CCI
Helping you grow your business.

Chamber of Commerce and Industry of Western Australia Inc.

Overview

Country: Australia
Industry: Governmental

Customer profile:
The Chamber of Commerce and Industry of Western Australia Inc. (CCI WA) is a member based, not-for-profit organisation.

CCI WA have approximately 300 corporate staff across Western Australia and the Northern Territory; 220 of the 300 staff are located at their headoffice - 180 Hay Street, East Perth.

CCI WA has over 20 business units offering a variety of services to our member to make it easier to do business.

Read more on www.cciwa.com

Business situation:
Before Resource Central they used a spreadsheet to arrange meetings and resources. Due to the fact that several people worked with the spreadsheet it regular became corrupt and was a real agony.

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
• Comprehensive overview of available meeting rooms and other resources covering more locations
• Visitor management and reporting

Gained efficiency with Resource Central

"Staff is now self-sufficient to book their own room, catering and equipment requirements"

Paisha Cook, CCI WA

"After we have implemented Resource Central at CCI WA, we have gained benefits like reduction of admin time and we now have a clear overview over statistics, usability etc. with the customized reports. Before we implemented Resource Central we spent time going back and forth between staff to book a room and the spreadsheet we used often got corrupted. Staff is now self-sufficient to book their own room, catering and equipment requirements. Some rooms require special approval and the workflow that has been set up for these rooms work very well."

This is described by Mrs. Cook, who is the Manager for Human Resources at CCI WA.

The approximately 300 employees across Western Australia and the Northern Territory all primarily use Resource Central for all executive, function, training and booking of meeting rooms.

Gained efficiency
Mrs. Cook also explaines that she thinks the best feature in Resource Central is the approval process - to be able to book specific rooms in only a short period of time.

Microsoft Partner
Gold   Application Development
Silver Application Integration

Add-On
PRODUCTS

"The reception, catering and asset services uses the web-based back-end interface to know what their daily schedule is"

Paisha Cook,
Manager, Human Resources, CCI WA

Information
Read more about Add-On Products

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With Resource Central's advanced booking solution, planning meetings is done much more quickly than before thereby gaining efficiency. It also means that employees can do this interdepartmentally in one run in all business locations and regardless of whether they are working at home or in the office.

The reception, catering and asset services also uses the web-based interface to know what their daily schedule is.

Mrs. Cook adds, "We also have a 24/5 support agreement with Add-On Products, that means we can always get support if needed.

Next Step is Pool Cars
Experiences with Resource Central have been very positive so the next step is to implement our Pool Cars Mrs. Cook explains,

"I would like to implement Resource Central for our Pool Cars as well. Also I am really keen to have display boards showing daily meetings, however, there are current budget restrictions"

Add-On Products
I heard about Add-On Products room booking system through our IT team. The requirements were held up against booking systems available on the market, and Resource Central was able to meet all requirements, said Mrs. Cook,

Resource Central was also compatible with our internal systems and was ideal for our business.

Outstanding Service
"We experienced outstanding service when we approched Add-On Products. The company representative was very thorough with his initial presentation and online demo, and everything is working to what was promised.

Also we didn't really notice that Add-On Products was in a different country. It was very easy to communicate and their products handle several languages.

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

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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Add-On ®
PRODUCTS