Claudine van Vlimmeren
Global Program Manager for Workplace Innovation

TOUCH AND MEET

Just a normal day at the office, you hang up your coat, startup your laptop and check your inbox. Ping! An instant message shows. 'Hi can we have a brief meeting to discuss the project schedule?'' But there are no free meeting rooms, they have all been booked weeks ago. That's when your Digital Room Display can help.

Over the past few months, Claudine van Vlimmeren and Armin Vermerris have been introducing staff to the Digital Room Display in the new Philips Center. It is a display, about the size of an iPad, that is placed on the outside wall of a conference or meeting room. The touch-sensitive screen displays an overview of the booking status from Outlook and also enables you to book the room, confirm a booking, and extend a meeting in progress on the spot! You can also report technical faults with any equipment in the meeting room by touching the relevant symbol. The color-coded background illumination of the screen shows from a distance whether the room is free (green) or not (red). A booking that is not confirmed within 10 minutes after the start of the meeting is released and the room becomes available both on the display and via Outlook!

For no-shows, the booker receives an email notification with the message that the room is cancelled because the booking was not confirmed in time. The display also provides for statistical reporting such as how many no-shows there have been, and how many instant meetings have occurred.

> The touch interface is incredibly simple and intuitive.

"From the brand experience insights, we knew we needed to provide a solution to one of the biggest concerns among employees – availability and booking of meeting rooms in the new building." says Claudine. The tool needed to meet certain criteria. The touch interface, for which you do not need any training or introduction, is incredibly simple and intuitive. It had to be able to display the availability of each room, the length of time for which the room was scheduled, and the booking date. Additionally, the display needed to have an innovative look and feel.

Armin explained that the tool has been a goal of the WPI program for a long time. In 2010 we did a pilot in India for a meeting room reservation system, but that was a much more complex system. Since then we received many appeals to provide a tool to manage meeting rooms. When we specifically received a request from real estate to start with this pilot in Amsterdam, we didn't have to think twice. Five suppliers presented their products in demo-sessions and four of them had mounting systems with whole frameworks to install and they needed an extra server or an Exchange interface. But the product we selected from Evoko only needed an Ethernet and an Exchange connection, and as for the mounting system – simply fix it on the wall with a sticker!

Although the system is very simple, the support of IT still played an important role. Especially because there were some specific Outlook settings to be taken into account while configuring the systems, which was caused some connection problems in the first part of the pilot. We needed to have a dedicated person with specific knowledge and know how on the Philips Outlook settings and configurations. To ensure success, the team came together and dedicated the whole day – they stayed in that room and at the end of the day,

there was a solution. Armin explained that they all came together, a very multidisciplinary group including partners and real estate, and agreed with each other that they wouldn't leave the room without the solution - and they kept their promise!

We are very happy with the Digital Room Display so far. It is intuitive, well-designed (award winning) and a patented solution, which does not infringe on IT security, and is very easy to mount. Recently the WPI Steer Committee decided that Evoko's Digital Room Display should be the standard room-booking solution for all WPI locations. A global contract with Evoko has been signed and now preparations are ready for roll-outs. Locations on the list for the next installations are Vienna, Prague, Eindhoven HTC, and more to come.

Further developments around the tool will never stand still. Maybe in the future it will be possible for you to book and/or confirm a room via your smart phone, we shall see", Claudine smiles. What we want to achieve is an increase in employee satisfaction by providing more choice in available meeting rooms, hence also increasing employee productivity. Many are very enthusiastic about this new tool and that alone is already a big and positive change.

Armin Vermerris
IT Infrastructure and Operations Manager – BG Professional Lighting Solutions
Innovative Solutions Workstream Lead – Workplace Innovation Program