

## **CASE STUDY – Condeco brings room-booking remedy to the Manchester Royal Infirmary**

### **Overview**

Located on Oxford Road, Manchester Royal Infirmary (MRI) is one of the oldest medical institutions in Greater Manchester. MRI is part of the Central Manchester Hospitals NHS Foundation Trust and a teaching hospital, which has close links to The University of Manchester's School of Medicine.

Following a recent expansion, which saw the opening of a new children's hospital, the largest of its kind in the UK, the Trust now consists of five hospitals, four of which are based on the one site, and employs a workforce of over 8,500.

### **Challenge**

The hospital has two new major training and education buildings, the north and south education centres, which each contain lecture theatres, seminar rooms and breakout areas. On a daily basis, multi-disciplinary training sessions take place in these training rooms. When the Trust opened the north education centre in March 2009, the education Campus contained 20 separate training areas that needed to be managed effectively.

The management of these resources became a major priority as the paper-based room booking system was no longer able to keep track of the volume of bookings the Education Campus Management team were receiving. In addition, the ordering of catering for events and the provision of AV equipment was becoming increasingly more complex.

The Trust required a software based room booking system that could manage the increasing numbers of room bookings in its education training facilities, which would ensure that the training facilities provided are of the highest possible standard.

## **Solution**

In October 2008, the Trust approached workspace management specialists RNM Systems and following several meetings decided to implement the company's out-of-the-box workplace management software suite, Condeco.

Peter Nield, Education Campus Manager at the Trust, said: "After careful consideration the Trust decided to purchase the Condeco room booking system. It proved to be the most cost effective of the systems that were investigated"

He continued: "Condeco has enabled the Trust to turn a laborious paper-based booking system into an efficient task that is easily monitored. It allows the Education Campus Management team to identify room availability, book catering and AV equipment and will be used to appropriately recharge users for the use of the education centre's facilities".

## **Evaluation**

Following the Trust's implementation of the Condeco room booking software, the system has significantly changed the way the hospital's education centres are managed.

"The Trust has been using Condeco for over 6 months and I am pleased to say that the work around the activity of the education centres has vastly improved, partly thanks to Condeco. Staff throughout the hospital can now log on to the Condeco system online, check availability of a training room and make a request to the Campus Management team for a room," commented Peter.

He added: "Condeco's user-friendly interface combined with additional features such as eliminating 'no-shows', booking of catering and the creation of invoices will, in the future, also increase the improvements within the Education Campus Management team. The solution has enabled us to identify spaces where training activity within the centres is low, which has facilitated organisations such as the RCP to book events in the education centres, thus increasing the revenue to the Trust."

"The NHS is constantly under pressure to increase efficiency and implement new technologies that make life easier for staff. Condeco has helped us do this by allowing us to establish smoother running education centres and attracting more events from outside organisations. We look forward to working with Condeco in years to come and building on our relationship with RNM systems," concluded Peter.

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### **About RNM Systems**

RNM Systems is a specialist in workspace management and booking solutions. Its Condeco software suite, recent winner of BIFM's Technology Award, provides large enterprises and SMEs with the ability to manage the day-to-day aspects of office life with ease and fluidity.

Condeco scalable workspace management software provides *Meeting Room Booking, Desk Booking, Car Parking* and *Visitor Management*, through one centralised web based application.

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