

CUSTOMER CASE STORY

CONCIERGE BOOKING for WSP

WSP has 36,500 employees globally, including 3,700 employees working in Sweden in 40 branches. WSP had an urgent need for a resource booking system that could handle their complex needs of room booking in all of their offices in Sweden. Previously, the processes were characterized by unstructured workflows, errors, disorganized administrative systems and a high level of unused resources.

At WSP workflows have previously been characterized by error bookings, double bookings and too much wasted time in the process of booking meeting rooms, resources and meetings. Previously, the company used heavy time-consuming processes. If a meeting room was to be booked it was done via standard Microsoft Outlook. The meeting rooms did not have logical names and it was difficult to figure out where the meeting rooms were physically located, what equipment was available in the rooms as well as the size of the rooms. Double bookings and no-shows were common and it was a daily struggle for the employees to figure out where the meeting rooms was located.

White boards was placed in front of some meeting rooms, where the host of the meeting was supposed to note if the room was booked. So generally a lot of time consuming manual processes. WSP also experienced a growing need to book resources across their locations. Many of the employees travel and use various WSP offices, so the possibility of an easy way to book rooms at other locations was urgently needed. Therefore WSP wanted to implement a system that could meet the complex workflows, and provide a clear overview of all of their meeting rooms and resources in their 40 branches in Sweden. Finally, WSP also required the system to be intuitive and fully integrated with Microsoft Outlook. In light of the extensive requirements, the desire for a complete booking system and a need for flexibility, ease of use and efficiency, CONCIERGE BOOKING from Fischer & Kern was the right solution for WSP.

RESULT

After the implementation of CONCIERGE BOOKING, WSP has experienced a significant improvement of the way their users book meetings, meeting rooms and resources.

Where employees previously spent a lot of time trying to locate and book meeting rooms - the process is now very easy. Furthermore, the meeting room screens have made it extremely easy for all employees to make ad hoc room bookings and see upcoming meetings in all meeting rooms. With Fischer & Kern's help, WSP also received their own WSP branded layout for the screens that match the corporate identity. All in all the room screens have provided great flexibility for WSP in everyday life and have led to a better use of all facilities.



Due to the implementation of CONCIERGE BOOKING, WSP has saved a lot of time when booking meeting rooms.

FACTS ABOUT WSP

- 36,500 employees worldwide
- 3,700 employees in Sweden
- 285 bookable rooms
- 100 meeting room screens in 6 offices in Sweden
- 40 offices in Sweden
- Large headquarter in central Stockholm

“Time is money. We are in a consultancy business and the majority of the employees are consultants. I would say that 95% of our staff is consultants. By using Concierge Booking we now have a more effective usage of all resources. We save a lot of time thus saving a lot of money.”

Michael Vinter
IT Project Manager
WSP

CONCIERGE BOOKING has provided the employees with a complete overview of WSP's meeting rooms in all 40 branches and it is made stress-free to find an available conference room with the right size, location and equipment. All conference rooms are moreover equipped with a lock on the door, which is unlocked with a special code that is sent to the employee as soon as the conference room booking has been confirmed by Microsoft Exchange. Extremely simple, safe and user-friendly.

TESTIMONIAL

As IT Project Manager, Michael Vinter is responsible for CONCIERGE BOOKING, as well as involved in the decision making regarding future modules from Fischer & Kern: "The whole building is renovated, with the exception of the reception. So that's the next and final thing that needs to be modernized here at WSP. The plan for the future will be that we want to implement the reception module, so we can see all activities in the conference rooms - internal and external. We want to move away from unstructured and frustrating workflows."

Michael Vinter continues: "Earlier, no one was able to see if a meeting room was occupied or available. Double bookings were quite common. For example, a room or resource could be reserved for a day or two full days, but nobody showed up. To vast frustration for everybody."

Michael Vinter is very satisfied with the cooperation with Fischer & Kern: "CONCIERGE BOOKING have solved some big problems here at WSP. We have experienced a significant process optimization after the implementation and we are no longer experiencing no-shows. In addition, we have, in cooperation with Fischer & Kern, created some very specific booking rules where the employees for example only are allowed to reserve a meeting room for maximum one day. We are so pleased with the solution and the cooperation with Fischer & Kern." Ends Michael Vinter.

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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