Public sector hub networks

G-Cloud 13

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Contents

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 enables 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 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.

Room and desk booking
Book a resource with ease in your preferred building and location at your chosen time and date

Building occupation management
Manage the volumes of personnel entering and exiting buildings

Workplace sensors
Integrate sensor technology to generate real-time views and detailed analytics for your estate

Public sector hub networks
Secure access to government hubs for greater workplace choice

Visitor management
Provide an excellent user experience for your visitors and staff at reception

3. Service offering

Matrix Booking is the leading SaaS resource booking and workplace collaboration suite. Its award-winning design and functionality enable private and public sector organisations globally to improve room and desk usage, optimise the use of estates to enable flexible working while providing unique functionality to power portfolio sharing via workplace collaboration hubs.

3.1. Hubs and multi-tenant buildings

GPA Hub at 10 South Colonnade, London.

The unique cross-organisational features built into the Matrix Booking platform make it the only system capable of managing large scale, complex, multi-tenant resource management in an effective and secure manner.

Matrix Booking powers several large hub programmes across the UK public sector focused on developing networks of flexible working hubs.

Major programmes by the Ministry of Justice, the Government Property Agency, HM Revenue and Customs and the Department of Health and Social Care use the Matrix Booking suite to provide access to a huge network of resources to civil servants across England, Scotland, Wales, and Northern Ireland.

The hubs range from local commuter hubs to large metropolitan hubs that house over 5000 employees. Our public sector network provides greater than 2750 meeting spaces to over 75 government organisations.

3.2.   The Matrix Booking SaaS Suite

The core component of the Matrix Booking suite is the Matrix Booking SaaS platform. It provides the ideal platform for enabling smarter working practices while giving greater visibility and control to property and facilities managers.

Key features of the system are:

- Smart search across resources and facilities including across other shared estates,
- Flexible and hybrid working functionality including "find my colleague" features,
- Unique functions to enable secure resource sharing for hubs and multi-tenant buildings,
- Real-time resource availability views on interactive floor plans,
- Simple, intuitive user interfaces that require no end user training,
- Award-winning, accessible user experiences,
- Ability to manage and request catering, services, and room layout variations,
- Video conference booking and visitor management all from one app,
- Optional integrations to Office 365 and Microsoft Teams,
- Secure authentication via single sign-on (SSO),
- And automated user management via Active Directory groups and SCIM.
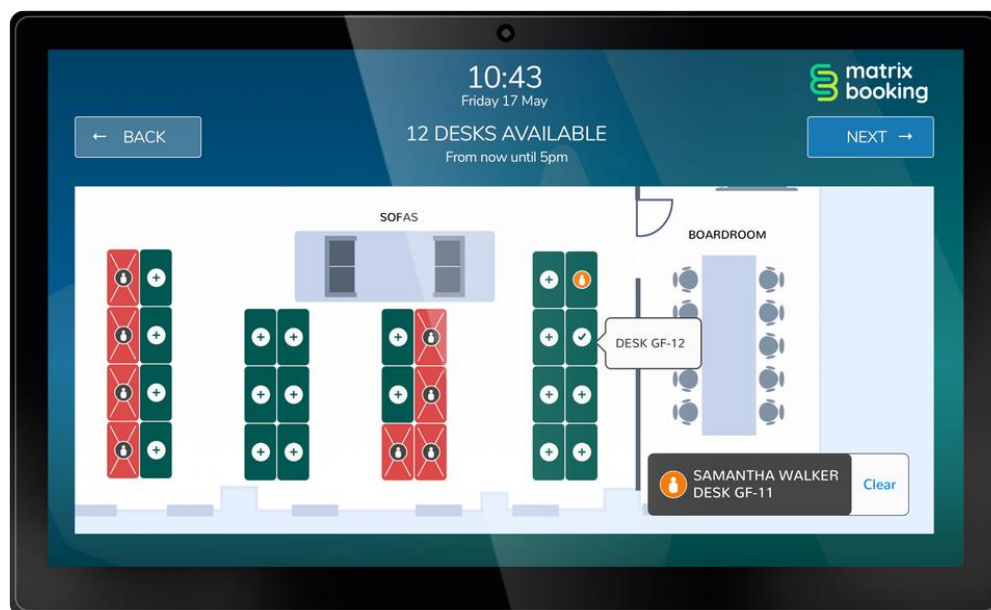
4. Tailored hub packages

Matrix Booking has designed specific hub packages to suit both hub operators and tenants, which provides an easy way to set up and join the various hub programmes.
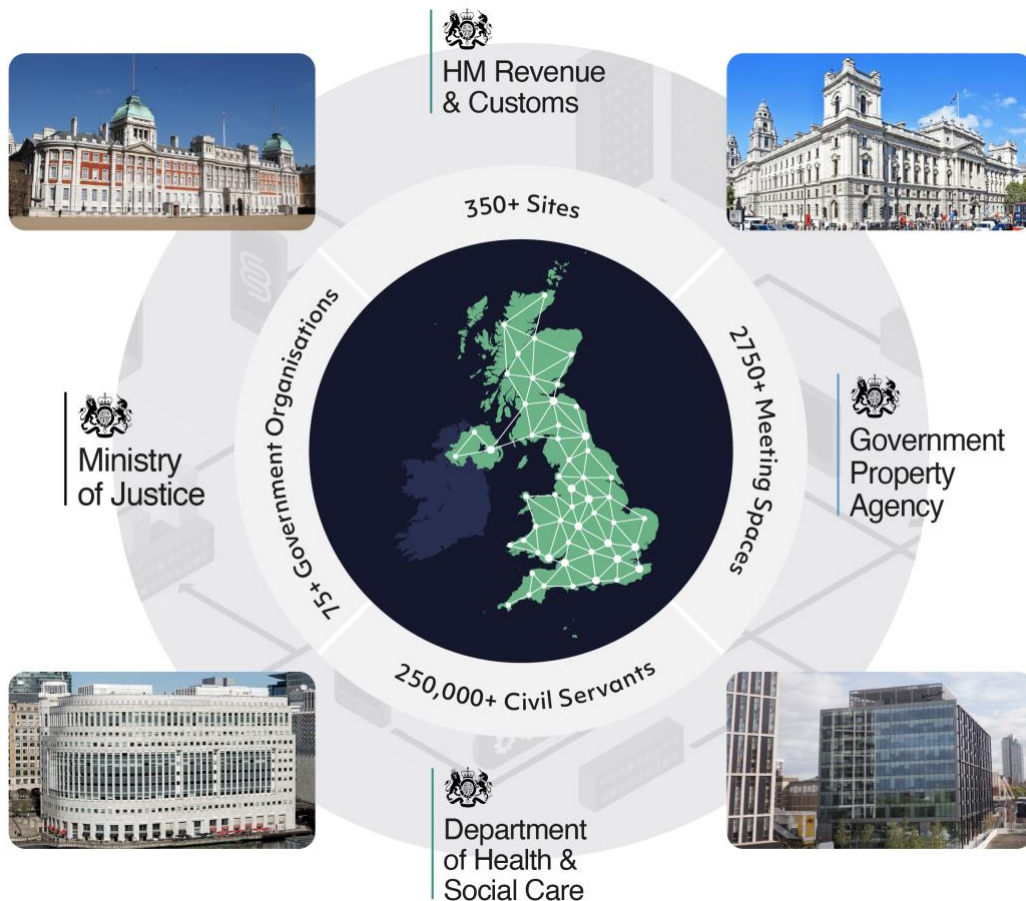
4.1. Hub operator packages

We work with the hub operator to understand the requirements and business rules for the hub and tailor the core services to suit both operator and tenant.

Each package has a standard set of subscriptions and services with a list of optional services that can be selected to make up the core offering to their tenants.

Using our experience of running a multitude of hub programmes, we have designed specific hub operator onboarding packages to provide a fixed-price guaranteed service. This removes the risk of costly implementations for what can be a complex project, sometimes involving over 10 separate organisations. The onboarding package includes all the consultancy, technical setup, and training required to run the hub systems.

4.2. Hub tenant packages

Although each tenant joining a hub will have some standard process and systems provided by the hub operator, they will have requirements specific to their business structure and staffing arrangements.

Many organisations will have other sites and buildings within their estate, possibly in other hubs or private buildings. The Matrix Booking Team will work with each tenant individually to understand and advise them on the optimum setup and options for configuration.

Tenants can choose to add a wide range of services in addition to the core hub services including other resource types (e.g. desks or car parking), additional integrations and security systems and additional training or professional services to assist in the transition of their staff to the new environment.

4.3. Optional services

4.3.1. Our Administration-as-a-Service (AaaS)

Although Matrix Booking is a highly configurable solution, it has been designed in such a way that all the administration functions are easy to use and allow you to take full control of your solution from day one. However, recognising that some of our customers either do not have the resources to manage the system as proactively as they would like or that they would simply prefer to have us manage it for them as a service, we have created an Administration-as-a-Service (AaaS) solution.

This removes the worry of needing staff trained to manage the system and keeping on top of any new developments and changes. We will manage all aspects of your system for you allowing you to focus on your business and any key decisions that need to be made, rather than day-to-day activities.

With any changes you require, we will give you access to the support portal - this access will allow you to raise a support ticket and our AaaS team will take care of it for you.

This type of service can be especially helpful when you are not making frequent changes, and therefore, your teams perhaps lack the confidence or would simply prefer us to make the changes for them. It is also extremely useful in hub and tenant scenarios, where much of the administration may focus on users and security groups rather than managing resources.

Whatever your requirement, our AaaS team can help you focus on your priorities and not have to worry about "making it happen."

4.3.2. 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 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 (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
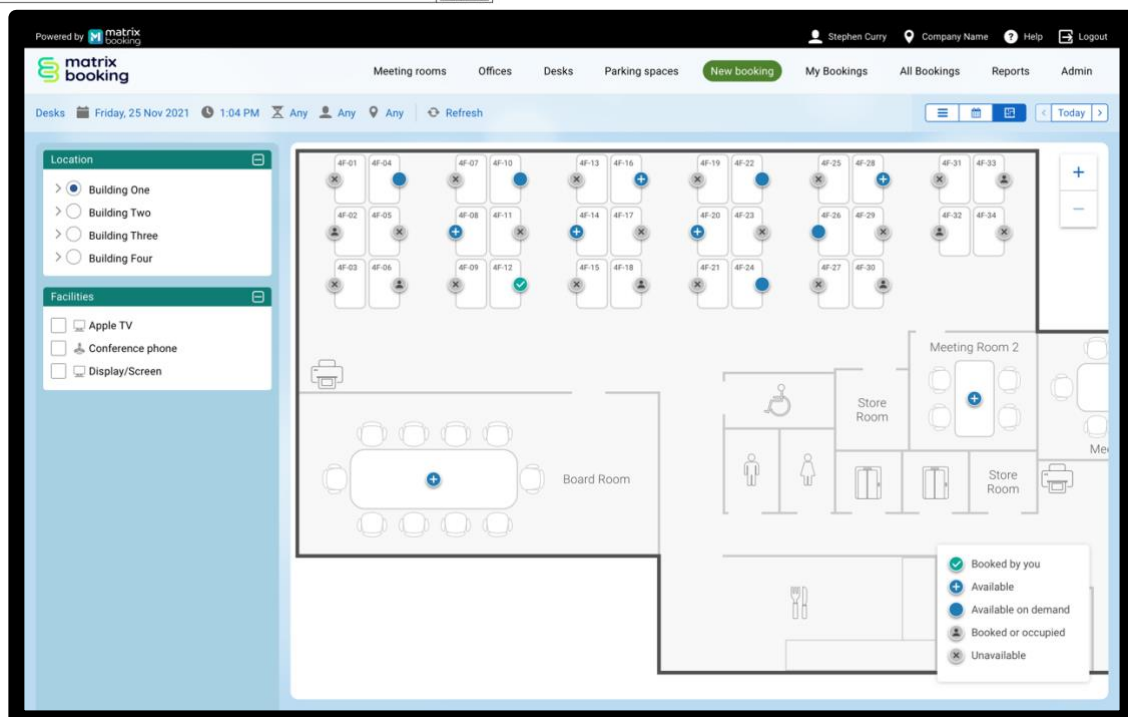
5. Our services

5.1. Implementation and onboarding

Matrix Booking has a team of consultants dedicated to onboarding hub operators and tenants onto the Matrix Booking service. The service covers all aspects of the setup, configuration, integration, and training.

There are specific onboarding packages designed for the hub operators as well as the tenants with a range of optional services available to both.

See associated pricing document for details of the Operator and Tenant packages.

Further to standard onboarding packs the Matrix Booking Professional Services team will offer professional advice and technical assistance, including:

- Project management,
- Workplace consultancy,
- Multi-tenant and multi-organisation implementations,
- Individual or group training,
- Systems integration,
- Space and resource planning (i.e. thought leadership),
- And data Migration (e.g. resources, users, or future bookings).

Please see the attached Skills For the Information Age (SFIA) rate card for details on the relevant day rates.

Matrix Booking is supported from our global service centre based in Wales, UK.

5.2. 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 sensor devices and displays at the end of the subscription period or a quotation for uninstallation of the subscribed hardware can be provided by the Matrix Booking Professional Services team.

5.3. Maintenance and Support

Matrix Booking support is included in all subscriptions.

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).

6. Pricing and commercial terms

The Matrix Booking Hub packages have been specifically designed to be transparent and simple to understand.

The packages are made up of a one-off onboarding charge plus an annual recurring subscription. The annual subscription for the standard package is fixed and depends on if the organisation is an existing member of the Matrix Booking network. Optional service and subscriptions are made available on a per service per month basis to both the operator and tenants.

Please see the associated pricing document for the package prices and content.

6.1. Terms and conditions

- Prices are based on a minimum 12-month term,
- Unit subscription price depends on the volume of each resource,
- Base subscription includes web and mobile access,
- And calendar, VC, and corporate directory integrations are not included in the base subscriptions.

6.2. Ordering and invoicing

You can contact us directly if you wish to order subscriptions from our suite of products. Subscriptions are invoiced annually in advance and professional services are invoiced monthly in arrears as used.

E-mail: info@matrixbooking.com

6.3. Termination

Matrix Booking provides a subscription service, and therefore, the agreement between the parties ends at the end of the current subscription period if not renewed. On termination, clients will have access to download their data if requested prior to losing access to the service.

7. More about Matrix Booking

7.1. 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.

7.2. Our certification

7.2.1. 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.

7.2.2. 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.

7.3. Our customers

Clients choose Matrix Booking because we are:

- Trusted and secure,
- Robust and reliable,
- Intuitive and simple,
- Beautifully designed,
- Built by experts in enterprise software, innovation, and mobility.

Hub Networks Operators	Government Property Agency	HM Revenue & Customs	Ministry of Justice	Department of Health & Social Care	IDA Ireland
Government Hub Tenants	Legal Aid Agency	ofgem	IOPC Independent Office for Police Conduct	Department for International Trade	nest
Central Government	Cabinet Office	Department for Business, Energy & Industrial Strategy	Home Office	HM Treasury	HSE Health & Safety Executive
Local Government	Horsham District Council	Huntingdonshire District Council	East Hampshire District Council	Cambridge City Council	Newcastle Under Lyme
NHS & Health	NHS Digital	NHS Property Services	NHS Medway NHS Foundation Trust	NHS East London NHS Foundation Trust	NHS Resolution
Education & Charity	National Deaf Children's Society	UCLB	centrepoint give homeless young people a future	British Red Cross	ual: university of the arts london

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