

Qmatic Reference Case

University West

Public sector

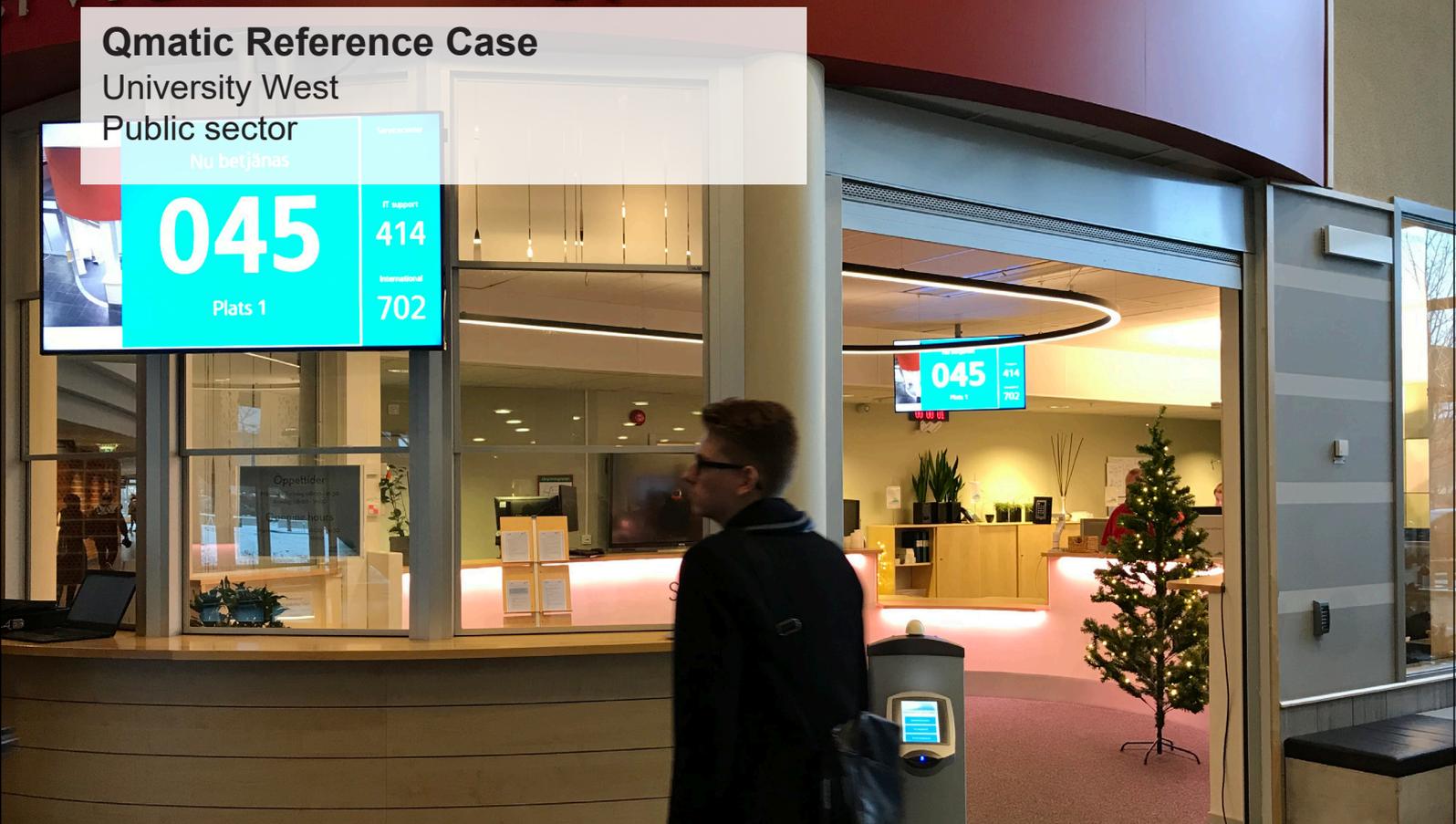
Nu betjānas

045

Plats 1

IT support
414

International
702



University West has improved satisfaction among both staff and students



HÖGSKOLAN VÄST

University West in Trollhättan is a modern university offering vocationally-related courses in a modern study environment. The university's profile is vocationally-integrated education. It has around 11 000 students and almost 600 employees. One interesting fact is that Peter Lundqvist, CMO at Qmatic, was the first-ever chair of the students' union at University West.

SITUATION & CHALLENGES

Magnus Sandberg, Team leader and Coordinator for the Support department and Administration department at University West, says they introduced a new model for receiving visitors two years ago. Previously there were about eight support departments, such as the student center and the communications department. Now there is one service center for all visitors, students as well as external visitors and the general public. This is where students and visitors for instance go to ask about exams, get help with finding their way around the university

or get help from the janitor. With the introduction of the new service center, University West found that the pressure of visitors was increasing, and when they did not have a queue management system, all the visitors came into the service center and thronged around the counters, which was extremely stressful for the staff. When the start

4 000 tickets were printed during the start of the autumn term.

of the autumn term was approaching and several thousand new students were about to start their studies, the university realized it needed a system for organizing the flow of visitors and making the work of the staff easier.

THE SOLUTION

University West uses the Solo platform and has a ticket printer, two Samsung monitors and staff displays. They have three dedicated queues: Service center, IT support and International office.

„I thought the solution from Qmatic was best suited to our needs, and it felt really professional right from the start. We didn't know exactly what we were looking for. For that reason it's a great advantage that the Qmatic system is web-based and flexible. For example, we added staff displays later on.“

RESULTS

During the start of the autumn term, University West noted a definite positive difference, especially for the staff. With the queue management system from Qmatic, students and visitors can wait for their turn in peace and quiet outside the service center, and see clearly on the displays when it is their turn to go forward to the counter.

At the same time, the staff have the system on their computers and thereby have full control over the flow of visitors.

University West's experience of the Qmatic queue management system has been extremely positive.

„It works immediately, the queues have become shorter and the atmosphere is less chaotic,“ says Magnus. Magnus goes on to say that at staff meetings they look at the statistics they can get from the Solo platform. „At the start of the autumn term, for example, we could see that 4 000 tickets had been printed during the first two to three weeks. That was more than we'd expected.“

If Magnus was to describe the solution to someone else who was looking for a similar solution, he would above all emphasize the value of having full control over the flow of visitors and the advantage of the extension functionality.

„We started with the ticket printer and two screens that you can put up anywhere, then we added a staff display. You can start with a simple system and gradually extend it. That felt right for me.“

„I thought the solution from Qmatic was best suited to our needs, and it felt really professional right from the start.“

Magnus Sandberg, Team leader and Coordinator for the Support department and Administration department, University West

SUMMARY

University West

University West in Trollhättan is a modern university with about 11 000 students and almost 600 employees.

Sector: Public sector

Region: Sweden

Challenges

- Receive new students at start of term and avoid chaos
- Make the staff's work easier
- Get information about number of visitors

The solution

- Qmatic Solo platform
- Ticket printer (TP-touch)
- Samsung screens
- Staff displays

Benefits

- Shorter queues
- Improved staff satisfaction
- Better control of the visitor flow
- Students and visitors can wait for their turn in peace and quiet

Do you want to know more?

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