

MacRoberts case study

Client

MacRoberts is a leading commercial law firm offering a comprehensive range of legal services to corporate, commercial and public-sector clients, with offices in Edinburgh and Glasgow. There are 270 users and 20 meeting rooms between the two locations.

Problem

The previous system was a paper based diary system managed by secretaries in reception.

David Murphy, IT Director of MacRoberts, said:

“The system involved lots of phone calls to organise rooms, vendors and equipment. The main problem was that the system was too manual, left too much room for errors and it was impossible to tell how much resource was being used.”

MacRoberts required a web based, automated system that was easy to use, flexible, required minimal training and would reduce workload for staff. Their aim was to replace the paper based system in order to take work strain off reception staff and allow them to plan ahead, while giving them a new tool to manage their job better.

“The firm’s management knows the importance of using the right software systems to improve business efficiency and services to clients. For these reasons we decided that an electronic room management and guest system was required.”

Solution

After a careful examination of the current market and possible solutions available, MacRoberts successfully trailed and tested the Condeco product.

The software was rolled out after an on-line demo and one month trial in the two locations. It took one day for on-site installation and implementation. Then a training day for a selection of IT, administrator and vendor people took place at both the Edinburgh and Glasgow locations. The remaining users were trained with an in-house email giving user instructions.

Condeco allows MacRoberts’s in-house catering and support staff to organise their working week better and plan their own personnel resources accordingly. The simple to use software allows staff to book rooms and check availability using a common grid view for each site.

The overall management of rooms is still retained by front-of-house reception staff, who can quickly approve or re-allocate resources and rooms from the same grid. The product keeps the users informed of bookings and booking changes automatically via email.

Analysis

The software has now been in place for several months and it has greatly enhanced the ability of front-of-house staff and support personnel to manage room bookings.

“We like Condeco because visually, it is simple and easy to use, which is critical to our users as we have little time for training. Outlook integration is a big plus. As for functionality, it can do all that we need to do.”

The Condeco solution has firmly become part of the MacRoberts suite. They plan to work closely with RNM Systems to use the software to automatically generate visitor welcome passes and roll Condeco out further within the next few months.

Condeco has proved to be the flexible solution they need. With help from the RNM Systems team, MacRoberts has shaped the product to fit the needs of the organisation's two offices. They customised the software by creating a virtual room for the marketing department, where equipment used for outside conferences can be tracked. The software has now been re-branded by MacRoberts for the final solution as “BRB.”

“The RNM Systems team are confident and understanding of their product. MacRoberts can highly recommend both the Condeco product and the level of support from RNM systems.”