Overview

Country: Unites States of America
Industry: Legal Services

Customer profile:
Pierce Atwood LLP, is a leading regional multiservice law firm recognized internationally that celebrated its 125th anniversary in 2016.

The firm provides legal and business counsel to its clients, which range from regional and local enterprises, utilities, financiers, middle-market companies, entrepreneurs, and individuals, to Fortune 500 companies, multinational corporations, and state and foreign governments.

Read more about Pierce Atwood LLP on www.pierceatwood.com

Business situation:
Pierce Atwood LLP was searching for a system that could handle all their meeting room bookings across 6 locations. The booking system should be easy to operate across multiple locations and also needed to be fast enough to aviod double bookings and other errors.

The US Law Firm Pierce Atwood LLP with Multiple Offices Books Up to 200 Meetings Per Week Using Resource Central

"We would definitely recommend Add-On Products and Resource Central to others."

Kevin Gilbert, Senior Application Systems Analyst

Scheduling a meeting at a time that is convenient for an entire team can be difficult, even if you're all in the same office. When your staff members are spread across multiple locations, the challenge is magnified.

A US law firm named Pierce Atwood LLP faced this problem. With 275 employees and six offices spread throughout Washington DC and the Northeastern US, Pierce Atwood LLP sought a meeting room and resource booking solution. They chose Resource Central and now use it to schedule 150 to 200 meetings per week.

Microsoft Partner
Gold   Application Development
Silver Application Integration

Add-On PRODUCTS

Solution:
The solution was Resource Central

All staff are now booking meetings through Resource Central and Outlook.

Advantages:
• Simplified meeting room booking
• Handle all changes and notifications
• Avoid double bookings
• Able to order catering directly
• Able to filter by meeting room capacity
• Automatic email notification on visitors
• Skype 4 Business Integration

Information
Read more about Add-On Products

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Meeting Booking Software for Microsoft Outlook® and Exchange

Prior to Resource Central, Pierce Atwood LLP used shared Outlook calendars with rules applied to set up meetings, but this proved difficult to manage over time.

They wanted to streamline the scheduling of meetings and videoconferences at multiple offices. They sought stable, solid software that could be used to book videoconferences across multiple offices, and Resource Central fit the bill.

Resource Central stood out because it uses Exchange resource objects to track reservations.

Resource Central has provided Pierce Atwood LLP with greater stability and peace of mind. They primarily use it to book conference rooms, catering, videoconferences, and loaner equipment.

They have also found Add-On Products' tech support to be helpful, responsive, and knowledgeable.

"We would definitely recommend Add-On Products and Resource Central to others," Kevin Gilbert said.

Facts about Resource Central
Resource Central is the booking solution for Microsoft Outlook® and Exchange and allows for booking resources, catering, AV-equipment as well as any other service across the organization. All orders are handled automatically from the different service providers.

Facts about Digital Sign Service
Digital Sign Service is software for meeting- and conference room signs. You can book meetings in your familiar Outlook® evironment or directly on the thouch screen outside of the meeting room where meeting information is displayed. You can also extend, shorten and end meetings directly at the sign.

Facts about Add-On Products
Add-On Products improves scheduling and distribution of information for Microsoft users worldwide. As an industry leader in developing add-on functionality for Microsoft Outlook and Exchange, we also offer custom-made solutions for our clients. Listening to clients and analyzing market trends closely has given us an edge in developing award winning solutions that are saving our customers time and money.

Our product portfolio:
• Resource Central - booking of meeting rooms, cars, catering and extra services
• Exchange Central - consolidation of colleagues and internal calendar resources
• WebTeam Central - web based consolidation of colleagues and internal calendar resources
• Mailbox Central - manage the companies email signatures
• Ariadne - full-scale solution providing wayfinding, meeting overviews, pictures, video, RSS feeds, etc.

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Add-On ®
PRODUCTS