

“Kx feeds in automatically. It puts the info in the right places. As IT, I do not need to look over or even know when groups are coming. The interfaces was really a no-brainer.”

Aron Schiffenbauer; Sr. Analyst, Applications Development & Maintenance

Headlines

Venue type:	University
Meeting Capacities:	20-600
Bedrooms:	4,000
Products:	KxConferencing Classroom Interface Card Interface

Events to manage



Campus Events



Conferences



Meetings



Banqueting



ESL Programs

Results



Better service



More time



Better guest experience



Increased accuracy

St John's University

A bit of background

St. John's University is a private university with a diverse student body located in Queens, NY, one of five boroughs making up New York City.

“Safety was the main reason for using our StormCard system from CBORD,” explained Rich Wolcott, Director of Conference Services at St. John's University. However, the process to import guest names to CBORD required IT to run scripts, leaving Conference Services completely dependent on IT. And with a 24/7 front desk, IT was always on call. For both departments, the need to find a way to move access to the user side for a more self-efficient process was a “no-brainer” to provide “efficient, quicker, and better service to guests and users”.

What St. John's University wanted to achieve

- Remove the dependency on IT to import all conference attendee data to CBORD.
- Reduce guest wait time when changes must be made to CBORD; changes could take 30-45 minutes.
- Provide the 24/7 Conference Services desk the control needed to create and change guest information without having to contact the IT department.
- Increase staff efficiency by removing the need for manually double checking all data before CBORD import.

What the Kinetic project team did

- Worked with the IT and Conference Services teams to determine which fields needed to pass between Kx and CBORD.
- Kinetic Software built an interface to pass information between Kx and CBORD and delivered a version to St. John's testing environment for staff to test and approve.
- After approval of the interface, Kinetic Software delivered the interface to St John's KxLive environment. Staff were able to pass guest details to CBORD and the StormCard system. Changes can now be made by Conference Services staff and applied immediately.

The results for St. John's University

- The IT department has been completely pulled out of the loop.
- Conference Service staff are able to change guests information and rooms when needed.
- Control over changes to the system have reduced the impact on the guest, making delays minimal and barely noticeable to the guest.
- The Kx system works seamlessly with St. John's CBORD system, ensuring St. John's can use their StormCard system to its potential from safety to final billing.