



**Add-On Products customer solution case study**



**The World’s Largest Home Improvement Retailer chooses Resource Central Software to Schedule over 200 Conference Rooms and 100 Types of Conference Equipment at 15 Sites across the Globe**

**Key Benefits**

- Manages international scheduling environments
- Handles complex scheduling scenarios
- Provides flexibility for special use cases
- Allows 24/7 access to resources
- Delivers an efficient scheduling environment
- Provides ease of use for IT and end users

**Quick Facts**

The World’s largest home improvement retailer wanted to transition from Lotus Notes® to Microsoft Exchange® 2003 to improve its ability to schedule conference rooms and audio visual (AV) equipment across 15 international sites, including locations in South America, Mexico, China, Taiwan and more.

The company needed a product that could, not only schedule over 200 conference rooms and on-site equipment such as overhead projectors, laptops, DVD equipment and flip charts, but also manage video conferencing. It also wanted a tool that can be easily expanded as the company grows and rolls out additional services such as scheduling its massive fleet of trucks and cars or providing food service options when scheduling a meeting.

This leader in its field chose Add-On Products’ Resource Central software for its worldwide resource scheduling needs.

**Business Situation**

In a market where the profitability of individual companies depends on low-cost purchasing, effective merchandising, and competitive pricing, employees need to turn on a dime by maximizing communications and making quick, well-informed decisions. In order to profit, this major organization needs the most reliable and efficient tools for site-to-site communications no matter which countries are involved.



Before selecting Add-On Products' Resource Central, this major organization was using features of Lotus Notes® to schedule its conference rooms and AV equipment, but the original system was not able to manage the complexity of its scheduling environment, which includes 15 international sites with video conferencing bridges and over 100 types of conferencing equipment.

The company needed a way to manage all of its scheduling resources by utilizing sophisticated AV equipment and managing multiple time zones, so it turned to Add-On Products for Resource Central.

With Resource Central, meetings are scheduled online via a series of forms that notify the appropriate departments for a specific location and equipment request. Resource Central provides checks and balances to ensure consistency across international boundaries and facilitates the efficient organization of site-to-site meetings.

In addition to its current use, the company is considering deploying Resource Central to manage scheduling of its fleet of cars and trucks across the globe. It also looks forward to the potential of rolling out new services such as adding food service options when scheduling a meeting.

### Further information

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### About Resource Central

Resource Central is the premier resource scheduling software from Add-On Products that simplifies the process of meeting planning and organizing in Microsoft Outlook®. Managing requests for associated services usually consumes more time than desired for both users and facilities. Whether an employee needs a car for visiting a client, or lunch for ten at a specific office location, it can all be ordered through Resource Central. Resource Central saves money, increases service levels, reduces meeting budgets and easily integrates with existing systems.

### About 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 journalizing – journalizing of incoming and outgoing e-mails, contacts etc.