

Dundas and Wilson Case study

Client:

Dundas and Wilson is a large law firm with offices based in three locations: Glasgow, Edinburgh and London. They needed a new room and resource booking system for all three locations.

The system has been live in the Glasgow office for six months, controlling 11 meeting rooms for 160 staff. It has just been launched in Edinburgh and will be rolled out in London shortly.

Problem:

The previous system in Glasgow was Lotus Notes Data base, in Edinburgh it was a paper diary combined with Excel spreadsheet and in London it was an Excel spread sheet.

Jennifer McLeod, Front of House supervisor, said:

“There were many problems incurring by using different systems in each office. It was very complicated to make block bookings and the systems were not efficient for forward planning, especially from a vendors point of view. Also, working with manual systems meant that only one person could use it at any one time.”

Dundas and Wilson began looking for a single web based booking tool that could be used in all three offices and be compatible with the different systems already in place.

“Our aim was to find user friendly software with a grid viewing system that is compatible with Outlook.”

They also needed a system that would include:

- reports on room usage.
- management information access
- links to each room
- a single place where information is kept for external vendors, so they can receive and organise the work list for themselves
- cost codes showing availability of equipment
- extra benefits to the people who use the system on a daily basis

Solution:

“We chose Condeco because it stood out as the most user friendly solution for our team of receptionists as it is not too complex.”

The staff were trained using an in-house demo. The general consensus is that it is well liked and everyone welcomes the new way of working.

Analysis:

In Glasgow, the transition period went well. There were already anticipated initial teething problems but the Condeco support team worked quickly to get them fixed.

Glasgow office staff had to work hard to transfer information from the old to the new system. Edinburgh will be the biggest change. But even though the change is huge, the benefits are great.

“We can now make block and amend bookings and forward planning is so much easier. We can see rooms and availability in different locations and more than one person can work on bookings at the same time. Our system just seems so much more professional.”

Dundas and Wilson are working with RNM Systems to tweak the system to get it exactly the way they need it.

They feel the service they have received from Condeco has been very good. Conference calls have been a key method of resolving issues and keeping everyone and everything up to date.

The most beneficial aspect is “being able to amend bookings and make booking changes much quicker.”

The Condeco system allows vendors work to be streamlines, saving time for vendors for vendors, forward planning, streamlined.

“All in all Condeco is a definite improvement.”