OM MECHELEN

Overview

Industry: Government

Customer profile:
The City of Mechelen has over 80,000 residents and approximately 1.700 employees. Mechelen is the fifth largest city in Flanders.

Challenge:
Planning a meeting, finding a room and providing logistical support in separate systems caused many problems. Misunderstandings and confusion were especially a problem when a meeting was canceled or rescheduled since their old system lacked Outlook integration. Logistical support and meeting participants were simply not informed of relevant changes.

Add-On Products' partner, Signburo, assisted the City of Mechelen in the process of implementing Resource Central as a solution to manage its meeting rooms and ordering of additional services faster.

End result:
Thanks to the implementation of the Resource Central software planning meetings within the City of Mechelen is now faster, more user-friendly, and less error-prone.

Managing and booking meeting rooms? it's child's play for the City of Mechelen

City of Mechelen

With over 80,000 residents and approximately 1.700 employees, Mechelen is the fifth largest city in Flanders. Therefore, the city urgently needed a simple, efficient, user-friendly booking system for their sixty meeting rooms.

The challenge: a tangle of people and offices

Setting up a meeting within large organizations or enterprises is often a complex, time-consuming task. It's the same for the City of Mechelen. With dozens of meeting locations, spread out in various buildings throughout the city, it was clear that an efficient internal reservation system was critically important.

In the past, employees would work in the traditional manner: you would start by scheduling a date and time in Outlook® based on the agendas for those involved. Then, you would have to go into a separate database to look for available meeting rooms. You needed to search per building and fill in a number of mandatory fields before finally being able to book the meeting room. Then separate requests were sent to arrange any audio-visual equipment.

"The problem was that all the systems couldn't communicate with each other," says Mechelen's ICT project manager. "Planning a date, location and providing logistical support in separate systems inevitably caused problems, misunderstandings, and confusion. There was so much to think about, particularly when a meeting was cancelled or rescheduled. Those invited were often informed of a change in Outlook®, but the room booking and logistical support were not adapted. This meant that the use of meeting rooms was not optimized, as the rooms were not released and those helping with logistics were not informed. This led to catering being provided unnecessarily for meetings that did not take place."

When the City of Mechelen thoroughly renovated the buildings and offices, it also dealt with the reservation and booking system in the same go.

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The solution: Resource Central

In order to get rid of this laborious way of working, Signburo installed the Resource Central software from Add-On Products. Resource Central – an add-on that is directly integrated with Outlook® Exchange and Office 365 – makes it significantly easier, faster, and more user-friendly to organize meetings.

Now, when you schedule a new meeting in Outlook®, the new reservation system displays all the available meeting rooms at a single glance. This way, you can efficiently select the most suitable room based on clear criteria (e.g. size and equipment available). Furthermore, this is achieved very quickly. You no longer have to fill in a form with so many unnecessary 'mandatory fields'.

Moreover, thanks to Resource Central, you can book all manner of extra services. Catering, room setup, audiovisual equipment, you name it and the software will automatically inform the suppliers. Plus, everyone involved immediately has all the correct information available when any changes are made.

The result: more time, fewer misunderstandings

The implementation of the Resource Central software has meant that planning meetings within the City of Mechelen is now faster, more user-friendly, and less error-prone:

- No double-booking of meeting rooms
- Meeting rooms become available again if the time or location of the meeting is changed
- No more need to work in two or three separate systems
- Centralization in Outlook® so that you maintain an overview; there is an overview of where, when, and who has booked a room at all times
- Participants and those providing logistical support (e.g. catering) are informed of any changes immediately
- If new meeting locations are added, you can easily integrate them into the system

The City of Mechelen currently has 70 licenses in use. And there is an expansion in the pipelines: the new meeting rooms in the library, the museum, and the fire station will soon be in the new booking system.

Are you also wrestling with meeting requests and meeting room issues? Then please don't hesitate to contact us for more information.

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City of Mechelen

Resource Central

» Saves time and frees up staff for other important tasks.

» Integrates seamlessly with Microsoft Outlook® and Exchange.

» Gives users an overview of all available meeting rooms and shared workspaces.

» Easy to administer and use.

» Displays important details about meeting rooms, including images and location.

» Handles all changes and cancellations.

Further information
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Read more about the City of Mechelen
www.mechelen.be

About Resource Central
Add-On Products' room and resource booking solution, Resource Central, is available on-premises or hosted in Microsoft Azure for Microsoft Exchange, Office 365, and hybrid enterprises. Resource Central delivers an optimal user experience, along with enterprise-level scalability and performance.

One of the keys to Resource Central's success is Add-On Products' holistic implementation service, which kicks off with a workshop that addresses the needs of all stakeholders, including the IT team, facilities staff, end user representatives, designers, and HR. This ensures that the solution not only works optimally, but also is rolled out in a way that is sensitive to the needs of end users and facilitates the introduction of smarter working initiatives.

About Resource Central
Resource Central is a premier booking solution from Add-On Products that allows you to book resources, equipment, catering, and other services. Resource Central integrates with Microsoft Outlook® and the Exchange Server, simplifying the process of scheduling and organizing meetings.

About Add-On Products
Add-On Products specializes in developing add-on functionality for Microsoft Outlook® and Exchange and digital signage software. More than 400,000 clients around the world rely on Add-On Products' solutions to serve their employees and customers.

Our Products:
Resource Central | Room booking solution. Reserves resources and requests associated services in less than 2 minutes
Ariadne | Digital signage software. Full-scale solution providing Wayfinding, meeting overviews, pictures, video, RSS feeds, etc.
Digital Sign Service | Software for digital meeting room signs. Displays meeting booked in Outlook® on touch screens
Exchange Central | Group calendar. Provides overview and scheduling of appointments
WebTeam Central | Group calendar. Provides web-based overview and scheduling of appointments
Mailbox Central | Email signature management. Improves email branding and campaigns

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