

University of Derby  
School of Art and  
Design

connect2 + checkout

## case study of connect2

In our case study with the University of Derby, School of Art and Design, we speak to Anita Cobourne, Technician, about using connect2 and the checkout module to manage their audio video and photography equipment.

The study looks into the reasons behind the purchase of connect2 and the benefits that the University has gained from an online, self-service solution.

### background

"The processes for managing our AV and photography equipment was fast becoming inefficient. We were finding our paper based system hard to control and the level of paper work was immense.

We were finding that a large majority of staff time was spent on administration tasks, as well as trying to locate where pieces of equipment were on a very regular basis. The combination of these issues led us to look for an automated, self-service solution."

### the search and installation

Having come to a decision that we needed to look for a solution, our first port of call was to research the market. Being highly recommended by University College Falmouth, we arranged a demo with lorensgroups, our two Technical Managers plus the Dean of the Faculty.

We were extremely impressed, specifically from a technical management perspective, and we can safely say that having seen a number of systems, connect2 outperformed them all.

We found connect2 to be clear and easy to understand for both students and staff. We were specifically impressed with the feature that allowed us to locate any piece of equipment at any time, offering details of who has the equipment, when it is due back or if it is out for repair.

Once we had the 'go ahead', we had a short time to get the system installed and up and running due to academic timetables. This did not prove to be a problem at all. Lorensgroups were extremely hospitable, offering all the help and support we needed for a smooth installation process. I'm happy to report that the excellent technical support is still maintained to this day!



ebooking

at its best

## using connect2...

*"Our students and staff have found the system clear and easy to use."*

connect2 has proven to be a huge success with both our students and staff. Our MSC students now have easy access to the AV, photography and electronics equipment needed to record projects for their courses. Plus the collection and return process is a speedy one, assisted by our bar coding facility.

The majority of our students make self-service bookings from home rather than having to enter the faculty to book the equipment. They love the convenience and our staff love that there is no paperwork! It also enables both to plan their time far more effectively.

## our favourite features

connect2 has made a huge impact on our department, enabling us to become far more efficient and offer our students a fantastic experience. Features that have now become essential in our success include:

- The 'find bookings' feature, which provides us with evidence of who has any piece of equipment on a any given date, when they collected it, who checked it out and when it is due to be returned.
- The ability to add comments to a student's profile, which is particularly useful for highlighting information such as the need for additional support and assistance.
- The ability to see patterns of activity such as 'regular offenders' not showing up for a booking. We are then able to use this information to automatically suspend such students.

## in summary

connect2 offers massive flexibility through the ability to customise not only the look of the system, but more importantly rules, permissions and schedules such as opening and closing times. The system is adaptable and easily controlled by us with minimal effort needed.

*"If someone was thinking about purchasing an ebooking solution, I would definitely tell them to buy connect2"*

With thanks to Anita Cobourne, Technician, School of Art and Design



For more information on how connect2 could work for your organisation, give us a call on 01992 415500 or email [enquiries@lorensborgs.com](mailto:enquiries@lorensborgs.com)