

CUSTOMER CASE STORY

CONCIERGE BOOKING for The Danish Medicines Agency

The Danish Medicines Agency has more than 400 employees and is an organisation with many meetings and visitors every day. The organization's 29 meeting rooms are used for both internal and external meetings with guests, which has generated a strong need for easy planning of meetings with matching catering and services and for registration and professional reception of guests.

Before the Danish Medicines Agency implemented CONCIERGE BOOKING, they struggled with keeping track of visitors. Therefore, the organization started looking for a visitor management system. However, their plans were later extended to involve all employees.

The Danish Medicines Agency decided to use CONCIERGE BOOKING as their visitor management software. This was the only system which proved to be integrated with Microsoft Outlook, but after the introduction to the entire CONCIERGE BOOKING product suite, other modules soon caught the agency's interest.

CONCIERGE BOOKING FEATURES

Originally, the Danish Medicines Agency was only looking for a visitor management solution, but as mentioned above, other CONCIERGE BOOKING modules soon caught the organization's interest. The option to display meeting information on a display screen in the lobby soon became relevant as this would provide the agency with the possibility to welcome guests professionally. The screen also provides the reception with the possibility to get an overview of the meetings in the organization on a daily basis.

The agency's 29 meeting rooms made it difficult for the employees to keep track of the exact location, size and availability of the individual room. In addition to this, booking of meeting rooms, catering and other services was performed via separate processes which in many cases resulted in mistakes, especially in cases when a meeting was rescheduled or altered. With that, the potential of improving the agency's business processes was significant.



LÆGEMIDDELSTYRELSEN



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 made all the difference to us and we have all come to depend very much on the system. We have eliminated a number of manual business processes in the meeting planning and what has helped us the most is that it is now easy to find and book meeting rooms, catering and other services directly via the meeting request in Microsoft Outlook. ”

Academic employee
Mathis Weidanz
The Danish Medicines Agency



BENEFITS

CONCIERGE BOOKING resolved the Danish Medicines Agency's demand for registration of guests, but other areas of CONCIERGE BOOKING software have actually proven to be of even greater importance to the organisation. The way in which meeting rooms, catering and different resources and services are booked with CONCIERGE BOOKING through Microsoft Outlook has made it easy for all employees to book meeting rooms and it appears clearly where they are located, what they include and if they are available. In addition to this CONCIERGE BOOKING has also made it extremely easy for all users to reschedule a meeting. Rescheduling is easily done in the original appointment and all bookings and updated orders are automatically send to the relevant kitchens and other service suppliers. Obviously, this provides spin-off effects for the Danish Medicines Agency as it makes the catering and service employees more able to plan their day.

TESTIMONIAL

All employees at the Danish Medicines Agency are now accustomed to using CONCIERGE BOOKING and the agency has derived great benefits from the system.

According to Mathis Weidanz, the features which have affected and benefitted the organization the most are the CONCIERGE SERVICES and CONCIERGE RESOURCES modules. These modules have optimized the business processes for all employees as the organisation has had a number of separate business processes grouped into one and now the employees only have to access the meeting request to handle it all – from registration of guests and booking of rooms to ordering of catering and resources.

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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