

# CONCIERGE SERVICES FOR MICROSOFT OUTLOOK

In A/S Storebælt approximately 150 employees take care of the maintenance and run the daily operations of the Great Belt Bridge. The organization has 10 conference rooms, 3 cantinas and a number of cars situated at different locations, and the organization has a big need for seeing the availability of the resources and booking rooms and catering for meetings.



A/S Storebælt is an organization under the Danish government, and as in all other organizations, there is focus on limiting costs. This means that all investments have to be thoroughly analyzed and provide the organization with a decent Return on investment. This focus was the foundation for the initial contact between A/S Storebælt and Fischer & Kernn.

## CHALLENGE

As in many other organizations, A/S Storebælt's conference rooms were handled through standard Microsoft Outlook, while the remaining resources and services such as catering for meetings were administered through self-developed processes.

An solution developed by the organization's IT department, handled the catering in the organization, but it caused a lot of hassle for the IT employees, as they had to spend an enormous amount of time on support and further development on the system. The cantinas at the various locations had great problems with the work processes as well, and were 'drowning' in files and folders. With daily enquiries about the conditions related to the handling of resources, it was clear that a solution was greatly needed.

The solution that should replace the old work processes had to easily and effectively handle A/S Storebælt's resources and at the same time it had to be a standard product for Microsoft Outlook.

Besides handling the organization's conference rooms and catering, the solution should also be able to handle the numerous other resources in the organization, especially the cars. These were controlled manually on a blackboard, which required the employees to be physically present at the board in order to book a vehicle. There was a request of greater flexibility in this sense, so it would also be possible to book a car without being physically present.

Another selection criterion was that the cantinas work processes had to be made more efficient and the future solution had to reduce the cantinas' workload considerably. In addition, the orders had to be received in their Microsoft Outlook inbox.



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 optimized a lot of business processes, and especially the way that employees and external workmen can book our cars from an electronic monitor placed in the service department is a huge improvement. Furthermore, the system never needs support, which is a great benefit for us in the IT-department, but also for the users, because we now all can use our time on other and more important things. ”

IT-Specialist  
Michael Henningsen  
A/S Storebælt

## TESTIMONIAL

A/S Storebælt decided that CONCIERGE SERVICES would be the solution used to handle and book their resources and services. The organization uses the CONCIERGE SERVICES modules: RESOURCES, CATERING, RECEPTION, DISPLAY and EXPORT.

A/S Storebælt has gone new ways with the module CONCIERGE DISPLAY. For instance, the organization has chosen to book their cars from a monitor in the service department. This is of great help, as the organization often has external workmen visiting who have to borrow a car and from the monitor in the service department, it is possible for the workmen to get an overview of available cars and at the same time book a car. Of course A/S Storebælt's own employees are able to book the cars through their Microsoft Outlook calendar. In addition, the organization also uses DISPLAY in its reception. Here, the module is used to form an overview of the organization's conference rooms and on the monitor in the reception; the receptionists can see the daily meetings and book the conference rooms when an employee requests one.

The users can feel the process when ordering resources has been made more efficient and are also very fond of the new solution. CONCIERGE SERVICES intuitive user interface makes all employees able to handle the booking of resources themselves, without the previous need for support.

Michael Henningsen only has praising words for the solution, which he believes has streamlined the organization. He especially believes that the opportunity to book resources, such as the cars, is a great improvement.

The cantinas have had their work processes made easier as well, since folders and files has been substituted with CONCIERGE SERVICES and Microsoft Outlook. Before, the cantinas had to look into folders in order to see what catering had to be delivered where and when. With CONCIERGE SERVICES the cantinas are able to draw out a number of different reports such as order lists, use of goods, invoices etc. Furthermore, the cantinas are now able to export all data from CONCIERGE SERVICES directly into their Dynamics AX using the module EXPORT.

## 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.

