



PEOPLE, PROCESSES & SCHEDULES...OPTIMIZED.

Gallup Organization Facilitates World-Class Conferencing Centers With PeopleCube's Resource Scheduler



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*Charlie Colón
Executive Director
Gallup Labs*

Challenge

Founded in 1935, the Gallup Organization is a consulting, training, selection, publishing and market research company with operations in more than 40 city centers around the globe. With 5,000 to 9,000 people attending meetings in Gallup's Omaha, Nebraska headquarters, and approximately 1,000 to 2,000 more attending meetings in other Gallup locations throughout the world, scheduling meetings could sometimes be a challenge.

As the Executive Director of Gallup Labs, Charlie Colón is responsible for developing and implementing customized applications throughout the Gallup organization worldwide. He was tasked with finding a solution to reduce scheduling conflicts and to create a scheduling process that integrates catering and video conferencing capabilities into the reservation process. Further, he needed a solution that could not only support the company's new campus location in Omaha, but that also could be rolled out across all fifteen conference facilities in the United States.





100% Web based

User Security

Multiple Language Support

Built-in Time Zone Translation

Advanced Search

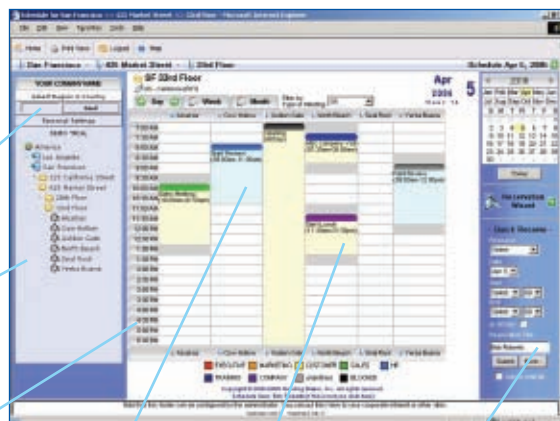
Easy Navigation

Multiple Calendar Views

Recurring Meetings

Multiple Resource Bookings

User Defined Fields



Solution

Colón selected PeopleCube's Resource Scheduler, a self-service tool for scheduling, managing and utilizing resources that enables users at Gallup to reserve rooms for meetings, seminars and video conferences throughout the U.S. Gallup is able to use Resource Scheduler to allocate, communicate and manage video conferencing equipment, catering services and other resources needed to handle Gallup's full schedule of meetings. Resource Scheduler also enables Gallup employees to view and book the conference rooms that meet their specific criteria, such as finding rooms that are equipped with the video conferencing equipment they need.

Resource Scheduler's graphical user interface and Reservation Wizard – which guides users through the reservation process – accommodated the needs of

Gallup's casual users while its reporting capabilities and functionality also played a part in the decision to partner with PeopleCube. These reporting capabilities enable power users at Gallup to run reports to proactively optimize the utilization of key resources. According to Colón, "With Resource Scheduler's reporting capabilities we can assess which rooms are being used most often and why. When a room is under-utilized, we can determine whether it is due to a lack of resources or other issues that might be able to be easily addressed. The reporting capabilities also allow us to anticipate when we need to purchase new video conferencing equipment."

The planning that PeopleCube and Gallup put into the rollout of Resource Scheduler ensured that it progressed smoothly and successfully. In addition to technical requirements, Colón needed to find a

technology partner with expertise that he could trust to help solve Gallup's scheduling issues. "We found a partner in PeopleCube," Colón said. "They listened to the views of our stakeholders, anticipated user needs and worked collaboratively with us to customize and roll out the technology internally. The PeopleCube team has demonstrated the knowledge and willingness to do whatever it takes to find solutions to meet our scheduling needs today as well as address future needs that may evolve."