

# CUSTOMER CASE STORY

## CONCIERGE BOOKING for Kristianstad Municipality

With more than 6,500 employees in 8 different administrations and servicing 80,000 citizens, Kristianstad Municipality wanted an efficient, cost saving and user friendly booking system – a system which was able to handle everything from booking resources, meeting rooms, guest registration and furthermore manage available bicycles, alarms, telephones and so on. When the municipality decided to build a large administrative headquarter, the need for a central booking system was a reality and that is why they chose CONCIERGE BOOKING from Fischer & Kern.

The workflows in Kristianstad Municipality was previously characterized by heavy, manual processes and a large amount of slow and timewasting administrative routines. Therefore, Kristianstad Municipality wanted a booking system that was user-friendly, easy to integrate with Outlook and especially flexible enough to accommodate a long list of functional requirements.

Kristianstad Municipality has many daily visitors - it often happens that 150 guests arrive at same time. Before implementing CONCIERGE BOOKING the visitors were obliged to wait in line and it took a long time before every single guest was registered and checked in.

These heavy and administrative workflows resulted in great frustrations for both guests and reception staff. With CONCIERGE BOOKING the reception staff are now able to print personal guest cards in advance. The municipality has thereby achieved a huge time saver and the guests now feel welcome and expected. The reception module even makes it possible to rapidly generate a complete overview of the guests in the house. This was a central requirement for the municipality, thus a significant focus on safety in case of fire or other types of evacuation and emergency situations.

Kristianstad Municipality and Region Skåne share one headquarter, and it was therefore important for them to acquire a booking system that was able to handle two different organizations in one building. Kristianstad Municipality and Region Skåne wanted to share meeting rooms, reception area and resources despite the fact that they are two separate organizations.

### BENEFITS

Kristianstad Municipality has experienced a significant improvement of administrative procedures after implementing CONCIERGE BOOKING. Especially the reception staff and social workers have experienced vital improvement of work processes and time savings.

The many daily visitors in the municipal building, are also experiencing a much more user friendly check-in process. Guests are now able to register themselves at the reception by entering a personal number and a message is automatically sent to the social worker (host) informing that the client has arrived.



Kristianstads  
kommun



After implementing CONCIERGE BOOKING the reception and the organisation has an accommodating and professional appearance.

### FACTS ABOUT KRISTIANSTAD MUNICIPALITY

- 6,500 employees in 8 different departments.
- Serving 80,000 citizens in the municipality.
- New large headquarter in the center of Kristianstad.



“ Since implementing CONCIERGE BOOKING here in Kristianstad Municipality, we have experienced a huge time saver. The processes are really optimized. Time is money and we’ve really saved a lot of time by implementing CONCIERGE BOOKING. ”

Andreas Persson  
System Developer/  
Project leader  
Kristianstad Municipality

Furthermore, the caseworker can book an interpreter for this meeting. As a result, the client, the caseworker and the interpreter are experiencing significant improvement in the workflow and the client feels safe and well received from the start.

Kristianstad Municipality has also experienced an increased level of efficiency after the implementation of the meeting room screens in the organization. Employees are now able to - from the meeting room screens – to see what is going on in the meeting rooms and they can easily book meeting rooms directly from the screens. The reception staff was previously obliged to book the various meeting rooms manually. The host are now able to book a meeting room and the desired resources via Outlook and CONCIERGE BOOKING. Furthermore, it is possible to see available AV equipment in the meeting rooms and to view a summary of the day’s meetings in a report.

## TESTIMONIAL

Andreas Persson, System Developer/Project Leader in Kristianstad Municipality, is very pleased with the ease of use as CONCIERGE BOOKING represent: *“CONCIERGE BOOKING works very well. The booking system can handle everything from booking of bicycles, bus passes, meeting rooms, electric bicycles, interpreters, alarms, phones, PC’s and so on. CONCIERGE BOOKING from Fischer & Kern was the only booking system which matched our long list of requirements in terms of ease of use and the total integration with Outlook. None of the competitors were able to match our requirements”.*

Andreas Persson, project manager, is the person with the most knowledge about CONCIERGE BOOKING and he was the decision maker on the chosen booking system: *“CONCIERGE BOOKING is really user friendly. The booking system has been a problem solving solution for us.”* Andreas Persson continues: *“ Our situation was extremely complex, and we had a wide range of requirements for the booking system that we needed here in Kristianstad”.*

Andreas Persson is very pleased with the cooperation with Fischer & Kern: *“The cooperation with Fischer & Kern has been satisfying and without complications. It was important that the solution was implemented before our new headquarter was put into operation and Fischer & Kern complied with our time schedule. We have a good dialogue with support and we are very pleased with the cooperation”,* says Andreas Persson.

## 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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