

The Open University Business School Improves Shared-Resource Management

Technology partnerships create real results

The Open University Business School, part of The Open University, is the largest business school in Europe and the largest MBA provider in the world. Based in the UK, The Open University Business School operates a series of regional offices and works with international partners to deliver courses in 44 countries. Established in 1983, The Open University Business School has its own academic and research units, which develop courses specifically around the distance learning model.

The Open University Business School works in partnership with companies and organisations where there is a need for modified programs. Most research activity takes place within seven research units: Accounting and Finance, Human Resources, Management of Knowledge and Innovation, Marketing and Strategy, Performance Management, Public Interest and Non-profit, and Small and Medium Enterprises.

Solution to increase staff productivity

The Open University Business School has more than 270 staff members who all share resources throughout the school. As the university continued to grow, it was difficult to manage these resources with a notoriously unreliable paper-based system.

Each resource had a sign-up sheet so that anyone in need of a particular resource had to either contact a resource administrator or go to a centralized location within the business school.

Without a centralized, automated resource reservation system, it was difficult for remote staff members to make reservations. For example, because Open University Business School is a worldwide educational institution, conference telephones were an important resource. To reserve a conference telephone, those off campus needed to contact an administrator. This manual reservation process reduced staff productivity and often resulted in double-bookings.database system.

“Our staff finds Meeting Room Scheduler very easy to use and we now have all The Open University Business School’s resources booked and managed directly by our users rather than our IT Support Team.”

— Douglas Blane, Deputy IT Coordinator
at The Open University Business School



Meeting Room Manager Provides Open University with:

- 80 percent increase in employee efficiency
- Self-service model decreases reliance on support staff by 90 percent
- Eliminates paper-based reservation system and associated problems
- Provides 270 staff access to self-service scheduling software, allowing them to search for and schedule resources they need
- Eliminates double-bookings

“ I wouldn’t hesitate to recommend Meeting Room Manager to anyone. ”

— Douglas Blane,
Deputy IT Coordinator at
The Open University
Business School

Self Service for Your Staff

The Open University Business School selected AsureSpace™ Meeting Room Manager because it offered an automated, centralized booking system that alleviated problems caused by the paper-based system.

The Open University Business School integrated the Meeting Room Manager into its existing enterprise portal, providing all 270 staff members with access from individual workstations. This setup enabled staff to easily search for and book available resources using a “self-service” model.

“Our staff have found Meeting Room Manager very easy to use and we now have all The Open University Business School’s resources booked & managed directly by our users rather than our IT Support Team,” said Douglas Blane, Deputy IT Coordinator. “This frees up essential time for our IT Support Team and has made life a lot easier for all our staff.”

Simplify and Cut Costs

It didn’t take long for The Open University Business School to realize the value of their investment. Not only did Meeting Room Manager simplify the resource reservation process among the staff, it also cut costs by reducing the maintenance required to administer the system.

“After the server and software was set up, the system [ran] very smoothly and extremely reliably,” Douglas said. “I have had very little downtime from the system. There are routine maintenance tasks for me, but nothing that takes up too much of my time.”

Douglas estimates that with the implementation of Meeting Room Manager:

- **Employee efficiency has increased by 80 percent**
- **Staff responsibility and control of shared resources grew to approximately 90 percent**
- **Double-bookings have been completely eliminated**
- **Resource bookings by support staff decreased by 90 percent**
- **Manual reservation requests reduced by 100 percent**

Staff at The Open University Business School have been so pleased with Meeting Room Manager that they recommended resource scheduling across all departments at the university. It is currently being deployed university-wide. “I wouldn’t hesitate to recommend Meeting Room Manager to anyone,” Douglas said.