



essential ©

RESOURCE CENTRAL

# Resource management for Microsoft 365 enterprises

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ADAPT YOUR WORKFORCE

## The way we work has changed

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Streamline your meeting room & desk booking processes to facilitate a safe and productive workplace. Manage your real estate & resources for optimal utilisation.

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What employees want has changed, and how work is done has changed. Offices will have to adapt and respond to the new needs of hybrid working.

McKinsey Global Institute

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ENABLE YOUR WORKFORCE

## Power your workplace, empower your team

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### **In today's workplace, the need for control and flexibility in using office resources is critical**

Enterprises need to create a sustainable workplace for the future; a workplace that enables peak performance.

Resource Central offers a platform that is trusted some of the largest enterprises in the UK and beyond.

It also builds on the Microsoft 365 platform to leverage all the security, scalability, robustness and convenience that Microsoft Outlook and Teams has to offer.

*Contact us to find out how.*





SUSTAIN YOUR WORKFORCE

## Streamline your office

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**Transform the way people engage with your office space and each other. Save costs and reduce waste.**

The key to the success of workspace and resource scheduling is a system that is easy to for office users, facilities personnel and technical staff alike.

You need to provide a service that your teams will find straightforward to use, no matter how they prefer to work.

Resource Central enables quick and easy location and booking of workspaces, resources and services with the same look and feel, whichever option is used.

‘Behind the scenes’ flexible, built in workflows and policies intelligently route facilities requests to the relevant service providers, or send requests to managers for approvals (e.g. when booking conference suites or catering).



CUSTOMER SUCCESS STORY

**Precision Room & Resource  
Booking for Microsoft 365**

[Learn more](#)



INTUITIVE. SECURE. SCALABLE.

## Built for Microsoft 365 - trusted by enterprises



**Resource Central is architected from the ground up to take advantage of your Microsoft infrastructure.**

If you're already using Microsoft 365 to book meetings, Resource Central is the perfect fit.

- ✓ Fully integrated with Outlook & Teams for optimum user convenience
- ✓ Supports native Microsoft resource mailboxes - eliminates double bookings
- ✓ Leverages Microsoft Single Sign-on (SSO)
- ✓ Delegate approvals & permissions follow Microsoft 365 groups
- ✓ Hosted on Microsoft Azure with all the scalability and robust security measures this platform affords
- ✓ SaaS offers at least 97.9% uptime
- ✓ Also available on-premises and offers a seamless hybrid experience.

RESOURCE CENTRAL FOR OUTLOOK & TEAMS

## Make bookings in the flow of work

**Book workspaces, invite colleagues and clients and request catering and other services - all from within Outlook or Teams**

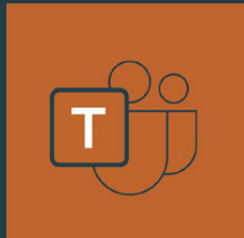
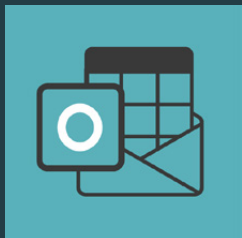
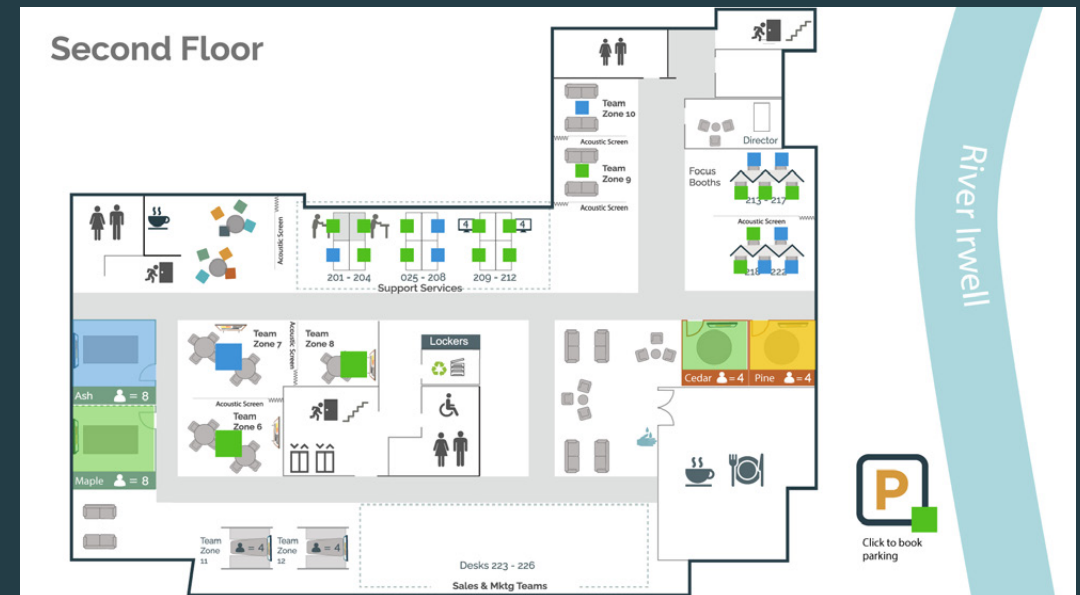
### Find your optimum workspace

See the status of every workspace at a glance.

Locate your ideal space from an interactive map using advanced filters, e.g. riser desks.

Available workspaces can be navigated according to their location, size, accessibility, seating configurations (e.g., classroom, theatre), built-in facilities and so on.

Photographs and maps can be added to ease the selection process further - especially useful if you're unfamiliar with a location.





## RESOURCE CENTRAL FOR OUTLOOK & TEAMS

### Book additional services

At the same time as booking a meeting in Outlook or Teams you can request additional resources, including catering, AV equipment, or a seating layout.

You can also make requests without a meeting, for example, visitor passes for contractors.

### Handle updates with ease

Any changes to your booking, such as a move to a different room or change in a catering choice, is automatically emailed to you.

All people invited to your meeting are updated of room changes.

### Cope with complex bookings

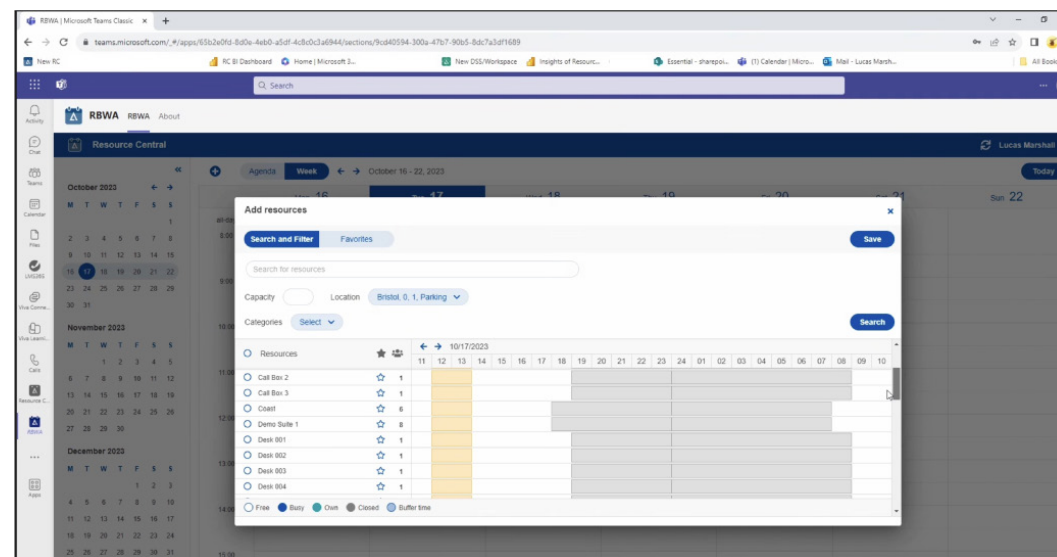
Make recurring bookings with easy alternative handling in the event of room conflicts.

Allow assistants to make catering and visitor arrangements on behalf of colleagues.

### Avoid waste

If you cancel your meeting in your calendar, the resource is immediately freed up and all related services cancelled.

It's also easy to modify requests. For example, reducing catering if delegates choose to attend a Teams meeting remotely.



**Simply add any extra resources you need for meetings booked in Microsoft Teams.**

## THE RESOURCE CENTRAL MOBILE APP

# Book on the move

**Agile working is all about enabling your people to work where, when and how they like.**

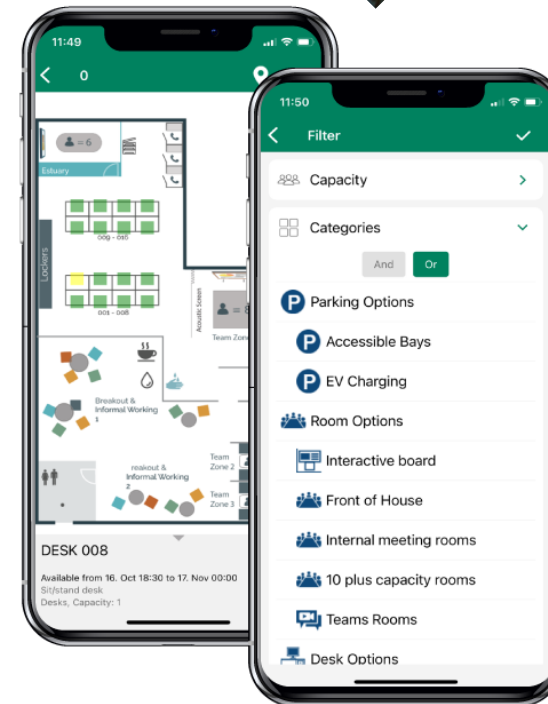
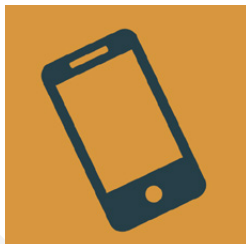
The Resource Central mobile app is an important part of your agile working toolkit. When your team can easily find colleagues and book the spaces and things they need on the move, they're free to focus on getting the job done.

### Mobile apps for iOS & Android

The booking app is available for Android and iPhone. It's also included free with every subscription.

### Hassle-free, secure check-ins

Checking in to your meeting room or hot desk is fast and easy. Simply use the app to scan a QR code associated with the workspace you've booked.





PROMOTE COLLABORATION

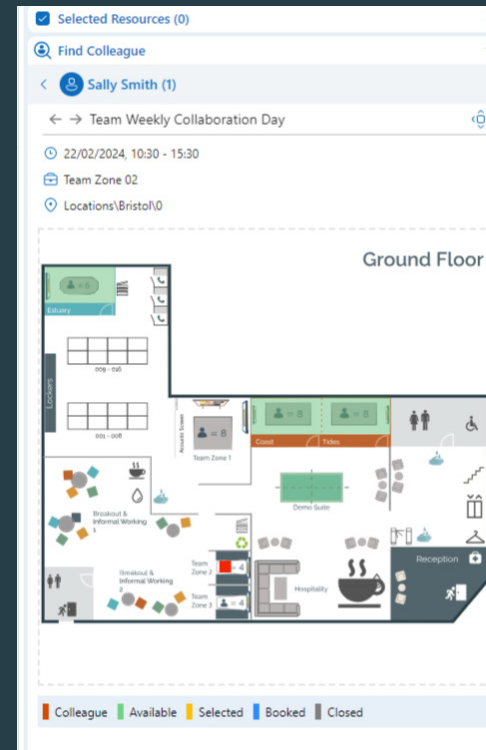
## Find colleagues

**Smart office solutions support teamwork and collaboration by helping employees gather on-site.**

With Resource Central, employees can quickly search for colleagues to book a space near their teammates and collaborate while in-office.

They can also book hybrid meetings that include both remote and in-office colleagues.

The location of colleagues is highlighted on floor plans, so you can book nearby.



## RESOURCE TYPES

# Work with pooled resources

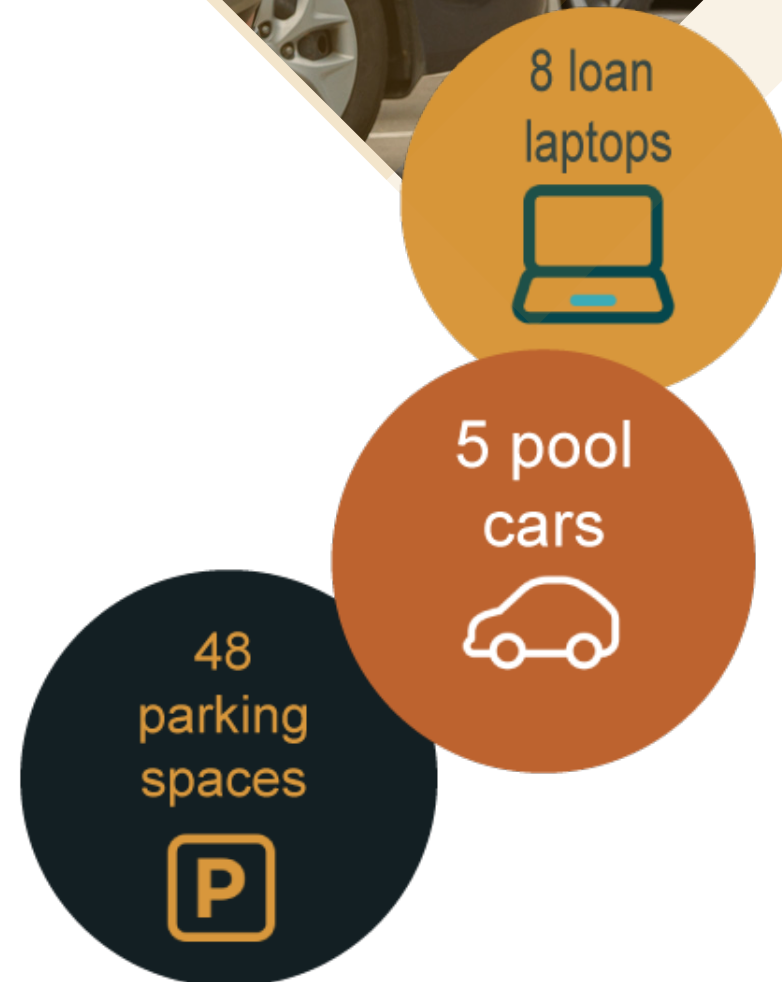
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**Perfect for touch down workspaces, car-parking bays, equipment (e.g., laptops, scanners), and so on, Resource Central pooled resources offer an easy way to share out a limited number of resources.**

You simply need to specify the resource type and the number of resources available. Then, each time a resource is booked, the available number is decremented by 1.

A Pooled Resource is typically used for a group of desks, car parking spaces or equipment, where it is not needed to know whether you book desk 1, 2 or 3, or bay 35, 36, or 38, just that any one of the desks or parking spaces in the available pool will be available when you arrive.

If you invite 3 of your team members as attendees to the same booking, you will reserve 4 desks at the same time.



## TRACK ACTUAL UTILISATION

# Simplify check-ins

**Optimising utilisation & accurate utilisation reporting pivots around accurate arrival detection.**



### Allow multi-option check-in

Offer a choice of convenient check-ins using on-screen PIN numbers or Microsoft authentication, scanning a QR code or by clicking on a link in an email.



### Use existing security cards

Tap room screens and desk devices with industry standard security cards such as MiFare and iCLASS,



### Use sensor technology

Resource Central offers low cost, extremely easy-to-install sensors that can be deployed to individual desks and workspaces to detect occupancy, do automatic check-ins and expedite meeting room turnover and cleaning.



### Extend your booking

Bookings can be easily be extended (assuming there are no other bookings).

## Optimise office space utilisation

**Booking a workspace in advance is just one part of the reservation process. Resource Central makes locating, confirming, releasing and creating 'on the spot' bookings complete.**



Suitable for desks, collaboration spaces and meeting rooms, our sleek digital device combines a great user experience with powerful utilisation insights.

Coloured lights and clear text show workspace status at a glance, optionally displaying the resource ID or the person that has made the booking.

Book on the spot, confirm an existing booking or extend your reservation in just a few taps, using the intuitive touch screen.

Use existing RFID cards to for authenticated, contactless booking.

Book in advance using Microsoft Outlook, Microsoft Teams or your mobile device.

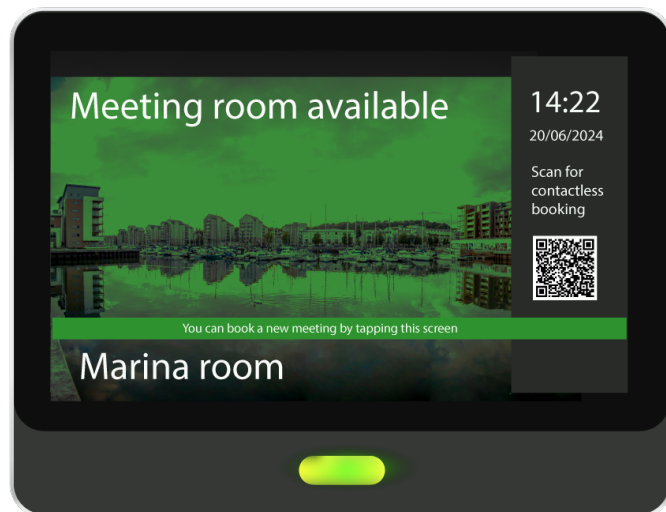
Define a confirmation time window and automatically free resources in the event of a no-show.

Display workspace ID, 'bookers' name or meeting title as required.

Report equipment faults, e.g. a faulty screen or PC docking station.

Create accurate utilisation reports to help plan and optimise your future office space.





**Use your own IOS, Android or Windows device, or use our colour-glow room display tablets to show meeting room availability.**

Customise to suit your corporate image and show details of current and forthcoming bookings as well as facilities available within the room.

## OPTIMISE MEETING SPACE UTILISATION

### Tired of meeting rooms going to waste?

**Show the status of meeting rooms and collaboration spaces at a glance, and allow on the spot bookings.**

A choice of flexible and customisable display tablets show availability, details of current and forthcoming bookings as well as the equipment and services available within the room.

The panel may be used to make a booking for immediate or future use.

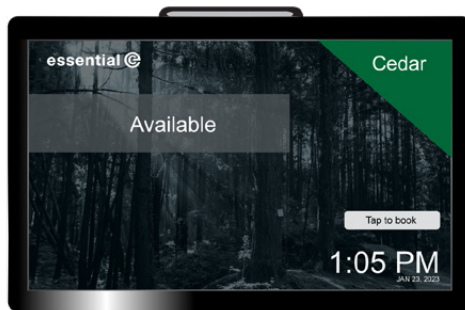
A few minutes before a booking, room screens show a check-in screen. If no one checks in within a specified timeframe, the reservation is automatically cancelled, freeing up the space for someone else.

Check in is quick and easy by touching your ID card, using password authentication, scanning a QR Code or tapping your security card.

As late starts become a thing of the past, your meeting culture naturally improves. Check-ins also eliminate recurring meetings that were scheduled long ago, then forgotten about.

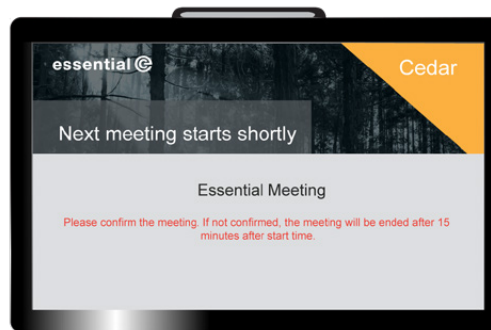
## ROOM SCREENS

# Meeting room displays



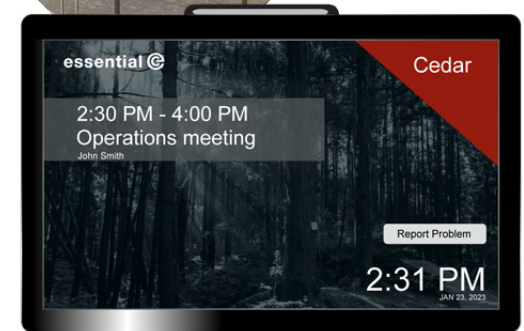
### Tap, Book & Meet

It's so easy to create a new reservation. A quick tap of either the Use Now button or an available future period on the time line will immediately default to your specified start time. You may then adjust the required duration and add a meeting title if you desire.



### Secure an existing booking

Check into a pre-booked room using the same flexible authentication options. An enforced check in period can be specified for individual rooms: In short, if the room isn't checked into within this period, it immediately be freed up for someone else to use.



### Extend or End Your Meeting

Subject to availability, you may extend your reservation with a simple tap. If you conclude your meeting early you can easily end your reservation making the room free for other bookings.

You can also use the screen to report any problems such as faulty equipment or no marker pens.

## Streamline service provisioning

**Resource Central significantly streamlines meeting service provision, eliminating hours of back-and-forth calls and emails.**



Design easy-to-use forms for booking virtually any resource or service you wish to offer, such as catering and table layouts.



Create different order forms to reflect what's available in different rooms, office or countries. Enable intelligent order flows that adapt based on what's requested.



Catering options can be as detailed as you wish and include service times, special requests such as allergens, totalled pricing and cost codes.



A wizard lets you build custom 'rules' to optimise resource utilisation, set cut-off times for catering request, include buffer times for set up and clear down, and allow role-based auto-acceptance (e.g. automatically accept requests from PAs).



Complete the order-to-invoice process by integrating Resource Central with your company's financial or internal charge-back system.



## Give service providers role-based access to review and manager their requests.

### ✓ Centralise all requests

A web-based administrative lets facilities staff can view and print orders for their particular services, either for the entire week or for a given day or meeting.

### ✓ Keep on top of updates - avoid waste

Resource Central automatically handles all amendments and cancellations. E.g., if a user makes changes to their catering numbers and choices every day prior to an event!

### ✓ Make drag 'n' drop changes

Resource administrators can update and move bookings whenever they need to, without having to cancel one booking and start the booking afresh with a different room.

Any orders for equipment and catering, etc. will automatically be moved across, following Resource Central rules.

It's also easy to make changes to orders, such as swapping croissants for donuts.





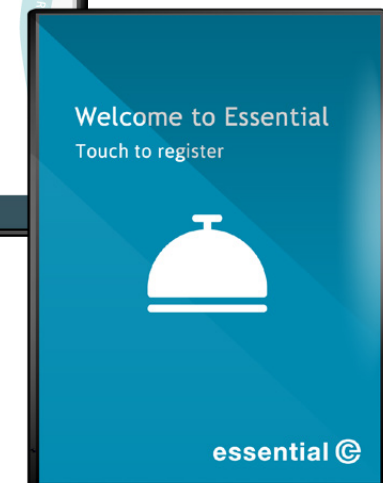
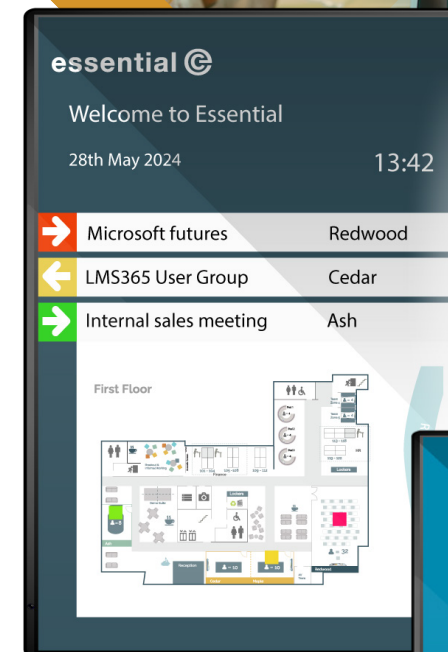
## VISITOR MANAGEMENT SERVICES

# Visitor management for the modern workplace

**Slick visitor management is essential to uphold your brand reputation. It will also free up your front office staff to spend more time on other tasks.**

Resource Central includes an advanced visitor management capability to ensure reception and security staff have:

- ✓ Full visibility of clients and contractors attending site on any given day,
- ✓ Contact details to assist with security and well-being (captured in advance at the point of booking a meeting in Outlook)
- ✓ A check-in/out facility (thereby maintaining a security log of who's in the building)
- ✓ Customised badge printing with built-in templates
- ✓ Automated notifications to hosts of their visitor's arrival.
- ✓ Optional self-registration/check-in facilities, including codes for self scanning
- ✓ Wayfinding screens to help visitors and staff unfamiliar with a new office orientate themselves.





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“We’ve recently enhanced our visitor management system to support our very stringent security and authorisation arrangements. It’s now quicker and easier for hosts to register visitors in advance and provide all the relevant information, such as whether the visitor needs escorting.”

”

Jane Jennings, NATS

**Meeting organisers can pre-register visitors at the point of meeting creation and add any specific details about them that will improve on their experience.**

#### **Define the information you need to collect**

Making capture of visitor information in advance mandatory (with or without a meeting), and tailor what you need, including special requests, wheelchair access, allergens, catering, car registration, etc.

#### **Flexible visitor listings**

A live list of daily visitors ensuring a personalised welcome and accommodations for specific needs. The list categorises visitors by meeting, arrival time, comments, and company name, expediting check-ins.

#### **Host notifications**

On check in an automatic notification can be sent to the organiser of the meeting alerting them their visitor has arrived.

#### **Advanced security features**

Resource Central supports the varying security levels for different sites and areas, automatically activating the appropriate checks and services, such as escort assistance.

#### **GDPR-compliant database management**

Resource Central offers an easy and streamlined process for data removal that doesn’t require IT involvement.

## MANAGEMENT REPORTING

# Powerful workplace analytics & data visualisation

## Make better decisions to optimise your workplace & demonstrate ROI.

Powered by Microsoft Power BI, Resource Central uncovers an array of insights from your resource utilisation metrics:

- ✓ What times of day at the office are busiest?
- ✓ Are there enough desks to cope with peak hours?
- ✓ Do we have enough smaller rooms to accommodate one-on-one meetings and huddles?
- ✓ What about visitor traffic?
- ✓ Is there a difference on catering spend based on persons, locations, months?



See key analytics at a glance. Create custom reports and export data to PDF or Excel for presentations or further analysis.

WORKING WITH US

## About Essential

In over 15 years' experience in implementing workplace management solutions, we understand the challenges most organisations face when changing their business processes. Flexible technology is absolutely key to underpin the people and process elements.

We are committed to helping you get the most out of your Microsoft investment and provide outstanding pre- and post-sales customer support, consultancy and training to all of our customers and partners.

With our deep Microsoft 365 expertise and complementary technologies we deliver a holistic service that takes into consideration the needs of all the relevant parties in your organisation, including your IT department, facilities staff and end users. And, ever mindful of the fact that budgets are always stretched, our goal is to empower your organisation to work with your solution and mould it to your future requirements.

### Contact info

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