

Meeting Management System

Scenario

ABC Suites (Pty) Ltd

“When leaders know how to lead great meetings, there's less time wasted and less frustration. We have more energy to do the work that matters, realize our full potential, and do great things” - Justin Rosenstein



The Challenge:

At ABC Suites, CEO Candy Wrapper declared a full-scale war on meeting inefficiency. She noticed that meetings were often:

- Too frequent and too long
- Poorly planned, with vague agendas
- Disruptive to staff schedules due to last-minute invites
- Lacking follow-through on decisions and actions

- Missing timely, accurate minutes
- Leading to more meetings instead of clear outcomes
- Scattered across platforms, with no central record of agendas, attendance, or minutes

Candy knew that improving meeting culture would unlock productivity, reduce frustration, and refocus energy on what mattered most—customer solutions, R&D, and operational excellence.

How ABC Suites uses the Meeting Management feature in epic

Epic's **Meeting Management System**, powered by its built-in **Copilot**, gave ABC Suites the structure, speed, and intelligence to run meetings that actually moved the business forward.



- **Structured Setup:** Every meeting now follows a standardised format—clear purpose, agenda, and pre-reading materials shared in advance. Attendees (internal and external) are invited timeously, ensuring preparation and respect for time.
- **Live Minute Capture:** Minutes are recorded in real time, allowing attendees to challenge and refine them during the meeting itself. No more delayed or disputed records.

- **Action Assignment:** Tasks and decisions are logged and assigned directly within Epic, with deadlines and accountability built in. Follow-up is no longer optional—it's embedded.

- **Copilot-Powered Summaries:** After each meeting, Epic's Copilot automatically generates a tailored summary based on the meeting type—be it strategic, operational, project-based, or client-facing. The AI understands context, extracts key decisions, and formats the summary for instant distribution or use as formal minutes.

- **Transcript & History Access:** Meeting recordings can be uploaded for transcription, and both the transcript and Copilot summary are instantly available to attendees. Managers can access a full history of meetings—agenda, attendance, minutes, and actions—with a single click.

The result? Meetings at ABC Suites are now lean, purposeful, and outcome-driven. Staff spend less time talking and more time executing—with clarity, confidence, and shared accountability.

“From calendar clutter to strategic clarity—Epic's Meeting Management System and Copilot helped ABC Suites turn every meeting into a moment of momentum.”