

Room & Resource booking for Microsoft® Exchange & Office 365



Reimagine how your Office Space is used

Microsoft Exchange and Office 365 provide an excellent platform for scheduling meetings with co-workers, but finding the right room and requesting services such as presentation equipment, catering choices, seating arrangements, visitor badges, parking, and so on, can involve a lot of additional emails and 'phone calls.

And, frustratingly, it's common for rooms and resources to get pre-booked in Outlook calendar, but not actually get used 'on the day', with no easy way to make them available for someone else to use instead.

Resource Central and ResourceXpress are resource management and booking solutions that build on your investment in Microsoft infrastructure to streamline how your office space and other valuable resources are used:

- 'In advance' Resource Central enables staff to complete workspace, resource and service requests in just a few minutes - all from within Outlook - saving time for meeting organisers and facilities staff alike.
- 'On the day' ResourceXpress lets you use a range of display and touch screen technology to optimise how your meeting rooms and hot desks are used, as well as convey a professional image for staff and visitors alike.

Importantly, by building on your existing Microsoft infrastructure, you benefit from:

- Quick adoption: Staff can continue to work with their familiar Microsoft calendar and email for making bookings, receiving reminders, amending their orders and responding to check-in requests.
- Immediate updates: Any on-the-spot bookings, cancellations or meeting extensions made via touch screens are automatically reflected in Outlook calendar and overview screens, enabling immediate re-use.
- No risk of double bookings: Rooms, desks etc use the concept of standard Exchange resources. There's no separate system that needs to 'synchronise up'.
- Easy to support: Your existing Microsoft investment and know-how is leveraged with the benefits of easing technical support and ensuring compatibility and scalability.

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A single resource pool, a single place to manage permissions and a single calendar means we don't have to worry about supporting a totally separate system and keeping it 'in step'.

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The perfect solution... for everyone:

End Users:



You use Outlook calendar and email on a daily basis to schedule meetings with co-workers. It's a logical progression to find, request and update the additional resources you need 'in the same place'.

Facilities Managers:



You already use email to handle resource requests from internal facilities staff and external suppliers. By building automation into this process you can remove hours of time spent exchanging 'phone calls and emails.

IT Staff:



Your team already runs a reliable, scalable and widely-used calendaring and messaging service. By building directly onto this you'll have a service that is easy to understand and support.

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As we were so used to using Outlook for booking meetings with co-workers, it was vital to keep the process of booking meeting rooms & other resources linked. ”



Rooms & Desks



Equipment



Catering



Parking



Visitor Badges



Reports



Request logs



Reminders



Touch screens

Key Benefits

1

Saves Time Spent Booking Meetings & Avoids Wasted Resources

Even where meeting rooms can be booked using Outlook Calendar, the process of arranging catering, AV equipment, seating layouts, visitor passes, etc, can involve several emails and 'phone calls with facilities, technical and reception staff. Now staff can request all the additional services needed for their meeting in one place. And, on the day of the meeting, staff can see at-a-glance which rooms are free.

- Navigation of rooms by location and 'attributes' eases selection, especially for staff visiting an unfamiliar office.
- The options available in each room can be requested via centrally managed forms.
- Reminders and a view of all booked meetings and services helps avoid wasted catering and unused rooms.
- On-the-day visibility via screens enables unused resources to be used by others.

2

Reduces Meeting Costs, Improves Service Levels

Behind-the-scenes, the process of handling and managing resource requests and coping with visitor administration is massively streamlined, saving significant administrative time for facilities staff and freeing them to focus on service delivery.

- Facilities staff receive immediate email notification of any requests and changes, such as reductions in catering numbers.
- An automatically updated list of all requests for the day, week, etc, can be viewed at any point in time.
- Ordering deadlines can be set on all resources, ensuring expectations are set according to what can be delivered by the relevant service providers, both internal and external.
- Buffer times can be added to allow for cleaning and layout changes between meetings.

3

Demonstrates Savings to the Business

Highly accurate reporting helps organisations understand how their resources are being used and pinpoint where savings can be made.

- Which rooms and work spaces are used 99% of the time? How can usage of spaces occupied less than 25% of the time be improved?
- Run standard reports or create your own using the flexibility of Microsoft SQL Reporting services.
- Allocate charges to cost centres and perform cost analysis.

4

Underpins Flexible Working Initiatives

Flexible ways of working create the opportunity to make significant real-estate savings and offer many other benefits. However, providing the infrastructure to support successful hot-desking and work-space usage is challenging.

Easy advance booking makes it easy for staff to book a desk at the same time as scheduling an office visit. And, by adding touch screens, staff can book desks on arrival or locate and check into pre-booked desks.

5

Minimises Support & Training Overheads

By building on their existing email and calendaring infrastructure and skill sets enterprises experience significant benefits:

- End users don't need to learn or log into a totally separate resource booking application.
- Support staff can work with familiar technology and don't have to get to grips with a totally separate application.
- Use of Exchange resources and calendar bookings already in Outlook avoids confusion as the new system is introduced.

Booking in Advance

Find Your Optimum Room

By joining forces with your regular Microsoft Outlook email and calendaring system, Resource Central enables you to quickly and easily locate the most appropriate meeting rooms for your needs.

Available rooms 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.

Order Additional Services in Under 2 Minutes

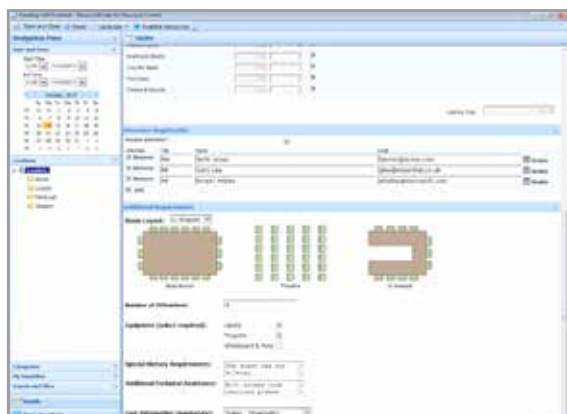
Once you've invited your attendees and booked a room, you can request all associated services. An intuitive form prompts you to select all the options available to you: catering choices, service timings, seating layouts, AV equipment, teleconferencing services, visitor badges, parking spaces and more. Additional information such as cost-codes can be added or even selected from drop-down menus.

Once you press the send button your room request will be accepted automatically to reserve the room, however your requests can be subsequently changed or declined by authorised service providers.

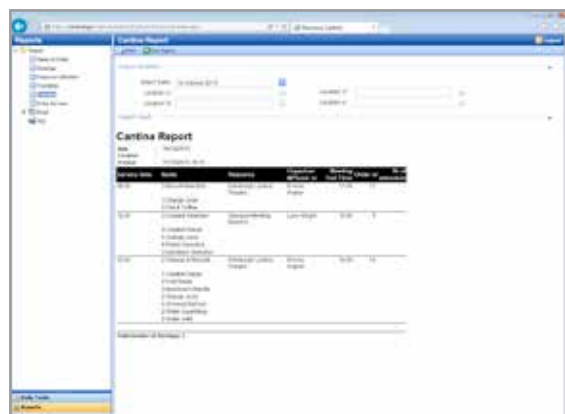
Change Your Orders With Ease

Making amendments to your requests (such as changes to catering numbers) is simple. You'll also get reminders of imminent meetings and can view all your future bookings in one place. This helps eliminate common problems such as forgetting to cancel meetings and wasted food.

You have a recurring meeting and just need to cancel one instance? No problem. Simply cancel the order using Outlook Calendar and Resource Central automatically cancels any ancillary resource orders.



Book seating layouts, presentation equipment, see pictures of the room and more.



Make catering requests, specify service times, allocate cost-centre codes and view the latest menus!

The Service Provider's View

Automated Request Handling

When resources are requested, Resource Central automatically emails notifications to all relevant internal and external facilities staff, including catering, the IT team, porters, reception staff, cleaners, etc.

You can define policies that govern how requests are handled: Some requests might be subject to approval, whereas other requests can be approved automatically dependent on criteria such as the role and privileges of the requester (as configured in your enterprise directory service). For example, you might only auto-accept orders for the 'executive buffet' or 'executive meeting rooms' from PAs and directors.

Different options and service providers can be designated as needed for each different room and location. For example, you might have an external caterer at smaller offices, and an internal catering team at HQ.

Drag 'n' Drop Room Moves

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. that relate to the booking will automatically be moved across, following Resource Central rules.

Automated Order Tracking

All requests are aggregated into a web-based administrative view, from where facilities staff can view and print orders for their services, either for the entire week or for a given day or meeting.

There's no need to make a note of changes, as Resource Central handles all changes and cancellations. For example, if a user makes changes to catering numbers every day prior to an event, the final number required is automatically updated in the associated 'order'. This saves an enormous amount of time spent exchanging and tracking emails and 'phone calls, and ultimately helps prevent waste.

Flexible Service Options

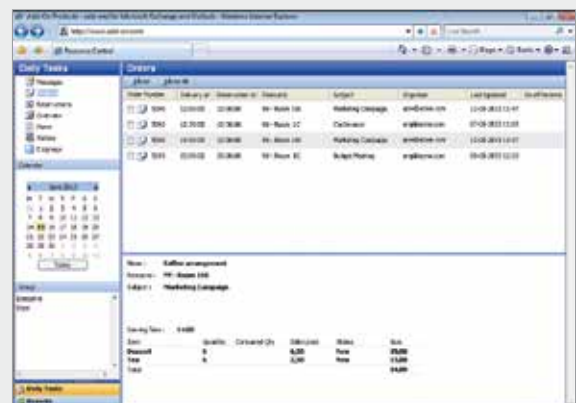
Order forms are customisable and can be varied based on the individual meeting room, building, location or even country. For example, you might not provide a catering service or allow car parking to be booked for a particular office location.

A wizard simplifies the process of defining resources and the available options, including policies such as buffer times for set up and clear down, deadlines for booking catering, role-based auto-acceptance, etc. Catering options can be as detailed as you wish and include service times, totalled pricing and special request 'boxes'. With Resource Central it's easy to create attractive, easy-to-use forms that reflect your corporate branding.

Reports & Billing

An array of reports are available or can be customised to meet your specific resource management needs.

All service request can be made subject to the provision of a suitable cost code, which can be used as the basis of internal charge back.



Room	Start	End	Room	Subject	Order
Room 100	12:00:00	12:30:00	Room 100	Marketing Campaign	12-08-08 12:00
Room 101	12:30:00	12:30:00	Room 101	Marketing Campaign	12-08-08 12:00
Room 102	12:30:00	12:30:00	Room 102	Marketing Campaign	12-08-08 12:00
Room 103	12:30:00	12:30:00	Room 103	Marketing Campaign	12-08-08 12:00

Item	Quantity	Unit Price	Total Price	Rate
Room 100	1	1000	1000	1000
Room 101	1	1000	1000	1000
Room 102	1	1000	1000	1000
Room 103	1	1000	1000	1000



The IT Team's View

Microsoft-centric approach reduces support overheads

The solution builds on your existing Microsoft infrastructure with the benefits of easing technical support and ensuring compatibility and scalability:

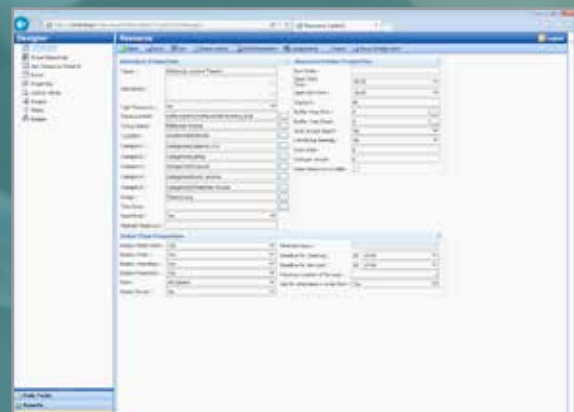
- Standard Outlook - Delivers a familiar user interface and other usability features such as automatic time zone support and privacy settings.
- Resource Scheduler & ActiveSync - Ensure meeting requests are updated to all users in a timely fashion.
- Standard Exchange resources - In addition to avoiding synchronisation issues, 'direct' use of Exchange resources avoids double bookings where resources are already booked using Outlook. It also eases rollout.
- Microsoft SQL - All resource and resource booking information is recorded in SQL for handy reporting.
- EWS (Exchange Web Services) - Servers can run on-premises or in the cloud (e.g. on Azure) and connect to Exchange or Office 365 over EWS - there's nothing to install on Exchange.
- Active Directory - There's no separate database to maintain for storing information about access rights, on-screen authentication, etc. If someone's role changes, you need only update AD.
- IIS Web Services - Serves access to resource options, reports, service requests, administration portals, etc

The ability to use off-the shelf screen hardware also gives enormous flexibility and reduces your installation, support and screen replacement costs.

Easily tailored resources

A wizard allows each resource to be customised with the relevant options, including bespoke fields such as cost centres, simple or detailed catering forms and costings, and rules such as buffer times to allow for set-up /clear down and deadlines.

The simplicity of the wizard means that the resource definition task can be passed to the facilities team. And, as the wizard generates standard HTML, it's easy to carry out advanced tailoring using your preferred HTML editor.



A wizard makes it easy to specify resources, restrictions & attributes.

Booking & Visibility

'On the day'

Screens placed outside meeting rooms and in reception areas can be used to enhance the experience of both visitors and employees alike.

Maximise Usage with On-the-spot Bookings

By clearly showing current and imminent meetings staff can see what rooms are available and for how long. This service maximises utilisation and also avoids embarrassing and unprofessional contention over rooms.

Ease the Location of Meeting Rooms & Desks

Screens can be placed in reception and lobby areas to give an 'at a glance' view of all meetings and the location of meeting rooms and hot desks. Other value-add information such as health and safety notices, fire exit signage, routes to rest rooms, travel information and more can be displayed.

Accurately Report on, and Stop 'No Shows'

ResourceXpress room screens let you capture 'check-in' data so that actual room and desk usage can be reported on more accurately, and frequent 'no show' offenders identified. And, by defining a time-window in which check-in should take place (e.g. 10 minutes after the booked start time), you can release precious rooms and desks for use by other staff.

Use Industry Standard Hardware

Quite simply, when it comes to workspace booking systems we believe choice is essential. That's why we support a wide range of industry-standard platforms including Apple iPad, Android and Microsoft Windows.

In addition to using smaller, individual screens placed outside meeting rooms, you can also use larger screens in strategic locations (such as lobbies or reception areas) to show the status of many resources at once, including:

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Since commissioning the system the company has seen an average no-show rate of around 21% per month which translates to 3,300 hours of meeting room capacity released per month.

”



Use Overview Screens
placed in foyers and reception areas. Combine menus, touch-sensitive floor-plans, meeting listings, wayfinders and room, desk and colleague locators. You can also provide self-service arrival notification and PIN & badge-scan authentication services.

Use Area Screens
and save money by consolidating multiple rooms and workspaces onto one screen. Mount on conventional or glass walls or choose a designer podium....

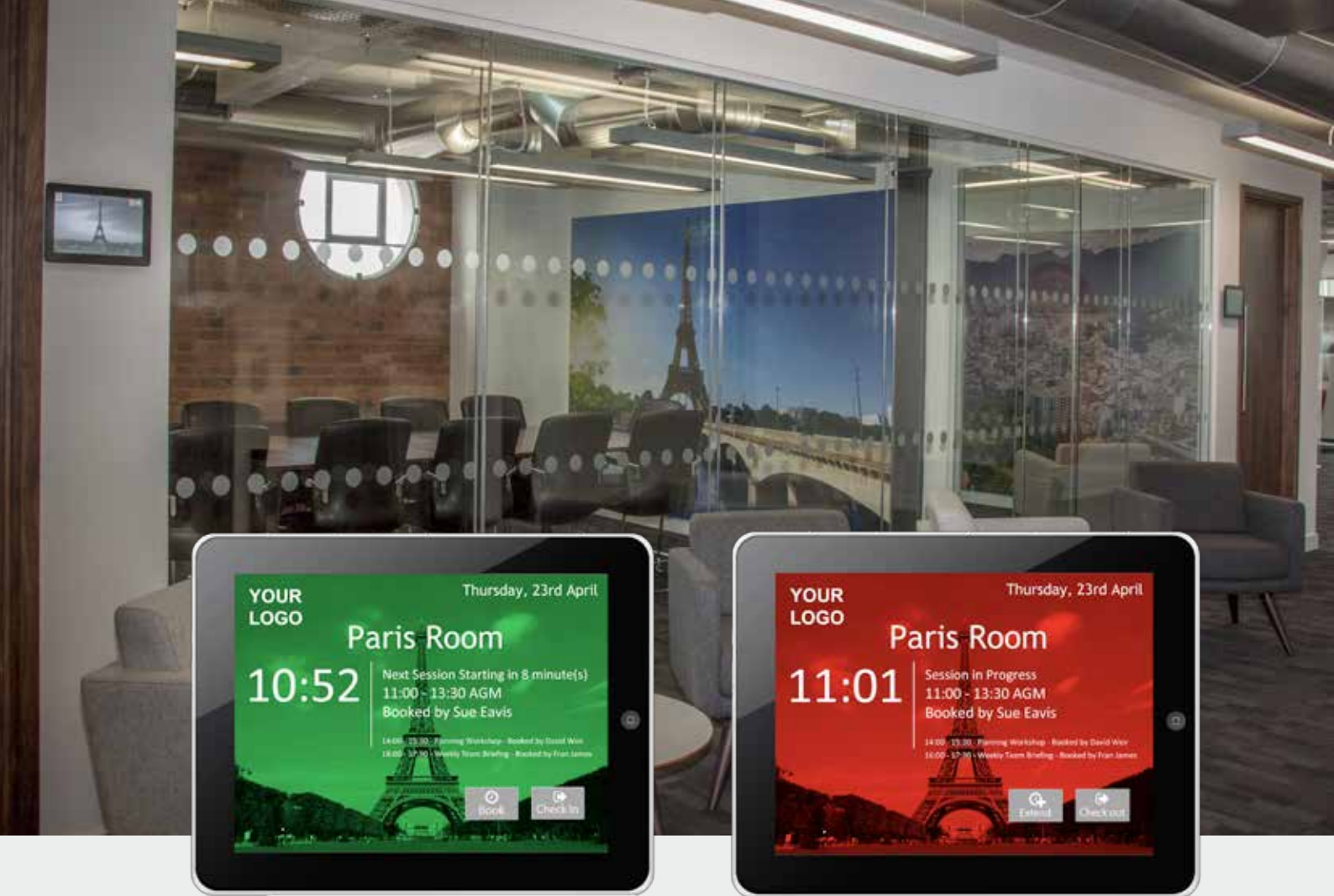


Use Individual Room Screens
Choose from off-the-shelf Windows, iPad or Android Tablets or a ResourceXpress device, such as the glowing Aura. Tailor colour-schemes, graphics, logos and fonts for maximum impact.

Use Mobile Devices
to search for free resources, book on-the-go, find your room or desk and check-in at your convenience.



Use QUBI
the practical, low-cost way to signpost desk and workspace status.



Fully Tailorable to Reflect your Corporate Style & Add Value

Our screens show vital information relating to the room and its availability, enabling booking or check-in with just a few touches, but there's much more to enhance the look and feel of your room management service:

- **Fully customisable design:** Screens can be customised with your logo, virtually unlimited colours, fonts, buttons and graphics. Each room can have its own theme, with a backdrop to reflect the name of the room. You can use a display colour to match in with the free/busy status of the room, or just use a colour and imagery to co-ordinate with your office decor or corporate styling.
- **Tailorable on-screen information:** Room screens can include information such as seating capacity, interior photos, built-in facilities (e.g. projector, white board, video conferencing), facilities staff contact numbers, etc.
- **Assistance button:** This can be used to request technical help or other services, such as 'deliver catering now'.
- **Fault reporting:** Faulty equipment can be reported and written to a central log.
- **Real time messages:** Health and safety notices, scheduled alarm tests, security announcements, travel information, real-time messages to visitors and more can be displayed to all or specified screens.
- **Smart digital signage mode:** Plays presentations, advertising web pages, news feeds, etc.
- **Dual Language:** One screen can switch between multiple language instructions using either on-demand language switching or automatic sequencing.

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As well as adding to our professional and modern image, the screens will ensure meeting rooms are used as efficiently as possible and help cope with future demand. ”

Signpost & Manage Bookings of Multiple Resources

Larger, overview screens can be placed in reception and lobby areas to give an 'at a glance' view of the availability and location of multiple resources. These can be used instead of, or in addition to individual room and desk devices and come in a variety of formats:

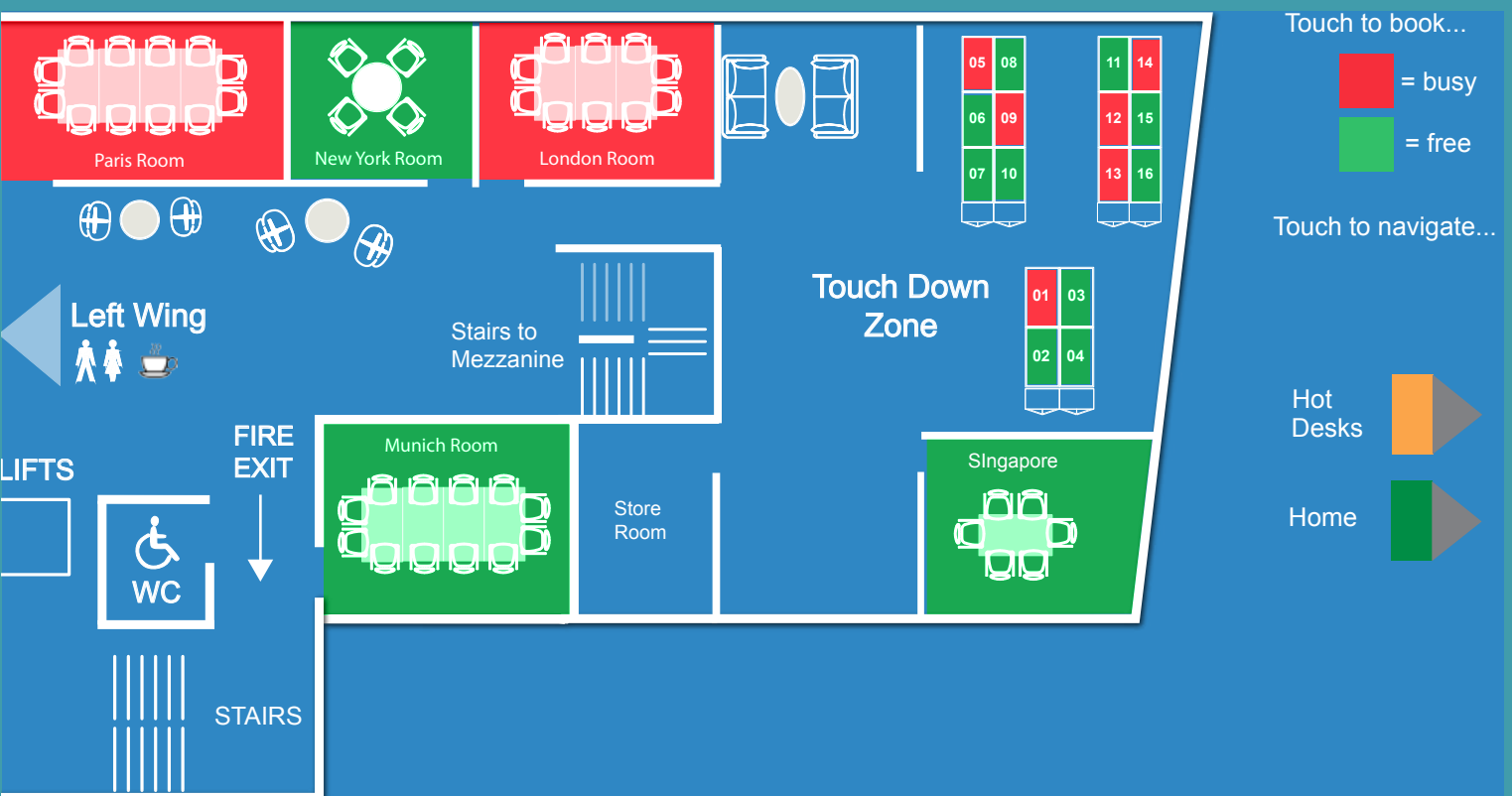
Wayfinder Signs: Text-based listings with optional direction arrows indicate room status and location.

Block Listings: Simply arranged blocks with the room name or desk ID can be used to display availability of a group of resources.

Navigable Floor Plans: Fully bespoke floor plans can be used in view only or interactive mode, using coloured 'hot-spots' to show the status of all book-able resources.

- Each hot spot reflects the current booking status i.e. red = busy, green = free.
- Next/current booking details can be shown as scrolling text.
- Optional on-screen instant booking, check-in, check-out and extend reservation functions.
- Multi-zone, multi-floor visibility and on-screen navigation.
- Powerful search feature lets staff find meetings by room name, meeting subject or organiser
- Floor plan maps can link to other information such as health and safety and traffic reports, etc.
- Supports standard ResourceXpress authentication model using PIN codes, user name and passwords or external RFID readers.

Our design team can create floor plans that take into consideration your corporate imagery, office colour schemes, standard font styles and more to create a truly slick 'look and feel' for your digital signage.



Make Instant, Authenticated Reservations

Need a room quickly? No problem.

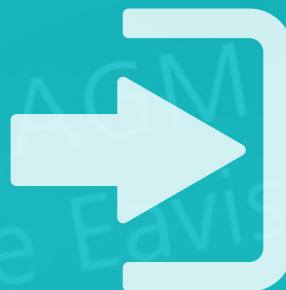
The system enables simple, on screen bookings via room screens or kiosks.

A list of any imminent meetings indicates how long the workspace will be free for before the next booking.

The Book button prompts for the required duration time, for your reservation along with optional details such as meeting title via an on-screen keyboard. You can also authenticate check-in using a choice of options including:

- On-screen Windows logon
- A simple PIN code (integrated with the user's Active Directory entry)
- Using your RFID or Swipe card

This approach enables more accurate reporting on exactly who is using room resources. And, as soon as a booking is made on screen the change is made in Outlook Calendar to ensure no double-bookings.



Check In

Capture Check-in Information - Eliminate No-Shows

The frustration of workspaces being fully booked in advance but empty 'on the day' is common for many organisations.

Our room and desk booking systems avoid no-shows by providing flexible check-in and check-out facilities that enable staff to confirm or release their reservation so that the room or desk can be used by someone else.

Options include:

- On-screen Check In - a simple check-in button registers the arrival of bookers. If the button is not pressed within a centrally defined time period (e.g. 10 minutes after the start time), the room will be freed up and made available for booking via the screen or via Outlook Calendar.
- Authenticated On-screen Check In - Where required, you can enable authenticated check-in (by way of swiping an RFID card, Windows logon or a simple PIN code). This enables a more accurate way to determine that the room or desk is being used by the intended member of staff.
- Email Check-in/Cancel - check-in reminders can be emailed at multiple intervals: before, on, or shortly after the start of a booked session. As well as enabling convenient email-based check-in, the message acts as a reminder for the organiser to cancel their booking if they no longer need the room or desk.
- On Screen Check Out - If a meeting finishes early, simply pressing the check out button releases the resource for re-use.

By being able to capture check-in and check-out data, facilities staff get a truly accurate picture of how their workspace is being used. It also means they can pinpoint and address serial no-show offenders.

Support an Agile Working Strategy

Organisations wishing to introduce location-independent working are increasingly turning to resource booking solutions to ease the process of booking and locating workspaces.

Total integration with Exchange and Office 365 means staff can use their familiar Outlook Calendar service to book available hot desks in advance to suit their schedule.

On arrival to the office, staff can locate and optionally check into their reserved desk using touch sensitive screens, their mobile device, or by responding to a check-in email.

The location of desks is shown on floor plans that can incorporate useful 'landmarks' such as fire exits, WCs, coffee stations, etc, to help with orientation. A search service based on desk ID or username additionally helps staff locate their pre-booked desk.

Staff can also make 'on the spot' bookings using kiosks or their mobile device.

A handy 'search for co-worker' facility makes it easy to find desks in the same vicinity as friends and/or colleagues. This feature helps ease the introduction of what can be a difficult culture change for staff.

Other options for desk check-in include RFID card check-in via the Qubi on-desk device.

“ Staff can simply check their working week in Outlook calendar and book their desks as needed - without having to launch a separate application. ”





Impress Visitors - Enhance Security

When visitors arrive at your building, they immediately form an opinion of your company. If they are new or potential customers, giving them a warm welcome and speedy, correct information will create a great impression. Knowing who is in your building is also vital for maintaining security and safety, for example, in the event of a fire.

ResourceXpress screens will help visitors locate meeting rooms and project a slick and efficient working environment. Meanwhile Resource Central supports a range of visitor services designed to create a good impression to visitors while easing the administration involved in managing them:

Book Parking Spaces, Make Special Requests

Parking spaces and any other special instructions that will make a visitor's stay more comfortable, such as providing assistance for a disabled visitor, can be made in advance using Resource Central.

Print Visitor Badges

Whenever a meeting is booked, meeting organisers can provide external guest information that can be used to print badges at reception as well as maintain a weekly and daily visitor register.

Email Notifications

Marking visitor arrival in the Resource Central visitor administration page automatically emails a notification to the meeting organiser, saving time for reception staff and enabling organisers to greet their visitors in a timely fashion.

Self-Service Arrival & Deliveries

Take the load off busy receptions with self-service kiosks for visitors and deliveries.





Improve Office Space Utilisation

Now you can improve your bottom line by ensuring that you're using meeting rooms and desks in the most efficient way possible.

Get better resource usage visibility:

- See exactly how rooms and other workspaces are being utilised
- Use SQL Reporting Services to create complex and bespoke reports

Answer questions such as:

- Which rooms and work spaces are over- or under-utilised?
- Are late cancellations preventing efficient meeting room usage?
- Can some of our meeting rooms be turned into general office space?
- Can we release some of our real estate?
- What can be done to improve our meeting room usage?

Reported metrics include:

Meeting room name Meeting Start Time (Scheduled)
Meeting End Time (Scheduled)
Actual Start Time (if manual check-in)
Actual End Time (if manual check-out)
Chairperson (meeting organiser)
Confirmed (manual check-in has taken place)
No shows (no check-in has taken place = no show)
Ended (check-out has occurred)
Instant (Room was booked at the meeting room)

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Our building consolidation is projected to save 4.5 million over 3 years using touch screens to enable meeting room & hot desk bookings.

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About Essential

A long-term Microsoft partner, Essential is regarded as one of the UK's foremost experts on electronic messaging, email archiving & collaboration technologies.

Microsoft's Outlook email and calendaring platform has become the default portal through which businesses and individuals schedule their time and activities.

Our workspace management solutions are specifically designed to get the most out of your existing investment in Microsoft - both in terms of technical and end user skills.

Applications that build on Exchange and Office 365 include:

- Instant room and workspace booking using touch-screens
- Advanced booking and workflow for catering, additional resources and services
- Visitor management including badge creation & visitor logs
- Resource utilisation reporting
- Group calendaring services
- Calendar overviews to assist in planning for events, holiday coverage, project planning, etc.
- Form completion, sign-off and workflow

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

With our room and resource solutions 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.

ResourceXpress is a trademark of QED Advanced Systems Limited. Resource Central a trademark of Add-On Products. Microsoft Exchange, Outlook, Outlook Web Access and Office 365 are registered trademarks of Microsoft Corporation. All other copyrights and trademarks acknowledged.

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