

# CUSTOMER CASE STORY

## CONCIERGE BOOKING for Orion

Orion is the largest pharmaceutical company in Finland. Orion's products are marketed in more than 100 countries and the company operates its own sales organisations in more than 20 countries. Globally, Orion employs about 3,500 people and of these, 2,700 work at 6 different locations in Finland. Here, they have approx. 200 meeting rooms, which can be booked via Microsoft Outlook and CONCIERGE BOOKING.

Previously, Orion's meeting rooms were managed via standard Microsoft Outlook, whereas the remaining resources and services, such as catering, were managed via a separate system. Orion had a keen desire to simplify the meeting booking process in every possible way and the integration with Microsoft Outlook was imperative in relation to the selection of a new meeting booking system.

Registration of visitors and other reception desk functions were also handled in Orion's external system. Orion was very pleased with the actual functionality of this part of the system, so a new integrated system should at least have the same functionality to comply with their requirements.

Another selection criterion was that the efficiency of the workflow in the canteens should be improved and the future solution was required to reduce their workload considerably. Prior to the implementation of CONCIERGE BOOKING, the invoicing of catering and other meeting services was a lengthy process. The orders were entered in the canteen's ERP system and an invoice was sent to Orion, which should be approved in Orion's ERP system. Sometimes these invoices could go back and forth before they were approved. In principle, these invoices could be as little as €1 for a cup of coffee.

### BENEFITS/RESULTS

Business Solution Manager Jukka Vattulainen and Service Manager Teppo Heikkila were both involved in the process of selecting CONCIERGE BOOKING as Orion's booking system. They are both very sympathetic to CONCIERGE BOOKING and the savings resulting from the implementation of the system.

The selection of CONCIERGE BOOKING was largely based on the fact that Orion wanted to simplify the meeting booking process and required a complete system in Microsoft Outlook to handle all meeting room bookings, catering and registration of visitors. For that reason, the direct integration of CONCIERGE BOOKING with Microsoft Outlook was of great importance. The system has made it much easier for the employees as they can now manage everything in one system instead of booking a meeting room in Microsoft Outlook and then order catering in another system. According to Business Solution



### FACTS ABOUT ORION

After implementing CONCIERGE BOOKING Orion's employees has especially saved time when they book meetings and meeting rooms

- 3,500 employees globally
- 2,700 employees in Finland
- 200 bookable meeting rooms in Finland
- 30 meeting room panels on the locations in Finland
- 6 offices in Finland
- Large head office in Espoo, close to Helsinki

“ Our canteens spent a lot of time sending invoices to the different internal departments, which then had to be approved in our ERP system. These invoices could be as little as €1 for a cup of coffee. With Concierge, the entire process has been simplified and automated. ”

Jukka Vattulainen  
Business Solution Manager  
Orion



Manager Jukka Vattulainen, the company will save approx. 50% compared to the previous process by booking via CONCIERGE BOOKING, which “will amount to a fair annual saving,” as he puts it.

Orion also manages visitors via CONCIERGE BOOKING. As a feature, the visitors can sign in via self-registration and select their host and the system will send an SMS and email to the host. In addition to this, the employees can also easily pre-book their visitors through Microsoft Outlook when they book their meeting.

Orion also applies Fischer & Kernn meeting room panels for approx. 30 of their meeting rooms. According to Teppo Heikkila, the panels provide a good overview of the rooms that are occupied and it is easy to perform an ad-hoc booking on the panel. Another advantage is that the participants can quickly see if they are about to enter the right meeting room. Orion is very satisfied with the functionality of the panels as well as their elegant and timeless design. One of Orion’s locations is facing a major renovation where they are considering the placing of the panels at an early stage of the process so that the wiring can be fitted into the walls and the panels can become a more integrated part of the interior design.

However, Orion sees the biggest saving in relation to the invoicing of catering. Where some of these invoices were going “back and forth” between the departments before, the process is now much simpler. The kitchens can now export all of the cost files from CONCIERGE BOOKING directly into their ERP system with one click. Teppo Heikkila sees this automation as the biggest improvement. Manual paperwork has been replaced by automatic business processes, which saves both time and money.

Jukka Vattulainen points out: “The reason for our selection of CONCIERGE BOOKING was its integration with Outlook, which was the system we already used for booking meetings. In addition to this, we had a positive feeling about its user-friendliness. We found that Fischer & Kernn was able to provide thorough and professional consultancy in connection with our purchase of CONCIERGE BOOKING.”

## ABOUT CONCIERGE BOOKING

- Booking software for meetings, meeting rooms and resources
- Reporting and analytics. Extract reports, e.g. on meetings per day, meetings per week, lists of visitors, no-shows, occupancy rates etc
- Visitor management with printing of visitor cards
- Meeting room panels with RFID card reader and LED lights
- Export of cost files to the ERP system
- Unique integration with Microsoft Exchange and Microsoft Outlook

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