

CONCIERGE SERVICES FOR MICROSOFT OUTLOOK

The Danish media group TV 2 Denmark, with approximately 1,100 employees, has had a history of spending an unnecessary amount of time and resources when planning meetings and booking rooms, catering and other services for meetings. Double bookings and faulty deliveries were not uncommon and this was very frustrating to the employees. Obviously, it was necessary to reduce the errors and optimize the processes.

TV 2 Denmark is a government-owned company which controls 5 TV channels and is also engaged in the Internet and the travel industry. Before the group started using CONCIERGE SERVICES, keeping control of the meeting planning was a challenge to the employees and the booking of the organisation's 26 meeting rooms, distributed between two locations, was problematic. Consequently, TV 2 started looking for a system that could simplify this process. The choice fell on CONCIERGE SERVICES as it was user-friendly and integrated with Microsoft Outlook, which the group already used

PREVIOUS WORKFLOWS AND CHALLENGES

The meeting planning and booking of resources and services at TV 2 was characterized by different, and in many cases manual, processes. TV 2's 26 meeting rooms were created in different ways, which meant that there was no consistent way of booking them. This frustrated the employees, they had no overview of the location of the particular rooms and an unnecessary amount of resources was required for each individual booking.

Ordering of catering and other services for meetings took place separately from the booking of the rooms. Here the procedure was a call or an e mail to the canteen, but sometimes this resulted in faulty deliveries as the employees did not always remember to notify the canteen in case of changes or cancellations.

BENEFITS

After the implementation of CONCIERGE SERVICES, TV 2 has experienced significant improvements. All meeting rooms are now created the same way as resources in Microsoft Active Directory and will be booked through CONCIERGE SERVICES. Room plans are associated with the meeting rooms so that the employees can easily get an overview of the location and availability of the rooms. Double bookings are no longer an issue and it is now much faster for the employees to book rooms and other resources through CONCIERGE SERVICES, which is included in the meeting request in Microsoft Outlook.



According to Reception Manager Karina Vinzent, CONCIERGE SERVICES has made it easy for all employees at TV 2 to plan meetings and book resources and services. In addition to this, the system ensures a professional reception of guests and meeting information is displayed on digital screens in the reception or by the meeting rooms.

“ CONCIERGE SERVICES is a unique technological solution which does generally not require installation on the Microsoft Exchange Server or on an Internet Information Server. In addition to this, the system does not require an external database as the data are stored in Microsoft Outlook’s own database and therefore we do not have to maintain anything or support the employees as everything is booked through Microsoft Outlook. ”

IT
Anette Nicolaysen
Tv 2 Denmark



The procedure of ordering catering and other services for meetings is now integrated with the overall meeting planning in Microsoft Outlook. All orders are managed from the meeting request and if there are changes in the appointment, e.g. regarding the time, number of participants or the meeting room, the canteen or other affected service units are automatically notified with an update. Of course, this has eliminated the risk of faulty deliveries and has in general made the workflow in the canteen much more efficient. Now the canteen receives all orders in their Microsoft Outlook inbox and keeps track of the orders via the Microsoft Outlook calendar and by extracting different reports such as lists of orders and product consumption. Order notifications have been set up for each product and the reports clearly state when and where the product is to be delivered.

TESTIMONIAL

According to Reception Manager Karina Vinzent, the users are delighted with CONCIERGE SERVICES. The system has become almost indispensable to TV 2, because as Karina says:

“I will definitely recommend CONCIERGE SERVICES. We have reduced the risk of double bookings and faulty deliveries. The canteen has better overview of the orders and the users are very pleased with the system as it is easy and intuitive to use. If, for one reason or another, CONCIERGE SERVICES is down for a brief period, we can really feel that this is an indispensable tool as booking of meeting rooms is extremely important to the performance of our day-to-day work.”

In addition to this, TV 2 also attaches great importance to Fischer & Kerrn’s expertise in Microsoft Outlook and Microsoft Exchange and IT Supporter Anette Nicolaysen emphasises the close cooperation between the two companies:

“Your support department is worth its weight in gold. We are always able to contact you, even if it relates to the setup of our own Microsoft Exchange Server which does not really have anything to do with CONCIERGE SERVICES. You are quick and helpful and always have a solution at hand. For this you deserve a lot of credit. And the people we work with are very nice. It is important that the chemistry is there and that you work with people you can talk to.”

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.

