Overview

Industry: Pharmaceutical

Customer profile:
The large pharmaceutical enterprise has offices in approximately 100 countries and more than 100,000 employees who develop and provide medicine and vaccines to people around the world.

Challenge:
The enterprise had been using Resource Central at its headquarters and sought to implement the software on a global scale.

End result:
Resource Central was successfully rolled out at more than 90 locations in 30 countries and 20 different time zones.

100,000+ end users quickly adopted the meeting booking software. Only 14 minor issues were reported, and they were solved or actions had been taken to resolve them within one week of implementation.

The pharmaceutical company deemed the software implementation a success. Key success factors were thorough planning, training, and communication through multiple channels as well as a close partnership with Add-On Products.

Global Pharmaceutical Enterprise Successfully Implements Resource Central for More Than 100,000 End Users Worldwide

A large pharmaceutical company implemented the meeting booking software Resource Central for employees in 20 different time zones and 30 countries. Despite its immense global scale, the software implementation achieved quick user adoption and a very low incident rate. Elaborate planning, effective communication, and a close partnership with Add-On Products were key to the success of the implementation.

Complete Meeting Room and Resource Scheduling Software
The major pharmaceutical company wanted to replace its existing meeting room management software at the headquarter. The company chose Resource Central, a complete meeting room management system for Microsoft Outlook® and Exchange that handles the entire booking process, including ordering catering, IT equipment, and other services. It also handles cancellations automatically and helps reduce the number of empty meeting rooms.

The Implementation of Resource Central

- 90+ locations
- 100,000+ end-users
- 30+ countries
- 20+ time-zones
- 14 languages

After experiencing the benefits of Resource Central at its headquarters, the enterprise decided to implement the software on a global scale. By using Resource Central to manage meeting rooms with video conferencing capability, the global company expects to reduce travel time and expenses. The company also anticipates that managing meeting room usage with Resource Central will lower real estate costs and eliminate expensive scheduling mistakes.

Add-On® **PRODUCTS**

Microsoft Partner
Gold Application Development
Silver Application Integration

"The software implementation was a success. Resource Central had a high user adoption rate, and employees successfully booked meeting rooms across all locations."

Close Partnership with Add-On Products
An important aspect of the planning process was ensuring that end users were well informed of the upcoming software implementation as well as properly trained in using the software. The company wanted to achieve quick and smooth user adoption. Prior to the implementation, super users were trained to champion the use of Resource Central, provide other users with support, and advance user adoption.

Rather than maintaining a traditional vendor-buyer relationship, the pharmaceutical company and Add-On Products forged a close partnership to ensure that the implementation would go as smoothly as possible. The company had Resource Central customized to accommodate its specific needs, such as adding additional languages to the product's already extensive list of available languages.

Assembling a Core Project Team
For this large global company, Resource Central's integration with Microsoft Outlook® and Exchange was essential because no changes to its existing IT structure would be required. However, migrating databases was necessary for this implementation because Resource Central replaced the company's existing meeting room management solution. Meeting reservations were migrated from the old meeting room management system to Resource Central.

A core project team was assembled to ensure a smooth implementation. The team reached out to different company locations as they launched the software to get updates regarding the implementation process and provide technical assistance. A product specialist from Add-On Products participated onsite in the core project team to deliver technical product knowledge and insight derived from experience with previous software implementations.

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Advantages Resource Central

- Saves time and frees up staff for other important tasks.
- Integrates seamlessly with Microsoft Outlook® and Exchange.
- Gives users an overview of all available meeting rooms and shared workspaces.
- Easy to administer and use.
- Displays important details about meeting rooms, including images and location.
- Handles all changes and cancellations.

Successful Implementation

The software implementation was a success. Resource Central had a high user adoption rate, and employees successfully booked meeting rooms across all locations. Few minor issues were reported by end users and were mainly resolved with minimal training, such as teaching users how to type in information properly. End users perceive Resource Central as a user-friendly solution because it works within the familiar Outlook® environment and has the same "look and feel".

In close collaboration with Add-On Products, all post-implementation issues were resolved or actions were taken to resolve them within a week of implementation. The company also found that its close partnership with Add-On Products had a significant impact on the success of the implementation.

At the moment, the enterprise primarily uses Resource Central to manage and book meeting rooms with video conferencing capability. However, various offices have requested the ability to use the meeting room booking solution for all types of meeting rooms.

Further information
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About Resource Central
Resource Central is a premier booking solution from Add-On Products that allows you to book resources, equipment, catering, and other services. Resource Central integrates with Microsoft Outlook® and the Exchange Server, simplifying the process of scheduling and organizing meetings.

About Add-On Products
Add-On Products specializes in developing add-on functionality for Microsoft Outlook® and Exchange and digital signage software. More than 400,000 clients around the world rely on Add-On Products' solutions to serve their employees and customers.

Our Products:
Resource Central – room booking solution – reserves resources and requests associated services in less than 2 minutes
Ariadne - digital signage software - full-scale solution providing Wayfinding, meeting overviews, pictures, video, RSS feeds, etc.
Digital Sign Service – software for digital meeting room signs – displays meeting booked in Outlook® on touch screens
Exchange Central – group calendar – provides overview and scheduling of appointments
WebTeam Central – group calendar – provides web-based overview and scheduling of appointments
Mailbox Central – email signature management – improves email branding and campaigns

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