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Resource Xpress

Version 1.0



Solution Options

Our solution offers room, desk and other resource booking using a variety of devices and methods. These include rooms screens, kiosks, and a mobile app.

All components can be customer hosted (on-premises or in Azure) or provided as a full SaaS offering.

Software

Customer hosted:

If preferred, Microsoft components of the solution (Application servers, SQL, IIS...) can be deployed using your own on-premises infrastructure or subscription to Azure services.

Software licenses are based on a per room/per resource basis. Software licensing is purchased on a perpetual basis in a customer hosted environment.

Software as a Service (SaaS):

The solution can be deployed as a hosted service. Software licenses are based on a per room/per resource basis. Software licensing is purchased on an annual subscription basis, or multi-year, with annual billing.

Subscriptions include:

- Technical support (no limit on support issues raised)
- Software updates
- Secure hosting within the UK/EU

Minimum purchase 20 room or resource licenses.

Pricing

License costs are per bookable resource/ per year of subscription.

License Item	Up to 29	30-99	100-249	250-499	500-999	1000+
Room License: Required for room screens, Qkiosk, Qsigns & maps.	£360	£315	£270	£225	£180	£135
License Item	1-150	151-300	301-500	501-1000	1001-2500	2501+
Workspace Licenses: Required for Qkiosk, Qsigns, interactive maps & desks using Qubi3	50	45	39	33	28	22

All pricing includes hosting and product upgrades on the **Corporate Hosting Platform**.

Integration with digital signage is available; contact us for more information on your specific needs.

Services

Services to assist with configuration, training and rollout are delivered remotely from a daily rate of £1,250.

Services to help the implementation and delivery go smoothly include:

- A fully collaborative design and planning stage with all relevant stakeholders.
- Installation and configuration of software to an agreed design.
- Professional map design service
- Bespoke video training content
- Training for administrators, service providers and end users.
- Go live support.
- Technical support with no call limits.
- Ongoing communications regarding latest product news and updates.

ResourceXpress and related software are owned and produced by **ResourceXpress**, based locally to Essential in the Southwest of England.

Essential has been working with ResourceXpress for over decade, delivering successful projects using mature software, tightly integrated to Microsoft technologies.

About Essential Computing

Essential Computing are specialists in messaging and collaboration technologies and have been delivering high-end solutions to large and prestigious enterprises throughout the UK for over 25 years.

Essential's focus is to help organisations get the most out of their Microsoft investment and take advantage of new technologies, including the cloud.

Adoption of cloud technologies has enabled more flexible ways of working that create the opportunity to make significant real-estate savings and offer many other staff benefits.

Our room and desk booking solutions help ease the introduction of shared workspaces to staff and get the most out of a smaller office footprint to suit the changing needs of organisations.

Additionally, the solutions we implement bring the following benefits:

- **Quick adoption:** intuitive user-friendly approach, via desktop or mobile app means staff can quickly find the right room, desk, parking space or resource in the right place.
- **Plan collaborative hybrid working** easily find when your colleagues will be in the office and where they will be working.
- **Immediate updates:** Any on-the-spot bookings, cancellations or meeting extensions made via touch screens or mobile devices automatically reflect in Outlook calendar and overview screens, enabling immediate re-use.
- **Easy to support:** Your existing Microsoft investment and knowledge is leveraged with the benefits of easing technical support and ensuring compatibility and cloud scalability.
- **Underpinning your flexible working initiatives:** enable your teams to book working space in advance or on the spot, via desktop, mobile or digital signage.



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Table of Contents

Management Summary	6
Commercial Proposal	8
Solution Overview	9
<i>Enhanced Scheduler</i>	9
<i>App for Microsoft Office</i>	9
<i>Mobile App</i>	10
<i>Desk Booking</i>	10
<i>Visitor Management</i>	12
<i>Car Parking Space Booking</i>	12
Digital Signage Options	14
<i>QR Codes</i>	14
<i>Desk Wedge</i>	14
<i>Desk Unit/ Mini Display (“Desk Puck”)</i>	14
<i>Meeting Room Displays</i>	15
<i>Kiosk Software</i>	15
Additional System Information	16
Partnering with Essential	17
<i>What we do</i>	17
<i>Workspace management expertise</i>	18
<i>A link to wider expertise</i>	19
<i>Smartway2 Company Profile</i>	19
Implementation Overview	20
<i>Ensuring a successful implementation</i>	20
<i>Covid Return Service</i>	20
Appendix A – Pricing	21
<i>SaaS Licenses:</i>	21
<i>Hardware:</i>	22
<i>Professional Services:</i>	22
<i>Terms and Conditions:</i>	23
Acceptance	24
Appendix B: Security Standards	25
<i>Platforms</i>	25
<i>Standards</i>	25
<i>Access to Customer Data</i>	25
<i>Smartway2 GDPR Compliance Statement</i>	25
Appendix C: Customer Support	26
<i>There are several components to our Customer Support offering:</i>	26
<i>Technical Support Procedure</i>	26
<i>Access to ELEARNINGFORCE Support</i>	27

Management Summary

It is our understanding that CUSTOMER's requirement is for a desk booking solution, initially to assist and manage the transition of staff back to the office in response to the current pandemic.

The plan is that, over time, this solution will develop to become the standard system used for meeting room and resource booking as well as visitor management.

To address these requirements, Essential proposes use of Smartway2, along with relevant onboarding and training services.

Smartway2 is a modern, cloud-based SaaS solution and resource management tool for booking meeting rooms, desks, offices, car parking spaces and other space and resource types.

The joint solution will provide a powerful and extensible workspace management platform that will:

- Facilitate a staged return to a Covid-safe workplace, with services that include:
 - Managing safe distancing on booking
 - Contact tracing reporting
 - Managing cleaning regimes
 - Ease of application of individual and group booking restrictions
 - Managing capacities in allocated spaces and capacity planning reporting
- Streamline CUSTOMER's resource booking and visitor management processes in general
- Help optimise CUSTOMER's workspace utilisation going forwards.

Having discussed your requirements in detail, we are confident that the solution is well suited to CUSTOMER, with the following benefits:

- An easy-to-use platform for finding and booking resources that has the same 'look and feel' across Outlook, room screens and personal devices including laptops, tablets and phones.
- A range of touch-free digital signage options that will give staff at CUSTOMER at-a-glance availability updates and the ability to make bookings on the fly. You will also be able to capture check-in details, all of which will allow you to optimise your real-estate utilisation.
- A powerful rules-based operation that will enable you to have tight control over your return-to-work strategy and other resource request policies you want to implement.
- Support for visitor management, car park booking, guest bookings and other future options.
- Cloud based SaaS delivery with high levels of security, including ISO 27001 compliance.

As part of our proposal we will host a full onboarding service to capture all requirements and to share 'lessons learned' from 12 years of experience in delivering resource management projects. We have also included information on additional training options.

Essential is passionate about working with all stakeholders within an organisation (including your IT team, facilities management staff and 'super-users') to ensure your implementation is a success.

The solution will cost £16,850 for the first year, inclusive of onboarding and training. In addition to helping protect its workforce, CUSTOMER will quickly see a return from this investment when office usage moves to a 'new normal' that demands better and more flexible utilisation of its available workspace.



CUSTOMER can also be confident it will be adopting mature and proven technology. UK customers include Roche, Cancer Research, Leicestershire Partnership NHS Trust and Exertis, and as a value-added reseller of Smartway2, Essential has over a hundred corporate customers of its workspace booking solutions across the board.

Commercial Proposal

The solution has been specifically configured to meet the requirements outlined in our discussions to date.

Pricing as referred to above and outlined in the separate pricing section (Appendix A) is provided based on one and three-year pricing options coupled with the elements above.

The overall investment incorporates a fully installed, fully maintained and fully functioning solution incorporating all desk booking software with options for room booking software, car parking together with associated desk and room panel hardware options.

Ongoing software support and access to all upgrades and enhancements is included at no additional charge.

The solution proposed offers a host of unique benefits:

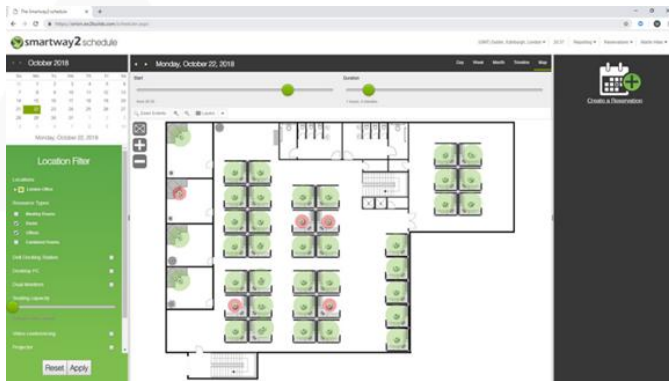
- Complete scalable solution capability with the option to add elements over time or build in everything immediately.
- Built from the ground up with the cloud in mind - Lightweight Internet & Mobile Technology that delivers minimal administration overhead and low cost of ownership
- A true multi-tenant SaaS solution - all clients run one version worldwide with no requirement for any plug ins so easier to deploy and maintain, much more reliable, and works across platforms with no desktop rollouts needed
- Native Mobile and Panel Apps on the iOS and Android stores
- Outlook Integration for Windows and Mac and OWA including Skype and Teams
- One common user interface across all devices and resources for a common user experience
- Floorplan Integration on Web, Mobile and Outlook
- One fee for all Modules across one clean Interface – no need for bolt on modules and additional implementation with a simple annual subscription model
- Free Upgrades for the length of the relationship
- Exceptionally fast implementation – up and running in hours not weeks
- Configurable Reporting and Rules tailored to your Business Process
- Ease of upgrade and enhancement
- Simple to deliver - Up and running in days.

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Solution Overview

Enhanced Scheduler

The Smartway2 Enhanced Scheduler is designed to operate on any device with a web browser. It provides administrators with a clear calendar view of all booked and available resources across their entire organisation.



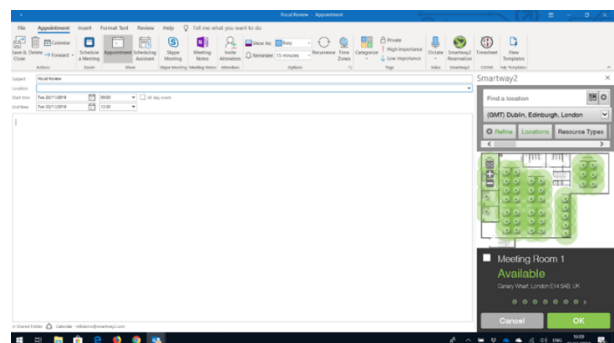
- Using drag & drop functionality bookings may be made, edited and deleted directly from this calendar view.
- You may use the Enhanced Scheduler in the popular day view, or by week or month if you prefer.
- If you have lots of rooms and desks at a single location then you might prefer the time line view which displays your resources as rows rather than columns.

The Smartway2 Enhanced Scheduler has been designed specifically for busy managed services departments where the efficient scheduling of client demands is of the utmost importance. The calendar view is always up to date as changes from any interface are instantly reflected thanks to Smartway2 push technology. Our unique inline editing feature makes it quick to find available space. In a single view you may locate, book and review all reservations.

App for Microsoft Office

Available from Microsoft's Office Store, the Smartway2 App for Office makes Smartway2 accessible from Outlook for Windows, Outlook for Mac and Outlook Web Access including Microsoft 365.

- Real Time 2 Way Integration
- Find a room, when everyone is free
- Interactive Email Messages
- Complex Recurring Bookings
- Integration with Skype for Business



In addition to booking your Meeting Room or Desks, additional services such as catering, and AV may also be specified from within the Outlook invitation window.

Mobile App

The Smartway2 Mobile App is designed with you in mind giving you ease of use and the ability to utilise our mobile booking technology whilst you're on the move, sat at your desk or working from home. In fact, wherever you are the Smartway2 Mobile App brings power to your fingertips, allowing you to book your desk, a meeting room and any additional services you might require.



- If you arrive at your office and realise that you've forgotten to book your desk or meeting room. With Smartway2 mobile this is no longer a problem, by simply using the book here and now feature you can readily search and reserve your chosen resources.
- Not sure where you are? No problem - Smartway2 always knows, and will show you what's available based upon your current location.
- Even the most complex, recurring, multi resource bookings may be made easily from your mobile handset

The Smartway2 Mobile App is compatible with Android, iOS and Windows Mobile operating systems, meaning you are free to select a smart phone of your choice.

Desk Booking

Interactive Graphical Desk layouts are accessible via the Web Portal and Touch Screen Kiosks, allowing users to locate a colleague and book an adjacent desk with a single click or tap.

To avoid "ownership" creeping in, rules specific to your organisation needs may be configured to limit how many consecutive days a user may book the same desk, or how far in the future you allow them to book.

You may even enable location services, preventing users from "Checking in" unless they are in the building!

- Covid-Safe Booking Features

Supporting the Safe Return Covid Desk Booking Initiative

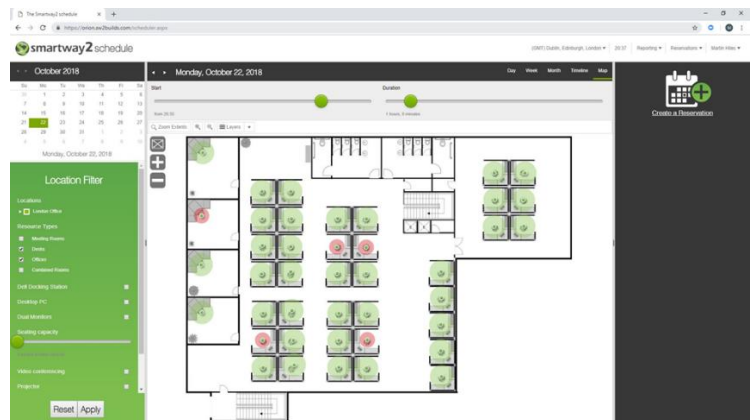
Smartway2 offers a unique solution to help organisations plan for the return of staff back to offices in a safe and secure way that assists in the fulfilment of all of the current pandemic requirements.

Specifically, around:

- ensuring the management and deployment of safe social distancing within desk and meeting rooms areas;
- assisting in the planning and carrying out of planned sanitation and
- provisioning reports that help with contact tracing.

Smartway2 is able to do this as a result of the unique use of a rules-based infrastructure built into the overall design of the platform.

Use cases include:



Social Distancing at Desks

- Ensure people can only book desks that are at a safe distance from one-another and stagger hot-desk bookings so people can only use desks on specific days.
- Social distancing in rooms, cafeterias and other shared spaces
- Reduce the maximum capacity of meeting rooms and allow people to book alternative 'overspill' spaces to meet, work, or eat lunch

Contact Tracing

- Run reports to understand who sat at each desk and occupied each room, so you can protect your team, in-the-event that someone falls ill.

Sanitation

- Add in extra cleaning time and implement sign-off and release procedures for desks and rooms, to ensure facilities are cleaned before use.

Meeting Rooms

- Limit attendees to not exceed a temporary reduced maximum capacity.
- Assign underutilised meeting rooms for specific purposes (i.e. Lunch Overflow) and allow staff to self-enrol up to maximum permitted.
- Visitors – Configure specific rooms for visitors with enhanced workflows to arrange cleaning after the meeting is finished

Desk Management

- Restrict bookings to whole day only – to ensure overnight cleaning before re-use
- Automatically flag desks that may not be booked to provide suitable separation.
- Allow users to select a desk of their choice, and Smartway2 will book other desks in the vicinity in order to create a safe exclusion zone
- Restrict availability between desk bookings and create a BUFFER to allow for additional cleaning time
- This will assist with cleaning and reduce the risk of touch contamination.
- Mobile – no need to interact with other devices on-site with hard surfaces, and check-in straight from the device.

Visitor Management

Visitor management solutions and systems replace the old-fashioned paper sign-in sheet at reception. By using the latest technology, visitor management will leave your customers, contractors and partners a memorable first impression, for all the right reasons.

- Provide your visitors with a great visitor experience.
- Increase efficiency by streamlining and automating front desk tasks
- Raise the standard of security in your building
- Improve compliance, including GDPR, particularly in sectors where it's vital

No Cost Integrated 'Light' Visitor Management

For those organisations who only require a simple system with the basic required functionality of being able to capture a visitor, log this against a meeting (where relevant) and capture all pertinent details of the visitor, arrival and departure, checking in, manual badge issue, alert to host etc then SW2 offer this simple no cost option as a standard function.

The screenshot below shows how the reporting works and recording of visitor details etc.

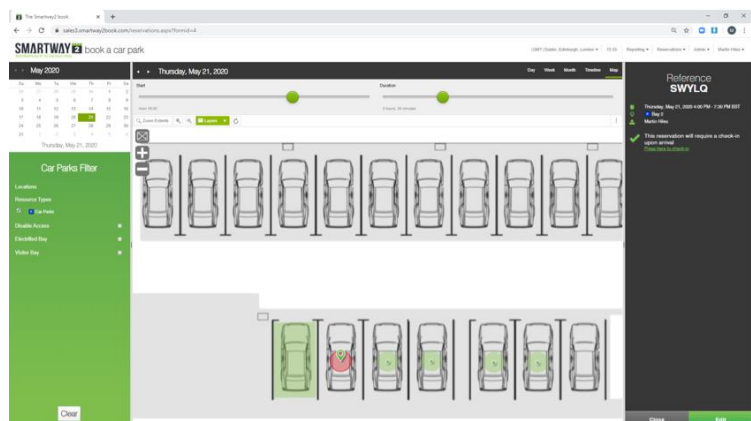
The screenshot shows a web browser window with the URL `sales3.smartway2book.com/report.aspx?id=36`. The page title is 'The Smartway2 report'. The main content area is titled 'Today's Visitors' and contains a table with columns: Status, Visitor, Badge, Visiting, Subject, ETA, Checkin, Ch..., ETD, CheckOut, and CheckedOutTime. The table lists three visitors: Charlie LeContractor (Expected), Dave Clarke (On Site), and John Chilworth (Expected). Each visitor has a 'Badge' field with a dropdown menu showing '911' and '912'. The 'Checkin' column shows 'Arrived' for all three visitors. The 'CheckOut' column shows 'Departed' for all three visitors. The 'CheckedOutTime' column shows '14:13:00' for the first two visitors and '14:13:00' for the third visitor. The table is paginated with '1 - 4 of 4 items'.

Status	Visitor	Badge	Visiting	Subject	ETA	Checkin	Ch...	ETD	CheckOut	CheckedOutTime
Expected	Charlie LeContractor	Badge Number	Martin Hiles	Example of Visitor List	16:00:00	Arrived		17:30:00	Departed	
On Site	Dave Clarke	911	Martin Hiles	Example of Visitor List	16:00:00	Arrived		17:30:00	Departed	
Expected	John Chilworth	Badge Number	Martin Hiles	Example of Visitor List	16:00:00	Arrived		17:30:00	Departed	
Departed	Victor LeVisitor	912	Martin Hiles	Example of Visitor List	16:00:00	Arrived		17:30:00	Departed	14:13:00

This simple but effective capability cost effectively allows receptions/front of house staff to know when external visitors are expected. Record their arrival and departure. Silently alert the host of arrival. Produce additional reports such as evacuation reports and issue pre-printed badges and associate automatically with any meeting or meeting booking.

Car Parking Space Booking

Smartway2 also offers the ability to book and manage the use, access to and availability of car parking spaces. As another resource option this is very simple to set up within the database and again the user interface is easy and simple to use and standardised across all devices and deliberately designed to provide a common medium as with rooms and desks.



- Assign users to Group to provide priority, Car Sharing, Enviro Friendly, Disability, live in area with no public transport links etc.
- Restrict booking of electric spaces to Hybrid car owners
- Hold details of user's vehicle and pre-populate reservation for security purposes
- Restrict how many days per month someone is allowed to park Lorem Ipsum

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Digital Signage Options

QR Codes

QR codes can be generated and provided free of charge for simple attachment to desks where a simple use of SmartPhone QR check in and out is required.

Desk Wedge

Smartway2's clever and stylish 'Desk Wedge' interacts with our mobile apps for instant booking, check-in or release of a desk. Just place it anywhere on or near the desk - no power or network connectivity required.



The simple QR Code ensures compatibility with all Smart devices, whereas the inbuilt NFC tag and iBeacon provides a contactless experience for users of more sophisticated devices.

Desk Unit/ Mini Display ("Desk Puck")

The Smartway2 Desk Display Unit show availability, details of current bookings. The panel may be used to make a booking for immediate or future use via RFID or Mobile.



- ARM Quad-core 1.6GHz Processor
- Android 5.1 OS
- Dimension - 122mm x 116mm x 13mm with multi-touch Display
- RFID - 13.56MHz and 125KHz (HID technology support option)
- Network - WLAN 802.11 b/g/n, single band 2.4GHz
- 1 x Micro USB for Power-in, ADB / OTG

Meeting Room Displays

The Smartway2 Room 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.

- ARM quad-core CPU
- 10.1" IPS display, capacitive touch, 1280 x 800 resolution
- Wi-Fi / Bluetooth / RJ45 LAN connectivity
- Power over Ethernet (802.3 at)
- Android 5.1
- 3 x LED status lights (front, left, right)
- Built-in NFC, HID readers operating at 13.56Mhz (HF) and 125 KHz (LF) and iBeacon
- Slimline (only protrudes 30mm from wall)
- VESA compatible (75mm), wall mount, glass mount
- 12-month warranty
- Available in black, or silver



The panel also provides the ability for staff to Check in at the meeting room door, ensuring that in the event of a “no show” the room is made available for other users within a timely manner. Check in is quick and easy by touching your ID card* via a password authentication, a QR Code scan, or interaction with your Bluetooth device. A full list of compatible cards is detailed in Appendix 1

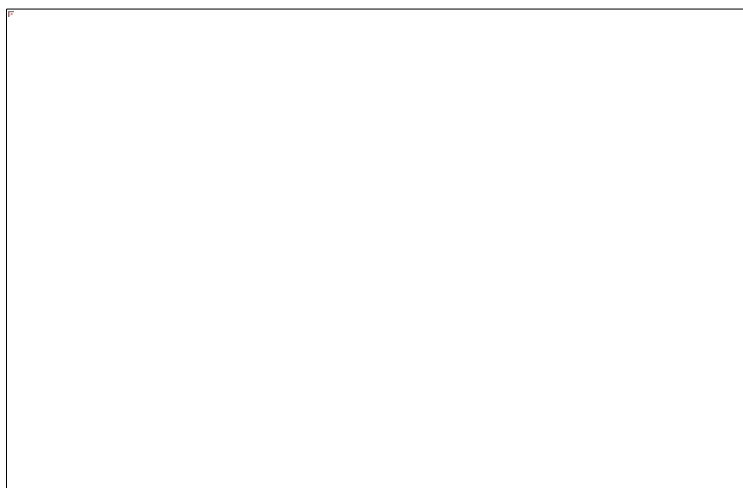
The Smartway2 Room Panels are supplied with both Wall and Glass mounts and are powered by PoE making installation easy.

Kiosk Software

The optional Smartway2 kiosk software provides a useful self-service facility usually installed in reception areas or lobbies. Running within the embedded browser of a Smart TV, customised HTML pages are easily be linked to Smartway2 to provide real time booking information. Whether it's meeting information or providing a visual display of desk availability, these displays provide valuable visibility of what's happening within your organisation.

Using large format touchscreens equipped with external card readers can also allow users to quickly locate a colleague, book a desk or check in or check out of an existing booking.

Being open source HTML the design of this page and information displayed is under the control of your in-house web designer, so corporate branding, news feeds, company videos and urgent notices may all be included.



Additional System Information

Please find below some additional points for your attention:

- The all-inclusive annual subscription is calculated on the number of Meeting Rooms and Desks/Offices managed within the solution.
- The Smartway2 Mobile App allows for the bookings of Rooms, Desks and associated services and is available for download free of charge from the iOS, Android app stores.
- Smartway2 is fully supported for use with Office 365, and may be accessed via Outlook including Outlook 365, Outlook for Mac and the Outlook Web App (OWA).
- Smartway2 is hosted in secure Amazon AWS environments with ISO27001 accreditation.
- Smartway2 supports Active Directory Synchronisation and Single Sign-on via Microsoft Azure. This is Microsoft's recommended method of integration for cloud-based applications.
- Smartway2 configuration tools are accessible to system administrators via the web portal, this includes the ability to manage bookable resources, services, authorisation workflows, business rules, notifications and custom reporting.
- Smartway2 desk booking features allows users to book a desk via a variety of interfaces including: Web Portal, Mobile App, Outlook, and screens. All interfaces will respect your defined workflow and any rules you wish to enforce pertaining to the booking process.
- Subject to allowing them to do so, Smartway2 users may book any resource, anywhere, anytime, via any user interface.
- The Smartway2 Meeting Room Panels may be configured to reflect the individual parameters of the room. This includes hours of availability, default booking intervals, Check in and Termination periods as well as the equipment and services available within the room.
- Smartway2 is delivered with a number of pre-configured notifications, which are easily customised and either enabled or disabled. Custom notification, based on any event may also be configured by the system administrator and delivered to the user as either an email, or in-app notification.
- Using the Calendar view accessible via the web portal, schedulers may view, edit and create bookings on behalf of other users across the entire real estate portfolio. Navigation is simple using a geographical hierarchy and filtering tools.
- Rules pertaining to check in and check out may be configured on a room by room, desk by desk basis, allowing different processes to be implemented across different area of the business.
- Check in and check out may be performed via a variety of methods including user authentication at room panel of kiosk using swipe card, Bluetooth, username and password.
- Mobile users may also check in at their desk / room by scanning a QR Code or tapping an NFC tag or iBeacon for a contactless user experience.
- Smartway2 provides graphical representation of desk layouts without having the overhead of maintaining CAD based floor plans within the system.
- A user may search for available Rooms and Desks at a chosen location and filter the results based on the required equipment and services available within the room or at the desk, ensuring that the chosen resource is suitable for their needs.
- Your logo may easily be added to Smartway2 by visiting the setting page accessible by system administrators through the web portal.

Partnering with Essential

What we do

One of the first Microsoft Partners to be established in the UK (back in 1994), Essential has been helping enterprises embrace change and new ways of working whilst protecting their existing investment in data and skill sets.

For example, in the early 90's we enabled organisations to connect their propriety email systems (such as IBM mail, Digital ALL-IN-1, Microsoft Mail and Lotus cc:Mail) with the then, very new, SMTP/MIME Internet mail.

Now, as the 'modern workplace' is evolving at lightning speed, we are helping enterprises transition their legacy data and infrastructure to the cloud and then build on their investment to deliver successful outcomes for their business and their workforce.

Examples include:

- Enabling modern, more efficient ways of working:
- BP is using our workspace booking system to optimise real-estate usage across 8 locations.
- DAZN (Perform) is using our Microsoft Teams-based learning management solution to enhance its workforce training capability.
- Accelerating cloud adoption:
- London based Wealth Management company – An Office 365 migration for 1,500 staff that included legacy archives, journals and public folders (not just mailboxes) is enabling the Company to meet its compliance needs and ensure users maintain transparent access to business records.
- Large Global Fintech – An Office 365 tenant migration has enabled 'business as usual' during the merging of 3 organisations and 16,000 users into a single tenant
- Delivering cloud infrastructure:
- Capita is using our cloud storage service to retain an email journal for flexible storage of historical and ongoing email records and also to support its data retention and eDiscovery strategies.
- Viridor uses our Azure service to store and manage its file content as it 'ages out'. This has enabled them to avoid a costly upgrade to on-premises storage.

We value deep relationships with our customer base, many of whom have been working with us for well over a decade.

- Being a small, specialist service provider means we focus on fewer, larger and more complex projects. It means you get a personal service from a team that truly wants to add value to your business for many years to come.
- Strong partnerships with software vendors and service providers means we can bring the best options to our customers and provide that extra layer of support and service to our customers in the UK. We love partnering to achieve more together.
- Our people are knowledgeable and passionate about getting things right. We're not afraid of big technical challenges, setting realistic expectations or dealing with 'softer issues' where new technology meets your people, processes and real life.

Workspace management expertise

Over the last 10 years Essential has helped enterprises select and implement best-of-breed solutions to help them manage their workspace and other resources more effectively by building on their existing IT investment.

We offer a **holistic service** that includes working with all stakeholders within your organisation including your IT team, facilities staff and key 'end users' of the solution to make sure your implementation is a success. Key value-add services include:

- Deep expertise, bringing 'lessons learned' from 100+ implementations meaning low risk, a smoother roll-out and increased user uptake
- Realistic, meaning we will say what can (and can't!) be done, quickly leading you to a design that works for your environment, people and processes

Focussed on empowering you to manage the solution in-house via training, informal knowledge transfer, documentation, and a helpful support team

Organisations using room and resource management solutions from Essential include Airbus, Walgreens Boots Alliance, Atkins Global, Chivas Bros, Baker Tilly, Gazprom, BAE Systems, BP, Hill & Knowlton, Mastercard, Buzzacott, RICS, Coventry and Warwickshire NHS Partnership Trust, East Sussex County Council and Great Ormond Street Hospital.



"In the past the process of preparing for a customer visit involved lots of phone calls and email traffic. By adding the process of booking resources into the standard Outlook appointment booking service a lot of staff time is saved."

Brian Lyall, Renishaw's Group IT Development Manager



"Essential has provided a great after-sales support service and the consultant that helped us with the implementation was very patient in explaining the options that were available to us."

Kayvan Rahmani, Project Manager at RHP



"Good planning and communication with staff for mass adoption is key in this sort of project. A good partner is also vital and having Essential on-site on a regular basis meant the roll out went smoothly, even when we had a few technical hiccups."

Jenny Quigley, Project Manager at Genesis Housing



Case studies (including performance information)

- Genesis save £1million year on year from flexible working strategy
- Coventry NHS streamline room booking

A link to wider expertise

Our initial role will be to plan, implement and help you orchestrate a successful rollout.

We're also able to support you in other areas that facilitate infrastructure modernisation and underpin smarter ways of working. For example, over the longer term you may benefit from our experience in:

- Power BI and bespoke reporting.
- Delivering platforms for learning management, policy updates (e.g. health and safety advice) and training that are integrated in your Microsoft 365 environment.
- Migration and modernisation of legacy repositories including calendar content, email archives and file stores.
- Delivering cloud-based infrastructure including backup, archiving, journaling and general, long term storage along with retention management and eDiscovery.

Smartway2 Company Profile

Founded in 2014 and based in London, Smartway2 is a cloud-based resource management tool for booking meeting rooms, desks, offices and other space and resource types.

Smartway2 provides its solution to a variety of clients in the UK, USA, Australia, New Zealand and the Middle East. The team behind Smartway2 are veterans of the resource booking space with over 100 years of combined experience.

The solution was built for the cloud from the ground up and runs on Amazon Web Services, allowing it to easily scale to meet the requirements of any size organisation. The system integrates with Microsoft 365 Outlook and OWA.

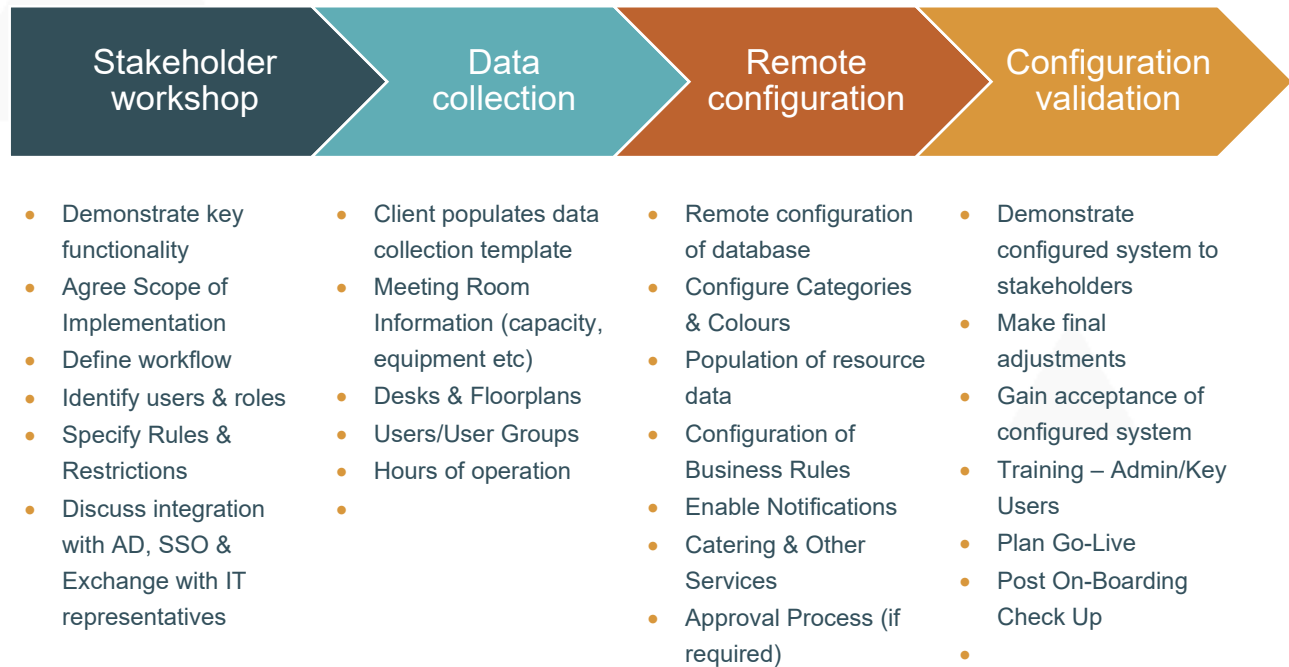
Dedicated apps are available to run on iOS, Android tablets and smartphones. Customers can either purchase these tablets directly from Smartway2 or install the app on their own device. An accompanying smartphone app allows users see nearby room availability and book on the go. These native apps are available to download from the Apple and Android online stores.

Implementation Overview

Ensuring a successful implementation

The implementation of the solution will be overseen by Essential and the workplace management software vendor, Smartway2.

A professional services package will be delivered to meet your requirements. Typically, this will consist of the following stages:



Covid Return Service

The implementation will include an additional 'Covid return service' for the creation, build and deployment of specific 'Covid rules' for the purposes of providing a suite of capabilities designed to address the safe transition of workers in response to the Pandemic. These specific rules will include social distancing capabilities and a suite of extra functionality.

See earlier section in the Solution Overview.

Appendix A – Pricing

The cost-effectiveness of a solution is determined by far more than price. In fact, more often than not, the expense of acquiring the solution represents only a fraction of the project total, with far greater impact from initial implementation, ongoing support and the extent of user acceptance.

Smartway2 helps to minimise these other costs, thereby making it extremely cost-effective.

- **Ease of Implementation.** Setup and configuration are straight-forward so you won't need a small army of consultants to implement it. And if you use the Outlook Add-in, it can be enabled organisation-wide by an IT administrator with just a few clicks.
- **Minimal Training and Support.** Thanks to Smartway2's intuitive and consistent user interface, training requirements are minimal, generally limited to system administrators only. Ongoing internal support costs are extremely low as users rarely have issues or require assistance.
- **Increased Productivity.** Smartway2 allows users to book anywhere anytime using their device of choice. Tailored workflows and helpful guidance get the job done quickly and efficiently. Less time spent booking equals more time spent working.
- **Embraced by Users.** Flexible Working solutions only work well if widely adopted by users. In fact, low user adoption can force a system to be decommissioned and replaced: a very costly exercise! Smartway2 is quick, easy and convenient for users and they will embrace it.

SaaS Licenses:

SaaS Fees Per Resource:	Qty	12 Month Term/ Per Resource	Total Per Annum	36 Month Term/ Per Resource	Total Per Annum
Bookable Desks	130	£45	£5,850	£40	£5,200
Bookable Meeting Rooms	16	£315	£5,040	£300	£4,800
Optional room panels	16	£60	£960	£60	£960
Total annual subscription			£11,850		£10,960

Hardware:

*NOTE: QR codes can be generated and provided FOC for simple attachment to desks where a simple use of SmartPhone QR check in and out is required.

Digital Signage	Qty	One-off Price	Total
Smartway2 Meeting Room Display	16	£750	£12,000
Desk puck* (Mini Display)	130	£275	£35,750

Professional Services:

Onboarding	
Installation and commissioning is normally provided through a remote onboarding package which consists of: • Technical support for integration of core infrastructure services such as Active Directory, SSO, Microsoft Exchange. Population of Room and Desk data, configuration of Services. • Implementation of standard business rules, approval process, notifications, lobby displays and reports. • Covid Return Service Note: Meeting Room Panels are normally self-installed by the customer.	£3,200
Optional Training Package We employ a mentoring approach to system training. Training distinguishes between navigation, process, and system administration training • The approach is for the core project team to train the client project team or trainers and then provide support for roll out. • Smartway2 will provide standard product training materials for review. • System administrators will be appointed by the client and these persons will receive system administration training with the proper training documents, including training for technical support of the system. • During user acceptance testing, Smartway2 will conduct Training Support sessions to enable administrators to roll out training to their users. • Training options include, Classroom, WebEx, Video and Webinars	£1,800

Terms and Conditions:

- Quote is valid until <>
- The overall investment incorporates a fully installed, fully maintained and fully functioning solution incorporating all desk booking software with options for room booking software, car parking together with associated desk and room panel hardware options.
- Ongoing software support and access to all upgrades and enhancements is included at no additional charge.
- Pricing above excludes VAT and is based on the standard SaaS teams, DPA and security information located in our trust centre.
- Payment is due 30 days from invoice
- All subscriptions are quoted as being paid in advance.
- Subscriptions will automatically renew unless cancelled minimum 60 days prior to renewal. If Company opt for 1 year, the Renewal will be subject to a price increase.
- LMS Cloud Subscription support includes e-mail support, video tutorials, knowledge base and documentation with a maximum 3 working day response time
- For full SaaS terms please get in touch.
- *Expenses will be invoiced as incurred for any on-site visits. (NOTE: expenses are typically not required for LMS365 installations and are only required upon request)

LOREM IPSUM

Acceptance

Essential requires the above-mentioned pricing and services to be accepted by an authorised individual at Company that has responsibility (or delegated responsibility) for the workplace management project.

Should any deliverable fail to meet what has been outlined in this document, Company should notify Essential in writing within 14 business days of the completion of each phase.

If Company does not respond within the stated timeframe, the deliverables will be deemed to be accepted.

NOTE: Acceptance can be either via a signature below or email acceptance accompanied by a Purchase Order.

Acceptance: Company agrees that the deliverables, SaaS agreement and support terms of this document are acceptable

Signature:

Name & title (printed):

Date:

Appendix B: Security Standards

Platforms

A cloud-based service hosted by Amazon Web Services (AWS), Smartway2 provides reliability, scalability and [security](#).

Many of the security-related questions we receive are applicable to the platform on which Smartway2 is deployed and we have created a short list of most commonly requested standards and whether the platform is compliant with these standards.

Standards

Standard	Compliant	
ISO/IEC 27001:2013	Yes	Read more
Cloud Security Alliance (CSA) Cloud Controls Matrix (CCM) v3.0	Yes	Read more
SSAE-16 / ISAE 3402	Yes	Read more
Privacy Shield	Yes	Read more

If you still have any questions, please do not hesitate at support@smartway2.com

Access to Customer Data

Under normal operational circumstances, Smartway2 and Essential will never access the client's data, and access is restricted to our core Development Team.

Support Staff will from time to time require access to Customer's Data when investigating an issue reported by the customer. Access is always controlled by our core Development Team.

All staff have signed our Confidentiality Agreement

Smartway2 GDPR Compliance Statement

General Data Protection Regulation (GDPR) came into effect on 25th May 2018 with the objective of harmonizing data protection law framework across the EU. GDPR imposes obligations on companies that control or process personal data.

Smartway2 has implemented appropriate technical and security processes to ensure that we comply with the GDPR obligations. For further information regarding our commitment to our customers and partners, please refer to section 8 of [this agreement](#) which is fully compliant with the requirements of GDPR.

If you have any questions relating to Smartway2 compliance with the GDPR, please email them at legal@smartway2.com.

Appendix C: Customer Support

There are several components to our Customer Support offering:

Knowledgebase:

An online repository of user guides, documentation, articles and video tutorials are a great place to start for some straightforward 'how-to' type questions, and to enable Company teams to follow on from the remote training sessions we will deliver as part of implementation.

As well as this, the Company team will have access to our Technical Support Team for phone, email, remote support:

Essential will provide an underlying technical support service to assist where required. This service includes both unlimited access to technical support (**available Monday to Friday, 9.00am - 5.30pm GMT**) and access to the latest versions of LMS365 software.

Post-Sales Support:

Following installation and an initial 'bedding in period', our **Customer Success Team** will take over day to day account management.

We will help identify ad-hoc and ongoing changes in needs, help escalate issues and ensure you're getting the most out of the solution.

LMS365 Escalated Support:

As part of a joint commitment between Essential and LMS365, where Essential support and personnel are unable to assist or resolve the solution, LMS365's team will be on hand to assist as and when required and Company can rely on the SLAs detailed within the aforementioned SaaS agreement on support turn-around-time.

Technical Support Procedure

Support Service

Essential offers support services for our LMS customers. This service includes access to technical support (**available Monday to Friday, 9.00am - 5.30pm**) via phone, email and remote support.

Our goal is to answer **90% of support calls** without the need to contact the software author. This shortens the time to fix a problem. It also means that any calls escalated to authors tend to be either requests for enhancements or verified software bugs and are automatically treated as a priority by the authors.

Remote access to systems using a secure web service can assist with quicker diagnosis and resolution of issues but is not compulsory.

Technical Support Procedure

New support calls - All new support calls are made via the support **Help Desk**. You can contact the Help Desk in the following ways:

Telephone: - +44 (0)1275 343199

E-mail: - support@essential.co.uk

Support calls can be initiated by first line support personnel from the customer team. These representatives should have experience of and/or training in the supported product.

Our Help Desk will:

- Log the call and details of the problem or request,
- Request any further diagnosis information (e.g. log files)*
- Give advice as necessary
- Allocate a call Reference Number
- Pass the call to a member of the Support Team.

The nominated support specialist for your call will then contact you.

Essential aims to have 90% of all calls returned within 1 hour (with a maximum of 4 hours).

Open support calls – Dialogue on open support calls may continue directly with the nominated support specialist. Open support calls continue to be escalated and monitored based on the priority and pending status by both the nominated support specialist and the Help Desk.

If for any reason the nominated support specialist is not available to progress your call, it will be escalated across the support team so that another individual can pick up your call.

The current status of any open support call can be determined by contacting the Help Desk with the call Reference Number.

Support Call Escalation – Please refer to separate support escalation procedure document.

*Customers should always bear in mind that problem resolution is dependent on timely supply of requested information, and that it is the customer's responsibility to be diligent in this respect.

Access to ELEARNINGFORCE Support

In addition to Essential support, Company will have full access to ELEARNINGFORCE support team as well as the knowledge base, which can be accessed on the following links:

- <https://www.elearningforce.com/lms365-support>
- <https://helpcenter.elearningforce.com/hc/en-us>
- <https://helpcenter.elearningforce.com/hc/en-us/categories/201005109-Video-Tutorials>
- <https://helpcenter.elearningforce.com/hc/en-us/categories/201025605-Guides>
- <https://www.elearningforce.com/roadmap>