

**n&h BMMS**  
**Business Meeting Management System**

**product profile**  
**and**  
**service offer**

**n&h BMMS - Business Meeting Management System**

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<b>what is n&amp;h BMMS?</b>	<b>2</b>
<b>software and hardware</b>	<b>2</b>
<b>what n&amp;h BMMS can do</b>	<b>3</b>
<b>master data</b>	<b>3</b>
<b>participants</b>	<b>4</b>
exhibitors	4
visitors	4
export	4
<b>appointment administration</b>	<b>5</b>
days of the event	5
participants: exhibitors, visitors and agents	5
administration of the rooms	5
administration of interpreters	6
managing meeting schedules	6
printing	7
evaluations and statistics	7
system administration	7
<b>further modules</b>	<b>8</b>
internet application	8
import	8
<b>service by nocken &amp; hammes consulting</b>	<b>9</b>
<b>impressum</b>	<b>9</b>

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## what is n&h BMMS?

n&h BMMS is a **B**usiness **M**eeting **M**anagement **S**ystem supporting and administering events with face-to-face Business Meetings like Partenariats, Enterprise and Cooperation meeting events.

Basic tasks are input of company data either as exhibitor or visitor participating at the event. Instead of entering the data, a function can be used to import the participant data e.g. from a database which is used for an Internet-Registration tool. The program includes as primary task the planning of meetings dates between the companies, related interpreter appointments and assignment of meeting places. The first functionality of the program was developed in association with Europartenariat East Germany (1991) where a Dos-based software was used for the first time. The software was further used for most of the Europartenariats in Italy, France, Spain, Portugal, Sweden, Austria, Denmark etc. and for Medpartenariats and Partenariats, like Istanbul, Jordan, Singapore, Malaysia, China, Cairo etc. As a result, various elaborations and adaptations have been integrated, experience from past events last but not least a Windows-based system had been developed. However the basic program with object- and parameter oriented structure of all necessary data has been developed to allow for maximum individual flexibility.

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## software and hardware

n&h BMMS is a 32-bit Windows-application using the newest technology on a windows-based computer, developed as upwardly compatible system. The full range of Windows features is included beneath mouse context-, main-menus, window-based toolbar, function- and short-cuts are included. The installation is currently available in English and German further languages can be added by translation of an Excel-File or Text-Files.

Optional n&h BMMS can be networked with a Novell-, Windows or Linux-Server, employment of modern technology needs no client-installation.

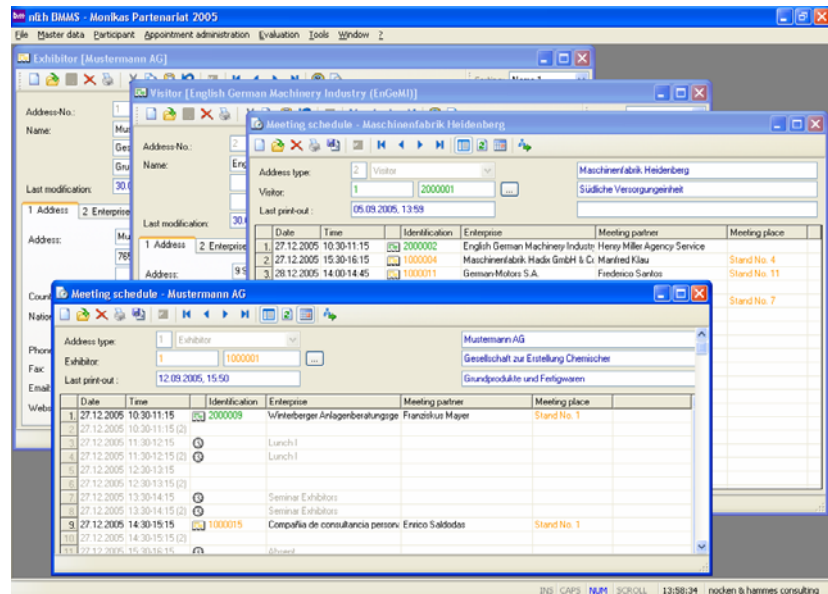
Help-screens are included for all related data, print-outs and export-functions are at almost any point as required depending on the context. The access to the program is protected with username and password, separate rights can be allocated for each individual user for access into different parts of the program, e.g. working on core data, entering of participants contents, working on meeting schedules etc.



## what n&h BMMS can do

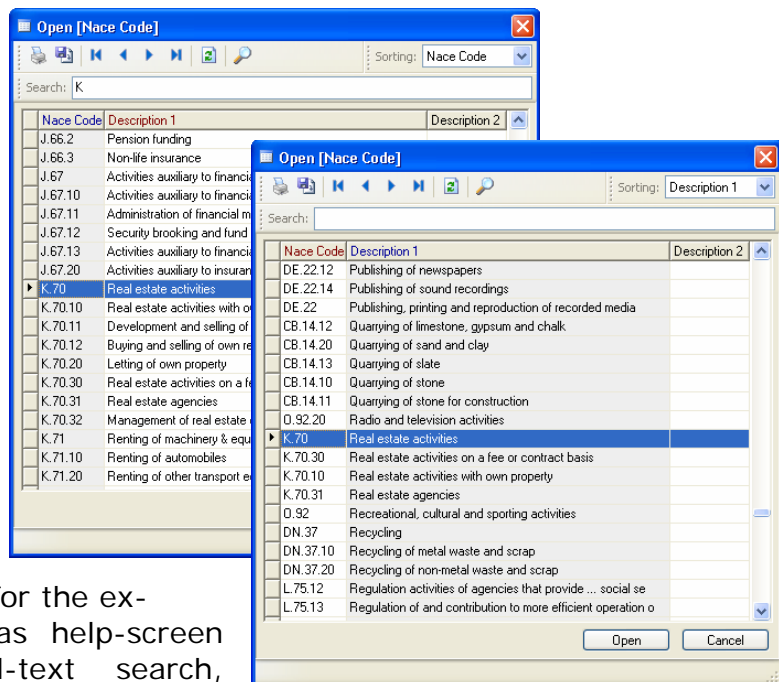
The tasks of n&h BMMS are grouped into :

- Master-data  
definition of the basic data, used for the entire program like definition of the event days
- Participants  
separated into Exhibitors and Visitors, where Exhibitors use to have their own stand.
- Appointment Administration to display, print, enter and modify meetings between the parties. Print of all meeting schedules for the event including the individual schedule for each interpreter
- File import and export of data
- Evaluation and statistics with number of arranged meetings
- Administration like definition of users



## master data

The master data screen lists all areas that need to be accessed when working on catalogue contents and meeting planning. In this way the data only needs to be entered once and can then be simply called up. This includes the countries, National Partner, Nace codes, industry sectors, languages, rooms which are available during the event as well as an individual table which allows the user to define criterion which can be used for the exhibitors or visitors. Used as help-screen various options like full-text search, scrolling by key or description etc are integrated.



## participants

### exhibitors

Exhibitors are participating companies having a stand or booth during the event, which will be used as meeting place. Depending on the kind of the event the stand of an exhibitor can be either named with the number of the exhibitor like "Stand-No. 12", or by a description of the place like hall and stand-number of a fair-ground area like "Hall 15 Stand 43G"

If there is a need of a catalogue to be produced for the event, major information about company data can be entered like:

- Company name
- Industry sector
- Nace-Code
- Description of the company
- Description of the desired co-operation
- Turnover, Export, Import
- Founding year of the company
- Number of employees
- Address and communication data
- Contact persons

The image shows two overlapping windows from a software application. The top window is titled 'Exhibitor [Mustermann AG]' and contains fields for 'Address-No.' (1), 'Identification' (1000001), 'Name' (Mustermann AG), and 'Gesellschaft zur Erstellung Chemischer'. The bottom window is titled 'Visitor [Märchenprinz GmbH & Co. KG]' and contains fields for 'Address-No.' (3), 'Identification' (2000003), 'Name' (Märchenprinz GmbH & Co. KG), 'Chemische Industrie', 'Last modification' (02.10.2005), 'Internet No.' (0), 'Address' (Kleinwegenstraße 7, 3452 Helldorfen), 'County' (103 Denmark), 'National Partner' (DK02 Danish Consult of Commerce (EIC)), 'Phone' (0123/5638752), 'Fax' (0123/5635100), 'Email', and 'Website'.

For the meeting administration, participating persons will be edit with their language knowledge, individual absent time during the event can be handled for each participants. The data can be exported to produce either a print-version of the catalogue or to be used as database for an Online-Catalogue on the Internet.

### visitors

Visitors are participants, having no own stand, their profile is according to the exhibitors, including the features for the contact-persons. Additional input will be a definition of a meeting place, which will be used, if meetings are not with stand-holders. Those data can also be exported producing catalogues, name-tags and lists.

### export

Export of the data enables the user to export all data, so that e.g. catalogues, address-list and name-tags can be produced, without typing the data again.

## appointment administration

The module "Appointment Administration" serves to plan the one-to-one meetings between the participants. Its principal task is to co-ordinate meetings between the different parties going with the desired meetings requests. Allowance is made for available interpreter appointments and the administration of the rooms, where meetings suppose to take place. In addition to this it is possible to organise meetings between two visitors or between two exhibitors. The meeting planning takes place not only before but also during the event.

## days of the event

Day of the event: 27.12.2005 Tuesday, 27. December 2005

Meetings in the period from/to: 10:30 - 16:30

Duration of the meeting: 45 Minutes

Break between the meetings: 15 Minutes

Time for new meetings during the day: :

1. Priority of the automatic appointment search: 15:30 - 16:30

Breaks:

	From time	To time	Description	Break for	From Address-No.	To Address-No.
1	11:30	12:30	Lunch I	Exhibitor	1	8
2	12:30	13:30	Lunch II	Exhibitor	9	999999
3	13:30	14:30	Seminar Exhibitors	Exhibitor	1	999999
4	11:30	12:30	Lunch I	Visitor	9	999999
5	12:30	13:30	Lunch II	Visitor	1	8
6	11:30	12:30	Lunch I	Agent	1	999999

Buttons: Add, Insert, Delete, Delete all

Warning: Meetings for this day already exist. Only limited modifications are possible!

The time periods in which appointments can be held can be defined as desired. To do so it is possible to define the days of the event using the starting and end time, the length of the meetings, the breaks (e.g. lunch), the priorities for the automatic appointment search etc. in the program. The breaks can be entered for the exhibitors, the visitors and the company representatives individually or combined.

## participants: exhibitors, visitors and agents

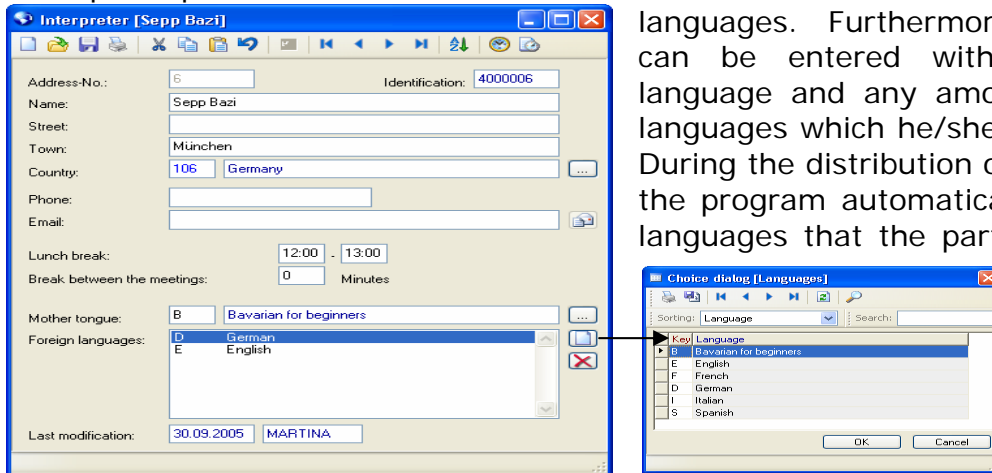
The program n&h BMMS administrates three different types of participants. First of all the exhibitors which have an own stand at the venue where they can hold their appointments and then there are the visitors and the agents who do not have their own stands. Up to two participants can be entered for each exhibitor and visitor for whom individual meetings can be entered. The agents (company representatives) are in a special position. They are entered separately and represent more than one company at once, e.g.. the visitors that will not be present at the event and are instead represented by an independent third person (company representative) can still be entered for statistic evaluations. Out of experience a company representative normally represents more than one company during the event. Therefore proceeding in this way will prevent the overlapping of meetings.

## administration of the rooms

Because it is possible to organise meetings between all participants, also e.g. between two visitors who do not have a stand it is possible to integrate an additional room administration. For this purpose it is possible to enter the rooms which are available for the event in the program. These rooms can be divided into different categories, e.g. conference hall, meeting room, table, etc. These categories can also be associated with the individual participants to state that the participant requires a room where his/her meetings can be held. During the meeting distribution the program checks whether an additional room is required and automatically searches for a free room of the stated category.

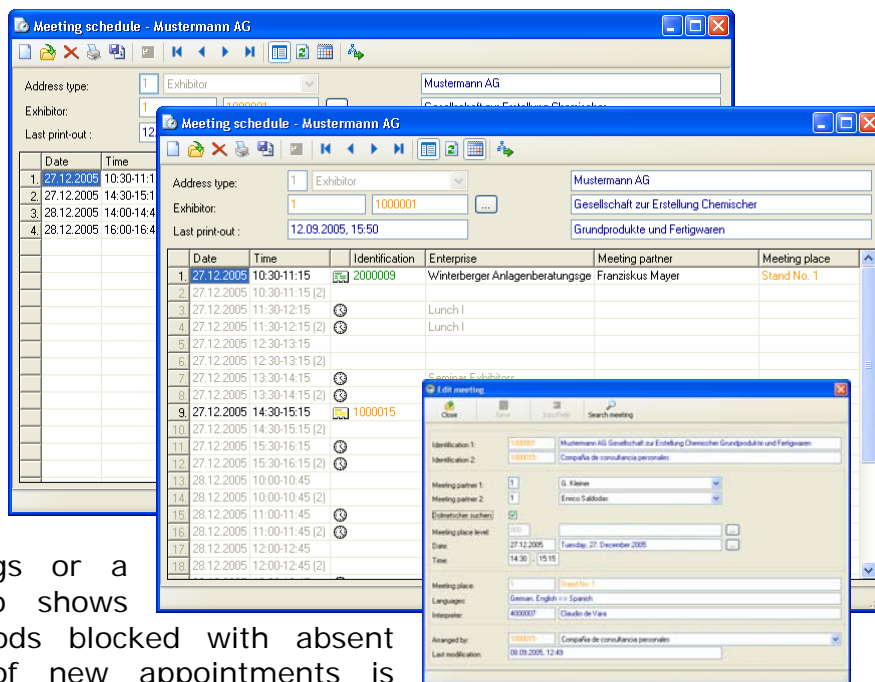
### administration of interpreters

Each participant of the event can be entered in association with his/her spoken languages. Furthermore interpreters can be entered with their native language and any amount of foreign languages which he/she can translate. During the distribution of the meetings the program automatically checks the languages that the participants speak and appoints an interpreter to the meeting if required. For a flexible system interpreters will have beside the lunch-break and breaks between the meetings their individual absent times according to the arranged agreement.



### managing meeting schedules

The module "edit meeting schedules" allows the administration and the organisation of the individual appointments. Here the time tables of the participants, including the translators and the rooms can be displayed. Optional the user can display a screen showing the booked meetings or a windows which also shows free slots and periods blocked with absent times. The entry of new appointments is supported by an automatic search program. When searching for a free appointment the individual parameters of the event are considered (date, beginning and end of the day, breaks, priorities for the search, etc.). Furthermore it is checked whether a room or a translator is required.



The meetings which the program suggests or already stated meetings can be modified or deleted at any time by the user. Modifications are supported by an integrated check module. Corresponding messages inform the user of overlapping appointments, missing interpreters, new appointments, etc.



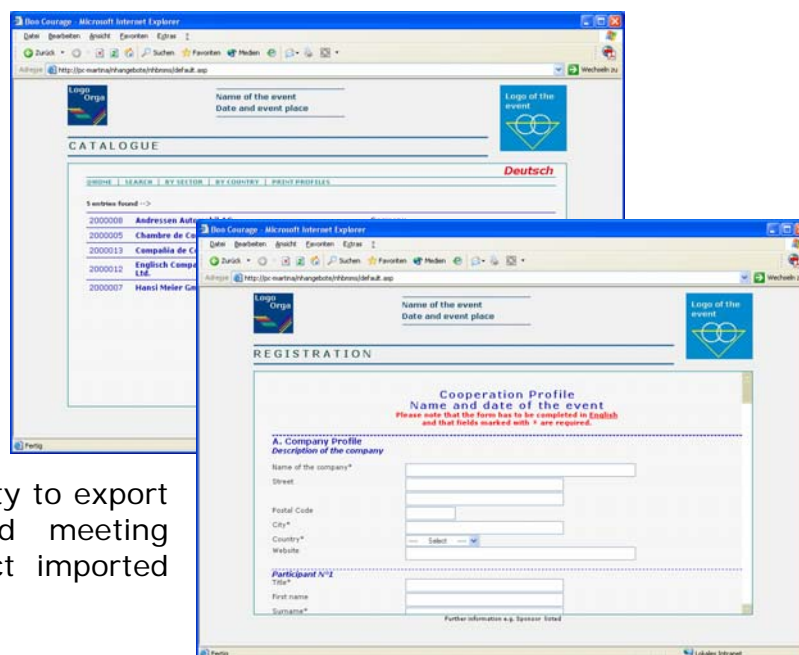


## further modules

### internet application

An Internet application can be provided as preparation for an event. Basically two possibilities are available:

- Individual development of an Internet portal with information pages, online catalogue, public online registration, access protected online quality check of the registration with confirmation of the participation and administration tool for the organiser to manage the uses getting access and including the export of the registration data using the format to import those data direct into n&h BMMS. Websites like this will be developed as modules, basic will be a target definition and a coordinated concept.
- Pre-packaging of web-sides using existing Internet applications already developed to handle such kind of event. This tools might be integrated into an existing portal, the implementation is by module, parts of such internet solutions are
  - Online-catalogues of the participants with search engine including several short-lists sorted by the industry sectors countries of the participating companies.
  - Online registration application for the event. Features of the online registration tool might be a public registration for interest companies, a tool for National Partners or the organiser to confirm registration, general administration for the organiser with the possibility to export all registrations and meeting requests to be direct imported into n&h BMMS.



### import

**Optional** an import module is available, which imports data of participants and requested meetings, e.g. from an online registration application on the Web. During the import of these files n&h BMMS automatically allocate the meetings using the desired meeting partners of the file. The administration of the meeting is according to the general schedule procedure, that means respecting days of the event, breaks and free slots for both participant, necessity of interpreter etc. A protocol will give an overview about the arrangement of the meetings.



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## service by nocken & hammes consulting

The following points are an overview about service offered by nocken & hammes around the software n&h BMMS and the organisation of Business meeting events.

- Training of the software itself
- Workshops for organiser regarding the planning and organisation around Business meeting events or Partenariats with the result of a workflow showing the different tasks.
- Support and maintenance for the organiser before the event regarding the use of n&h BMMS and also the surroundings of the event itself
- Design of the catalogue for event using the n&h BMMS database, either as templates for the print-office, Word-templates to be used by the organiser or as database structured according to the definition of the print-office
- Development of Internet-applications
- Hotline Service as flat rate by phone, fax and e-mail useful for the organiser of events during preparation of the work like registration of participants, administration of meeting schedules
- Stand-by and support before and during the event with
  - Checking of the n&h BMMS database, installation of the application and data on the system inside the venue, late registrations
  - Training of operators, who suppose to use the software during the event
  - Stand-by during the event supporting the National Counsellors, the service assistance and to solve possible occurring problems.
- Customizing of the software n&h BMMS according to requested terms of the organiser and user.

### impresum

nocken & hammes consulting  
Bayenthalgürtel 17

D-50968 Köln

phone +49 221 9347150  
fax +49 221 383798

nhkoeln@nh-consulting.de  
www.nh-consulting.de