

CASE STUDY:



High Octane Meetings

It wasn't that BP *didn't* have a system. But unfortunately the system was opaque and inflexible. We're talking about room booking, of course, and Australia's best known supplier of fuel wasn't in a great place. Its corporate offices used an Outlook-based room booking system that simply wasn't smart enough. Double bookings and clashes were common occurrence creating unnecessary staff tensions and inefficiencies. BP needed something more sophisticated to keep pace with its size and needs.

As luck would have it, BP got to know Concierge after acquiring another business. BP asked after the room booking system, liked what it saw, and began to adopt it.

Following the implementation of Concierge Displays, the system made accessing and booking rooms more flexible. This in turn made it easier and more convenient for staff to book a room. Double bookings were a thing of the past. The 'viewing' feature was particularly useful, as it allowed staff to view bookings months in advance. BP initially installed eight display consoles, and over time their needs grew and they expanded to 16 consoles.

ENTHUSIASTIC ADOPTION

Implementing Concierge Displays was smooth sailing. The first batch was integrated in the

space of a week. Training was provided but staff reported that training was largely redundant — such is the ease of use. Staff quickly became proficient and any teething problems or faults were easily identified and reported. You might say: system adoption was enthusiastic!

BETTER COMMS

BP's move to Concierge Displays coincided with a move to activity-based work methods with a greater reliance on hot desking. The corporate workplace philosophy was changing and Concierge made the transition smoother, as meeting rooms played a more pivotal role in connecting with colleagues — whether that be in an ad hoc capacity or planned weeks in advance. BP has reported an improvement in staff communication, productivity and efficiency. Can all this be attributed to a superior room booking system? Perhaps Concierge can't take <all> the credit but it's amazing what a difference it makes when the room booking system 'gets out of the way' and enables easy and efficient collaboration. You could say that BP is now cooking with gas.

