



FORTUNE 100 FINANCIAL ORGANIZATION

THE COMPANY

This Fortune 100 Financial Organization is the pension system market leader, managing the accounts of 2.3 million participants and 12,000 member institutions. In total, the organization ranks among the Fortune 100, based on assets under management.

THE CHALLENGE

The organization employed more than 6,000 people working in 30 offices throughout the country. The company had about 300 meeting rooms, 150 of which were part of conference centers in New York, Denver, and Charlotte. Hundreds of meetings and events took place in these conference centers daily, as well as many video conferences between different locations. Each event had different space and resource requirements, ranging from the simplest of setups for a brief staff meeting to a long list of audio/visual equipment, catering, and other services for a customer meeting.

6,000
PEOPLE

30
OFFICES

98%
REDUCTION IN
HELP DESK CALLS

THE SOLUTION

The organization wanted a solution to accommodate their detailed scheduling process for the New York and Denver offices. Managers needed statistical reports to track room utilization, reservationists and employees needed rapid room scheduling, and the A/V department required detailed inventory and tracking. Most importantly, everyone wanted a solution that was powerful, flexible, and adaptable. The Fortune 100 Financial Organization selected EMS Software as their meeting and room scheduling solution.

THE RESULTS

With EMS, the organization's process for reserving meeting space and allocating resources resulted in:

- 98% reduction in requests to an outsourced help desk by enabling users to make their own reservations, translating to significant cost reductions
- Improved communication between the organization and their catering providers, with users having access to menu details, service orders, and billing information
- Reduced administrative overhead by reallocating staff from event planning and logistics to higher-value tasks like customer service

"EMS Software is truly phenomenal. EMS helps our team schedule very efficiently because their software is so easy to use. It has saved us countless hours since we installed it, and our staff is extremely pleased with the way it functions."

CONTACT FOR A DEMO



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