

Title: Condeco case study

Description: Brown Jacobson installed a Condeco meeting room and resource-booking tool to replace their paper based booking system.

Keywords: meeting room, resource booking, client booking, MIS Reports, efficiencies, audit trails, implementation, system transition, cost tracking

Browne Jacobson Case Study

Client:

Browne Jacobson, one of the largest law firms in the Midlands, needed a meeting room and resource booking tool. It is a growing business with over 500 employees and offices in Birmingham, Nottingham and London.

Problem:

Peter Billington, Technical Manager of Browne Jacobson, said:
“Our previous client-booking system was very manual. It was handled solely by our reception staff, who booked meeting rooms through Microsoft Outlook calendar or in hand-written books.”

With 20 meeting rooms being frequently used every day, the old system was time consuming, a strain on resources and did not allow a comprehensive audit trail. Busy receptionists found it stressful as it was difficult to obtain room and resource information prior to booking. Inconsistent processes meant too many errors were being made.

“We wanted a much better meeting room management system which looked professional and favoured us in our aim to deliver exceptional service to our clients.”

Browne Jacobson required a single web-based solution that would:

- centralise and automate the process for booking meeting rooms and resources internally and externally
- simplify bookings
- give detailed MIS reports and audit trails of bookings made, key client information and stock control
- provide better use of staff resources and reduce costs
- increase efficiencies
- expand alongside the business

Solution:

The Nottingham branch of Browne Jacobson came to RNM Systems for help.

“After looking at three systems by different companies we concluded that Condeco had the best look and feel about it. It also had the best integration with Microsoft Outlook Calendars.”

He added: **“It is a forward-thinking product using the latest technology. It makes other systems look dated.”**

Browne Jacobson recently went live with Condeco. Implementation was completed within one day, with Condeco Project Managers working on-site with the Browne Jacobson IT team. Multiple training sessions were provided to administrators and reception staff.

Browne Jacobson like the fact that they can now manage their bookings using a simple calendar grid system that shows exactly what rooms are available at what times. Condeco also controls catering requirements by automatically emailing requests to Browne Jacobson's in-house catering team so they instantly know what orders can be placed.

The system is technically still in the transitional process and it is expected to expand along with the business. New rooms, resources and locations will be added as Condeco is rolled out to two other Browne Jacobson sites in London and Birmingham in the very near future. There are also plans to integrate the Condeco system with their Customer Relationship Manager system, which will allow the firm to record a better history of clients previous visits.

Analysis:

Browne Jacobson is already seeing the benefits that the Condeco system brings. The meeting room booking system means that every receptionist has access to all room availability on a computer screen immediately. Anyone can book rooms whenever they need.

In-house trainers for Condeco trained Browne Jacobson staff, followed by internal training. The system has proved to be efficient now that people are becoming familiar with it.

“At the moment reception handles the system, but the next phase is to get everyone using it. There are approximately 15 main users at the moment, and they find the new system very useful.”

Visitors have noticed the difference, expressing compliments to the business on how client management is professional and slick.

Substantial savings have been made to company time and money by improving service on cancelled meetings and allowing cost tracking of meetings by departments.

The system transition was fairly straightforward. In general, service and support have been good. Despite a few minor issues initially, the problems have been responded to, and everything is now working well.

“Condeco has helped create an up-to-date image for Browne Jacobson-at last there is no more scribbling in books or signing bits of paper. We look much more professional.”