

# CUSTOMER CASE STORY

## CONCIERGE BOOKING for LEGO

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 BOOKING.

Before the LEGO Group implemented CONCIERGE BOOKING the daily meeting planning and ordering of services 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 services. 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.

### BENEFITS

After implementing CONCIERGE BOOKING, 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 kitchens and service providers has benefited from the system through a better overview of the orders. There are now delivery and cut off rules 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 staff saving a lot of time on helping the employees with the booking.



After implementing CONCIERGE BOOKING, 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 15,000 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 largest manufacturer of play materials.
- 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. ”

Process Optimization Manager  
Lars Ellegaard Andersen  
LEGO Group



## 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 BOOKING 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.

## FACTS ABOUT CONCIERGE BOOKING

- Room and resource booking software for Microsoft Outlook and mobile devices.
- Reporting and analytics. Take out reports about e.g. meetings today, visitor lists, no shows, occupancy rates, etc.
- Visitor management with visitor card printing.
- Meeting room panels with RFID card reader and LED lights.
- Export of financial data to ERP-application.
- Unique integration with Microsoft Outlook and Microsoft Exchange.

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