

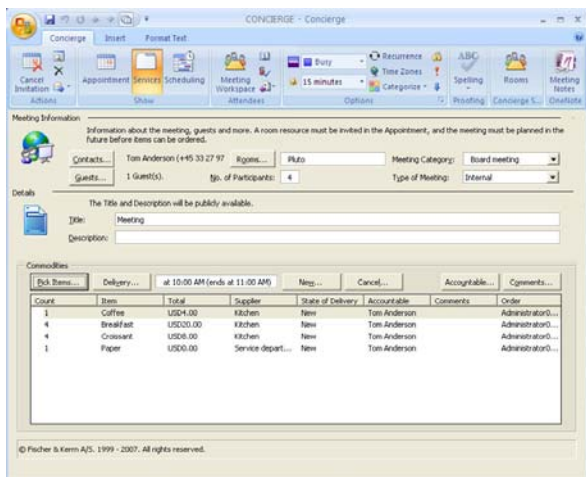


CONCIERGE CATERING

ORDER SERVICES FOR MEETINGS SUCH AS CATERING, TABLE ARRANGEMENTS AND OFFICE SUPPLIES THROUGH THE MEETING REQUEST IN MICROSOFT OUTLOOK.

Ordering services such as catering for meetings, office supplies and table arrangements is often associated with slow paper flows and telephone calls. Double bookings can occur and it can be a hassle to change or delete a meeting with catering, office supplies or table arrangements, because you have to alert the service unit manually for instance. This costs time and money in a busy environment.

CONCIERGE SERVICES is a user-friendly tool, which makes the procedure of pre-registering guests and ordering services for meetings quick and effective. Pre-registering guests and ordering services such as catering and other services is one procedure when using CONCIERGE CATERING and the reception and the affected service units will automatically be notified – even when meeting changes occur.



CONCIERGE CATERING – Booking of services

CONCIERGE SERVICES MODULES

In addition to CONCIERGE CATERING, CONCIERGE SERVICES consists of the following products:

- **CONCIERGE RESOURCES** – Makes it easy to book all sorts of resources such as conference rooms, cars, audiovisual equipment, etc through the meeting request. The module will for instance automatically find available and suited rooms, based on the employee's criteria, such as room size, equipment, and location.
- **CONCIERGE RECEPTION** – Enables the reception to register and check out guests. The module also gives the reception an overview of meetings and guest and the reception can print labels for the guests.
- **CONCIERGE DISPLAY** – Increases the service level and shows relevant meeting information to guests and employees on monitors outside the conference rooms or in the reception area. The module does not require additional CONCIERGE SERVICES modules, as it is also able to run independently.
- **CONCIERGE EXPORT** - Automatic withdrawal of data/orders from Microsoft Outlook and CONCIERGE SERVICES. The data are exported as comma separated files and XML data, and the costs posting will occur automatically on the correct accounts in the organization's ERP application.
- **CONCIERGE BOOKINGCENTER** – Makes it possible for a department or selected employees to move other users resource- or meeting room bookings. The module optimizes the resource utilization and provides a complete overview over all bookings.



FUNCTIONS IN CONCIERGE CATERING

CONCIERGE CATERING contains a variety of functions that the organization's employees and departments are able to use in connection with planning a meeting.

MEETING ORGANIZER

- All orderings are performed directly in the meeting request in Microsoft Outlook.
- Makes the meeting request and the participants are invited (standard Microsoft Outlook).
- Can book on behalf of someone else – For instance, the secretary will be able to book meetings on behalf of her boss.
- Orders catering for the meeting - which kind of food and drinks that will be necessary and when.
- It is possible to make several orders to the same meeting from different kitchens or suppliers for the same appointment. The order is sent to the service units' inboxes.
- Orders services for meetings e.g. table arrangements, paper, projector. The order is automatically sent to the correct service unit.
- Additional comments to the kitchen can be added. The communication history will appear on the order.
- States whether it is an internal or external meeting and states account number or department number for the purpose of bookkeeping or invoicing.
- Can pre-register guests for the meeting which can be selected from the address book or typed in manually. It is also possible to state groups of guests.
- Can specify meeting type.

KITCHEN/SERVICE UNIT

- The service unit receives orders directly in its Microsoft Outlook inbox and optimizes business processes.
- The service unit can choose to accept/decline the order. By accepting, the service units calendar will be updated with the new order.
- The service unit can draw out various reports – for instance order lists containing all orders, consumption of goods lists which shows what needs to be purchased and invoicing lists for the purpose of settling.
- The meeting organizer will receive a receipt both when the kitchen declines and accepts.
- The kitchen can choose to send a message to the organizer and, in addition, it is able to edit or cancel a previous accepted agreement at all times.
- The service unit can set up rules on each item, e.g. deadline for ordering and number rules which determine whether the item should be dependent on the number of meeting participants.
- Possible to add the functionality "buffertime" where conference rooms can't be booked XX minutes before and after each meeting. This gives the service unit time for clearing and setting the tables.





ADVANTAGES AND TECHNOLOGY

Some of the advantages with CONCIERGE CATERING are:

- The tool is an add-in for Microsoft Outlook with extends the functionality. Thus, the cost of implementation is minimal.
- CONCIERGE SERVICES does not require any installation on the Exchange server and no database is required.
- CONCIERGE SERVICES is controlled through Microsoft Outlook security settings.
- The employee only needs basic knowledge of Microsoft Outlook to use the system.
- Since the tools are developed in Microsoft Outlook it can easily be configured to fit the individual organization.
- CONCIERGE CATERING is intuitive to use and the module will save the organization from unnecessary work and waste of time.
- With the tool you will not only be able to find the best conference rooms, you can also order the right supplies.

VISIBLE IMPROVEMENTS

Along with CONCIERGE CATERING are a series of improvements such as:

- Fewer costs when planning a meeting.
- Increased flexibility when changes occur.
- Automatic cost posting.
- Increased systematic and thus, increased clarity in the planning process.
- Fewer mistakes in the deliveries.
- Improved business processes for the service unit and the meeting organizers => considerable cost savings.

ADMINISTRATION

- Administers both kitchen and rooms. In addition, handles of several localities with several kitchens and rooms.
Handles the regulations for ordering services and for which rooms that can have special services delivered. In addition, controls which kitchens are delivering to the individual rooms at a given location.
- Updates supply lists with services (items) and prices.
- Differentiation of item choices for internal and external meetings.

INTEGRATION OPPORTUNITIES

With CONCIERGE CATERING you are able to export data to CSV files and XML – for the purpose of settling etc. Supports electronically invoicing and OIO XML format.

The module CONCIERGE EXPORT is an optional extra which makes it possible to export data from CONCIERGE SERVICES in to the organization's ERP application for instance, SAP, MBS Navision or MBS Axapta etc.

PRICES

The price of CONCIERGE CATERING is based on the number of conference rooms and service units. We will be happy to send you a pricelist or prepare an offer based on the individual customer's needs.

BASIS PACKAGE

Contains one service unit and five rooms.

À LA CARTE

Contains the right to set up additional service units or conference rooms based on the customer's needs. If the customer sets up more rooms or service units, the license prices are regulated accordingly for use of CONCIERGE CATERING.

SERVICE AGREEMENT

The service agreement provides the customer with phone support for CONCIERGE CATERING and the right to new versions of CONCIERGE CATERING free of charge. The service agreement is 18 percent of the license prices annually.

SYSTEM DEMANDS

CONCIERGE SERVICES supports the following platforms:

- **Client:** Microsoft Outlook XP or newer.
System language: Danish and English.
- **Server:** Microsoft Exchange Server 5.5 or newer.
Citrix server and Terminal server are supported.
- **Service packs:** Windows 2000 SP 4, Windows XP SP 2. Microsoft Office 2003 SP 1.

COMPANY PROFILE

Fischer & Kern A/S is Microsoft Gold Certified Partner with more than ten years of experience in the development of products and solutions for Microsoft Outlook and Microsoft Exchange. Our consultants deliver technical consultancy together with development and integration of administrative IT solutions for private company as well as governmental enterprises.

Our experience from Microsoft Outlook and Microsoft Exchange has resulted in a wide range of products, which in their own way improves the administrative working processes of the company.

Our vision is to develop and market high quality administrative IT solutions with a long lifetime. The products should furthermore support the leading technologies on the market and make the working processes of the individual organization more effective.

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