JIGSAW 24

Utiligroup

Simplifying room booking with Room24

Working with... utiligroup

When they decided to double the size of their headquarters, Utiligroup realised their room booking system wouldn't be up to the challenge of handling so many additional rooms. After a visit to Jigsaw24, they decided to tackle the issue using our customisable booking app, Room24.

"The current meeting room booking system had been showing flaws for a while, due to the increased demands of the business," explained Infrastructure Manager Philip Littler. "With the move coming up, it was the right time to evaluate that system and look for improvements."

✓ Trialling the app onsite

Utiligroup had previously worked with Jigsaw24, and on a visit to our headquarters they saw our meeting room app in action. Impressed with the app's look and functionality, they requested a trial of the free version of the app at their premises.

"Once it was installed, we found Room24 simple to use and very slick," Philip told us. "Thanks to Jigsaw24's expertise and knowledge – including simple and informative documentation – Room24 was implemented in a matter of minutes." Over the next few weeks, Utiligroup staff used and fed back on the app in situ, until the infrastructure team were convinced that it was the correct solution for them. At this point, they got back in touch with our app team to discuss customising the app to suit their premises.

✓ Customising the app to deliver a coherent brand identity

"It was important to us that the app was branded in our corporate colours, as this helps support our brand as an identity that staff and customers alike can recognise," Philip explained. "Futhermore, with us moving into a new, custom built-office, we want to ensure all the details tied together coherently to give a completely modern feel.

"Initial reactions have been positive throughout the company. Having Room24 has introduced better processes internally – the culture of just popping into a room is now in the past – and it also gives our external visitors a feeling of importance, as the app displays a meeting room subject which includes their name and their company name. It offers a professional look and feel to the business in general."

As they settle into their new premises and refine their organisational processes, Utiligroup plan to scope out additional functionality that they'd like adding to the app. "Working with Jigsaw24 has been a real pleasure," said Phil. "No question, no matter how complex or simplistic, was ever too much trouble to answer."

In a nutshell...

Who are they?
Utiligroup are a leading SaaS provider for UK energy companies, handling data for over two million customer registrations and counting.

What did they need?
A room booking solution that could handle their move to premises with twice as many rooms.

How did we help?
We provided a branded, customised version of our Room24 app, plus mounted iPad to run it on outside each room. As well as customising the app for Utiligroup, we provided all the documentation and support needed for installation.

What were the benefits?
- Improved internal room booking process.
- More professional feel when booking rooms with external clients.
- Coherent brand identity across all internal systems.
- End users find the system helpful and easy to use.

> **"** Working with Jigsaw24 has been a real pleasure – they're very professional, very helpful and very knowledgeable. No question, no matter how complex or simplistic, was ever too much trouble to answer. **"**

**Philip Littler,
Infrastructure Manager, Utiligroup.**