

CUSTOMER CASE STORY

CONCIERGE BOOKING for Danish Crown

With a turnover of around 52 billion DKK a year, 20 slaughterhouses and being number 7 on the list of the largest companies in Denmark, Danish Crown is a company with a wide range of locations, meeting rooms and numerous types of users and enormous volumes of administrative work. The size of the organization and the variety of the users, has left a need of overview over the resources and a wish to improve the booking processes. Danish Crown wanted to optimize their procedures regarding ordering catering in meeting contexts as well.

Danish Crown previously had a lot of heavy workflows when it comes to booking resources, events and services for meetings. Former procedures were characterized by heavy amounts of paper work and a high percentage of errors.

Danish Crown have previously used four-page applications when ordering catering for meetings. These papers were to be filled out by the host of the meeting. Then the order was to be delivered physically in the reception, and the reception staff had to hand the job over to the kitchen staff. In case of changes all information and modifications had to be done manually.

The headquarter in Randers, Denmark has many daily visitors hence a great need for an eased and a simplified method to gain a complete overview of the daily visitors.

On the basis of the very extensive manual processes the company wanted a system to replace the resource intensive methods. That is why Danish Crown chose CONCIERGE BOOKING.

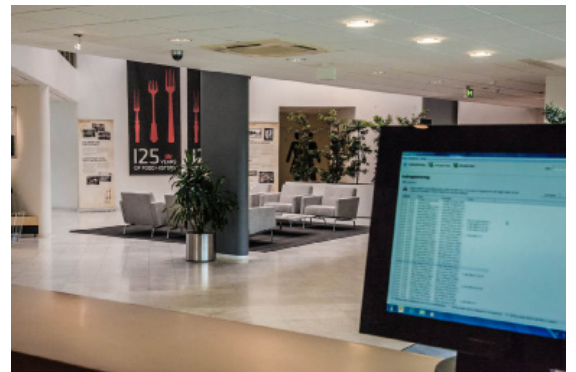
BENEFITS

Danish Crown has optimized their processes significantly with CONCIERGE BOOKING. For users it is easy to find and book an available meeting room and especially the kitchen staff and the financial department now have a considerable eased and efficient workflow. A kitchen employee used to spend an entire workday per month on paperwork with the former arrangement. Now it only takes a moment to take out reports and key figures. The account department have similarly experienced a lot of time savings by implementing CONCIERGE BOOKING. The total savings in the financial department is two whole workdays every single month.

The reception staff were formerly obliged to open every single employee's calendar manually to gain overview over the meetings of the day. With CONCIERGE BOOKING they can fast and easy receive information about the guests and the meetings. The savings on the reception module is over one hour of work per day according to Thorbjørn Nannberg, from Danish Crown. Another result is the fact that guests now feel well received in the company with personal visitor cards. Danish Crown now has a professional and accommodating appearance.



DANISH CROWN



After implementing CONCIERGE BOOKING the reception staff has experienced a lot of time-savings. They formerly used a large amount of their time on resource heavy work processes.

FACTS ABOUT DANISH CROWN

- Approximately 52 billions revenue a year.
- 23.500 employees globally, 375 employees at the headquarter in Randers.
- Number 7 on the list of the largest companies in Denmark.
- Danish Crown is owned by "Supplier company Amba Danish Crown".
- Danish Crown is among the 2-3 largest meat suppliers in the world and the world's greatest pork supplier.

“ The biggest advantages with CONCIERGE BOOKING is the user-friendly interfaces, the great flexibility prospects – and the fact that the system runs in Outlook. We have actually saved one kitchen-employee’s day of work per month and two finance-employee’s day of work every month. Not to mention the time-savings all other users have experienced. We are quite satisfied with the solution. ”

IT-project Manager
Thorbjørn Nannberg
Danish Crown



TESTIMONIAL

Thorbjørn Nannberg, IT-project manager at Danish Crown, is very fond of the great flexibility prospects CONCIERGE BOOKING embraces: *“ The benefits from CONCIERGE BOOKING are countless if your company is already using Outlook – you have to book a meeting in your calendar anyways. As a user you are ensured a tremendous overview over upcoming activities and the possibilities of making changes, follow-ups and check orders at any time are extremely useful”*.

Danish Crown is also using the visitor management module from Fischer & Kern: *“ The fact that we can supply guests with guest cards gives the company an organized, professional and accommodating appearance. Moreover is it possible to manage in-house visitors at any time”*.

Thorbjørn Nannberg is the coordinator of the project and the person with most knowledge about the modules from Fischer & Kern within the Danish Crown organization: *“ The technical aspects of the system from Fischer & Kern are not an issue for the users, since they are used to Outlook”*. Thorbjørn Nannberg continues: *“ One of the most significant requirements for the new system was the fact that it had to be incredible user-friendly. The dynamic reports make it very easy to take out booking and invoicing information. It is very easy to administrate invoicing: It works efficiently!”*

Thorbjørn Nannberg recommends Fischer & Kern to other companies who want similar solutions: *“ We are satisfied with the cooperation with Fischer & Kern. We have had good experiences with support cases, response and the dialog has been great throughout the entire development.”* Says Thorbjørn Nannberg.

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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