

CONCIERGE SERVICES FOR MICROSOFT OUTLOOK

The Danish Medicines Agency has more than 400 employees and is an organisation with many meetings and visitors every day. The organization's 29 meeting rooms are used for both internal and external meetings with guests, which has generated a strong need for easy planning of meetings with matching catering and services and for registration and professional reception of guests.

LÆGEMIDDEL
STYRELSEN

The Danish Medicines Agency belongs under the Ministry of Health and Prevention and undertakes the approval and control of medicinal products, medical equipment and companies, including pharmacies, as well as the supervision of economy and consumption of medicinal products. Before the Danish Medicines Agency implemented CONCIERGE SERVICES, keeping track of all guests in the house was a challenge to the organization. Therefore, the organization started looking for a system to register guests and receive them professionally. However, the plans were later extended to involve all employees.

The choice of reception software fell on the CONCIERGE RECEPTION module. This was the only system which proved to be integrated with Microsoft Outlook, but after the introduction to the entire CONCIERGE SERVICES suite, other modules soon caught the agency's interest.

OTHER MODULES IN CONCIERGE SERVICES

Originally, the Danish Medicines Agency was only looking to find a solution to register guests, but as mentioned above, other CONCIERGE SERVICES modules soon caught the organization's interest. The option to display information on meetings and guests on a screen in the reception with CONCIERGE DISPLAY soon became relevant as this would provide the agency with the possibility to welcome guests with a screen displaying the name of their host as well as the location and subject of the meeting. The screen also provides the reception with the possibility to get an overview of the meetings in the organization on a daily basis.

The agency's 29 meeting rooms made it difficult for the employees to keep track of the exact location, size and availability of the individual room. In addition to this, booking of meeting rooms, catering and other services was performed via separate processes which in many cases resulted in mistakes, especially in cases when a meeting was rescheduled or altered. With that, the potential of improving the agency's business processes was significant. So with the introduction of CONCIERGE CATERING and CONCIERGE RESOURCES, the organization discovered a way to optimise its business processes.



CONCIERGE SERVICES ensures that all resources and services such as meeting rooms and catering can easily be booked via Microsoft Outlook. In addition to this, guests can be registered and meeting information displayed on screens strategically located in the organization.

“ CONCIERGE SERVICES has made all the difference to us and we have all come to depend very much on the system. We have eliminated a number of manual business processes in the meeting planning and what has helped us the most is that it is now easy to find and book meeting rooms, catering and other services directly via the meeting request in Microsoft Outlook. ”

Academic employee
Mathis Weidanz
The Danish Medicines Agency



BENEFITS

CONCIERGE RECEPTION resolved the Danish Medicines Agency's demand for registration of guests, and subsequently, CONCIERGE CATERING and CONCIERGE RESOURCES have actually proven to be of even greater importance to the organisation. The way in which meeting rooms, catering and different resources and services are booked with CONCIERGE SERVICES through Microsoft Outlook has made it easy for all employees to book meeting rooms and it appears clearly where they are located, what they include and if they are available. In addition to this, the system includes a room plan displaying the location of the rooms on an interactive map.

Before the organisation started using CONCIERGE SERVICES, the employees needed to know a great deal of the different systems and in addition to that they often had to have various passwords to even get into the systems. This process caused problems for secretaries and other persons for whom meeting planning was a big part of their job. They had to open the calendar of each individual meeting room to check if it was available and if it was even large enough to fit the number of attendees. This business process may cause mistakes and double bookings which means that it may often be necessary to double-check everything manually. Furthermore, catering and other services had to be reordered manually if the meeting was rescheduled. With CONCIERGE SERVICES this is now handled without problems and if an employee has to reschedule a meeting, this is easily done in the meeting request and all bookings and orders are automatically updated. If this kind of rescheduling takes place, the kitchen and other service suppliers are automatically notified via email. Obviously, this provides spin-off effects for the Danish Medicines Agency as it makes the catering and service employees more able to plan their day.

TESTIMONIAL

All employees at the Danish Medicines Agency are now accustomed to using CONCIERGE SERVICES and the agency has derived great benefits from the system.

According to Mathis Weidanz, the features which have affected and benefitted the organization the most are the CONCIERGE CATERING and CONCIERGE RESOURCES modules. These modules have optimized the business processes for all employees as the organisation has had a number of separate business processes grouped into one and now the employees only have to access the meeting request to handle it all – from registration of guests and booking of rooms to ordering of catering and resources.

FACTS

- All bookings are performed directly via the meeting request in Microsoft Outlook
- Report extracts, e.g. of consumption of goods, guest lists, order lists, and occupancy rate for the rooms
- Possibility of exporting data to ERP application
- Guest registration and printing of guest cards
- Display of meeting information on monitors in reception area or by the conference rooms
- No SQL database required
- No installation on Microsoft Exchange or Internet Information Server required

ABOUT FISCHER & KERRN

Fischer & Kerrn develops and markets products and solutions for Microsoft Outlook and Microsoft Exchange that improve our customer's administrative business processes.

Our competence and focus lie within the Microsoft Information Worker solutions area.

We were established in 1999 and our business is based on healthy market conditions, with time to engage in the specific customer's problems and needs.

