

EMS Case Study *Federal Agency*



Federal Agency Schedules Reform *Saves 30-40% of Scheduling Time with EMS*

Background

This federal agency has approximately 100 staff members who need to book video conferences throughout their seven offices. At the time, their scheduling process was a bit burdensome and took a great deal of time to schedule the 50+ video conferences they were hosting each day. After engaging EMS for a demo they realized just how much time they had been wasting.

The Facts

Not long ago this federal agency was using Lotus Organizer to manage their video conference rooms. The process for reserving rooms was lengthy, time-consuming and cumbersome. It became clear that they needed a computerized meeting and event management system, both to correct the current flaws in their scheduling processes and to allow for anticipated video conferencing growth. They believed that with an online system the effectiveness and ease of booking video conferencing rooms would allow for a more efficient process. Soon they would realize this to be true.

Fast Facts

- **30-40%** scheduling time decrease
- **5500** video conferences per year
- **25** rooms in **3** facilities
- **100** staff members

Due Process

The three main facilities of this agency are in constant communication and previously, all communication was conducted via Lotus Organizer, a manual and outdated process. Charged with managing thousands of interviews each year, the agency desperately needed to implement a video conference and room booking system for all of their courts. For 8-12 months they researched and reviewed a number of candidate programs. Their goal was to find a system that, among other things:

- Had a simple process for booking video conference rooms
- Could track video conferencing usage
- Could function as a state-wide scheduling tool
- Offered web-based scheduling access

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Ultimately they discovered that EMS Enterprise combined with Virtual EMS met all of their criteria. The agency was so impressed with the software they had a “sole justification” written to purchase the product.

This review committee was won over in the evaluation process. “We contacted various vendors for demos and EMS was the only one that was truly applicable to the work we are doing. It was a no brainer; we knew EMS was the product that would get us where we wanted to be.”

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Asked to compare their old manual processes to the work flow using EMS Enterprise, an employee stated: “EMS has allowed us to cut our scheduling time by 30-40%. We couldn’t be more pleased with our choice and hope to eventually rollout EMS for all of our scheduling needs.”

For more information on Dean Evans & Associates, and the company’s event management, master calendaring, online registration and survey software products, go to www.dea.com or contact the Sales department at sales@dea.com or 1.800.440.3994 ext. 863.

The Verdict

After what was described as a “very smooth” transition to EMS, the agency has now been using EMS Enterprise/Virtual EMS, since November 2008 to handle all of their video conferencing and audio bridge scheduling, ensuring their facilities run smoothly. The implementation of EMS has enabled them to optimize the use of their space, provide quality service, stay within their budget and provide timely and accurate room use statistics to employees.

