

# Digital Signage and Kiosk

## G-Cloud 13



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## 1. About Matrix Booking

Matrix Booking Ltd (MBL) is a fast-growing organisation dedicated to customer satisfaction, delivering a world class product and service. The Matrix Booking suite was initially developed in 2012 and has been successfully installed in multiple public sector organisations as well as some of the largest global private sector in over 20 countries.

MBL produces the leading Software-as-a-Service (SaaS) resource booking and workplace collaboration suite. Its award-winning design and advanced functionality enable private and public sector organisations to optimise desk, room, and estate usage.

We are proud to support the public sector and their visionary approach to flexible hybrid working, which has allowed them to continue to provide services to the public during the recent pandemic.

We believe our approach, team, product, and the way we work sets us apart.

## 2. Our suite and services

The Matrix Booking suite has a range of fully integrated solutions, built on a secure booking platform powered by world leading technology. As clients, you can configure the system to manage a variety of resources, such as desks, meeting rooms, virtual spaces, car parking, or catering. You can access the system via our award-winning web and mobile applications (apps), which have seamless integration with the market-leading Microsoft and Google office suites.



### 3. Digital signage and kiosk solutions

Matrix Booking offer a range of digital signage and kiosk-based hardware solutions to complement and maximise the potential efficiencies of these solutions. This can be used to support the core Matrix Booking Desk, Room, and Resource Booking, Building Occupancy Management, Visitor Management and Workplace Sensors solutions.

Whilst the Matrix Booking suite has been designed to work on non-proprietary hardware, we endeavour to make the procurement, installation, and management of the whole solution as seamless as possible. As an optional part of our service offering, we provide a turnkey solution that incorporates fully configured signage solutions, which work “out-of-the-box” with the Matrix Booking solutions.

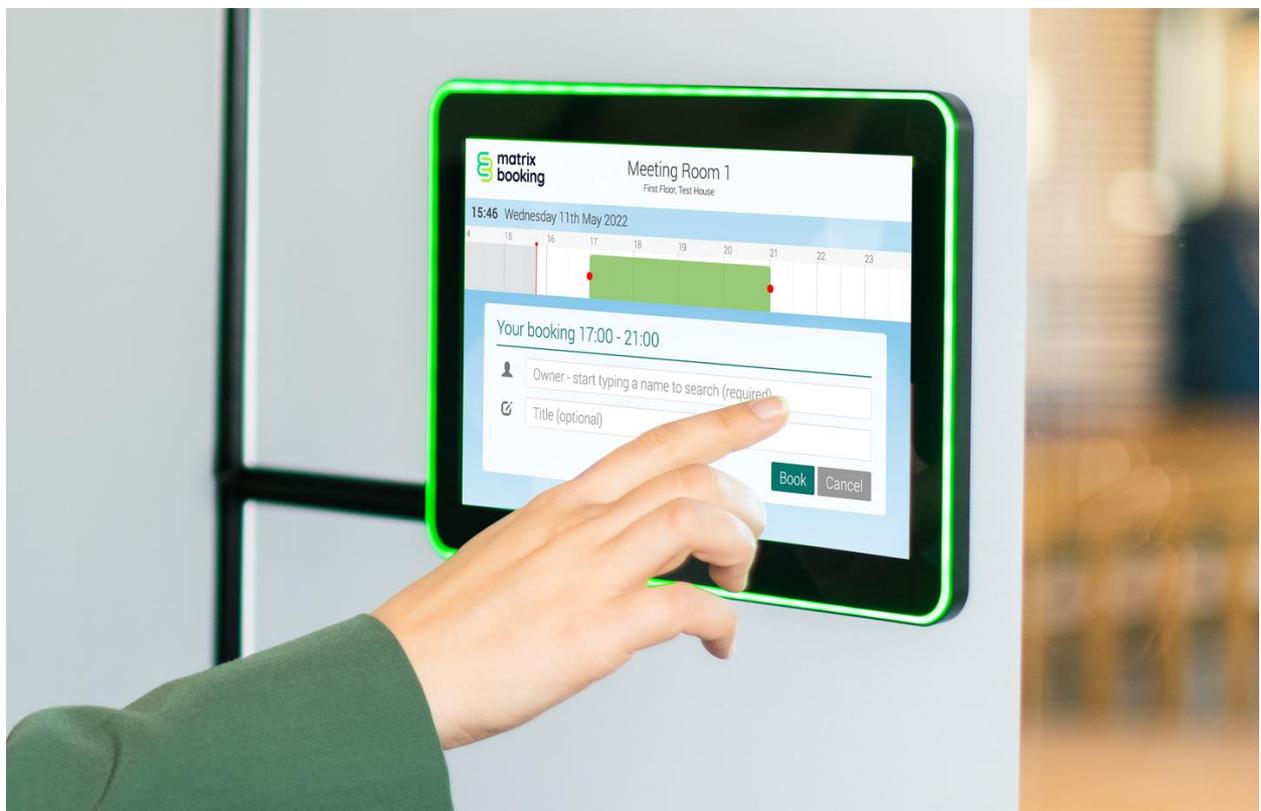
Digital signage and kiosk hardware is available on a Hardware-as-a-Service (HaaS) monthly subscription basis, with no upfront or capital costs. All our HaaS signage options include a licence to connect the signage app of choice to the Matrix Booking platform, device commissioning, shipping, and remote device management, supported via our service desk with quarterly software upgrades.

We can supply a wide range of panel sizes to meet a variety of needs, from smaller format desk and room signage to larger interactive display panels suitable for reception areas or floorplan kiosks.

### 3.1. Room signage

Interactive room signs give brief information about a room, highlighting current and future availability. An optional light emitting diode (LED) bar provides an additional availability indicator, allowing users to quickly scan current room availability from across the floor. The interactive screens allow users to book directly from the display as well as checking in and out of meetings.

We can offer a range of room panel sizes and mounting options for walls or glass panels. Typically, 10-inch wall mounted displays are the most popular choice for accessibility and ease of installation. Our room display panels are commercial-grade touch screen devices, with power over ethernet and optional LED status bars to emphasise displayed content such as room availability.



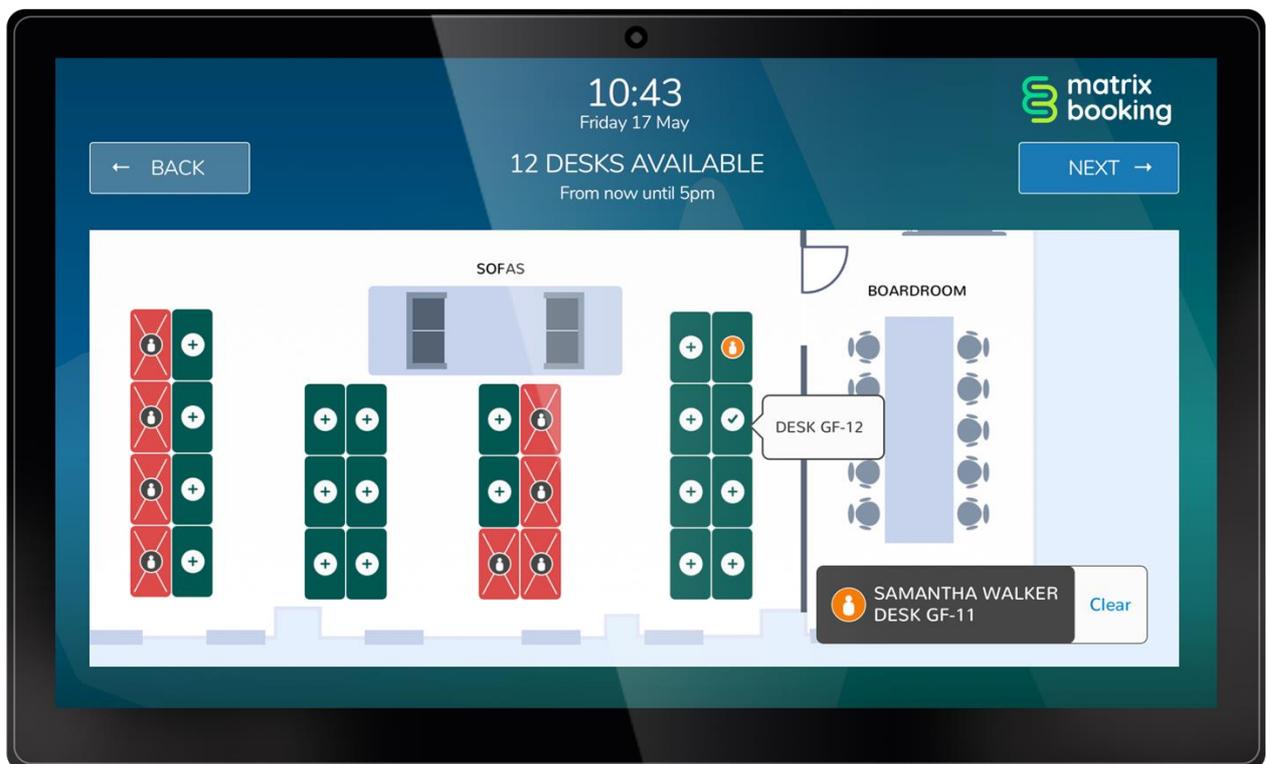
## 3.2. Kiosks

Kiosks displays are free standing screen mounts that can house mid-size interactive displays. Being freestanding, the installation and positioning of these devices is straightforward; the displays usually include Wi-Fi connectivity and, as such, only require mains power wired connections.

### 3.2.1. Floorplan kiosks

A common use for the kiosk display is for the Matrix Booking Floorplan app that is designed to enable users to quickly locate and book available resources within a building. Kiosks can be positioned either on the relevant floor or at reception or communal areas to help people find or select the most appropriate resource for their requirement.

The solution can show floorplan images of your buildings with bookable resources (e.g. desks and meeting rooms). You can find available resources, make bookings directly from the floorplan, or find a colleague on the floor plan. If you have chosen our workplace occupancy sensor solution for your site, a floorplan displayed on a kiosk can be combined with real-time occupation information from the sensors in addition to standard booking information.



### 3.2.2. Visitor kiosks

Kiosk displays can allow convenient access to the Matrix Booking Visitor Management solution to streamline the reception process by providing self-service check-in and check-out of a building.

Visitors to a building simply enter a secure access code that received with their meeting invite or scan the included QR code. This checks them into the system and displays relevant information about their meeting or visitor procedure on the screen. The system will automatically notify the host via an automated e-mail and mobile push notification when they are checked. An additional option is to provide security passes that can be printed directly from the kiosk allowing regular visitors, such as contractors to find their own way to their meeting without the delay of being picked up and escorted.

We can create a visitor check-in according to your specifications, varying the screen size, requirements for pass printing, radio frequency identification (RFID) check-in, customer specific branding and mounting.

Kiosk displays can also be used in reception areas as an alternative to wall mounted displays to allow self-service building visitor management, as part of the Matrix Booking Visitor Management solution.



### 3.3. Large format display screens

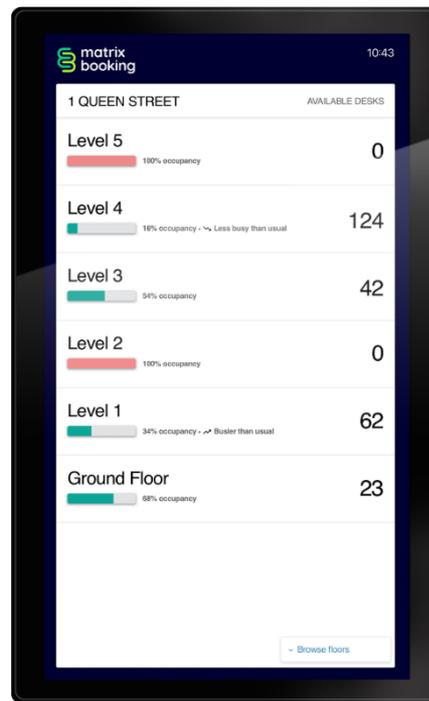
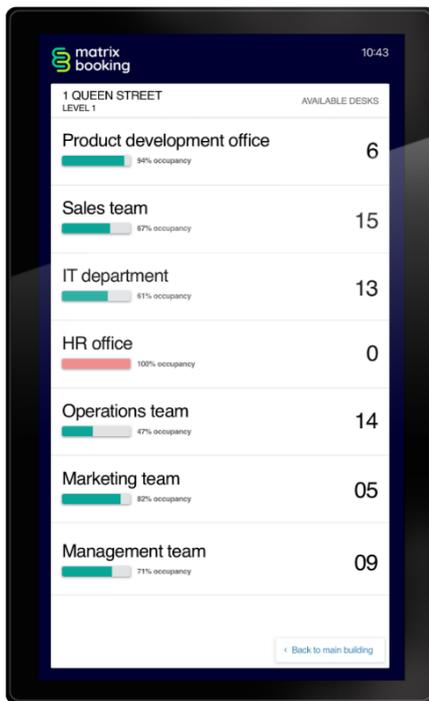
Commonly installed in reception areas or in a building area with multiple meeting rooms, large format displays running the Matrix Booking Arrivals app enable visitors and staff to see at a glance which meetings are happening where. The meetings for a particular building or area are displayed along with the host and meeting venue. The Arrivals information displayed on screen can be highly configured and is ideal for:

- Suites of meeting rooms in a shared building,
- Any type of event space where users may not have access to Matrix Booking directly,
- Or just to help orientate visitors to the building.



The Matrix Booking Floorplan Kiosks and Attendee Arrivals displays benefit from larger format displays. We can supply up to 32-inch interactive displays or larger non-interactive displays depending on your requirements. Large format displays can be used for many of our applications and may also be combined with the Matrix Booking Workplace Occupancy Sensor solution.

In a reception area, these displays in portrait orientation can provide summary information of occupancy rates across different floors or zones within a building, or of zone / floor access areas in a building. The large format display can be used to show floorplans and provide live occupancy status for desks and rooms in adjacent office areas.



### 3.4. Optional service

#### 3.4.1. Our floor plan redraw service

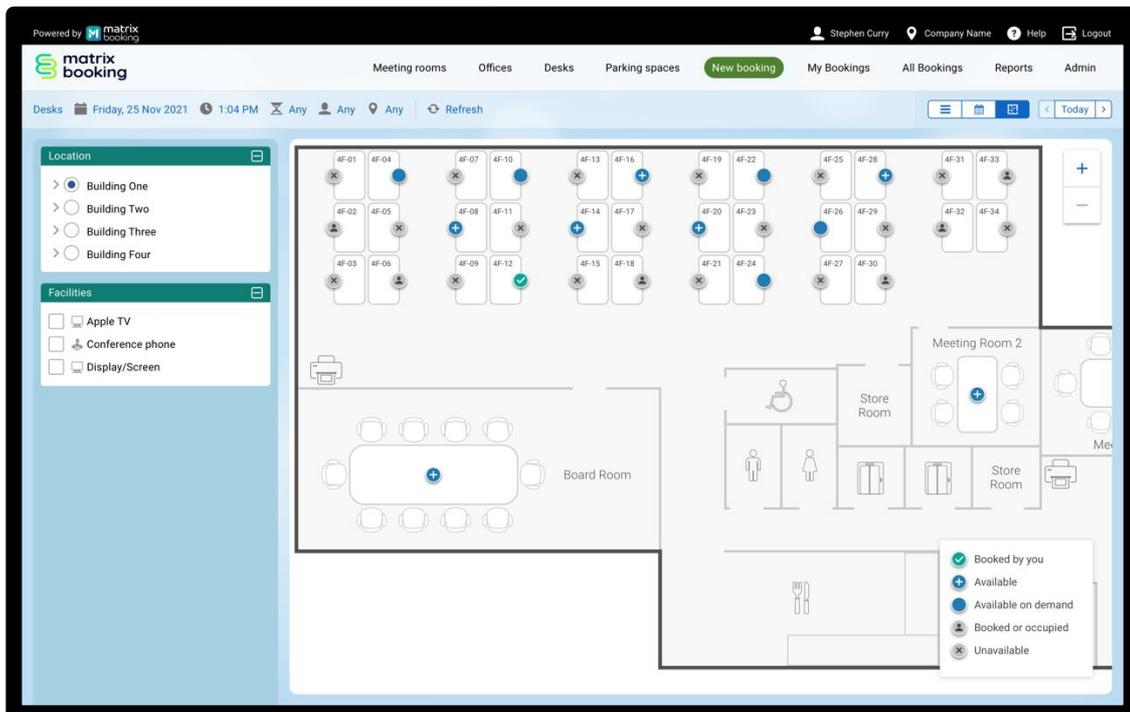
Floor plans are a key feature of Matrix Booking as they help people visualise where they want to book resources such as rooms and desks. Users can interact and explore a floor plan by zooming and panning around them to find a suitable resource. They can also be used to search and locate colleague's desk booking on a floor plan.

We have developed a clean and simple format for our floor plans that helps users orientate themselves by removing unnecessary detail and focussing on features that are important. You can provide us with a floor plan in a variety of formats (*e.g.*, architectural computer-aided design (CAD) drawings) and we can redraw them into our standard format. Our pricing is simply based on the number of resources and any additional detail required.

Original CAD drawing



Redrawn floor plan



## 4. Our services

### 4.1. Implementation and onboarding

We use a templated implementation approach combined with an onboarding service that guarantees a successful implementation of the Matrix Booking suite while reducing your costs and risk.

For signage and kiosk installations, Matrix Booking will pre-configure the Matrix Booking software and optional Mobile Device Management software on devices prior to shipping. Hardware will be shipped with the appropriate additional mounting / installation hardware for installation by your existing facilities management service company. The cost of physical installation of devices is not included in the Matrix Booking subscription charges.

### 4.2. Offboarding

Customers that wish to cease or decrease their subscriptions or service can utilise the Matrix Booking team to assist in outbound data migration for future use and the capture of historical usage data for analytical or audit purposes. This process can take up to a week or more to complete depending on the size and complexity of the installed system.

Clients are asked to return all HaaS hardware at the end of the subscription period and remove all Matrix Booking software from any client owned devices or request a quotation for uninstallation of the subscribed hardware from the Matrix Booking Professional Services team.

### 4.3. Maintenance and Support

Maintenance, support, and warranties are included in the Hardware-as-a-Service subscription, any defective hardware will be replaced at not additional cost. Customers access the Matrix Booking Service Desk via the Matrix Booking support portal or by using individual dedicated support e-mail addresses.

For support of hardware, key named client users will be given access to the Supplier's Service Management support portal, which will allow them to:

- Create support tickets,
- Track support tickets (including status, progress updates and timings,)
- Close tickets that have been marked as "resolved" by the service desk,
- And reopen support tickets (if applicable).

**Our service desk's core hours are Mon – Fri 08:00 – 18:00 (excluding bank holidays).**

## 5. Pricing and Commercial Terms

Matrix Booking are delighted to offer a range of Hardware-as-a-service devices with competitive pricing. For pricing information, please see the associated Signage and Kiosk Solutions Pricing Document.

### 5.1. Terms and Conditions

- Price includes licence, installation, and configuration of Matrix Booking app of choice:
  - 7" & 10" displays assumed to include digital room signage software licence, visitor management software licence at additional cost.
  - 15" displays and above assumed to include either the Matrix Booking Floorplan Kiosk, Arrivals or Visitor Management software licence.
- Price includes pre-configured Mobile Device Management (MDM) software.
- Price is based on a per unit per month basis on a minimum two-year term, paid annually in advance.
- Price includes delivery to site as a single batch shipment.
- Price includes hardware required for wall mounting display device.
  - Glass mounts available for 7" or 10" devices at no additional cost.
  - Floor stand and kiosk mounts available for 15" and larger displays at additional cost.
- Physical installation of hardware is not included, this is expected to be carried out by the customers existing facilities management services company.
- All hardware to be returned to Matrix Booking at the end of the term via secure carriage.
- Minimum order quantity for 7" & 10" devices: 20 devices.
- Minimum order quantity for 15" and above devices: one device.

### 5.2. Ordering and Invoicing

Please contact us directly if you wish to order subscriptions from the Matrix Booking suite of products or our hardware as a service range.

E-mail: [info@matrixbooking.com](mailto:info@matrixbooking.com)

### 5.3. Termination

For signage and kiosk hardware solutions the minimum contract period is two years. For signage and kiosk software only, the minimum term is 12 months subscription. Termination within the two-year term is not permitted for Haas. Please inform us at least

one month prior to the end of the two-year period if you wish to terminate at this point. On termination devices should be returned to Matrix Booking via secure carriage.

## 6. More about Matrix Booking

### 6.1. Our values

As a SaaS company, MBL creates products and provides services that are innately greener. Our primary software is hosted in a centre that is powered entirely by renewable energy sources. The Matrix Booking suite provides customers with the tools and information to optimise building usage. In turn, this decreases the energy requirements of the customers' building(s) and greenhouse gas emissions. Our suite has helped in terms of pandemic control and social distancing, allowing employees to safely return to work.

Our products and services were designed to be accessible for all. The Matrix Booking suite can direct individuals with disabilities to resources that have the accessibility features that they require to complete their work effectively. In turn, this influences office managers to think more about reducing the accessibility issues in their office workspaces and help the wellbeing of their employees.

We have an annual intake of apprentices and students into our technical development and administration teams, with our direct connections to Cardiff and Swansea universities. We have also introduced the corporate social responsibility (CSR) campaign, where the company gives back to local communities and society. The first major event was to upcycle furniture in Bristol for a shelter (Emmaus). Other events will be organised in the future.

As a company, we are committed to combatting climate change, tackling economic inequality, enabling the recovery from the COVID-19 pandemic, opportunities for equality and wellbeing for employees and customers' employees.



## 6.2. Our certification

### 6.2.1. Security

The Matrix Booking suite is built to the highest security standards to ensure our clients can book with confidence and peace of mind. We have been awarded the ISO 27001 certification for information security management and the Cyber Essentials certification.



Our platform and processes are regularly tested and audited by independent experts. We act as a data processor and we host within the EU, and we ensure that all our suppliers and data sub-processors are General Data Protection Regulation (GDPR) compliant and use the correct and relevant methods for transferring data such as International Data Transfer Agreements, Sub contractual clauses and Privacy shield where appropriate and valid.

### 6.2.2. Accessibility

Accessibility is key to our suite. New developments have accessibility built-in from the design phase to ensure the platform provides an excellent user experience.

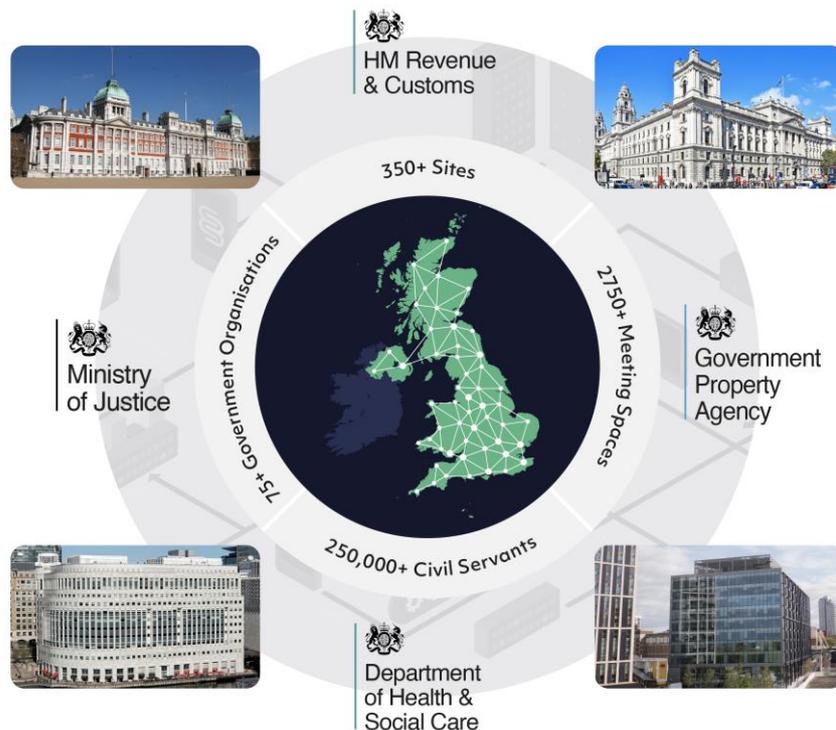
We work directly with teams of our clients to ensure we are developing what they want to the highest standard. The platform is also regularly tested against the WCAG 2.1 AA standard.

### 6.3. Our customers

Hub Networks Operators					
Government Hub Tenants					
Central Government					
Local Government					
NHS & Health					
Education & Charity					

### Our public sector hubs

There are several large programmes across the UK and Ireland focused on developing networks of flexible working hubs to serve the public sector. In the UK, these include the Ministry of Justice commuter hubs programme and the Government Property Agency and HM Revenue and Customs' government hubs programmes. Matrix Booking is proud to be the system behind all the current major hub programmes.





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