CONCIERGE RESOURCES

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## ROOM AND RESOURCE BOOKING SYSTEM

MEETING ROOMS  
AUDIO VISUAL EQUIPMENT  
HOT DESKS  
CAR PARKING SPACES  
OTHER RESOURCES  
REPORTING POSSIBILITIES

# CONCIERGE RESOURCES

## ROOM AND RESOURCE BOOKING SYSTEM

**EASY BOOKING OF MEETING ROOMS, DESKS, PARKING SPACES AND OTHER RESOURCES DIRECTLY FROM MICROSOFT OUTLOOK. CONCIERGE RESOURCES ONLY DISPLAYS AVAILABLE RESOURCES AND ONLY THOSE THAT FITS THE USERS CRITERIA TO FOR INSTANCE RESOURCE TYPE, SIZE, PLACEMENT AND FACILITIES.**

CONCIERGE RESOURCES is an intelligent resource booking system for Microsoft Outlook. Rooms and resources can be searched for using a resource selector or an interactive floor plan in the meeting request in Microsoft Outlook.

For clearing and setting the tables in the rooms or for instance cleaning the cars after a booking, time can be added before and after each booking where the users are unable to book the resource.

Resources can be booked as a managed service or through the organization's booking administration staff. Microsoft Outlook rights can also be set for special resource booking requirements, ensuring that selected resources has approval booking or only can be booked by selected personnel.

It is possible to draw out reports on daily/weekly bookings, cancellations, statistics, occupancy rates, etc.

On the technical side CONCIERGE RESOURCES is truly unique. The system uses the resources that are set up in Microsoft Active Directory and doesn't require any Internet Information Server, any external Database (SQL) or any installation on the Microsoft Exchange server.

CONCIERGE RESOURCES is a module to the meeting space and resource booking software CONCIERGE SERVICES. CONCIERGE RESOURCES does not require any other CONCIERGE SERVICES modules and can therefore be used as a standalone product.

### FUNCTIONALITY

- ✓ Easy meeting room booking based on criteria like e.g. size, facilities, location and availability.
- ✓ Hot desk/work space booking.
- ✓ Parking space booking.
- ✓ Booking of other resources such as cars, bicycles and audio visual equipment.
- ✓ Possible to only show available resources.
- ✓ Easy to see who has booked a resource and when it is available again.
- ✓ Reports on e.g. daily/weekly bookings, cancellations, occupancy rates, who has booked the resources, etc.
- ✓ Management of booking rights ensuring that selected resources are not bookable for all users.
- ✓ Management of booking rights ensuring that selected resources are not booked before the booking administration staff have approved the booking.
- ✓ Reserve time on the meeting room calendars for clearing and setting the tables.
- ✓ Interactive floor plan over the meeting rooms.
- ✓ Insert descriptions on the resources.
- ✓ Insert pictures of the resources.
- ✓ Full support of recurrence bookings.

### OTHER CONCIERGE SERVICES MODULES AND OPPORTUNITIES



## CASE STORY FOA

Denmark's third largest trade union, FOA (Denmark's association of public employees), has more than 200 meeting rooms located on 43 offices in Denmark. CONCIERGE SERVICES has been a big help to FOA and it has provided the employees with a big overview when they are planning meetings and booking resources.

“ I will definitely recommend CONCIERGE SERVICES. 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  
FOA



### BENEFITS

- ✓ No double bookings.
- ✓ Complete overview of the resources accessibility.
- ✓ Complete overview of who has booked the resources.
- ✓ Improved meeting room utilization.
- ✓ CONCIERGE RESOURCES has no influence on other functionality in Microsoft Outlook. Everything in Microsoft Outlook works as usual when using CONCIERGE RESOURCES.
- ✓ All bookings are performed directly in the meeting request in Microsoft Outlook.
- ✓ All changes to an existing booking such as date or room are performed in the original calendar appointment in Microsoft Outlook.
- ✓ Time savings in the resource booking.
- ✓ Unique technical solution that doesn't require any installation on the Microsoft Exchange Server, any Internet Information Server or External database (SQL).
- ✓ Resources are not set up in a separate system. CONCIERGE RESOURCES uses resources that are set up in Microsoft Active Directory.

### TECHNICAL BENEFITS AND REQUIREMENTS

From a technical point of view CONCIERGE RESOURCES is truly unique. The product uses the resources that are set up in Microsoft AD and it works and saves data just as standard Microsoft Outlook. The following technical benefits are associated with CONCIERGE RESOURCES:

- Needs no installation on the Microsoft Exchange Server.
- Needs no Internet Information Server.
- Needs no SQL database.
- Uses the resources that are set up in Microsoft Active Directory.

CONCIERGE RESOURCES supports Microsoft Outlook 2010 and Microsoft Exchange Server 2010 and the following platforms:

- Client: Microsoft Outlook 2003 or newer (only 32-bit).
- Server: Microsoft Exchange 5.5 or newer.
- Citrix og Terminal Services are supported.

### PRICES

The price on CONCIERGE RESOURCES is determined by the number of meeting rooms. We will be happy to send a price list or prepare an offer for the individual customer.

### SERVICE AGREEMENT

The service agreement provides the organization with free support and version updating.

The service agreement is 18 % of the total license list prices per year.

### COMPANY PROFILE

Fischer & Kern is a Microsoft Gold Certified Partner and cooperates with Microsoft in developing products and solutions for Exchange and Outlook. Several of Fischer & Kern's consultants have worked with Exchange since 1994.

**Microsoft**  
**GOLD CERTIFIED**  
Partner