



Condeco



Technical and support

Our dedicated team have a wealth of experience in installation, configuration and training, ensuring you get the best knowledge and service for your Condeco project

Support

We strive to make our software as easy to use as possible, but questions and problems naturally come up from time to time. That's where our support team steps in to help: when you call us for support, you won't get routed to a call centre on the other side of the world, you'll speak to our own in-house experts who know our systems inside out.

Implementation

Upon receipt of confirmation we arrange an implementation meeting with key project co-ordinators within your organisation and your appointed project manager.

The purpose of this meeting is to outline the configuration options of the system relevant to all locations, how data will be collected on rooms and room attributes, how existing room booking data can be migrated and to set key time frames in moving forward.

Following this meeting we will produce a detailed project plan to include milestones, the required information from your relevant departments and our action plan. At this stage we would also begin discussions with your IT infrastructure with regard to server and hardware requirements so that these are 'in progress' whilst moving forward with data collection.

We then populate the system and load the solution onto your UAT environment. Once the software is loaded the testing phase can commence. Once you have accepted this, the product is ready for the live environment.

Data migration

Our dedicated team of support and implementation specialists can help you to identify the best route of migrating existing data and bookings into your new Condeco system. We have a number of scripts available that will automate the process to carry data across from other booking systems. Should your requirement not fit within one of our current processes, we have the in-house experience to work with you to deliver a solution.

To find out more or to arrange a demo
call 020 7001 2055 or visit www.condeco.co.uk

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Training

Often large organisations will have a training department that are assigned to managing change within the organisation so where possible RNM Systems delivers the training to the trainer. We will work closely with the training department to ensure that we work within the existing process and procedures for the client.

Administration training would normally consist of one to two days dependent upon the size of the project with key users looking at high level administration and set-up features.

Additional consecutive days would be utilised as either user training or workshop days where key user groups can attend workshop sessions to review system functionality and usability.

All clients receive hard copy and online user manuals to support the help files which appear within Condeco to assist users.

Systems architecture

Condeco is written in VBScript ASP and C# ASP.NET. and is a web application hosted with Internet Information Server with a Microsoft SQL2000/2005 database backend. Our development team uses standard Microsoft Technologies and development methodologies to ensure that the system is secure, swift and can be included in your organisation's normal back-up routines. Condeco also has the ability to use your organisation's Active Directory for secure access into the Condeco system. The Condeco Emailing sub-system utilises a queuing system, which ensures rapid email delivery even during peak operating times. Condeco is accessed through IE 6 or 7, and uses a variety of technologies to ensure a rich user experience.

Additionally Condeco can be accessed through Microsoft Outlook and allows meetings and room booking from the Microsoft Outlook Calendar. This facility is available as a standard Outlook form that can be published from the Organisational Library in Exchange. This means that there is no need for individual installs on users' machines, with no additional set-up as the form is centrally administered.

Recommended system requirements

Application server requirements:

- Twin Xeon Processor 2.0 GHz ■ 1GB of RAM ■ 18GB RAID hard disk
- Microsoft Windows 2003 ■ Internet Information Services (IIS) 6.0

Database server requirements:

- Dual Xeon Processor 2.0 GHz ■ 2GB of RAM ■ 20GB RAID hard disk
- Microsoft Windows 2003 ■ Microsoft SQL Server 2000

Software Installed by RNM Systems

- Persits AspUpload Module ■ Persits AspEmail Module
- Persits Aspjpeg Module

Our clients include:

Barclays
BP
Diageo
DLA Piper
ESS Compass Group
Hiscox
McCann Erickson
Mishcon de Reya
Reuters
Smith & Williamson
Stephenson Harwood
Taylor Woodrow



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