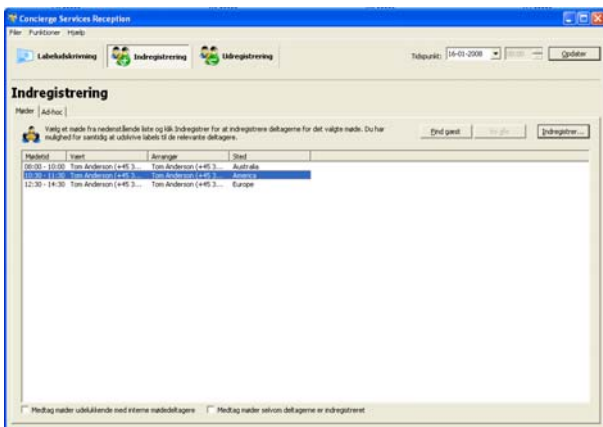




## CONCIERGE RECEPTION

LET THE EMPLOYEES PRE-REGISTER THEIR GUESTS THROUGH MICROSOFT OUTLOOK, AND LET THE RECEPTION PERFORM GUEST REGISTRATION AND PRINT LABELS FOR GUESTS WHEN THEY ARRIVE. THIS WAY THE RECEPTION ALWAYS KNOWS WHO IS VISITING, AND THE GUESTS ARE WELCOMED PROFESSIONALLY.

Handling guests, upholding a professional image, and maintaining a high service and security level is often a major problem for a lot of companies. The guests are not registered correctly, and the reception is unaware of which guests are in the building, and when they arrive or leave.

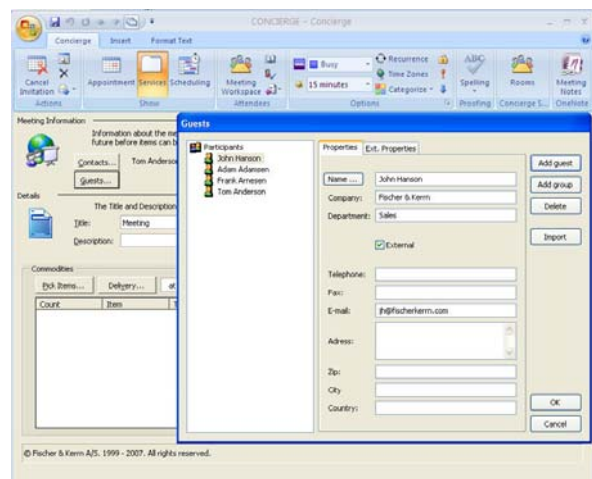


CONCIERGE RECEPTION –Checking guests in and out

CONCIERGE RECEPTION is a tool that enables the reception to register and check guests out, including craftsmen, course participants etc. The guests can be registered using e.g. their name, company, phone number, and host. All information is saved and thereby the reception will get a complete overview of which guest that have been in the house at previous occasions, which guests are present now, and who will arrive in the future.

The guests can also perform the registration themselves from an info kiosk placed in the reception, and print their guest label.

Through the module CONCIERGE CATERING the organization’s employees can pre-register their guests directly through the Microsoft Outlook meeting request together with the ordering of services. The reception can see all pre-registered guests so they know who is visiting and when and the information can be used in CONCIERGE RECEPTION for guest registration and printing of guest labels. The reception can easily draw out reports of the daily or weekly guests which means that it is possible to have guest passes ready for the guest upon their arrival.



CONCIERGE SERVICES – Pre-registration of guests

The reception can welcome the guests using an info terminal on which they can view meeting information (requires CONCIERGE DISPLAY). Hereby, the guest will be able to see where in the house they are expected and who they are having a meeting with.

## CONCIERGE SERVICES MODULES

In addition to CONCIERGE RECEPTION, CONCIERGE SERVICES also consist of the following modules:

- **CONCIERGE CATERING** – Makes the booking of services such as catering for the next meeting, table arrangements and meeting supplies fast and easy. The order is automatically sent to the service units, such as the kitchen.
- **CONCIERGE RESOURCES** – Makes it easy to book all sorts of resources such as conference rooms, cars, audiovisual equipment, etc. 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 DISPLAY** – Increases the service level and shows relevant meeting information to guests and employees on monitors outside the conference rooms or in the reception. The module does not require additional CONCIERGE SERVICES modules, as it is also able to run independently.
- **CONCIERGE EXPORT** - Automatic withdrawal of data 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 meetings or bookings. The module optimizes the resource utilization and provides a complete overview over all bookings.

## FUNCTIONS IN CONCIERGE RECEPTION

CONCIERGE RECEPTION provides the following functions and opportunities:

- The reception can register guests upon their arrival.
- The reception can check guests out at the end of their visit. This way the reception will always be aware if there are guests present in the building at closing time.
- Guests can perform the registration themselves from an info kiosk placed in the reception area.
- The employees can pre-register guests through the Microsoft Outlook meeting request (requires CONCIERGE CATERING).
- It will be possible to print out guest labels.
- Documentation to the auditors about which guests that have received catering in the organization.
- Overview of the daily guests and where in the building they are visiting.
- Overview of which guests are present in the building and who they are visiting.
- Overview of which employees are having external guests.
- Search for guests in current and old registrations.
- Opportunity to state a category for the guest.
- Integration for monitors in the reception so an info terminal containing meeting information can be viewed (requires CONCIERGE DISPLAY).
- Integration for monitors by the conference rooms (Requires CONCIERGE DISPLAY).
- Possible to draw out reports, such as guest and meeting lists, statistics on which conference rooms are used the most, and how many guests the organization has on a daily or weekly basis.





## ADVANTAGES AND TECHNOLOGY

The advantages of CONCIERGE RECEPTION are

- The tool is an add-in to Microsoft Outlook which just extends the functionality. That is why the cost of implementation is minimal.
- CONCIERGE SERVICES does not require any installation on the Exchange server and does not require a database.
- CONCIERGE SERVICES is controlled through Microsoft Outlook security settings.
- The employee only needs basic knowledge of Microsoft Outlook in order to handle the system.
- Since the tool is developed in Microsoft Outlook it can easily be configured to the individual organization.
- CONCIERGE RECEPTION makes the guests feel welcome and they will get a professional impression of the company.

## VISIBLE IMPROVEMENTS

CONCIERGE RECEPTION brings along a number of visible improvements in the receptions daily work, such as,

- Greater certainty and overview of which guests that are currently visiting.
- The reception will be relieved of a lot of unnecessary work.
- The reception knows when the preregistered guests arrive and who they are visiting in the house.
- Guest passes can be ready for the guests, while an info terminal will welcome them.
- Certainty that all guests are signed in and approved.

## PRICES

It is the number of locations that the customer needs, which determines the price of CONCIERGE RECEPTION.

We will be happy to send a pricelist or prepare an offer based on the individual customer's needs.

## BASIS PACKAGE

Contains a reception module for one location.

## SERVICE AGREEMENT

The service agreement provides the customer with phone support on CONCIERGE RECEPTION and the rights to newer versions of CONCIERGE RECEPTION without further charge. The service agreement costs 18 percent of the license prices per year.

## 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 and Terminal services 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.

## CONTACT INFORMATION

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