



A Major NYC Law Firm Saves Time And Money By Changing Their Scheduling System



A major US law firm with hundreds of employees needed to bring its meeting scheduling up to date – and Rendezvous meeting room booking software from NFS provided the perfect solution.

The Challenge

A major New York City-based law firm with a long and prestigious history needed to change their scheduling system to enhance the client and attorney experience.

The firm, which is home to hundreds of lawyers, had been using scheduling software that they found was no longer meeting their needs so they approached NFS Technology, providers of Rendezvous, for help.

Background

Understanding that employees need the right tools to be effective, the firm wanted to enable its highly-skilled reception staff to more quickly confirm meetings, make changes and manage complex reservations.

In addition, at their largest office, in New York City, they needed a better and more dynamic approach to communicate service requirements with key providers like their catering company, recognizing the number of changes that typically take place in meeting arrangements. Being able to track costs and utilize client / matter validation was an additional consideration.

This innovative and forward-thinking firm also realized they could save time and resources if they had a better way to schedule video conferences across their offices.

With more comprehensive and robust reporting capabilities the firm can also maximize space scheduling, support informed decision-making and provides an excellent visitor experience.

The Rendezvous Solution

Rendezvous provided an all-round solution to help this busy law firm manage its meeting booking operation seamlessly.

User-friendly Rendezvous provides the perfect tools to manage meeting rooms, desks, car parking and other resources as part of a single integrated solution.

It enables law firms to manage catering, [audio visual](#), video conferencing, reception and other services, supported by access to real-time information on all meeting changes.

And as a scheduling platform for multiple location Firms, Rendezvous deals effortlessly with different time zones, ideal for the growing number of meetings now undertaken using [video conferencing](#).

Rendezvous also fully integrates with [Outlook](#) and [Exchange](#), for easy calendar updating. Matter number validation and full meeting cost capture, simplify client billing, another time saving feature.

High on the list of future considerations is the integration between Rendezvous with room panel and [digital signage](#) solutions. The fact that Rendezvous can be integrated with a range of digital signage solutions in this space, like Crestron and Harman AMX, will offer the best options for the firm.