



Case Study

Global Financial Client



The Client

A pre-eminent global financial institution, providing asset servicing, investment management and wealth management services for institutions, high net-worth individuals and families across the globe, connected with ResourceXpress (RX) to solve key issues around conference room booking with another supplier.

The Challenge

The client, like most major financial institutions, relies extensively on Outlook for communication and meeting coordination. Prior to adopting ResourceXpress (RX), the firm faced persistent room scheduling challenges - their previous system constantly had integration issues with Outlook, leading to:



**Booking conflicts
and inefficiencies**



**Outlook
stability issues
caused by
ribbon plugin**



**Missed or
uncaptured
bookings,
disrupting
productivity**

Furthermore, as a global financial institution, the client had stringent security protocols that needed to be acknowledged and accommodated.

The Solution

To primarily address the significant security protocols, the decision was made to deploy RX's On-Premises version of its solutions, permitting the client to fully control access to the solution.

To streamline and facilitate room scheduling, the client implemented RX's Room Booking solution, featuring:



Seamless, two-way Outlook integration

Ensures meeting details are auto-synchronized real-time, whether booked in Outlook or via RX.



Room Panel interfaces

Interactive panels installed outside meeting rooms display live availability and upcoming bookings, enabling quick check-ins or last-minute reservations right at the door. LED indicators allow for quick visual availability checks.

The Impact

Implementing RX has brought immediate and measurable benefits, namely:

Reliable and accurate bookings – The elimination of Outlook integration issues has led to significantly fewer missed meetings and zero booking conflicts. The support ticketing for meeting room booking-related issues has dropped to near zero.

Optimal room utilization & reduced “ghost” reservations – The use of room panels discourages unused bookings by clearly showing availability and status in real time, and auto-cancels bookings not checked into. This feature has led to optimized space usage and employee productivity.

Enhanced granularity in reporting – Facilities teams have gained detailed insights into room usage, including frequency, duration, and booking patterns.

Increased staff confidence and adoption – Employees have quickly regained trust in the scheduling system because of its reliability—reflected in higher usage rates, and lower support tickets.

Secure, closed solution – The RX solution is installed on-premises on a server housed by the client, giving them complete control of access and updates, ensuring all booking data remains within the client’s secure environment, supporting compliance with financial industry regulations. No sensitive information leaves the organization, and access controls are managed internally.

Summary



By leveraging ResourceXpress's tightly integrated Room Booking and room panels with Outlook, this client resolved longstanding scheduling challenges.

The outcome – a drastically smoother booking process, improved operational accuracy, and stronger confidence among staff in managing shared resources.

Today, this client uses RX to manage:

450+

Meeting Rooms
across

15

Global Offices
in

7

Countries