



Add-On Products customer solution - case study



UNIVERSITY OF SOUTHERN DENMARK

Overview

Country: Denmark
Industry: Education

Customer profile:

The University of Southern Denmark is one of Denmark's largest universities with campuses in Odense, Kolding, Esbjerg, Sønderborg, Slagelse and Copenhagen, teaching more than 19,000 students and employing a staff of nearly 4,000.

Issue:

The University wished to optimize and restructure the planning of its internal meetings.

Solution:

The University decided to implement the Resource Central booking solution, which integrates with Microsoft Outlook®.

Resource Central is now used at the first four campuses but will soon be in use at all six.

The 10 conference rooms at the Odense campus are not only used by the university's own users but are also hired out to companies and organizations.

Benefits:

- complete organization of meetings in 2 minutes
- integration with Microsoft Outlook®



The University of Southern Denmark streamlines its planning of meetings

“In the past it took at least half an hour to organize a meeting; now it takes a few minutes.”

IT-Coordinator Inge Hansen, University of Southern Denmark

“We use Resource Central from Add-On Products to organize meetings at the 55 meeting facilities available at The University of Southern Denmark. Thanks to this solution, we can now perform the entire process in a logical, structured way through Outlook. Resource Central allows you to locate and book the most suitable room with the required equipment, as well as arrange the tables, services and dispatch invitations to the participants. We're now able to plan an entire event in a few minutes, whereas before, it could easily take half an hour or more.” Thus explains a satisfied Inge Hansen, IT Co-ordinator at The University of Southern Denmark, which has campuses in six Danish cities.

Resource Central is a booking system for the Microsoft Outlook® environment and may be used to book all types of resources. At the University, they use it to book meeting facilities with accompanying table arrangements, additional technical equipment etc. The program is integrated with Microsoft Outlook's® e-mail and calendar function and will dispatch invitations to the participants.

Most of the meeting facilities at four of the University's campuses are

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Gold Application Development
Silver Application Integration



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Inge Hansen, IT-Coordinator
University of Southern Denmark



registered in Resource Central's database with details such as size, furnishing (with photos) and the additional technical equipment which may be booked. This means that all those wishing to organize meetings can now book rooms and equipment directly through their Outlook calendars and send e-mails to participants and local facilities staff to order technical equipment and seating arrangements. It's also possible to order catering, such as coffee, water and fruit for the meeting.

Much quicker and easier

Resource Central can be used by all of the staff at the University. And all parties are particularly pleased with it according to Hansen, who was project manager for the choice and implementation of the solution:

“Before we had Resource Central, we had one member of staff employed full-time at the Odense campus responsible only for the details of meeting planning. With the telephone as the main means of communication, this made for a very long a complicated process. This employee is now free to work on other tasks. Instead, the meeting organizer can perform the entire process on his or her PC, right from finding the most suitable room to sending out the invitations to everyone through Outlook. And this is not only far less bureaucratic, it is also much quicker and easier than before.”

But Resource Central is not only designed for meeting facilities - it can be used for other resources

as well. If a room is to be used for an examination, Resource Central can be used by the organizers to order paper and envelopes for the students or any other necessary supplies.

And once the event has been scheduled the organizer can send a message to the University's electronic sign system, thereby putting the title and time of the meeting on the large summary displays which are located around the university campus and on the small screens by the respective meeting rooms.

Before Resource Central was used, only a few members of staff could organize meetings. Now, everyone can do it, as Hansen explains:

“Resource Central looks just like a part of Microsoft Outlook®, meaning all those used to working with Outlook can learn to use it without any training simply by using the excellent online help. For those who are not used to using Outlook, we've made a course teaching them to use both Resource Central and Outlook.”

As an example of this last group Hansen mentions the cleaning staff who can “look in” on Resource Central and see, for example, when the meeting rooms are free to be cleaned.

Resource Central started being used at The University of Southern Denmark in 2006, in the first instance for managing the 10 conference rooms on the Odense campus. Since then it has spread

“Resource Central has been expanded on an ongoing basis with many new functions requested by users at the University themselves. ”

Inge Hansen, IT-Coordinator
University of Southern Denmark

Further information

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to the four largest campuses, and Hansen expects it soon to be implemented at the two newest campuses in Slagelse and Copenhagen.

This growth is not merely because the users are satisfied with Resource Central and its supplier, Add-On Products. It's also because Resource Central has been expanded on an ongoing basis with many new functions requested by users at the University themselves. As Hansen explains:

“We were impressed by Resource Central right from the time when the people at Modulex, our electronic sign provider, showed it to us. We've also seen many of our suggested enhancements incorporated in new releases of the product. There has always been a good dialogue between the University and Resource Central's developers and we have seen many of our suggestions realized as a part of the standard product, meaning we've not had to pay for having them included. It's been a really positive experience.”

Imagination's the limit

Although since its first procurement in 2006 Resource Central has been expanded with many new functions, Hansen tells us the developers at Add-On Products have not been allowed to rest on their laurels:

“As already said, we're very happy with the solution we've got. But I keep getting new queries from our users why you can't do this or that with Resource Central. And I always forward these questions to Add-On Products, because in my view the only limit on how the product can be used is imagination, and we've got plenty of that here at the University.”

Facts on Resource Central

Resource Central is an add-on solution for Microsoft Outlook® and Exchange, which facilitates the organizing of meetings with all attendant services such as booking of available rooms and ordering of catering and other services in 2 minutes at the most. Resource Central automatically handles new orders and changes to orders and sends messages to meeting planners, catering, IT staff and similar.

Facts on 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 registration – registration of incoming and outgoing mails, contacts etc.