CORA

Self-service reservations on your corporate intranet

"We couldn't manage without CORA today."

— WorldCom

"Booking a meeting room yourself with CORA is quicker and easier than delegating the task to someone else."

Meetings are a fact of life, with most managers averaging at least a couple a day. And along with meetings goes the frequent frustration trying to book a room. As modern presentation aids and 'working lunches' become a common ingredient the situation only gets worse. Uncertainty as to what is in a room, whether pool equipment needs to be booked, and having to use a different process to order catering adds further delays.

And with salaries today dominating most firms' cost base, streamlining internal processes is top of the agenda. Organisations must ensure they make full capital of their assets – particularly people and facilities.

Meeting the challenge

Once you have more than a few conference rooms, you're likely to need staff dedicated to managing bookings – receiving requests by phone or email and entering them into a shared diary. Ensuring first-come, first-served becomes difficult as the in-box grows and the phone keeps ringing, and a backlog means quality-of-service suffers. Even the most conservative estimates of lost employee time and administrative overhead show the issue is significant, easily costing a company £150 per user per annum.

What you really need is self-service, within controlled parameters – all observers agree that this is the best way to harness technology in a B2E (Business-to-Employee) environment. Move over legacy client-server applications – the age of the corporate portal has arrived!

Web-centric architecture

CORA overcomes all the limitations and problems of messaging and phone-based booking systems, leveraging instead your existing intranet for both the booking process and administration functions. It is easy to set-up, manage and very easy to use – in fact the intuitive interface means user training is not required. CORA was designed to run 'out-of-the-box' in standard IT environments and uses secure and robust database technology to eliminate miscommunication, lost or double bookings and mistakes ordering equipment or catering.

Empower your employees

CORA allows individuals to make and manage their own bookings as and when they want, giving:

- visual availability check on all relevant resources
- instant acknowledgement of booking requests
- ability to immediately confirm with all meeting participants
- ultimate flexibility for making changes

CORA automatically generates emails to remind users of their upcoming bookings, with a 'Cancel' link if the booking is no longer required.

Using a self-service system puts your users in control – improving Quality-of-Service, saving wasted employee time and reducing central admin costs at the same time.

Features

May be seamlessly integrated into your corporate intranet and style, transparently recognising and authorising users and administrators through their network login credentials and scalable to thousands of resources and users and unlimited administrators.

Personalised workspace offering 'My Bookings' and 'My Profile' allows users to easily change their existing bookings and preferences, and adds appropriate administrator functionality for configuration, booking management and reporting.

Easy-to-use booking interface featuring availability search and graphical display for resources across different time zones and locations enabling multi-room bookings for conferencing.

Fully integrated booking of ancillaries such as pool equipment and ordering of catering or extras for timed delivery, such as corporate gifts or training materials, charged to an elected cost centre, and recurring bookings up to six months ahead.

Admin features include: Group permissions to enable setting up of 'closed user groups' and restricted booking for certain resources; Management of user bookings including ownership transfer; Full admin reporting via web-accessed standard reports.

Technology

Scalable web application built on Windows NT/2000, IIS, and SQL Server using ASP/DLL with royalty-free MSDE in the install kit.

Users and administrators interact with CORA through a standard browser – IE5.5 or above. ASP Sessions are not required, Windows-integrated authentication. Includes SMTP mail spooler, auto-archive process, customisable style sheet.

Summary

CORA helps you embrace the new era of B2E communications, streamlining internal processes and empowering your employees.

- **Easy-to-deploy**
  No software installation or set-up required on user PCs

- **Easy-to-use**
  Feature-rich, web browser interface requiring no user training

- **Easy-to-manage**
  Completely administer the system through a web browser

- **Scalable**
  From small companies to large enterprises handling thousands of users and resources

- **Secure and robust**
  No more lost or duplicate bookings

- **Cost-effective**
  Quick payback

Licensing arrangements are available to suit most requirements.

Contact us now for a no-obligation review or a demonstration of **CORA**.

CORA is a business of Vizola Technology Ltd.

© 2002 Vizola Technology Ltd.

(06/02)