Case Study

This project was for one of our largest FMCG customers and involved careful manipulation of resource and room booking data to migrate numerous systems into a single global system.

Data Analysis

Resource Booking: Global Meeting Room Booking System

Data Cleansing & Import

Key to the success of this project was the import and cleanse of resource and room booking data from numerous systems including Outlook, Access, Excel, Meeting Planner, QFM, Archibus, Isilink, Reflex, FMIS, Cyboze plus several disparate local systems.

All data prepared was cleansed ready for import into the SQL back end to provide a new Global Resource Booking tool providing a service to over 240 sites across 75 countries.

Company Profile

This Consumer Goods company produces a diverse range of products that help people to look good, feel good and get more out of life.

Their portfolio of over 400 brands include products that range from nutritionally balanced foods to indulgent ice creams, affordable soaps, luxurious shampoos and everyday household care products.

HQ : London, UK

The Customer

As part of a roll-out of a new Global Resource Booking tool the customer wanted to provide a single point of access for all room bookings to enable Video Conferencing to be integrated into the business to reduce the environment and financial impact of global travel.

The back-end of the system integrated via an API to a Cisco TMS video conferencing platform.

The Challenge

The challenge of exporting twelve months of forward booking data from different systems in different time zones, then pulling them into a new format was not to be under-estimated. The completed system also had to manage multi-point bookings, daylight saving hours, multi-languages, and the general challenges that can occur when dealing with a project team spread out across the globe, from different cultures, working in different time zones.

Benefits

As system administrators for one of the systems used in the Pilot Phase, we were able to quickly build an extract that helped form the basis for extracting the data for several other sites.

This process and methodology then became the model for the remaining global sites that followed after the Pilot Phase.
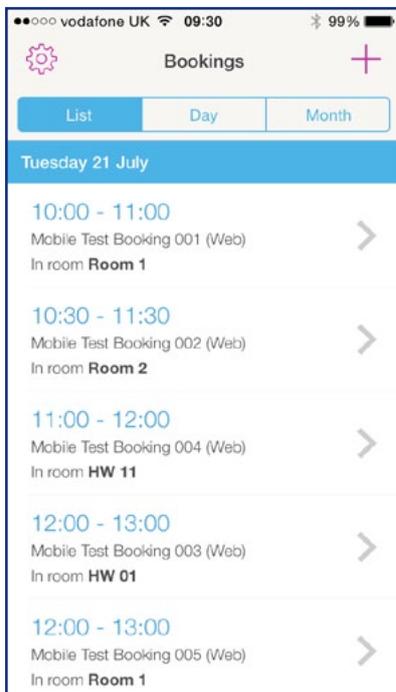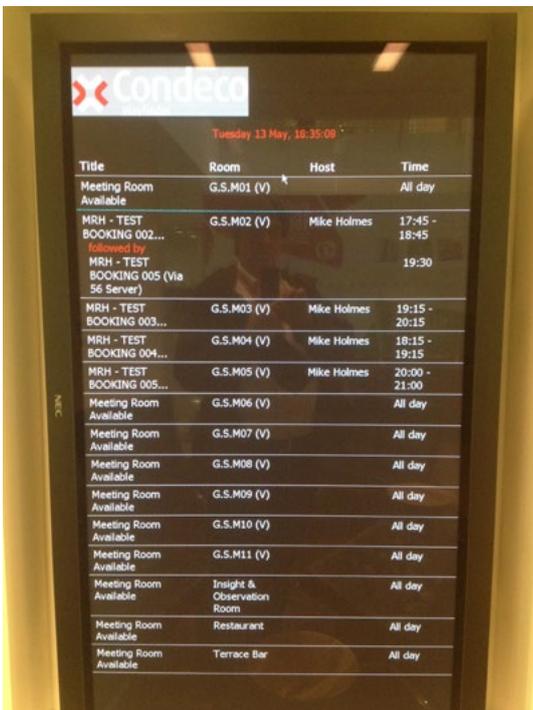
The Solution

We started with a Pilot Phase of four sites across three time zones.

Once this had been successfully deployed we helped plan the rollout of the remaining sites in a series of global on-boarding phases. Some needed out of hours support as the work involved back-end data importing. Some smaller sites were on-boarded by hand as this was more economically viable.

The links to the Video Conferencing system via a Cisco API needed POC testing, which involved building a small Cisco TMS VM for testing and development.

We also assisted in managing stress and load testing to provide assurance for the customer that the system would withstand the predicted load of 125,000 potential users using the tool globally.

The Results

The Project Team were able to have a central view of all available bookable resources. The system provided a consistent way of booking rooms and resources, and offering additional functionality such as hospitality at a room level.

Behind the scenes Management Reporting was now available providing a critical insight into resource demands and utilisation which up until that point had previously been impossible to derive.

Screens outside meeting rooms allowed for checking in / auto-bumping to improve availability. We also assisted with deploying Airport-style signage, and testing of a mobile App.

Contact

Please contact us to discus your
requirements in more detail.

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That might work for us!

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