



Add-On Products customer casestudy



Overview

Country: Norway
Industry: Financial Services

Customer profile:

Sparebanken Vest was established in 1823, has over 250.000 customers and 35 branches in Norway.

Sparebanken Vest is a savings bank that provides a broad range of retail banking products and services to private individuals and small- and medium-sized businesses.

Read more about Sparebanken Vest
www.spv.no

Business situation:

Sparebanken Vest was searching for a system that could handle all their meeting room bookings, resources and visitors. The booking system should be easy to operate across multiple locations. The booking system also needed to be fast enough to avoid double bookings and other errors.

Sparebanken Vest uses Resource Central to book 25,000+ meetings and manage 20,000+ visitors

“The main reason we chose Resource Central is that it supports multiple companies and is easy to use and operate. Having a single solution for all the companies to operate has been a real benefit.”

Svein Arne Hammersland, Manager ICT Sparebanken Vest, Norway

Sparebanken Vest is a savings bank in Bergen, Norway that required a tool to effectively manage meeting reservations and visitor registrations for itself and other companies in the same office building. Sparebanken Vest shares the Jonsvoll office building with multiple companies, including Eiendoms-megler Vest, Brage Finans, Norne Securities, and Frende Forsikring. Each company had its own method for booking meetings, and it was difficult to juggle different rooms, meeting times, and groups.

Today, Sparebanken Vest and its office mates use Add-On Products' Resource Central to make over 25,000 reservations and host more than 20,000 visitors annually. Resource Central is a robust, all-in-one meeting booking and visitor management solution for Microsoft Outlook®.

“The main reason we chose Resource Central is that it supports multiple companies and is easy to use and operate,” Svein Arne said. “Having a single solution for all the companies to operate has been a real benefit.”

Microsoft Partner

Gold Application Development
Silver Application Integration



Solution:

The solution was Resource Central and Digital Sign Service.

All staff are now booking meetings, resources and handling visitors through Resource Central and Outlook. Sparebanken Vest have also implemented Digital Sign Service for wayfinding info and booking meetings at the spot.

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
- Wayfinding information to staff/visitors

Information

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Prior to adopting Resource Central, Sparebanken Vest staff booked meetings in their individual Outlook® calendars. Now over 700 employees at all the companies housed in the Jonsvoll building use Resource Central to manage meetings, resources, and visitors.

Sparebanken Vest is also using Add-On Products' Digital Sign Service software to manage meeting room digital signage. The company has integrated Digital Sign Service with 50 iPad Mini devices implemented outside of meeting rooms to help employees and visitors find their way around and book meetings on the spot.

Keeping Meeting Room Reservations Organized

With Resource Central, Sparebanken Vest and its office mates can co-manage several meetings rooms and resources while preventing double bookings and other errors. Users can search for available meeting rooms and resources, schedule meetings, invite attendees, and order catering and other extra services directly within Outlook®. Invoices are automatically sent to

service providers and all affected parties are immediately notified of any service and meeting changes.

Resource Central's user-friendly interface allows Sparebanken Vest staff to filter available meeting rooms based on capacity and amenities, like video conferencing. Resource Central has also helped Sparebanken Vest and other companies in the Jonsvoll building streamline visitor management with printed visitor badges and automatic email notifications to hosts expecting visitors.

Resource Central frees up staff from spending a lot of time to find meeting rooms, schedule meetings, and keep visitors informed. Meeting room and visitor management is now quick and simple for Sparebanken Vest and its office mates, owing to Resource Central.

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® environment or directly on the touch 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.