CONCIERGE BOOKING

MODULES AND FEATURES

- Workplace & Resource Booking Software
- Visitor Management
- Digital Signage
- Hardware

Fischer & Kerrn
CONCIERGE BOOKING MODULES

CONCIERGE BOOKING For Microsoft Outlook

- Booking via Outlook
  Booking of rooms & workspaces
- Catering & Services
  Order catering and services from vendors
- Resources
  Meeting Rooms | Workspaces | Resources

- Meeting Room Panels | Display Rooms
  Book by touch.
  Check-in, prolong and end meetings.
- Desk Panel | Display Desks
  Book by touch.
  Check-in with ID card
- Desk Sensor Panel | Display Desks
  Book by clicking or scanning ID cards.
  LED light and sensor

- Visitor Management
  Guest check-in or self-registration
  Guest cards with Wi-Fi or QR code
- Digital Signage
  Overview over meeting information and wayfinding

- Occupancy Sensor
  AI-based solution
  Exploit your office space
  Eliminate employee waste time

- Booking Displays | Display Desks
  Book meeting rooms, workplaces or find your colleagues.
  Overview over available resources
- Reports
  Reporting from Outlook, web browser or Power BI.
  Statistics, analytics and insights

- Bookingcenter
  Admin-function
  Optimization of resources
  Remove and delete bookings
- Export
  Financial data
  ERP integration
  Cost center
- Notifications
  Meeting reminders
  Send practical info to guests or other relevant information
- Buffertime
  Add Buffertime between meetings and reserve time for cleaning or catering preparation.

CONCIERGE CLOUD

SeaS | A Secure and Scalable Solution

Azure
Secure hosting solution
Built on Microsoft Azure
INNOVATIVE WORKPLACE BOOKING SOFTWARE FOR THE SMART OFFICE SPACE

The versatile product suite from Fischer & Kern makes it easier for businesses to achieve a total effortless and smooth working experience - anytime and anywhere.

Scheduling meetings can be frustrating and time-consuming. Our booking software saves you time and makes it simple to schedule meetings, book conference rooms and desks, order the correct services for the meetings, pre-book visitors - and much more.

BOOKING FROM OUTLOOK

Booking in Outlook, using CONCIERGE RESOURCES, enables you to fulfill a hasslefree and intuitive booking flow. The booking software is completely integrated into Microsoft Outlook and makes it simple to order catering and services, select cost code for invoicing and pre-book visitors.

Booking meeting rooms, desks and other resources can also be done smoothly.

MOBILE APP

Easy room and desk booking from app! Book your desk on your way to work or find and book a conference room for your ad hoc meeting with the right facilities and location - easily done directly on your phone. Book, check-in, prolong, end before time or release upcoming reservations.

The CONCIERGE GO app is the perfect smart office tool for businesses to add value and to obtain a powerful and flexible workforce.
HYBRID WORKSPACE

With booking displays from Fischer & Kern, you can easily book a desk or meeting room from a central placed touch screen in your office area. The display solution is not only for booking purposes - you can actually even search for, and find, your colleagues.

It furthermore allows you to check-in to your booking, either by using your RFID ID card or with your personal pin code.

The display solution supports the branding experience of the company and provides the office space with a very professional appearance.

VISITOR MANAGEMENT

The visitor management software gives you an easy tool for handling visitors and delivers a trouble-free visitor registration process.

The users have the effortless option to pre-invite visitors through the Outlook calendar invite, while also allowing Visitors to sign in from a kiosk to ease receptionists’ work or the reception staff to register visitors themselves.

The solution is flexible on customizing visitor badges, integration to WIFI and sending text/mail to the host when the visitor arrives. Show visitor statistics while being compliant to GDPR regulations.

VISITOR BADGES

Visitor badges are the perfect and powerful visitor management solution. Greet your guests with a personal visitor badge and make the total visitor experience valuable and safe. The card can be printed automatically when the visitor is signed in, or it can be printed to be ready for the visitor on arrival.

The visitor cards can be designed for each customer and may include:

- The visitor’s name
- Host
- Date
- Visitor card number
- Barcode/QR code for signing in and out
- Photo of the visitor
- Wifi code
DIGITAL SIGNAGE

Adding informative and cool-looking screens into your organization is not just practical and useful. It also showcases your company’s brand identity whilst guiding staff and visitors in the correct direction, by providing a clear overview of reservations of meeting rooms or desks. The overview can show who has booked the conference rooms and for how long. The views are ideal for a reception, a lobby, a meeting center or meeting areas.

If you combine the views with a map, you end up with a monitor that provides a perfect overview of your entire office space with simple or advanced wayfinding. With the digital signage solution from Fischer & Kern you can have just a simple overview on displays or you can choose a more informative and advanced solution.

ROOM PANELS

With the Fischer & Kern Room Panel and the CONCIERGE DISPLAY ROOMS software you experience a neat and user friendly experience.

The meeting room screen has RFID card reader option, unique remote configuration and is Powered over Ethernet. The LED light shows the availability - which creates a complete overview of free meeting rooms in your office area. The customizable layout possibilities supports the overall branding experience with your company, and ensure a holistic and superior approach. The screens are easily mounted on wall or glass.

DESK PANELS

Office space management at it’s finest!

The Fischer & Kern Desk Panel is a sleek and elegant 3.5” desk booking display that is easy to mount on any desk.

The desk panel provides a clear indication of which desks are available. If you have booked a desk in advance the desk panel will display your booking. The desk booking panel can even release a desk booking if the booking hasn’t been confirmed via the panel.

This is what you need to make your office smart - and to manage and monitor the occupancy of your space.
REPORTS

Workplace insights! The reporting and analytics tool gives you complete insight about how your office space is being used and what is being booked for a duration of time. The simple Outlook reports, the more advanced web based reports or the highly advanced Power BI reports, enables several options for gaining insight into your data through powerful reports and dashboards.

Use the standard reports offered in the package or create your own reporting by using the Power BI data model, the data are ready to be presented to your administrators and users.

The reporting and analytics tool is a strong module for facility managers, administrators, kitchen personnel, and reception staff to plan their day and make the right decisions. This is what you need to have an overall know-how and statistics regarding your workspace occupancy and office space management.

DESKTOP SENSOR PANELS

Fischer & Kern also offers a stylish and elegant Desk Sensor Panel. The Desk Sensor Panel facilitates users with multiple options on how they choose to book desks. Users can see the availability status on each desk minimizing valuable time wasted on searching for a place to work each day.

The Desk Sensor Panel has RFID built-in, a clickable surface, LED light and sensor. This is the perfect way to manage hot desking for open workspaces.

OCCUPANCY SENSOR

The intelligent workplace sensors represent the newest, state-of-the-art technology and can transform your office into an intelligent, modern and smart workplace.

With actionable insights and access to a powerful dashboard - this unique solution delivers a great opportunity to exploit your office space, eliminate employee waste time and save on unused real estate.

TAP

An easy way to book a desk is by tapping the Desk Sensor Panel. This way the device will turn red to indicate that the desk is occupied. To release the desk simply press the Desk Sensor Panel again.

SCAN ID-CARD

Simply check in with your existing RFID card to start your session adding the additional benefit of releasing the desk when no-shows occur.
### CONCIERGE BOOKING SOFTWARE MODULES

This is a selected overview of the modules, functions and features in the CONCIERGE BOOKING software. Please do not hesitate to contact us for further questions.

#### CONCIERGE RESOURCES
- Resource booking software for MS Outlook.
- Book meeting rooms, desks and other types of resources.
- Search for rooms and resources with the correct location, equipment and size.
- Use interactive floor plans.
- Set up countries, offices and resource groups (1st floor, 2nd floor, desks, AV-equipment, etc).
- Book across different countries and offices.
- Full support for recurrence appointments.
- Set up MS Exchange booking rights on the resources.
- Insert description of the resources.
- Insert images of resources.
- Supports rooms with air walls.

#### CONCIERGE SERVICES
- Service booking software for MS Outlook.
- Book catering and other services for meetings.
- Select cost code.
- Pre-book visitors.
- State if it is an internal or external meeting.
- Select meeting category.
- Full support for recurrence appointments.
- Book services with different delivery times for the same meeting.
- The kitchen can make ad hoc orders for users if they are too late to book.
- Write comments to the kitchen or other service providers.
- Service providers and kitchen staff can manage orders.
- Set up delivery rules.
- Select host.

#### CONCIERGE EXPORT
- Export financial data to ERP-application.
- Select a period where you want to export costs related to meetings.
- Complete set up to the individual client to ensure that the correct account dimensions and costs fields are exported correct.
- Export data as e.g. CSV file, XML file or comma separated file.
- Works with all ERP applications.
- When an order is exported it is closed and cannot be changed by the kitchen nor the user.

#### CONCIERGE GO
- Booking app for iOS and Android.
- Book from a list-view showing available rooms
- Book conference rooms and desks.
- Prolong, end or release your bookings.
- Check in to your bookings.
- Send error reports on broken equipment in the rooms.
- Support beacons - book based on location.
- Find nearest available meeting room or desk.
- Semi automatic release of desk booking after XX min when the user leaves the desk.
- Automatic check-in to booking via beacons
- Interactive maps and indoor wayfinding (coming soon)
### CONCIERGE BOOKINGCENTER
- Central administration of bookings for administrators.
- Overview of bookings of all resources.
- Optimize how resources are used.
- Move, change or cancel bookings.
- Assign meeting rooms to users.
- Manage other types of resources, for instance the car pool.
- View meeting information (what has been ordered, who is attending, etc).

### CONCIERGE RECEPTION
- Complete visitor management system.
- Reception staff can register visitors and sign them out again.
- Visitors can sign in from a windows based device.
- Pre-booked visitors can sign in by scanning a QR code in the lobby.
- The system can send a SMS or an email to the host as soon as the visitor is registered.
- Complete overview of visitors in the building and possible to search for visitors.
- Complete overview of both internal and external meetings in the building.
- Print visitor cards when visitors arrive or prior to arrival.
- Sign visitors in and out by scanning their visitor card.
- Evacuation report.

### CONCIERGE DISPLAY RECEPTION
- Show meeting information from several meeting rooms on display screens.
- Take bookings from MS Exchange and presents them on the screens.
- Display information like; time of the meeting, subject, meeting room, booker, arrows, floor indication or stairs.
- Set up different display groups, e.g. one selected group of rooms is showed on a specific monitor.
- Indicate which meetings has started.
- Individual layout possibilities.
- Show floor plans.
- Use wayfinding.

### CONCIERGE DISPLAY ROOMS
- Software for booking from room panels.
- Reads bookings from MS Exchange and displays it on the room panel.
- Book, prolong and end meetings.
- Display upcoming meetings for the day.
- View availability of other meeting rooms.
- RFID/NFC card reader integration.
- User authentication can be used via either pin code or RFID employee card.
- Equipment bar and send error reports if something is not working in the room.
- Works with all room screens.
- Individual layout options.
- Show room capacity.
- Book from floor plans
CONCIERGE DISPLAY DESKS
- Desk booking from touch screens.
- Book from floor plan layout.
- See where your colleagues are sitting.
- User authentication via either pin code or RFID card reader.
- Desk availability symbolized via colors. Green is available, red is booked and orange is booked within xx minutes.

CONCIERGE DISPLAY RESOURCES
- Resource booking from touch screens
  (Vehicles, AV-equipment, Hardware)
- User authentication via either pin code or RFID card reader.
- Customize your design to match your company’s identity
- Search for resources on desired location and book them for the desired time.

CONCIERGE REPORTS
- Reporting and analytics tool.
- Take out reports from MS Outlook, tablets and web browser.
- All information can be taken out from MS Exchange, and CONCIERGE BOOKING.
- Kitchen reports can include production lists, delivery reports, invoicing reports, meetings in the rooms, etc.
- Reception reports can include overview of pre-booked visitors, visitors in the building, external meetings, number of visitors on each reception, etc.
- Standard booking reports can include occupancy rates, no-show reports, overview of meetings today, etc.

CONCIERGE WEB
- Browser based application for mobile devices.
- Planning of new meetings.
- Booking of rooms, desks and other resources.
- Ordering of catering and services.
- Possible to see all of your MS Outlook meetings and edit them.
- Invite meeting participants (pre-book).
SYSTEM REQUIREMENTS

REQUIREMENTS

- Needs no installation on the Microsoft Exchange Server
- Needs no Internet Information Server
- Needs no external database such as SQL or Oracle
- Uses Microsoft Exchange room mailboxes
- Needs no external database such as SQL or Oracle

System requirements:

- Client: Microsoft Outlook 2016 or newer (only 32-bit)
- Server: Microsoft Exchange 2016 or newer
- Microsoft Office 365 is supported
- Citrix and Terminal Services are supported
ABOUT FISCHER & KERRN

We create frictionless and unique workplaces for our customers by providing them with innovative and user-friendly software booking tools. We have been in the workplace optimization and conference room booking software business since 1999 and today we have more than 500 satisfied customers that are using CONCIERGE BOOKING SOFTWARE.

We have offices in Copenhagen, New York, and London. We also have a large network of partners who are ready to assist our customers.