



**CASE  
STUDY**

# **CALKAM TRANSFORMS VISITS MANAGEMENT FOR EUROPEAN PARLIAMENT**



## THE BACKGROUND

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For such an organisation as the European Parliament, the importance of coherent visitors' services supported by an integrated online booking system is obvious. It makes services transparent and understandable, offers them 24/7 in any European language, optimises capacity planning, reduces admin workload and the need for human interaction. Due to our extensive experience in processes automation and business digitalisation, Calkam was tasked to design and develop a booking platform for VSCU.

The Visitors' Services Coordination Unit (VSCU) is responsible for implementing the Visitors strategy of the European Parliament. Its main objective is to ensure a coherent management of the visitors' services in future. A strategic axe of action was foreseen to streamline and upgrade the communication channels targeting visitors and potential visitors.

One of these important strategic implementation actions was to develop an integrated booking system for all visitors' facilities on both European Parliament campuses in Brussels and Strasbourg.

### **THE CHALLENGE: DESIGNING A BRAND-NEW INTEGRATED, EXTENDABLE AND FLEXIBLE SYSTEM**

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VSCU reached out to Calkam to design and develop an online bookings management system, flexible enough to accommodate each facility's unique needs, yet friendly to be used by both their visitors and management staff. The targeted facilities have different business rules, processes, restrictions and operational requirements what created additional challenges for implementation.



## TECHNOLOGICAL HIGHLIGHTS

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### Front-end

ReactJS, NextJS, Ant Design

### Back-end

PHP, Laravel, MySQL, Redis, AWS



## THE SOLUTION: MULTI MODULAR PLATFORM FOR BOOKINGS MANAGEMENT EXCELLENCE

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Calkam management and technical teams performed a comprehensive work to align the technology with the client's strategic vision and build a single platform to manage bookings of the entire European Parliament visiting ecosystem.

### SOLUTION HIGHLIGHTS

- Developed in line with the EP's usability, accessibility, data privacy and security requirements;
- Designed with an emphasis on user-friendliness, simplicity and transparency;
- Multilingual support for 24 European languages. Allows for easy translation of emails, tickets and content in booking modules;
- Flexible, configurable and scalable, allowing to manage time slots and their visibility, add new visiting offers effortless, etc;
- Full-featured administration, including various modules such as mass mailing, access control, reporting and analytics, calendar, etc;
- Scalable architecture, allowing to extend seamlessly and efficiently as the VSCU onboards new visiting facilities;
- RESTful API allowing integrations with 3rd party websites and applications.

## THE RESULT: COHERENT VISITORS' SERVICES SUPPORTED BY THE INTEGRATED ONLINE BOOKING SYSTEM

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Calkam team leveraged project management, functional and technical expertise to thoroughly plan, design and successfully implement the booking system. The system has enabled our client to streamline the booking process, replaced atomic legacy applications with one integrated solution based on the latest technologies and increased organisational efficiency for the Parliament visitors' facilities in Brussels and Strasbourg.

Questions?

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Contact us:

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Book a meeting

