

**BUDAPEST
METROPOLITAN
UNIVERSITY**

- NEW QUEUE MANAGING SYSTEM

BY ONLINET



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Budapest Metropolitan University

– new queue managing system by ONLINET

As the Budapest Metropolitan University is the largest Hungarian private higher education institution and had over the years increased number of students, they needed to reliably manage the traffic. Their previous application has failed several times, which has negatively affected the customer service. After a proper consideration, they decided to replace their old managing system.

The reason for the change

Due to the failure of the repair attempts by the supplier, they decided to replace the system in order to be able to provide a high-quality service to their students.

Due to the increasing number of foreign students, it was of utmost importance that the program also had an English-language interface in addition to the Hungarian one.

Furthermore, they needed more functions and more detailed reports than before, as well.

Finally, they found it important to find a queue managing system that could be integrated with the CRM system later on.



Why METU chose the team of ONLINET and what was the convincing argument

Primarily, METU was looking for a solution with stable operation, reliable service support and excellent references.

As a result of the comparison of the offers, it became clear that Onlinet was ranked first in respect of the price-value ratio. The price of the basic package was also good, both for the devices and services. In addition to this, it should be emphasized that the approach shown in the development of further service needs occurring during the negotiations, and in the creation of the new design was exemplary. For example, in order to be able to integrate this system with the CRM system, METU has requested customized solutions for the sake of uniform identification already at the time of introduction.

Another advantage of the system is that in case of operation with several sites - just like their - it is possible to make queries for aggregated or separate statistics.

The implementation of a unique design - containing the image elements of Budapest Metropolitan University - was of paramount importance to them.

Thus, during the selection process, it has become clear that METU would like to work with ONLINET, and this decision was made on the basis of the above.

Ownership structure of **ONLINET**

Three private individuals founded ONLINET Kft. In 2001, which operates as a 100% Hungarian-owned company. In 2009, ONLINET GROUP Zrt. was founded.

Owners have an equal share of ownership and are actively involved in the company's everyday life.

During the 15 years of existence, the ownership structure remained unchanged. In 2013 joined our company a venture capital investor.



Who are we?

ONLINET GROUP is the Expert of Customer Services and a leading European innovator of Queue Management Systems. We not just design, develop and manufacture, but we shape the future of this technology. Used on 4 continents, from Washington to Tokyo, our systems create efficiency, improve productivity and increase sales. We guarantee quality hardware built in the European Union, innovative software and flexibility in customizing or integrating. We supply the Banking/Finance, Telecommunications, Retail, Healthcare, Governmental, Hospitality, Transport and Education sector.

Average inquiries handled daily?

In busy periods, there are about 150-160 Hungarian and 40-50 English personal administrations during the 5-hour opening hours per day

How the implementation of the system take place and how the users and colleagues like it

Luckily, they have managed to resolve the smaller problems naturally occurring during commissioning very quickly. Thanks to the helpful and flexible attitude of the ONLINET contact person, they managed to customize the program settings in just a couple of days, meeting all of their needs.

The youthful and clean image was welcomed

by their clients with satisfaction and they immediately took possession of the system. The METU's staff has become accustomed to the change and learned the new functions in only a few days. Based on their feedback - with further refinements - they have made the interface of the queue managing system even more comfortable for METU's administrators.

Experiences since the introduction

ONLINET provides METU with helpful, open and patient technical support, so they have received a number of positive feedback from their clients, already in the period after the introduction and stabilization, and thereafter on a continuous basis.



The greatest advantage of the ONLINET system compared to the previous one

- ◆ It operates in a **stable and reliable way**.
- ◆ It has **customizable notification functions**.
- ◆ There is also a **real-time monitoring interface in it**.
- ◆ It is also available **in English language**.
- ◆ It has numerous **built-in statistics**.





About waiting time and efficiency

They need more time to examine the waiting time, as their operation can be characterized by seasonality. For example, during the weeks of enrollment and the period for choosing subjects, their work has a completely different dynamics than in other periods. Thus, only the comparison with the similar period of the previous year will give a relevant result, for which they still have to wait some time.

However, with regard to the following points, they can see already now that efficiency has increased:

- ◆ **There are no system shutdowns, freezes and resulting lost time.**
- ◆ **In case of pre-booked dates and times, clients that do not arrive will not be placed in the call list.** They do not need to be called more than once and then deleted manually, thereby increasing the waiting time.
- ◆ **The system automatically handles clients** who take an ordinal number personally but then fail to arrive.

Facts & Figures

Established: 2000
(Budapesti Kommunikációs és Üzleti Főiskola)

Position: **the largest Hungarian private higher education institution**

Shortly about the university: **almost 100 training, several international relations, internationally recognised and accredited degree**



The further development directions and where or in what METU see the possibilities for developing client management

- ◆ **Statistical separation of the English and Hungarian administrations at the level of reports** - possibly managed as separate business units.
- ◆ **Possibility of introducing various administration closing codes.** Based on this, the expansion of reports (e.g. request for information, modification request, complaint – broken down by topic).
- ◆ **Mobile phone application for clients for making reservations.**
- ◆ **Integration with the CRM system.**

” Over the last two years, METU has introduced monthly client satisfaction measurement in their University, thanks to which nowadays the service of their students is of outstanding quality; the existence of statistics provided by the new system will help us in this.

Thanks to the replacement, we cannot only serve the

needs better and more quickly, but we could also visually renew the interfaces getting into touch with the students (e.g. queue management), thereby making customer service more friendly and unique.

We will try to do our best to maintain - or even increase - our outstanding quality level in the Hungarian higher education in this field. ”