

CONCIERGE SERVICES FOR MICROSOFT OUTLOOK

The Danish Union of Public Employees (FOA) has 1,200 employees distributed on 43 branches. FOA's many branches 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 transferring orders to the financial management system. As a consequence of this, improved processes in all that related to 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 survey of the market, FOA chose to take a closer look at 4 products which were quickly reduced to 2, however. The final choice fell on CONCIERGE SERVICES because the product met FOA's usability requirement and, in addition to this, CONCIERGE SERVICES was the product which had the closest integration with Microsoft Outlook.

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

PREVIOUS WORKFLOWS AND 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 attendees were invited via the meeting request in Microsoft Outlook, whereas the rooms were booked by calling the reception where they managed the rooms from an Excel sheet. The meeting planner had to order catering from an order sheet which had to be handed over physically to the canteen.

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 management system. This also took place manually, where an employee in the finance department entered all orders in the financial management 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.



CONCIERGE SERVICES optimises the work processes of 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 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
The Danish Union of Public Employees



BENEFITS

FOA uses the CONCIERGE SERVICES modules CATERING, RESOURCES, DISPLAY and EXPORT. The cumbersome workflows have been replaced by systematic and automated workflows where all bookings are made via Microsoft Outlook and CONCIERGE SERVICES. Through the meeting request in Microsoft Outlook, all FOA employees can now easily book meeting rooms, order catering and services and pre-register guests. They no longer need to call the reception or go to the canteen to book rooms and order catering. The employees even have a 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 entry of all the orders, which is undertaken by CONCIERGE EXPORT, saves the organisation 2 hours a week, according to Peter Larsen. The CONCIERGE DISPLAY module has eased the work of the reception as it is no longer necessary for them to enter all meetings in a Microsoft PowerPoint presentation, which can be displayed on a screen in the reception. Now CONCIERGE DISPLAY will handle this automatically. The module automatically extracts data so that selected meetings will be displayed on the screen in the reception with information about the time, meeting room and attendees.

TESTIMONIAL

At FOA, CONCIERGE SERVICES has improved a large number of work processes and the organisation can document that the DISPLAY and EXPORT modules have led to significant financial savings. Nevertheless, FOA is more pleased with the CATERING and RESOURCES modules which in an intuitive way make it easy for the employees to 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 compared 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

- 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.

