

## **Case Study**

### **DLA Piper**

#### **The Client**

RNM Systems client DLA Piper, a major international law firm, needed to improve the performance, standardise the operation, and manage the cost of all their meeting rooms and associated resources.

#### **The Problem**

If you've ever had problems arranging a meeting – trying to arrange refreshments or find a projector that works – imagine trying to manage hundreds of meeting rooms across 6 locations.

The client needed a single, web-based tool that could manage every aspect of booking rooms and managing resources – including the costs. A tool that would be available to all employees with the potential to roll out across locations worldwide. And a tool that would grow with the needs of the business – without needing add-ons.

It also had to be able to track every associated cost, and cross reference to the relevant client or department. As well as producing detailed reports on every aspect of the process.

Armed with a detailed brief from the client services teams in the UK, we set to work. As most of the features in the brief were already integral to the Condeco system we had the first location on trial in Birmingham within 4 weeks of installation.

#### **The Solution**

Impressed by Condeco's leading edge technology, impressive feature list and our track record, our client asked us to succeed where previous technology had failed.

With Condeco, DLA Piper at last has a single, global tool for booking meeting rooms and resources. Wherever you are in the world, the system shows exactly what's available in your own location. For users, having a simpler, clearer system has made them more confident about the process and the people behind it.

Having a clear audit trail of every booking makes for fewer mistakes and misunderstandings. There's less stress for meeting room staff, as any problems can be dealt with swiftly.