



Add-On Products customer solution case study



Overview

Country: Denmark
Industry: Government

Customer profile:

The Municipality of Vejle is one of the largest workplaces in the area with more than 12,000 employees.

Issue:

The Municipality of Vejle wished to coordinate appointments and gain an overview of each employee's calendar.

Solution:

The Municipality of Vejle decided to implement Exchange Central for Microsoft Exchange® and Outlook.

Exchange Central provides employees at the Municipality of Vejle with the perfect overview.

"The system was easy to install and has functioned without any problems ever since."

Flemming Brink IT manager, Municipality of Vejle

"The Municipality of Vejle is a large workplace, and with more than a thousand employees linked up on our network we have really benefited from implementing the new system," says Flemming Brink, the municipality's IT manager.

"We purchased the Exchange Central system to enable us to coordinate our appointments more easily and have a better overview of each other's diaries. By giving the system's indexing tabs individual titles - for example, for management group, teams, etc. - we have made it a simple matter to get an overview of the various groups and departments," explains Flemming Brink.

"Several municipal departments use the system to help manage enquiries. They can quickly check whether a particular member of staff is in the office, or whether a colleague is available to help instead. This in turn means we are able to deal with enquiries more quickly. Less time spent waiting for answers means that the people of Vejle are happier with the service they receive."

"It is necessary, of course, as with all computer diary systems that each person linked up to it remembers to keep his or her appointments entered



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Flemming Brink, IT manager
Municipality of Vejle

Further information

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and up-to-date. However, I have not found that this is any great problem, as everyone has a vested interest in getting as much as possible out of the system - for example, it's very helpful when you want to track down a colleague,” says Flemming Brink

“The system has proven itself to be very useful when booking meeting rooms. By following some simple rules, we can now make room bookings from any workstation on the network.”

“Here in the IT department and Hotline group, we use the system to give us a quick overview of what jobs are underway and who is assigned to them. This in turn allows us to respond quickly to people needing information about a particular job.”

“We made a conscious decision to implement the system slowly, installing it one group at a time. This has meant that we have had many people coming to us and asking when it will be their turn to

be linked up to the system. To me, that is an indication of the level of interest there is in the system,” says Flemming Brink.

“One way in which I imagine some departments will benefit from the system is through having an overview of the car fleet and the vehicles available. In fact, the system is very useful for booking purposes in general.”

“The system was easy to install, and has functioned without any problems ever since. We have not had to reinstall at all. Its user-friendly interface makes it easy to work with, and it does not require any staff training - so Exchange Central has completely lived up to our expectations,” concludes Flemming Brink.

Facts on Exchange Central

Exchange Central is a group calendar and a planning tool for Microsoft Exchange® and Outlook allowing users to view and work with consolidated calendars and resources across the company. With over 400,000 licences sold, Exchange Central is the most used group calendar in the world for Microsoft operating systems.

Facts on Add-On Products

Add-On Products develops and markets add-ons – additional functionality – to Microsoft Exchange® and Outlook. The company has its head office in Denmark and local offices in North America and the Benelux countries.

The following add-ons are marketed globally:

- Resource Central – booking solution – reserves resources and orders catering, tables etc.
- Exchange Central – group calendar – overview and scheduling of agreements
- WebTeam Central – group calendar – web-based overview and scheduling of agreements
- Mailbox Central – e-mail signature management – branding and campaign control in e-mails
- Office Central – e-mail registration – registration of incoming and outgoing e-mails, contacts etc.