



Service Definition

ResourceXpress

Version 1.0



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How we can help you

We 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 changing needs of organisations.

Additionally, the solutions we implement bring the following benefits:

- **Quick adoption:** intuitive user-friendly approach, via desktop or mobile app mean staff can quickly find the right room, desk, parking space or resource in the right place.
- **Immediate updates:** Any on-the-spot bookings, cancellations or meeting extensions made via touch screens or mobile devices are automatically reflected in Outlook/Teams calendar and overview screens, enabling immediate re-use.
- **No risk of double bookings:** Rooms, desks etc use the concept of standard Microsoft 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 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.

Desk and Room Booking Options

Getting the most out of Microsoft

The desk booking process can be integrated with your Microsoft365 ecosystem or can operate as a standalone application. This has many benefits including:

- Bookings made in ResourceXpress can be visible in Outlook.
- Users can book desks in advance in Outlook if they wish to, or directly from the app.
- The integration between ResourceXpress and Microsoft365 ensures no risk of double bookings.
- Making the most of your existing infrastructure and knowledge means user adoption is straightforward.
- Ability to expand out to rooms and other resources.
- The process is future proofed as you move forward with Microsoft.

About ResourceXpress

ResourceXpress will enable your people to book, check-in, extend and check-out of a variety of company resources. This can be done from touchscreens, kiosks, desktop and/or mobile devices. If a device can access the ResourceXpress server, it is able to view and utilise its various features.

All booking details are stored within the ResourceXpress system for monitoring and reporting purposes.

Booking in advance

The interactive maps in ResourceXpress allow a user to select a date on which they require a resource. Pin icons on the resources show the availability of each for the selected day. Selecting a desk or room will display more details on the bookings, plus information about the resource.

Integration with Microsoft365 also allows users to book the configured resources in Outlook, with any bookings being visible within all ResourceXpress views.

Checking-in to desks and rooms, regardless of how they were booked, can be made mandatory. Workspaces which not checked into by a certain time after the start of the booking can be automatically released for others to book.

Booking on the spot

Suitable and available resources for immediate use can be identified and booked quickly and easily. Individual interactive room screens, kiosks in communal areas, PCs and/or mobile devices connected to the ResourceXpress server can be used to view availability and make ad-hoc bookings.

A user can make an immediate booking in just a few taps or clicks.

Key features of ResourceXpress



User experience

- Quickly locate available workspaces and colleagues
- Self-service check-in/out via touch-screen, contactless, email, mobile
- Check-in using PIN code or single sign-on
- Access from any device



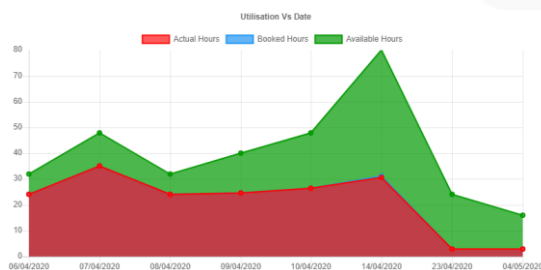
Customisation options

- Customise the experience with corporate branding, images and maps.
- Accommodate multiple languages.
- Release booking if no check-in occurs.
- Enforce a '3 strike rule' to cancel entire series of bookings when repeated no-shows occur.



Management of the solution

- Integration with Microsoft365.
- Configuration updates from a central console.
- Device connectivity logs for real-time monitoring.
- Report issues with room equipment directly from devices.



Reporting

- Reporting on true actual utilisation (rather than purely booking data).
- Report export to Excel or PDF.
- API available for Power BI integration.

Solution Options

Our solution comprises elements of cloud-based software and services which can be combined with digital signage options if required.

Software

Deploy in your own cloud:

If preferred, Microsoft components of the solution (Application servers, SQL, IIS...) can be deployed using your own subscription to Azure services. Note that Azure SQL Services cannot be used at this time, but standard SQL in Azure is fine.

Software licenses are based on a per room/per resource basis. Software licensing can be purchased on an annual subscription basis, or on a perpetual basis, to suit needs and budget.

Software as a Service (SaaS):

ResourceXpress is available in two modes:

Corporate: standard SaaS implementation.

Enterprise: dedicated instance, enhanced security, high availability features- ideal for highly secure environments.

Software licenses are based on a per room/per resource basis. Software licensing can be purchased on an annual subscription basis, or in multi-year bundles.

Subscriptions include:

- Outlook/Teams integration
- Mobile app
- Corporate branding
- Software updates
- Secure hosting within the UK/EU

Estimates are available on request.

Minimum purchase 20 room or resource licenses.

Services

Services to assist with configuration, training and rollout are delivered remotely at a daily rate of £1,300.

Onboarding packages start from 3 days depending on your needs.

Services to help the implementation and delivery go smoothly include:

- Planning & design services with your IT, FM and business team. Get the system working to fit your processes and designed with you in mind.
- Installation, configuration and set up services.
- Go live support if you need it- our team on hand to help your teams and visitors
- Customer success team to support you throughout the lifecycle of your solution.

QED are the vendors behind ResourceXpress, and associated hardware and screens. Their headquarters are local to Essential in the south-west where the team have a great relationship with Essential, meaning quick customer responses and an ability to go the extra mile for you.

Hardware

Display screens, including display-only or touch screens, are installed on-premises.

Sensors are deployed on premises.

These may be supplied by Essential or sourced by the customer according to recommendations.

All hardware should be installed by the customer/ the customer's facilities provider.

Optional RFID card readers may also be supplied or sourced by the customer according to recommendations.

Hardware options to suit your project and budget, from workspace devices, to Android screens to touch screen kiosk panels. Please contact us for more information.

Partnering with Essential



Since 1994 Essential has been helping organisations across the public and defense sectors to adopt and adapt to evolving Microsoft based workplaces, and to thrive as a result.

As the 'modern workplace' is evolving at lightning speed, we continue to support public sector organisations transition their legacy data and infrastructure to the cloud and then build on their investment to deliver successful outcomes for their workforce and organisation.

Examples include:

Enabling modern, more efficient ways of working:

- Portsmouth City Council uses one of our workspace booking systems to facilitate room and desk booking across Council buildings.
- A UK police force uses our Teams and SharePoint based LMS to deliver tailored learning experiences for staff securely across desktop and mobile devices.
- NHS Informatics Merseyside uses our LMS combined with External User Manager to securely manage learning for internal and external agency staff, all contained within their M365 tenant.

Accelerating cloud adoption:

- An international education institute is working with Essential to deliver SharePoint management and governance to control the sprawl of SharePoint and Teams sites and document versions, ensuring content is maintained and accessible, while rarely used content is archived to manage storage costs.
- Large UK University used our data migration service to support migration from a legacy email archive, to reduce costs and consolidate data into Microsoft 365.
- Ministry of Defence and Local Authority organisations across the UK and Europe work with Essential to support collaboration across ring-fenced and secure Microsoft environments, enabling people to find each other within separate Microsoft Global Address lists.

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