

## **Case Study**

### **Diageo**

#### **Client**

Diageo, a FTSE 100 global drinks company with over 20 000 employees wanted the complete Condeco package for their UK offices, including room booking, desk management and help desk module. In addition, they needed a specially created car park booking module for their London headquarters.

#### **Problem**

The initial requirement was for a room and desk booking module to be installed in 21 UK locations. The previous software was not made specific to requirements and failed to meet all the company's needs. They wanted a specialist solution to replace the old system that would be web based, centrally accessed via their intranet and included a professional visitor management module.

The client also had a specific requirement to build a car park booking module for use at their headquarters. They needed it urgently to comply with a deadline commitment from the local council to lower the company's carbon emissions. As well as this, they were experiencing major over crowding problems with the car park as there were 300 car park spaces for over 600 users.

They wanted employees to have the ability to manage car parking spaces through a single online solution by booking available spaces via a web interface.

#### **Solution**

Fortunately, RNM Systems experience within the bespoke software development market meant that they had the skill set to build the car park booking solution to the clients outlined specification. They created a system where staff who use the car park must choose to be in one of four schemes and their car park booking is governed by whichever appropriate scheme they have entered into.

The four schemes are:

- The Reserve scheme, allowing members of staff to reserve a free car parking space via Condeco in the reserve scheme area of the car park. People in this scheme are only allowed to book a maximum of 12 spaces per calendar month. Once their monthly allocation has been reached staff in the reserve scheme will no longer be able to book a space unless they release one or more bookings for the month.
- The Rota scheme, allowing members of staff to choose four days of the week that they require a parking space. The fifth day is designated as their 'Green Day' and they cannot park on that day.

- The Lift-Share scheme, only open to members of staff who share cars. Car shares must contain at least two members of staff with no maximum number in a share (although this is limited by the number of people in a car).
- Members of the Lift-Share scheme are guaranteed an allocated space every day. Each member of the Lift-Share scheme is allowed a number of days with single car occupancy per month.
- The Mobility Scheme, where members of staff who have either permanent or temporarily impaired mobility are allocated a parking space and may use the space for as long as it is allocated to them

The room booking part of the solution focused on a managed web based system where users can submit their own room requests to the concierge desk, who then checks if the room is available and processes the booking. The system has allowed the client to tie in their vendor process and service delivery, ensuring better work efficiency for both parties. The visitor management system has been enabled so visitor security passes can be printed out when visitors arrive, eliminating the hassle of signing in and out, making the company look professional.

## **Analysis**

The meeting room and desk booking system is currently live in the 5 offices based in England and Scotland. As it has proved to work very well, it will be soon rolled out to the remaining offices in Ireland shortly.

The visitor pass system is running well and makes the business look professional and run efficiently.

The car park scheme has improved functionality and provided much better management of the available spaces. The scheme encourages people to travel and work more flexibly by reducing the number of parking days available to each member of staff, thus promoting car sharing and smarter working.

The outcome has been a reduction in car use by almost 50% and carbon emission reduction targets have been reached.

A short delivery time was requested, and as this was a large project, implementation and development of the car park booking module took approximately 6 weeks. Installation of the software to going live with key team users was less than one week as the system was very intuitive to use. Following that was intensive training to the remaining user groups lasting around two weeks. Initially group training was held for the floor concierges. The facilities team was then trained who filtered the information to the end users. On site, Condeco trainers organised buddy sessions, where users were guided until they were able to confidently use the system for themselves.