

London Borough of
Sutton Council

connect2

December 2009

case study of connect2

In our case study with the London Borough of Sutton Council, we speak to Ian Brown, Leisure Link Officer, about using connect2 to manage room bookings and external sports pitch bookings.

The study takes a look at the transformation from using a paper-based system to using an online, self-service solution via the Council website.

background

"Before we had connect 2 all of our bookings were recorded using a manual/paper diary style system. As well as using up a tremendous amount of paper and not being environmentally friendly, the system was very unreliable and the process of entering dates and details was a very laborious task.

We also found that if clubs changed their bookings, the changes also had to be manually recorded in our system, resulting in messy and inaccurate information. These were the key reasons for beginning a search for an ebooking solution."

the search and installation

We heard about connect2 when the Executive Head of Customer Services and the Head of Customer Services were researching possible e-booking systems. The process additionally involved end users such as me, who were asked to provide a synopsis of what we needed the system to be able to do.

A lorensbergs representative visited us and a demo was shown to the Executive Head and the Head of Customer Service. He was very helpful and took on board everything that was asked. Questions were answered honestly and accurately and the explanation that the system could be individually tailored to the end users needs, and that this tailoring could cover different applications was especially beneficial.

At the time, we looked at other competitor solutions, but they required a lot of configuration work and did not give us the flexibility to tailor the package as the connect2 system did.

Once we had decided that connect2 would meet our needs, we arranged an installation. I'm happy to say that the installation was a very quick and efficient process with very thorough and informative training conducted by lorensbergs technical representative Caroline Lewis.



ebooking

at its best

the benefits of using connect2...

"connect2 is so easy to use... We've had some excellent feedback."

connect2 is currently being used by my department for the Borough's external sports pitch bookings. The system is also used by others for room bookings.

It has benefited my environment immensely including:

- Freeing up space - I no longer need diaries and unnecessary paperwork
- Customers can create and amend their own bookings
- The system automatically e-mails me booking details which saves the customer time as they do not have to call me or send an individual e-mail to let me know
- It is easy to retrieve booking information
- It is much quicker than the old system to do any task

connect2 is easy to use to both create bookings and to add or delete facilities. We specifically love the ability to be able to develop and add things so easily without the need for assistance from lorensbergs. For example, we have managed to add web links for some of our local football teams to the system home page.

in summary

We have had some excellent feedback from customers who use the system to create bookings. It seems to be especially popular with our local schools.

The implementation of connect2 has been so successful and we look forward to a future where the system stays as efficient as it is now.

If someone was thinking about purchasing connect2, I would say to go ahead! The system has enough flexibility to cater for most needs and any technical issues seem to be resolved when the individual package is developed for the customer.

"I would like to thank lorensbergs for developing connect2 and making my job much easier!"

With thanks to Ian Brown, Leisure Link Officer, London Borough of Sutton Council



For more information on how connect2 could work for your organisation, give us a call on 01992 415500 or email enquiries@lorensbergs.com