

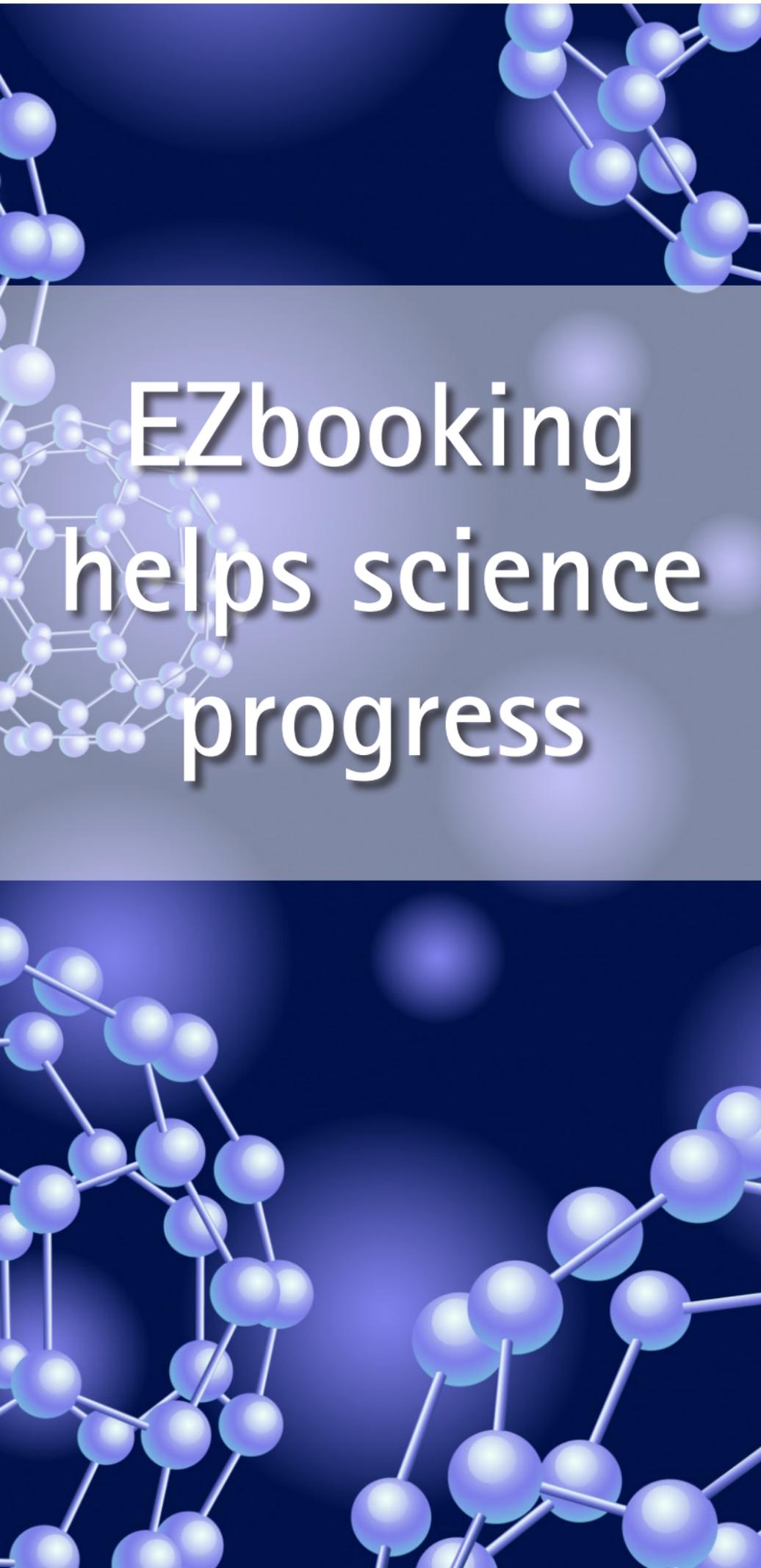


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Artologik[®]
SOFTWARE FOR THE WEB



EZbooking helps science progress

EZbooking helps science progress

The University of Zürich uses several hundreds of large and specialized scientific instruments. Many of these can be shared by different organizational units. In 2005, the University felt a need for a central booking system able to manage these pieces of equipment – they decided to acquire Artologik EZbooking. "EZbooking convinces!" Mrs. Monika Folini, responsible for the use of EZbooking at the University of Zürich, says.

Centralized and available at all times

Mrs. Monika Folini tells us that the software is currently used to book 68 of their scientific instruments, shared by 850 users, spread into 123 organizational units – trend: number increasing.

"Many fixed and mostly standardized instruments, such as complex microscopes, are used by scientists from various research departments. The sharing of them is simplified by the use of EZbooking. The object

administrators are responsible for specific pieces of equipment and define the access authorizations as well as the terms of use," Mrs. Monika Folini tells us.

It is possible to assign each user different access rights to various devices, within certain time frames and then change, extend and/or cancel those rights. The web based EZbooking can be reached by the entitled users through the web, at any time from any place. The implementation of the program has led to a decrease in the object administrators' workload since no user calls about available access times, postponements or cancellations anymore. Before EZbooking was introduced, each organizational group used their own calendar with their own booking standards for their equipment. Now all objects are handled inside one single centralized software where the data is registered once.

Mrs. Monika Folini mentions that since EZbooking makes it possible

for each unit to define the user rights on their own equipment, everyone is more open to sharing their belongings with others. They hope the exchange of methodical knowledge will be continuously stimulated, expanded and passed on. The existing devices will be now optimally utilised, which saves purchasing and additional maintenance costs.

Traced resources

The information about the utilisation of equipment and the length of time it was used is now traceable and transparent. The reservations inside EZbooking also form the basis for the allocation of running costs.

"The data is exported from EZbooking to Excel and further on to SAP for invoicing", says Mrs. Monika Folini.

EZ-Equip used by Zürich

"This EZbooking plug-in enables the registration of our limited number of accessories. Those can then be connected to the booking of an object. A camera (accessory) for example can be booked together with a microscope (basic device/object)", says Mrs. Monika Folini.



Monika Folini

A user who wants to book an object gets a quick overview of all accessories connected

and available to it. When the booking is made the selected accessory is no longer shown as being available and cannot be booked by anyone else.

Quick and reliable support from Artisan

"We have had a very positive cooperation with Artisan", Mrs. Monika Folini says. Questions are answered quickly and responses are reliable.

The University and Artisan have been collaborating since 2005. Mrs. Monika Folini thinks it is easy to have a constructive dialog about adaptations with the sales and programming teams.

Mrs. Monika Folini about EZbooking:

- Central
- User friendly
- Flexible
- Clear
- Stable



ARTISAN OF THE DAY



Linda Braunias
Manager of the German speaking markets and co-manager of the English speaking market

What are you doing at Artisan?

I am working with marketing and sales on the German and English speaking markets. I work with the whole sales process, demonstrate our software, perform trainings and define program adjustments together with the customers to make the software fit their needs even better.

I am also responsible for marketing activities, campaigns

and optimizing our Website for the German and English speaking markets.

How long have you been employed?

Since 1/11 2008. At that time the number of German speaking customers had increased significantly and Artisan decided to hire a Sales Manager who would be focusing on this market.

What did you do before?

One of my previous job experiences was in a software company in Austria. I gave support, trained the customers on the software and defined adjustments like I do for Artisans customers today. I have also worked with production planning, human resources and logistics.

What is the best about Artisan?

The customer contact and the international environment. In addition to that we have a great team with an amazing atmosphere here at Artisan.

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The four Plug-ins to EZbooking

Besides **EZ-Equip**, used by the University of Zürich, there are three optional plug-ins to EZbooking.

EZ-LDAP – connection of EZbooking to your LDAP server, for one only user data administration.

EZ-Order – registration of orders in connection to bookings, such as: water and fruit for a specific

meeting in a selected conference room.

EZ-Visit – registration of visitors and printing of name tags separately or in connection to your bookings.

You are welcome to read more about EZbooking and its plug-ins on www.artologik.com.



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