



Add-On Products customer case study



Overview

Country: Germany
Industry: Others

Customer profile:

Amway is a multi-level marketing company who is selling a variety of products, primarily in the health, beauty and home care markets.

Amway has approx. 25.000 employees globally. In EIA (Europe, India, Africa) they have 10.000 employees in 23 countries.

In Germany the headquarter is located in Puchheim, near Munich where 300 employees are located. The global headquarter is located in Ada, Michigan, USA.

Read more on www.amway.com

Business situation:

Before we implemented Resource Central we had to book the room, contact the caterer directly and reserve additional equipment at a third spot. So it was really time consuming and a big challenge to keep the overview.

Solution:

The organization decided to implement Resource Central booking solution for Microsoft Outlook® and Exchange.

Advantages:

- Booking of meetings completed in about 2 minutes
- Structured planning of meetings, catering and equipment
- Visitor management and reporting

Amway's German headquarters reduces meeting booking times by 85% with Resource Central

" We reduced the time for a booking by nearly 85% because everything is included in one tool now."

Sandra Schulz, Senior Asset Management Specialist | IT Services

For multi-level marketing company Amway, booking meetings at their German headquarters in Puchheim, near Munich, used to be a chore. Staff had to find and book meeting rooms, reserve equipment, and order catering separately. They called service providers directly to order extra services. Therefore, planning and booking meetings was time-consuming. It was also difficult for employees to get a clear overview of available meeting rooms and meeting schedules.

There are approximately 300 employees at Amway's Puchheim office, where many meetings are held per day in separate meeting rooms. Amway sought a meeting booking tool that could be used to do it all: book meeting rooms as well as order catering and equipment for meetings. They looked for software that could easily be expanded to other regions and countries.

After researching various options on the market, Amway determined that Resource Central was the perfect fit for their needs. Resource Central offered the exact functionality they needed, was compatible with their internal systems, and was scalable.

Microsoft Partner

Gold Application Development
Silver Application Integration



“We can measure it at the satisfaction of our employees in the canteen and the IT department. Especially the time saving makes the colleagues very happy”

Sandra Schulz,

Senior Asset Management Specialist, Amway

Information

Read more about Add-On Products

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“After implementing Resource Central at Amway, we have reduced the time for booking by nearly 85% because everything is included in one tool now,” said Sandra Schulz, Senior Asset Management Specialist at Amway.

Increased Productivity, Happier Employees

The ability to book catering and order equipment while scheduling meeting rooms has saved employees time and increased their satisfaction on the job. Staff members are now freed up to work on critical tasks because they can book meetings and associated services quickly and efficiently with just one tool.

Amway was also impressed with Resource Central’s tech support and customer service team. Their experience has been so positive that the company plans to use Resource Central to manage and book

company cars in the future. Schulz concluded, “We are more than happy with Resource Central... We would recommend Add-On Products and Resource Central anytime!”

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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