

CONCIERGE SERVICES FOR MICROSOFT OUTLOOK

The LEGO Group in Billund has 3,000 employees spread over 7 locations which include 4 canteens and 167 meeting rooms. Historically, the LEGO Group had unsuitable and resource-heavy processes with regards to the booking of meeting rooms and services. The Group was marked by manual processes and unnecessary paper work with many errors. It was necessary to find a system that was able to optimize the processes when booking meeting rooms and services. The LEGO Group therefore chose CONCIERGE SERVICES.

The LEGO Group is a privately held company and provides toys, experiences and teaching materials for children in more than 130 countries. Globally, it has approximately 9,000 employees and it is the world's fourth largest manufacturer of play materials.

Before the LEGO Group implemented CONCIERGE SERVICES the daily meeting planning and ordering of catering reflected manual processes and difficult procedures. The booking of meeting rooms was time consuming and challenging, and the employees had to find an available meeting room manually.

Furthermore, the employees had to hand over a handwritten requisition in the canteen when ordering catering. It resulted in 20 % of the requisitions being unreadable which meant extra workload and a considerable cost in terms of transaction costs and fail deliveries. The internal invoicing for the services associated with meeting went through five manual processes. Therefore the costs for each requisition were approximately 200 DKK in transaction costs.

This was a manual process with a lot of waste and without coordination between the four canteens, which each had a unique order list. The LEGO Group therefore chose CONCIERGE SERVICES to achieve more transparency in their order flow.

BENEFITS

After implementing CONCIERGE SERVICES, the LEGO Group has achieved great improvements in the order flow. Especially the finance department has achieved a considerable saving; an employee now uses one hour in average per month instead of seven hours on uploading all requisitions to SAP.

The LEGO Group now has a more reliable posting with valid data. Furthermore, the employees are able to see the price when ordering, which has resulted in a behavioral change among the employees and a decrease in canteen requisitions.

The LEGO Group has achieved advantages both internally and externally by using CONCIERGE SERVICES. Also the company managing the canteen has benefited from the system through a better overview of the orders.



After implementing CONCIERGE SERVICES, the LEGO Group and especially the reception, have saved a lot of time on booking on behalf of the employee.

FACTS ABOUT THE LEGO GROUP

- Headquarter in Billund, Denmark
- Globally over 9,000 employees, of which 3,000 work at the headquarter in Billund
- The LEGO Group in Billund has 7 locations, 167 meeting rooms and 4 canteens
- The LEGO Group is the world's fourth largest manufacturer of play materials
- In 2010, the LEGO Group had a surplus of 3.7 billions
- The LEGO Group provides toys, experiences and teaching materials in more than 130 countries.

“ It is a big advantage that we now own data and we can make it identical in the four canteens. It is very simple for the users to book and especially update the existing meetings.. The main message is that we have gone from 5 stages to 3 stages and the internal costs have decreased from 200 DKK per requisition to approximately 10 DKK per requisition.

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Process Optimization Manager
Lars Ellegaard Andersen
LEGO Group



There are now rules when ordering, which has resulted in a better flow compared to before where it was possible to order 45 min. before the order should be delivered.

Internally, the LEGO Group has achieved more transparent data, through identical prices in the four canteens, and a better overview of the prices.

Additionally, the LEGO Group has optimized the processes when booking meeting rooms resulting in the reception saving a lot of time on helping the employees with the booking.

TESTIMONIAL

According to Process Optimization Manager Lars Ellegaard Andersen the solution is very user-friendly, and the users are very satisfied with the system. They especially appreciate the great overview of available resources and meeting rooms. It has been a change for the LEGO Group from letting go of the paper. Lars says:

“The great advantage with CONCIERGE SERVICES is if you need to move or update a meeting or if the number of participant needs to be changed. It is very easy and everything is in Outlook, that opportunity was not possible before, where you should submit a new requisition, and remember to withdraw the old one, which was found in another pile. It is the change, which is improved; you can now see that the canteen has received it. There is more structure in the system.”

Senior Desktop Manager Niels Kristensen adds: *“It is much more simple and manageable than before where you should know where the different meeting rooms where located. Now you can only see the available meeting rooms and search by category or location. CONCIERGE has made it easier and it is very user-friendly.”*

Lars recommends the solution to other companies with similar problems and believes, that CONCIERGE has optimized the work processes.

The LEGO Group believes that Fischer & Kern is a good partner who is very responsive to requirements and needs from the customers.

In the long term the LEGO Group is considering to implement Fischer & Kern's RECEPTION-module for CONCIERGE, which is a complete visitor management system that will save the reception from a lot of work.

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 & KERN

Fischer & Kern 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.

