

# CUSTOMER CASE STORY

## CONCIERGE BOOKING for A/S Storebælt

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 booking their resources, meeting rooms and catering for meetings.

A/S Storebælt is an organization under the Danish government, and as in all other organizations, there is a big 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 & Kern.

### 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.

A 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 requirement was that the cantinas' work processes had to be made more efficient and the future solution had to reduce the cantinas' workload considerably.

**Storebælt**  
*Sund ≈ Bælt*



CONCIERGE BOOKING 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 BOOKING 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 BOOKING would be the solution used to handle and book their resources and services.

At A/S Storebælt it is possible to book cars from a touch display 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 CONCIERGE BOOKING and their Microsoft Outlook calendar. A/S Storebælt also uses displays in its reception. Here, CONCIERGE BOOKING is used to provide an overview bookings in the conference rooms and the receptionists can also see the daily meetings and book the conference rooms when an employee requests one.

The users can feel the process when booking resources and services has been made more efficient and are very pleased with CONCIERGE BOOKING and it's intuitive user interface.

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 BOOKING 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 BOOKING the cantinas are able to take out a number of different reports such as order lists, use of goods, invoices etc. Furthermore, the cantinas are now able to export all cost related data from CONCIERGE BOOKING directly into their Microsoft Dynamics AX system.

## 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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