Equipment utilization improvements at a large US University

Yale University is an Ivy League university located in Connecticut, U.S. Founded in 1701, it is the 9th most prestigious in the world, with just a 7% acceptance rate, compared to its impressive 97% graduation rate.

Challenges

A heavy admin burden & underutilized equipment

At the start of 2018, the University's Biology Department was using Microsoft Excel to manage their research MRI appointments. Their expensive, in-demand equipment was being booked between 50 and 100 times a week and proving difficult to manage effectively. They rent out several of these MRI scanners in total and manually coordinate these bookings via Excel and email. It was a heavy admin burden and risked missed bookings and underutilized equipment.

250	50	29K
Messages sent per week	Weekly booking page visits	Appointments booked to date

Solution

Using an enterprise booking system to manage appointments

As the department expanded, it needed to solve this growing issue. They looked for an enterprise system to manage the length of time that people are using their scanners. They found 10to8 in May 2018.

After a 3 month proof of concept period, Yale began using 10to8 taking appointments in September 2018. For the university's team, it was just perfect. Without any customization, 10to8 fit straight into their existing processes.

Some of the features they implemented include:
- Online booking page
- Service-specific messaging
- Automated reminders and confirmation emails and SMSs
- Satisfaction surveys
- Calendar sync

"Sign In Scheduling has been vital in helping streamline what we do within the department as we grow."

Staff
Yale University

Results

Being able to focus on research instead of juggling schedules

Since adopting Sign In Scheduling, Yale has seen an increase in productivity and a decrease in its administrative burden. Their research staff are now able to easily book people in to use the MRI systems in minutes and they are able to allocate certain staff members to the scanner. This has made managing resources much more efficient and the department has a real-time view of its equipment usage.

Results at a glance

- 174% increase in appointments
- Over 29,000 appointments booked to date
- 28 staff members on their system
- Sending around 250 messages per week
- Around 50 visits to their booking page weekly

Let's start your success story!

We would love to get to know your organization and its scheduling and visitor management requirements. Let's talk!

Book a call