

# Carnegie Bank

Learn how Carnegie Bank reduced their manual workload related to meetings and room bookings

In the investment banking world, where precision and professionalism are non-negotiable, even the smallest operational inefficiencies can create ripples. For Carnegie Bank, a leading investment bank in Denmark, a cumbersome meeting and resource booking process was a barrier to delivering the seamless, high-quality experience their clients expect. This case study explores how implementing Sign In Solutions' meetings and appointments capability transformed their booking process, reduced manual workload, and elevated the professionalism of their client meetings, ensuring every detail was flawlessly managed from start to finish.



## Location

Copenhagen, Denmark



## Industry

Banking



## Size

1,000



## Challenges

- **Limited visibility into meeting room availability** made it difficult for employees to plan and secure appropriate spaces
- **Manual, time-consuming booking processes increased workload** on reception and slowed down meeting coordination
- **Previous failed system implementation created internal hesitation** and reduced confidence in adopting new tools
- Disconnected coordination of catering and room setup led to **inefficiencies and potential errors in client-facing meetings**



## Results

- Seamless booking via Outlook integration **enabled employees to independently manage bookings in a familiar platform**
- Reduced manual workload for reception **freed up staff to focus on higher-value tasks** and improved overall efficiency
- Enhanced client **meeting professionalism ensured meetings ran smoothly with the right setup** and services in place
- Fast deployment with high user adoption delivered **immediate value with minimal disruption** and strong internal support

"We are an investment bank with some of Denmark's biggest funds and companies as clients. They expect the highest professionalism from us, not just in terms of counsel but in everything we do. Therefore, when we hold client meetings, everything has to be 100% in order. Sign In Solutions has helped us ensure this happens."

**Christina**

Receptionist at Carnegie Bank

## Lack of meeting overview

Carnegie Bank has its offices in Christianshavn, in the center of Copenhagen, in beautiful, historical and exceptionally well maintained buildings.

But a lack of overview over meeting facilities and a complicated process when it came to meeting planning took away from the otherwise magnificent office experience.

And that's what led Carnegie Bank to **Sign In Solutions**.

Their motivation to find a solution to their meeting-related challenges was further strengthened after an unsuccessful attempt at implementing a similar product.

## Unlocking booking efficiencies

To avoid another failed systems purchase for Carnegie Bank, **Sign In Solutions' meetings and appointments capability** was installed for a trial period during which they could get a hands-on feel for the solution. And luckily their initial impression of the system held up.

After implementing **Sign In Solutions' meetings and appointments capability**, all users have a full overview of all resources and all resources can be booked in one place — no need to plan and execute in different systems.

Employees can book meeting resources themselves, directly through their Microsoft Outlook calendars, instead of having to send emails back and forth.

This has removed a heavy workload from the reception, which used to be the point from where meetings and resources were booked.

When a meeting room is booked, **Sign In Solutions' meetings and appointments capability** automatically notifies the kitchen of the desired catering.

Additionally, the reception can print an overview of all rooms and planned meetings, while the accounts department can do the same when they need to send invoices to individual departments for the catering of their meetings.

All of this ensures that meetings with clients exude professionalism and quality. Christina Müller, an expert user of the bank's **Sign In Solutions' meetings and appointments capability**, ensures this happens:

"We use the solution to obtain an overview of all our meeting rooms, to plan the many daily meetings, to reserve meeting rooms with the desired technical equipment, to arrange the placing of tables and chairs and to organize catering, whether it be just tea, coffee and water or a lunch arrangement."

"It was clear to all, that it was a far better solution for Carnegie Bank than the systems we had previously tested. We could use the solution nearly as it was. We had the system up and running without any problems. It is easy to use and comes with a short and concise user guide. All users (around 100) are extremely happy with it. The same applies to the support we get from Sign In Solutions. We don't need it often, but when we do call on them, we receive help straight away."

**Jaqueline**

IT Administrator at Carnegie Bank

## Work smarter with Sign In Solutions



### Mitigate risk

Improve pre-registration processes, utilize internal and third-party watchlists, verify identities, and ensure audit readiness.



### Maximize efficiency

Meet complex operational requirements through advanced automation, customization, and access control integrations.



### Enhance experiences

Elevate every part of the process for employees, visitors, and contractors through seamless check in, white label branding, emergency preparedness, and robust meeting and appointment planning.

**Ready to upgrade your compliance experience?**

**Contact us**

