

Managing Accommodations for Successful Conferences

Using R25



Inside

Eastern University

St. Davids, Pennsylvania



Products:

R25[®] Scheduling System, R25 WebViewer Master Calendar

Number of Conferences:

40-60 a year; about 6400 attendees in the summer conference season

Why R25?

University academic, meeting, and other events offices were already using R25. Conference Services began using R25 to streamline their processes for booking buildings and tracking service requirements.

The Savings:

Efficiency! Using the R25 data input and access capabilities as knowledge management tools means conference planners can “spend less time managing the details of space allocation and preparation.” — Peter Berol, Executive Director of Conferences and Special Events

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Profile

Within the last three years, the profitability of Conference Services at Eastern University has doubled. The school has been developing long-term strategic partnerships for the provision of adjunct services, including a brand new multi-million dollar, year-round conferences facility. Eastern is moving into the future with an eye to optimizing management of the facilities and the support integral to conference success.

Problem

Prior to using R25, the building bookings for conferences were recorded on paper, often in rather vague terms. The sharing of information required access to the sheet of paper, and the information was often short on desirable details. Greater control—of the details provided for bookings (how many beds and which ones?) and the consistency of information available for service providers (when can we go in and how long do we have?)—was needed.

Solution

In an ingenious adaptation of R25 functionality, Eastern data managers created a record in the space database for every bed in every building that's used for conference accommodations. R25 “space relationships” were used to subdivide each room space into its bed spaces. This approach means that accommodations are booked very specifically. In addition, service providers can now use the appropriate space reports and the R25 WebViewer to determine who's moving in and out when, and what conditions apply to the setup/takedown between occupants. This knowledge management of space also means double bookings are essentially a thing of the past.



*“spend less time managing
the details of space allocation
and preparation”*

Benefits

- Easier, faster access to information saves time and improves communication.
- Timely reports significantly enhance the conference management and support process.
- Sleeping accommodations for groups are reserved precisely and immediately, as are changes in booking details.

Want to know more?

To discuss your challenges in the areas of class and special event management and the ways your scheduling offices might save time and money, and improve efficiency, call 503.973.5200 or email sales@collegenet.com.

