New Module: Event Management

General

The Webdesk Event Management module is used to organize events within a company, with a special focus on the reservation and provision of all necessary rooms, resources and materials, including a comprehensive workflow that supports the process from the request to the billing of the event costs.

Master Data Management

The solution enables the management of various master data for the reservation system:

- Locations
- Rooms, room groups and room combinations
- Resources
- Seating plans
- Caterers
- Catering products
- Service types

This master data can subsequently be linked to persons and groups, for example to define who may reserve which rooms and resources.

Resource/Equipment Lending

Resources can be reserved by the user via a special form. The binding reservation starts a process that reserves the resource and, at the same time, informs the person responsible in Facility Management that a loan device must be prepared for issue and delivered to the customer.
After the loan period has ended, the lent resource is returned by the customer (user) to Facility Management. The workflow ends with the confirmation of the return of the resource and the associated setting of the status "returned".

Event Planning and Execution

The planning and execution of an internal event in an in-house event room is supported by a standardized process, which ensures that

- a suitable room is available for the event period
- the room has been prepared according to the organizer's specifications (seating plan, provision of resources, etc.)
- the necessary technical support is available for the duration of the event in the form of technical personnel
- catering requirements (beverages, snacks, etc.) are forwarded to the responsible caterer in good time
- All services provided by Facility Management (room, support, etc.) are billed on time

Event Planning by the Business Department

The event coordinator in the business department can use an assistant to request all necessary components needed from Facility Management:

- Room
- Technology + support
- Resources

- Catering

Furthermore, they can optionally request a quote.

Review of Requirements by Various Departments

X days before the event, the requirements requested by the event coordinator in the business department are reviewed by various departments with regard to

- compliance with safety requirements
- regulatory requirements
- availability of required personnel

and then preparation of the event begins.

Distribution of To-dos to Various Departments Before, During and After the Event

The workflow ensures that all departments involved are provided with the necessary details of the events currently taking place and that all relevant service components are known, so that they can be delivered in good time before, during and after the event.

Reports

Extensive reports are available on events and resources, as well as overviews of room reservations in calendar form.