

AskCody®

# Customer Success Story: Multinational Bank

One multinational bank is saving hundreds of hours per day streamlining 1000 daily meeting bookings. AskCody for Outlook and Office is winning back lost productivity.



**Case:** Meeting room booking and canteen management across 60 locations, 600 meeting rooms, and 3000 global employees. Saving minutes per meeting across 1000 meetings booked every day.

**Solution:** AskCody Workplace accelerated finding and booking correct meeting rooms.

AskCody Meeting+ automated meeting services workflows, and simplified AV orders, internal catering requests, and vendor management.

**Outcome:** Happy employees saving hundreds of hours per day; bank clients getting the best possible experience.



# AskCody is a key solution to book and manage meetings with ease

A market leader in domestic mortgage lending needed to support high value meetings. Meeting management was one of the first business processes migrated as part of the project.

The bank chose AskCody as a partner to drive digital transformation together with Microsoft and Office 365, using select productivity extensions like AskCody.

With this winning combination, the firm's employees can search for available meeting rooms and resources across multiple locations and across multiple time zones, that suit the purpose of their meeting, or search for meeting rooms with the right facilities or capabilities.

At the same time, the combination of Office 365 and AskCody ensures that the organization gets the most out of their resources, people, and events without standing up any additional servers.

Now employees and service providers can manage additional resources, workflows, items, booking of corporate kitchens and canteens, and accept or reject bookings without worrying about changes.

And if meetings are rescheduled or moved to other meeting rooms, AskCody will facilitate all necessary adjustments in Exchange, automatically.

*“With AskCody, we stay in control, get complete visibility into meeting booking flows, while having consistency across processes.”*

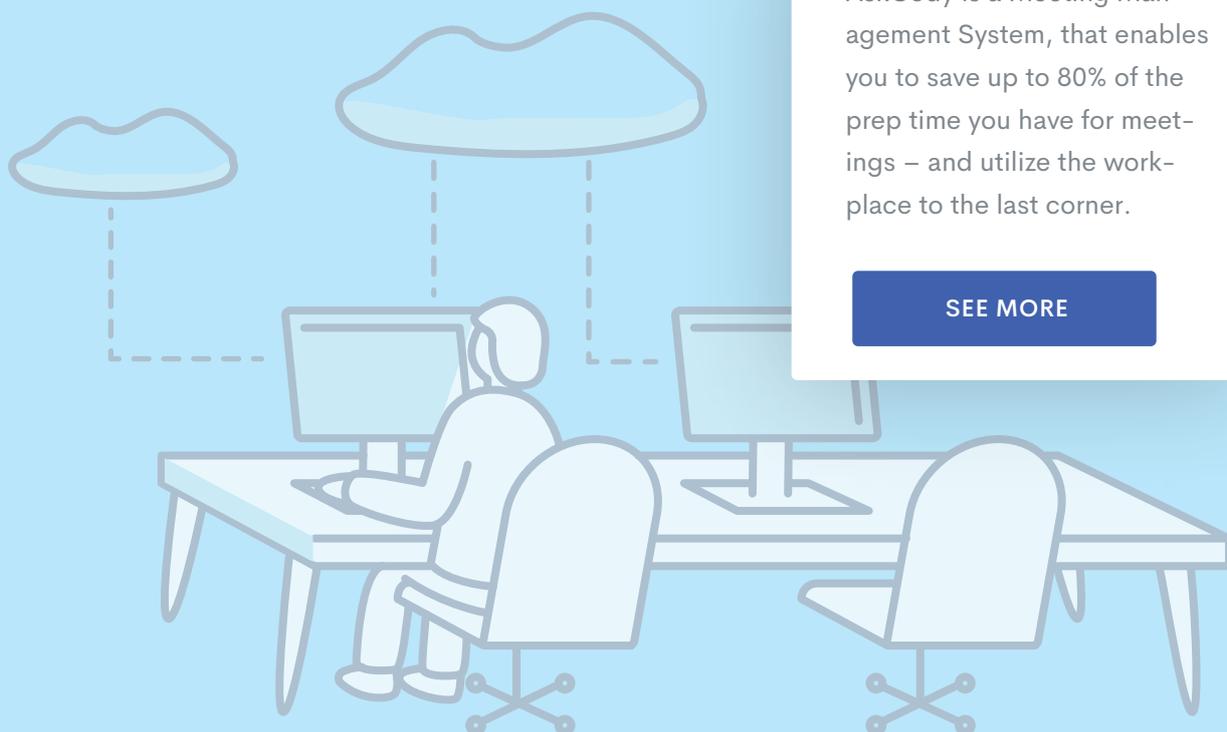
# Upgrade from Exchange 2010 to Exchange Online and Office 365

The upgrade from Exchange Server 2010 to Exchange Online meant an upgrade to a new meeting room booking tool. AskCody was there to help with solutions integrated directly into Outlook and Office 365.

Meetings are an essential part of the finance business. Especially for one of the largest corporate banks. Therefore, a well-integrated meeting room booking tool to optimize utilization of meeting rooms and to create a smooth and easy booking process was key to improving productivity. That's key to productivity with up to 1000 meetings a day across all locations.

AskCody is a Meeting Management System, that enables you to save up to 80% of the prep time you have for meetings – and utilize the workplace to the last corner.

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# Why did they choose AskCody meeting management?

In the process of upgrading the business-critical Exchange 2010 (on-prem) to Exchange Online and Office 365, the bank had to find a new supplier for a meeting room booking solution that was:

Well implemented into Outlook and Office 365; AskCody's integration as a native experience running inside Outlook and Office 365 saves employees time.

Able to be configured as a hybrid solution (Exchange Server and Exchange Online running in hybrid mode) leveraging the best from both on-prem environments and the power of the cloud supporting important business processes in the transformation and transition from on-prem Exchange to Exchange Online without interruptions into important business processes not yet migrating off-prem.

Easy to implement and scale going forward, not high maintenance or hard to update; AskCody's solution easily scales with Office 365 adoption.

Most important was finding something easy to use for the business and the end users without creating training debt or support

issues; AskCody was clearly easier to use than the other options tested.

AskCody Meeting+ and RoomFinder extensions for Outlook and Office 365 were chosen to be deployed in more than 60 locations, 600 meeting rooms, and for more than 3000 employees.





# Workplace Value Addition

Employees can search for available rooms across multiple locations and across multiple time zones.

Employees can easily search for meeting rooms that suit the purpose of their meeting (e.g., "video conference" or "internal meeting," or search for meeting rooms with the right facilities or capabilities.

Booking video conference rooms across locations ensuring that all needed AV equipment are available when booking video meetings.

All inside Outlook and Office 365.





# Meeting+ Value Addition

The kitchen and canteen management, AV provider, or facilities management always know exactly what, when, and where the ordered services need to be delivered.

Centralized bank hospitality staff can manage bookings of additional resources, workflows, items, bookings of corporate kitchens and canteens, and accept or reject bookings without worrying about changes or if meetings are rescheduled or moved to other meeting rooms - This is a huge timesaver for the canteen every day.

All integrated with Exchange and Office 365.



“Finding a meeting room, ordering refreshments or meeting room equipment, managing the workflow can be time-consuming, and error-prone. AskCody is well-integrated into Outlook and Office 365 and allows us to save time and stay productive.”

Multinational Bank

IT Manager

**AskCody<sup>®</sup>**