



King's College Hospital Trust

EventMAP's Booker solution has helped King's College Hospital both improve meeting room utilisation and reduce the cost of administration.



EventMAP's room booking software, Booker, has helped the King's College Hospital Foundation Trust improve meeting room utilisation and deliver a great user experience for users.



King's College Hospital Foundation Trust (KCH) is one of London's largest and busiest teaching Trusts, with a strong profile of local services primarily serving the boroughs of Lambeth, Southwark, Lewisham and Bromley. Their specialist services are available to patients across a wider catchment area, providing nationally and internationally recognised work in liver disease and transplantation, neurosciences, haemato-oncology and foetal medicine.

The Challenge

Poor room visibility and difficulty in discovering how to request rooms meant that, historically, there was frustration by both staff and administrators at the time being wasted engaging in e-mail/phone based processes. The old room booking processes and the dated room booking tools varied between the departments who managed the rooms. King's College Hospital Foundation Trust's objective required a more streamlined, centralised and user-friendly way to request and manage all rooms so that staff and administrators could spend more time focusing on core tasks.

A solution was required that not only made booking rooms easy for staff, but that could help staff find rooms which best suited their often very specific requirements.



King's College Hospital
Foundation Trust

12,455
staff

82
wards

c.1.87m
admissions and
appointments each year

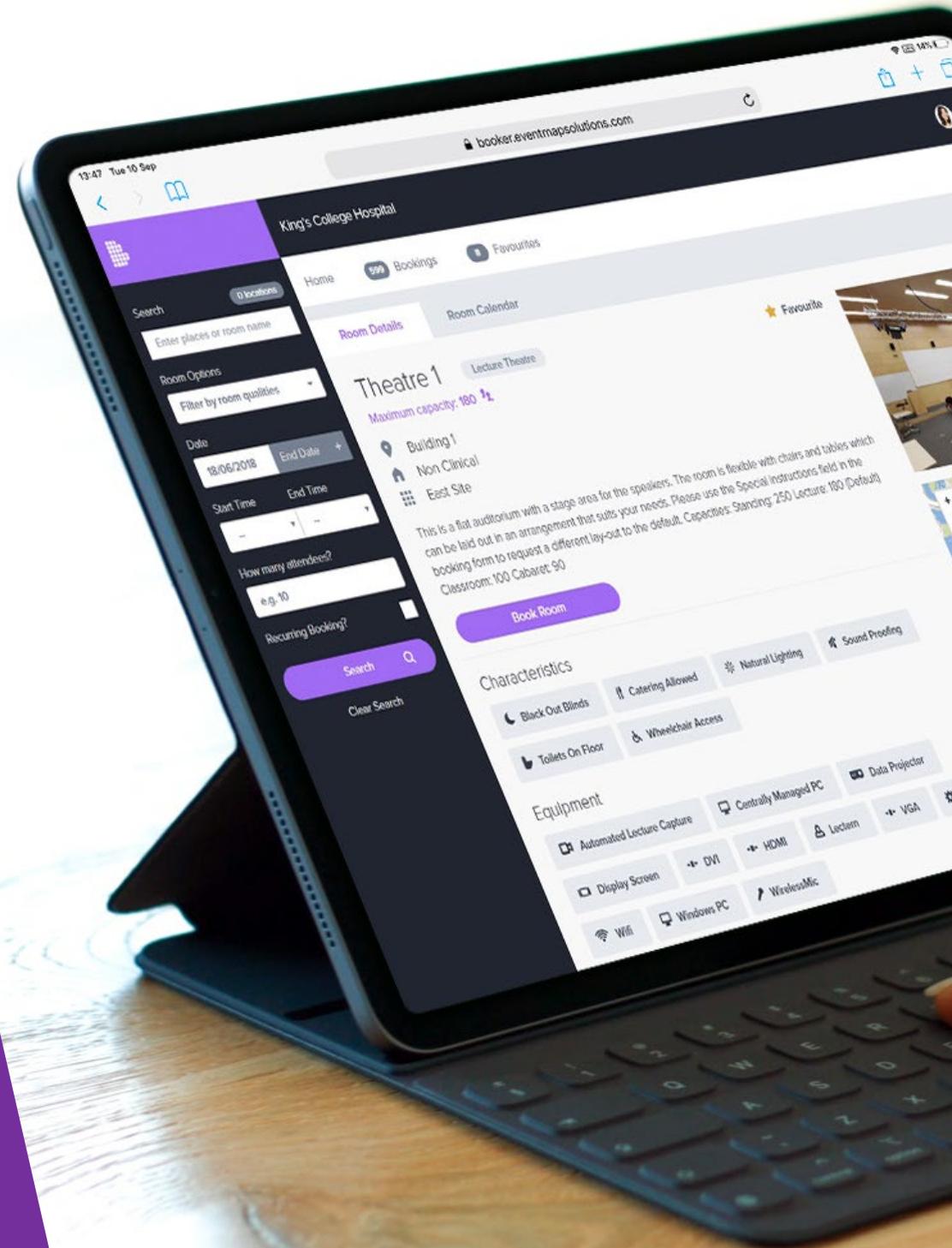
top 20%
activity levels in the UK

Time wasted engaging in
e-mail/phone based processes.



The Solution

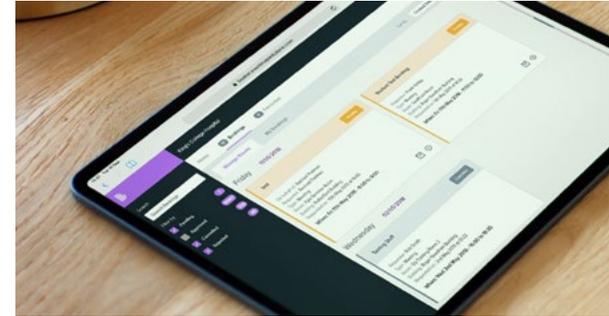
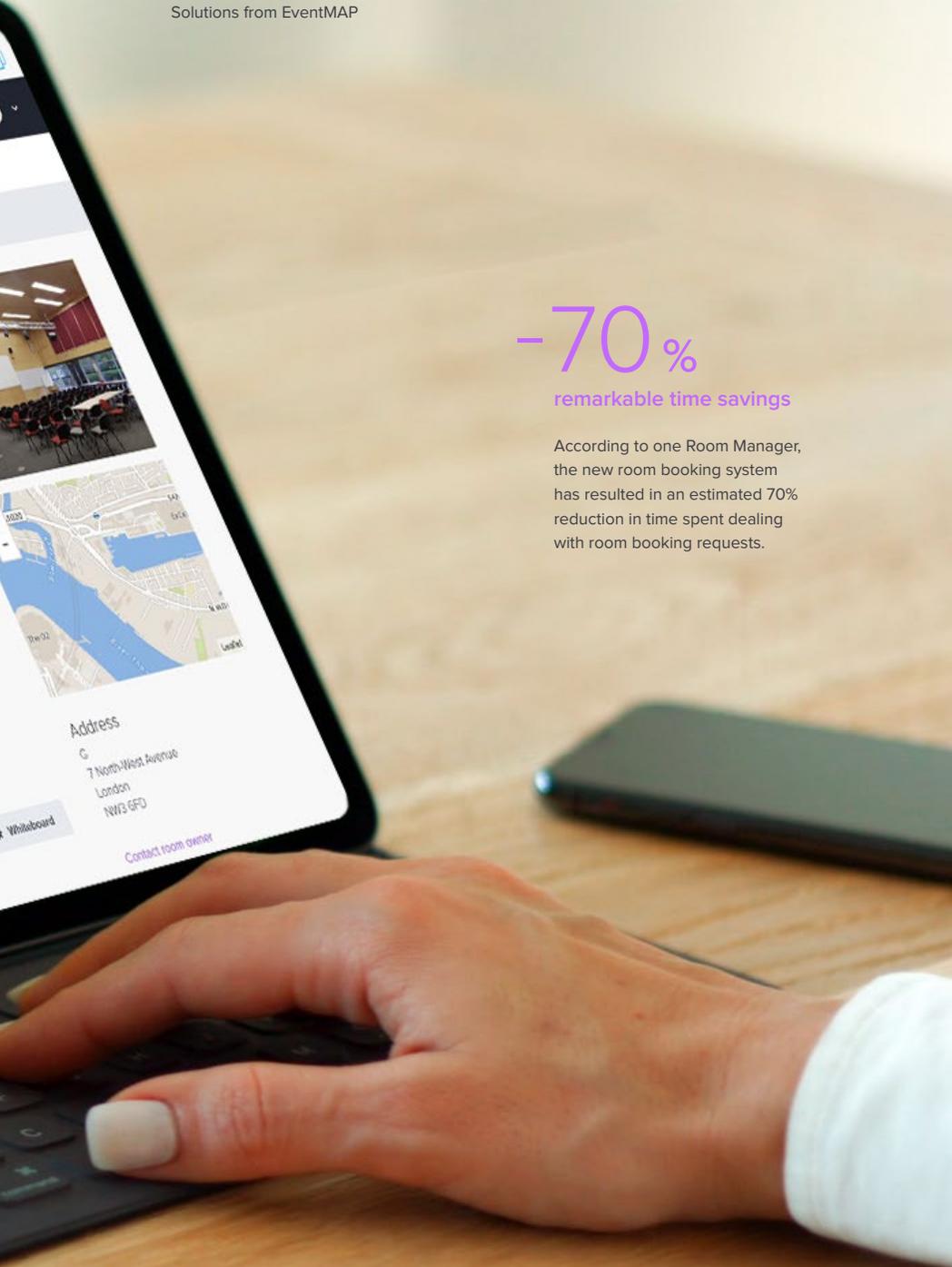
King's College Hospital Foundation Trust needed a solution that not only made booking rooms easy for staff but helped staff find rooms which best suited their meeting styles and needs. The Trust wanted users to have the capacity to quickly identify sites across London with video-conferencing facilities that could be used for inter-site meetings in order to reduce cross city travel. They selected Booker because they felt its search and booking features would help users to clearly understand room facilities quickly – through pictures and clear and comprehensive room specifications and availability. They felt Booker's design makes it easy to make an informed choice of the best room without the need to either contact the Room Manager or visit the room.



-70%

remarkable time savings

According to one Room Manager, the new room booking system has resulted in an estimated 70% reduction in time spent dealing with room booking requests.



a self-serving room booking environment for all users

Booker's multiple user roles mean all aspects of a booking can be self-managed by users. Booking users (staff, students and external bookers) can now self-service their own bookings. Room manager tasks are kept to a simple approval-based workflow, and room custodian users can also monitor and manage assigned rooms and update an event's participants.



greater transparency has led to a drastic increase in room utilisation

Improved room visibility has led to a substantial increase in room utilisation – which now means the Trust is getting much better value from the use of their facilities by internal bookers and allowing them to release more space, more efficiently for external event use.



The Results

Feedback and monitoring are ongoing between EventMAP and the King's College Hospital Foundation Trust.



minimal training required

Both staff and Room Managers have found Booker's user interface simple and easy to learn – reporting that bookings can now be made quickly and easily.



improved utilisation

This improved room visibility has led to a substantial increase in room utilisation – which now means KCH are getting much better value from the investment in their facilities.



easy and flexible

Staff are now self-serving their own room bookings – the Trust's Room Managers are now simply tasked with managing the approval of the request and only need to intervene with a request when there is an exceptional request *(such as whenever the system highlights a room request outside of working hours)*.



significant time and administration savings

According to one Room Manager, the new room booking system has resulted in an estimated 70% reduction in time spent dealing with room booking requests.



greater transparency

Staff are now booking rooms that they never knew existed before and as a local knowledge of each department is no longer necessary, newer staff members unfamiliar with a campus, room or building have been able to easily discover what's available.

“

The system is very simple and easy to use.
EventMAP made migrating to Booker very easy and seamless.

Sam Dale

Business Manager, King's College Hospital Foundation Trust

If you'd like to find out more about what Booker has to offer, if you'd like to request a demo, or chat through your needs with one of our sales representatives, we'd be happy to help.

Click here to enter your contact details and we'll be in touch with you shortly.



Intelligent Room Booking and Management



Optime

Scheduling Cloud

Optime Scheduling Cloud offers a modular suite of use-anywhere cloud apps for activity, space and resource scheduling, booking, planning and management. Built on our industry-leading scheduling engine, it can inject powerful, rule-driven automation into your processes, streamline and optimise scheduled time and resource use, connect people at all touchpoints of your organisation, deliver powerful insights around performance and stakeholder satisfaction, and importantly, give you the tools to plan and modify your solution design to adapt to changing needs and expectations. Unlike other software solutions, Optime Scheduling Suite's breadth of applications and features deliver an unprecedented ability to manage macro and micro issues relating to estate and activity optimisation and management.

[Find Out More](#)



Timetable, Schedule, Plan. Any cloud, anywhere.



Parking Notice
Ambulances Only
1 Hour
Maximum Stay