Ørsted

Overview

Country: UK, Germany, Scandinavia, Holland and Poland.
Industry: Energy

Customer profile:
Headquartered in Denmark, Ørsted is one of the leading energy groups in Northern Europe. The company's business areas include obtaining, producing, distributing and trading energy and related products in Northern Europe.

Ørsted employs around 6,000 people in the United Kingdom, Germany, Holland, Scandinavia & Poland and generated revenue of DKK 55 billion (USD 9.5 billion or EUR 7.3 billion) in 2010.

Read more on www.orsted.com

Business situation:
Due to the merger of a number of existing energy companies, a coordinated booking system was needed for reserving meeting rooms and booking catering facilities etc.

Solution:
The company decided to implement Resource Central booking solution for Microsoft Outlook and Exchange and to collaborate with Add-On Products to develop additional functionality.

Advantages:
• Booking of meetings completed in about 2 minutes
• Structured planning of meetings with appropriate services, catering and invoicing
• Comprehensive overview of meeting rooms and other resources covering many locations

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Planning of Meetings at Ørsted Streamlined with Resource Central.

"We have almost 6,000 employees using Add-On Products' booking system, though many don't realize it."

Tina Lund Bonne, Ørsted

"Here at Ørsted we did a major update in 2011 of our decentralised IT platform, which meant that all employees got new PCs with a standard Windows and Microsoft Office platform together with the booking system Resource Central from Add-On Products. However, users are not aware of the latter since the two systems are so well integrated that they think that all of it is Microsoft Office."

This is described by Ms Bonne, who is responsible for desktop software throughout the Ørsted group, one of the largest energy groups in Northern Europe with headquarters in Denmark, and 48 departments in Denmark, the United Kingdom, Germany, Holland, Poland and Norway.

The approximately 6,000 employees spread across those six countries all use Resource Central to book rooms, equipment, video connections and refreshments for more than 1,000 meetings held each day.

If you ask users what they think of Resource Central, not very many can give an answer. As it is so well integrated with Microsoft's Office, it is often thought of as being a part of it and not a separate product.

Add-On
PRODUCTS

"We know that we save a lot of time when planning meetings. Now it only takes us a few extra seconds to book service when reserving a meeting room."

Tina Lund Bonne,
Technology Consultant, Ørsted

This full integration with Microsoft Office, along with e-mail and calendar, was one of the main reasons for choosing Resource Central as a booking system in 2008.

Ms Bonne says, "Ørsted was founded in 2006 when a number of existing energy companies from various locations merged. This brought about a pressing need for a coordinated booking system, rather than the many different systems, sometimes quite primitive, which were being used in the various companies."

For this reason, the following list of requirements was compiled outlining the main requirements for a booking solution:

• A coordinated meeting reservation system catering to every department within the group
• The ability to book meeting rooms, equipment and order refreshments in one place
• 100% integration of the calendar with Microsoft Exchange and Outlook

Definitely the Best Choice
The requirements were held up against booking systems available on the market, and Resource Central won hands down, explains Ms Bonne,

"Resource Central had many advantages over other systems, and it was the only one that could be integrated 100% with Microsoft Exchange, which was an essential requirement. Then there was one manufacturer with local and global support, so we had no doubts that Resource Central was definitely the best solution."

The situation at the start of 2012 is that all employees are now using the same standard Windows 7 platform with Microsoft Office and Resource Central. Resource Central contains information on more than 350 meeting rooms belonging to the group along with technical equipment, such as video connections and projectors. It also contains information on other jointly owned resources, such as company cars.

A Significant Efficiency Gain
With Resource Central's advanced booking solution, planning meetings is done much more quickly than before, leading to significant gains in efficiency. It also means that employees can do this inter-departmentally in one run in all six countries and regardless of whether they are working at home or in the office. Not only that, Ørsted acquired a solution that includes support, which is something that all users and the IT department are really pleased about.

Ms Bonne adds, "We have a 24/5 support agreement with Add-On Products, and it works perfectly because they are always prompt when reporting back and finding a solution when we have a problem. Also, if we have an idea that will improve the product, which can happen since we get all we can out of our products, people always listen to us."

Ørsted has gained a lot by using Resource Central. When you ask Ms Bonne whether a more precise calculation of financial gains has been made, the answer is no,

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"There's no doubt in my mind that Resource Central has been a really good investment."

Tina Lund Bonne,
Technology Consultant, Ørsted

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"We know the cost of a licence and support and we know that we save a lot of time when planning meetings. However, we cannot measure specific savings. You see, we actually don't know how much time was spent on these tasks in the past. Now it only takes us a few extra seconds to book service when reserving a meeting room. So there's no doubt in my mind that Resource Central has been a really good investment."

Next Step is IT Meeting Tools
Experiences with Resource Central have been so positive that the system is a central element in the next major IT project that Ms Bonne is working on,

"Technology is advancing by leaps and bounds in areas like video conferencing and new media, like iPhones, SmartPad and so on. So our next step with IT is to launch IT Meeting Tools so we can bring together all relevant technologies located on our PCs and come out to the users and talk to them about these technologies.

These include: Microsoft Communicator, Live Meeting, telephone meetings, video conferences, and, of course, Resource Central."

The project will also include the introduction of the Add-On Products solution to digital signs in all meeting rooms integrated with Resource Central.

In conclusion, Ms Bonne says, "We have still not made a decision regarding Ariadne and Digital Sign Service (the digital signage platforms) in Resource Central. However, we are looking forward to looking at it more closely and I think that it's a really good service to give to our users if they have doubts about which meeting room they are supposed to be in."

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 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 and Digital Sign Service - digital sign- and multimedia solution for electronic signage

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