

Ko Awatea Streamlines End-to-End Event Booking Processes with Momentus



Overview

Ko Awatea Centre needed an event management solution and self-service bookings portal to increase efficiency, automate administrative duties, and allow them greater insight into their business. Here's how Ko Awatea Centre's transformed their end-to-end event booking processes.

Organization:

Ko Awatea Centre

Industry:

Educational institution

Headquarters:

Auckland, New Zealand

The Challenge

The Ko Awatea Centre is Counties Manukau Health's (CM Health) centre for health system innovation and improvement. The venue features a purpose-built events hub with 25 modern meeting rooms and two lecture theatres and hosts more than 9,000 bookings each year, including internal (county) staff bookings for training and meetings, as well as external bookings from the Auckland University of Technology (AUT) and other stakeholders.

Before implementing Momentus, Ko Awatea Centre was using a legacy booking system with limited capabilities, which didn't allow them to efficiently manage bookings across the venue. As a result, the team relied heavily on manual processes, increasing the risk of booking conflicts and administration errors.

The Centre was looking for a solution that would not only better support their internal staff but also provide a more sophisticated customer experience to their external stakeholders with enhanced self-service functionalities.

The Solution

Ko Awatea Centre chose to implement the Momentus Online Space Booking and Online Event Ordering portals to streamline their space booking processes.

The Momentus Online Space Booking (OSB) portal offers a range of customizable features, allowing the center to categorize their spaces by size, capacity, cost and more. Customers can easily filter spaces based on their requirements, check availability, provide event details, and make bookings in a click of a button.

By adding the Online Event Ordering (OEO) functionality, Ko Awatea Centre has brought the digitisation of their services one step further. OEO lets customers complete their space booking by ordering additional items required for their event such as AV equipment, furniture, and catering. The final order is seamlessly integrated in the Momentus back office, keeping inventory numbers up to date and cutting back a lot of manual data entry for the events team.



“We decided to implement Momentus solutions because they offered a user-friendly experience to our customers and provided the online bookings and ordering functionality we needed. We also felt confident that the Momentus team had the experience and expertise to help us implement the system promptly and support our business as we continue to grow.”

**Ko Awatea Centre
Management Team**

“The process of transitioning from our previous system to the new portals was very professional and made easier knowing that we have the support of our incredible Success Manager. Christian has been very supportive and accommodating to some of the simplest requests that in hindsight seem minor, but he has resolved the issues immediately allowing minimal room for interruptions to the flow of business”, adds Ko Awatea Centre Management Team.

Thanks to the powerful reporting capabilities of the platform, the team is also able to report on space occupancy and venue availability, which has helped them improve their processes and generate better business outcomes.

The Result

The benefits that Ko Awatea Centre has experienced since implementing Momentus so far include:

Improved Operational Efficiencies Using Self-Service Bookings Sites

In using Momentus’s online portals to replace manual booking processes, the team has saved valuable time and improved productivity. The team comments, “Momentus’s Online Space Bookings tool has helped us automate every step of the event booking process, which has translated into 20 hours saved weekly for our teams. We no longer manually record each new booking and duplicate data across multiple different systems. Instead booking information flows directly into the system, including catering and equipment orders, and our event staff get notified instantly.”

Live Availability Increases Occupancy

According to the Ko Awatea Centre Management Team, by publishing live availability on their booking’s portal, Momentus has helped them increase venue occupancy. They explain, “Our staff and customers can see our live availability from our bookings site, so they can search for their preferred venues and dates or find alternatives in a few simple clicks, which has helped to increase occupancy by 48%.”

Nurturing Job Satisfaction for Experiences with User-Friendly Solutions

By replacing their outmoded systems with a new end-to-end solution designed to support them at every stage of the event management process, Ko Awatea has helped boost overall job satisfaction for their employees and improve cross-department collaboration. The team explains, “Before we implemented Momentus, our systems and processes were working against our staff, rather than helping them to do their jobs and this caused a lot of frustration for our team who were struggling to keep up with the admin. By implanting Momentus, our staff now have a tool that helps them work efficiently and effectively, encouraging them to reach their true potential and helps them to enjoy their work.”

Advanced Reporting Tools & Dashboards Provide Real-Time Insights

Momentus includes a suite of customizable report templates and configurable dashboards, which allows the entire team at Ko Awatea to gain accurate business insights instantly. This has not only helped the team to better plan for their upcoming events, offering a better service to their staff and stakeholders, but also to better forecast and determine realistic budget targets.

Contact us today to explore opportunities to improve your venue and event management.

Contact Us