

**Title:** Condeco case study

**Description:** Stephenson Harwood got the Condeco meeting room and resource booking tool installed to replace their paper diary system and to improve working efficiencies.

**Keywords:** meeting room, resource booking tool, electronic boardroom booking system, professional, integration, LDAP, computerised, web based

### **Stephenson Harwood Case Study**

#### **Client:**

Stephenson Harwood is a leading international law firm operating in five countries across Europe and Asia.

The firm needed a meeting room and resource booking tool for 24 meeting rooms and approximately 450 users in the London office.

#### **Problem:**

Michelle Crosier, Reception Supervisor at Stephenson Harwood, said:

**“We had always worked from a paper diary system. It actually worked very well but there was too much paperwork involved. After a refurbishment and the creation of a new client suite and two reception areas, we decided to look for a user friendly electronic boardroom booking system.”**

The main aim was to install a faster, more efficient and professional booking system to offer clients and employees the highest standard of service.

#### **Solution:**

**“We researched and viewed different systems but Condeco proved to be the most user friendly whilst offering various functionalities which would benefit the smooth running of reception and other departments within the company.”**

They wanted a configured web based tool that would include:

- e-mail and diary integration
- confirmation emails
- workflow for processing booking requirements such as catering and equipment
- printed security badges
- integration with LDAP to ensure that users are able to sign in to the system with the same user name and password

The whole installation process took a week, with one day spent on-site. A two-day training course during the implementation period allowed users to adapt quickly and easily to the new system. Two types of training were given to Stephenson Harwood's super users- administration training and basic user training.

### **Evaluation:**

**“Our new system is quicker, efficient, user friendly and definitely more professional than the paper diary.”**

The transition went very smoothly although the implementation period was a long process. Vast amounts of information had to be collated and transferred from the paper diary into the electronic system to enable the system to be customised to meet all requirements.

**“We are always looking for ways to improve or tweak the system to benefit us. We constantly liaise with the support team and give them feedback on what may work better for us and they are always willing to help and listen to suggestions.”**

During the initial period there were mixed reactions due the massive change but now members of staff are confidently using Condeco. The employees understand that installing a computerised web-based system is the way towards a more successful business.

Regular clients have recognised the change and commented on the professional image that the system portrays for Stephenson Harwood.