



PEOPLE, PROCESSES & SCHEDULES...OPTIMIZED.

## The Open University Business School Improves Management Over Shared Resources



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*Douglas Blane  
Deputy IT Coordinator  
at The Open University  
Business School*

### Background

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 organizations where there is a need for bespoke programs and most research activity takes place within 7 research units: Accounting & Finance, Human Resources, Management of Knowledge & Innovation, Marketing & Strategy, Performance Management, Public Interest & Non-profit and Small & Medium Enterprises.

### Challenge

The Open University Business School has over 270 staff members who all share resources throughout the school. As the university continues to grow, managing these resources became problematic. They were using a paper-based system to reserve resources that was frequently unreliable. Each resource had a sign-up sheet and anyone in need of a particular resource had to either contact a resource administrator or go to a centralized location within the business school to sign-up for that resource.

This lack of a centralized automated resource reservation system also made it difficult for those staff members not on campus to reserve a resource. Because The Open University Business School is a worldwide educational institution, conference telephones, for example, were important resources. In order to reserve a conference telephone, those off campus needed to contact an administrator in order to facilitate a reservation. This manual reservation process reduced the productivity of the staff and often resulted in double-bookings of their shared resources.





- 100% Web based
- User Security
- Multiple Language Support
- Built-in Time Zone Translation

Advanced Search

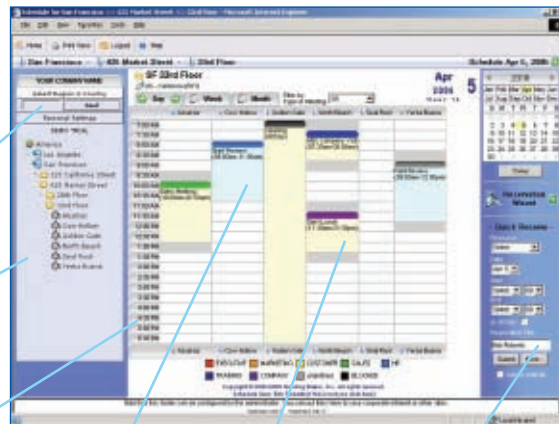
Easy Navigation

Multiple  
Calendar  
Views

Recurring  
Meetings

Multiple Resource  
Bookings

User Defined  
Fields



## Solution

The Open University Business School selected Resource Scheduler because it offered an automated, centralized booking system that alleviated the problems associated with their paper-based systems.

The Open University Business School have taken Resource Scheduler and integrated it into their existing enterprise portal, providing all 270 staff members with access to Resource Scheduler from their individual workstations. This setup enables them to easily search for available resources that match their specific resource requirements and book them using a "self-service" model.

"Our staff have found Resource Scheduler 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 Mr. Douglas Blane, Deputy IT Coordinator at The Open University Business School. "This frees up essential time for our IT Support Team and has made life a lot easier for all our staff."

## Results

It didn't take long for The Open University Business School to realize the value of their investment. Not only did Resource Scheduler simplify the resource reservation process among the Business School staff, it also helped reduced costs by reducing the maintenance of the resource scheduling system.

"As Systems Administrator, after I setup the server and software, the system has been running very smoothly and extremely reliably," said Blane. "I have had very little down-time from the system. There are routine maintenance tasks for me, but nothing that takes up too much of my time."

Mr. Blane estimates that with the implementation of Resource Scheduler:

- Employee efficiency has increased by 80%
- Direct responsibility and control of shared resources by individual staff members grew to approximately 90%

- Double-bookings have been completely eliminated
- Resource bookings by support staff decreased by 90%
- Manual reservation requests using their previous paper-based system reduced by 100%

In fact, The Open University Business School have been so pleased with Resource Scheduler, they recommended that the entire Open University adopt it as the resource scheduling standard across all departments. It is currently being deployed university-wide. "I wouldn't hesitate to recommend Resource Scheduler to anyone," Mr. Blane said.