

Eptura Workplace



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Eptura Engage (formerly known as Condeco) is a cloud-based integrated workplace management system (IWMS) software that helps organisations manage their physical spaces, optimise real estate, and enhance the employee experience in a hybrid work environment. It unifies various functions through a single platform to enable data-driven decision-making.

Eptura Workplace is the most flexible space, facility, asset, and work management solution in the market. With 10 independent, fully integrated modules, businesses can choose and pay for only the applications they require.

- Eptura Workplace is a SaaS offering. Eptura hosts the application; client access is via any web browser;
- Eptura Workplace scales to manage global portfolios. The solution enables the management of multiple global locations and buildings from a single site;
- Eptura Workplace applications and modules are fully interoperable – integrated-by-design: clients have the opportunity to streamline their technology stack by integrating technologies across departments, regions, and applications and to report on CRE data from a single platform;
- The Eptura Workplace SaaS service has been engineered to protect workplace and workforce data, fully reflecting their value to the enterprise; Eptura Workplace features dashboards and insights from which to access information, improve data accuracy, and accelerate decision making.

Top 10 Reasons to Buy Eptura Workplace

Data-Driven Space Optimisation - Turn utilisation analytics into smarter space decisions and future planning

90% Faster Office Moves - Cut move planning from months to just one week

Proven ROI Results - Achieve 99% on-time completion rates and consolidate 60,000+ sq. ft. of unused space

Enterprise Scale - Handle 1.8M+ spaces and 15,000+ employees on one platform

All-in-One Solution - Eliminate fragmented systems with integrated space, move, and service management

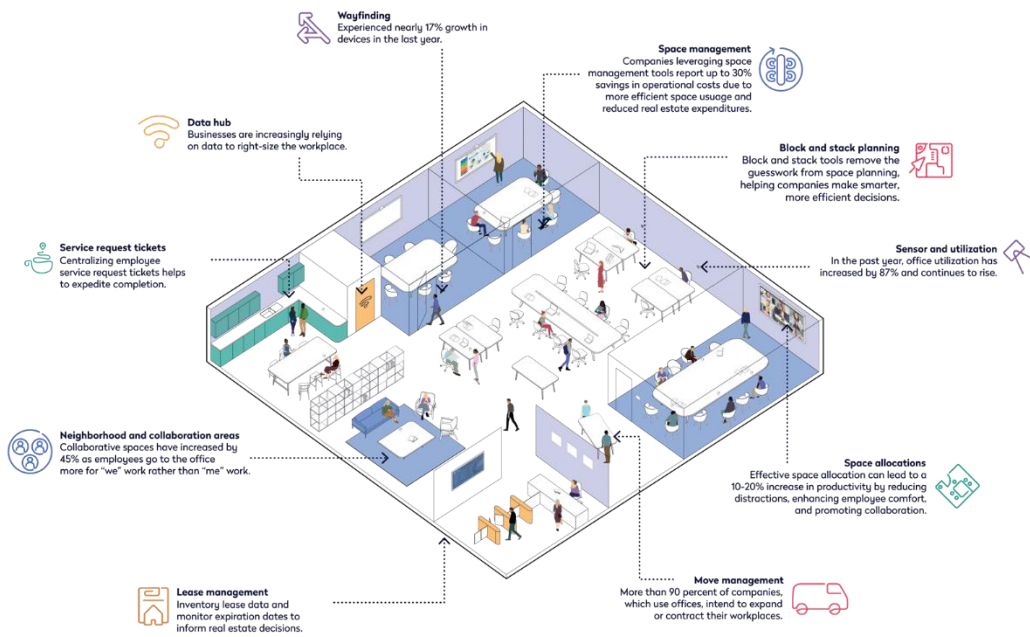
Real-Time Intelligence - Get live occupancy insights from sensor data to optimise resources

Visual Planning Power - Create move scenarios and optimise layouts with drag-and-drop simplicity

Global Portfolio Control - Benchmark costs and utilisation across all buildings from one dashboard

Better Employee Experience - Streamline service requests and add wayfinding for happier workers

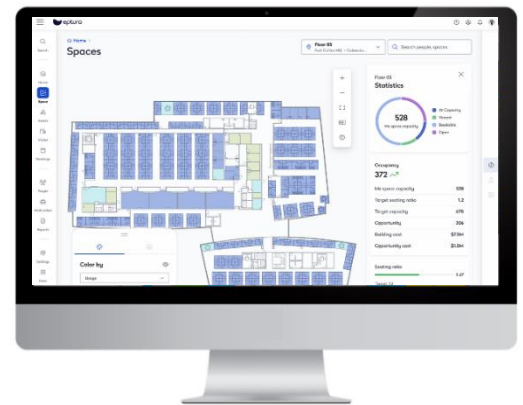
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The Eptura Workplace Solution

Space Planning and Management

The foundation of workplace management is intelligent space planning with real-time insights. Eptura Workplace enables organisations to analyse utilisation and occupancy data to make informed space management decisions. By leveraging historical and future booking information, organisations can assess work patterns, understand which space types are most in demand, and use projection tools to estimate future space needs. The solution provides robust floorplan viewers to evaluate space allocation and assess capacity floor by floor, helping identify vacancies and better utilise existing spaces.



The Space Planning and Management capabilities include:

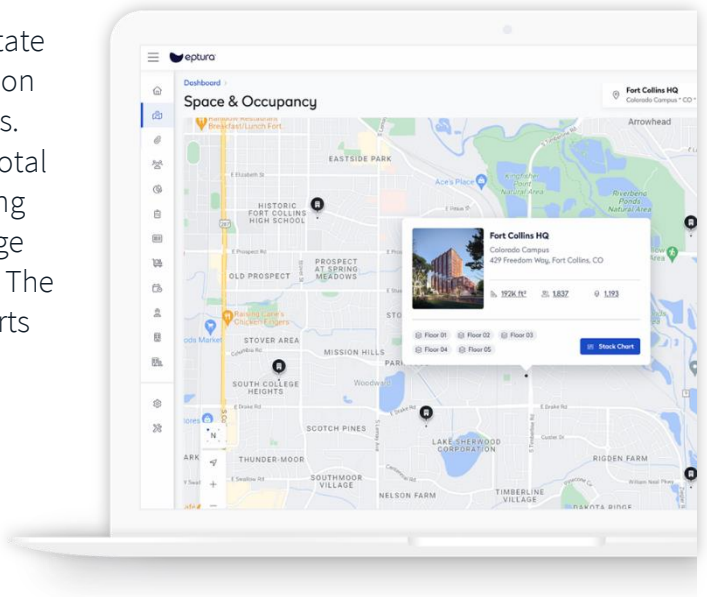
- Analyse utilisation and occupancy data to make space management decisions
- Leverage historical and future booking information to assess work patterns
- Understand which space types are most in demand
- Use projection tools to estimate future space needs
- Evaluate space allocation and categorisation data using robust floorplan viewers
- Assess capacity floor by floor and understand overall usage to identify vacancies
- Visualise real estate portfolio with interactive maps
- Get real-time snapshot of space utilisation
- Access searchable floor plans for quick location of occupants and asset

Portfolio Management

Organisations can visualise and manage their real estate portfolios at local or global levels, comparing utilisation rates, capacity, and cost benchmarks across buildings. This comprehensive view enables understanding of total costs by building, floor, or department, while providing insights into cost and occupancy to effectively manage lease renewals and consolidate or expand portfolios. The solution creates detailed portfolio performance reports for stakeholders to support strategic real estate decisions.

The Portfolio Management capabilities include:

- Visualise portfolio at local or global level
- Compare utilisation rates, capacity, and cost benchmarks for buildings
- Understand total cost by building, floor, or department
- Use insights into cost and occupancy to manage lease renewals and consolidate or expand portfolio
- Create portfolio performance reports for stakeholders
- Better visibility into real estate leases and assets



Real-Time Occupancy Analytics

Eptura Workplace provides accurate, real-time insights into capacity, occupancy, and peak frequency through sensor data integration. Organisations can assess occupancy data to understand how resources are used and evaluate trends over time, such as capacity by floor, to better plan and manage space. This real-time visibility enables responsive decision-making and optimal space allocation based on actual usage patterns.

The Real-Time Occupancy Analytics include:

- Gain accurate, real-time insights into capacity, occupancy, and peak frequency from sensor data
- Assess occupancy data to understand how resources are used
- Evaluate trends over time, such as capacity by floor, to better plan and manage space
- Integrate with sensor technologies for real-time space utilisation insights

Space Reconfiguration

The solution enables organisations to optimise existing spaces through powerful planning tools that identify underutilised areas quickly with floorplan views of space allocation. Users can create scenarios with block and stack functionality to visualise space optimisation and update seating assignments automatically. Interactive dashboards and drag-and-drop tools make space configuration intuitive and efficient.

The Space Reconfiguration features include:

- Identify underutilised areas quickly with floorplan view of space allocation
- Create scenarios with block and stack functionality to visualise space optimisation

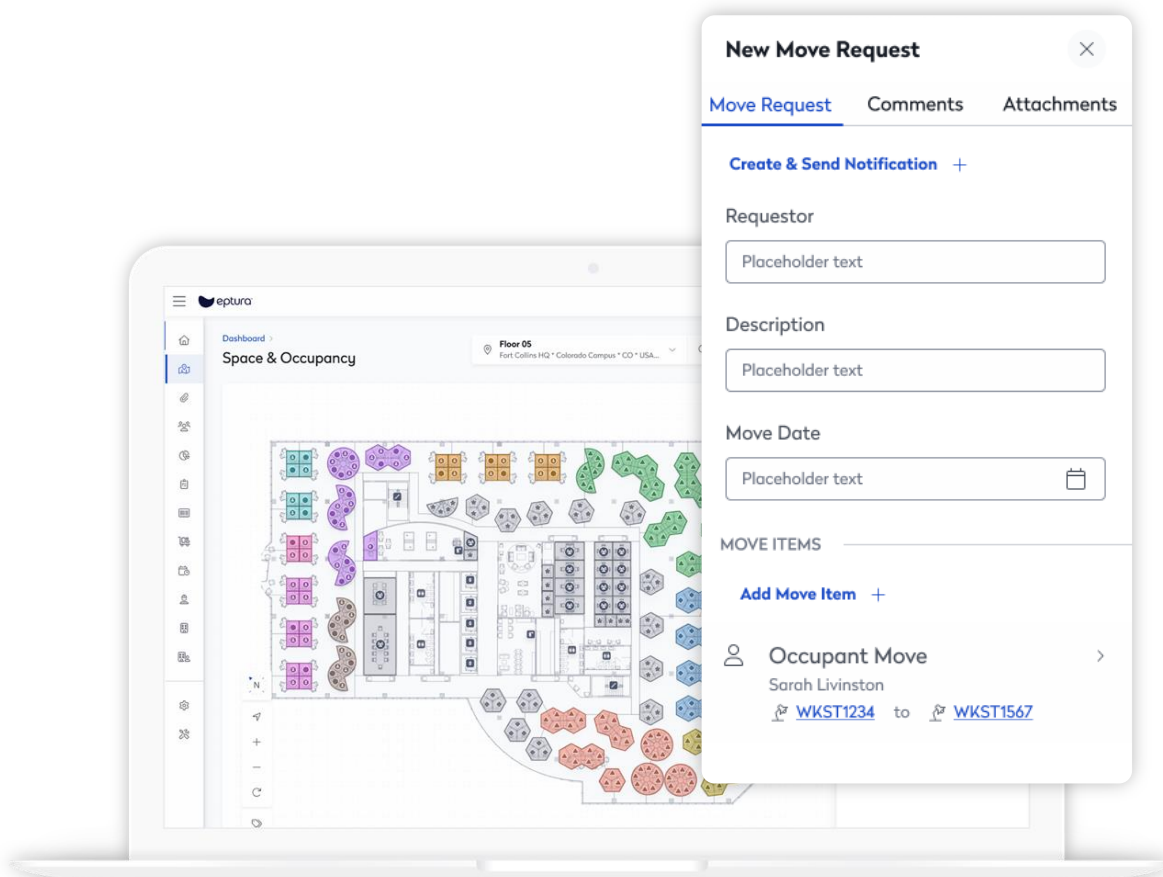
- Update seating assignments automatically
- Plan with interactive dashboards and drag-and-drop tools to configure spaces
- Map and compare scenarios prior to implementing changes
- Calculate maximum occupancy and view capacity reduction

Move Management

Eptura Workplace streamlines office moves and relocations of any size by enabling organisations to schedule moves for individuals or groups while visualising how changes will impact the office. The system creates move request tickets, prints labels, and sends notifications to involved parties while tracking move status through completion. This comprehensive approach ensures moves are efficient and minimise disruption to productivity

The Move Management module includes the following features:

- Schedule moves for individuals or groups
- Use move scenarios to see how changes will impact the office
- Create move request tickets, print labels, and send notifications to involved parties
- Track status of moves through to completion
- Coordinate and visualise moves or scenarios on floor plans
- Create and plan moves for individuals or teams via drag and drop
- View all requests in a single queue or create virtual move queues
- View moves on dynamic calendar for enhanced scheduling
- Generate tasks based on functional support requirements

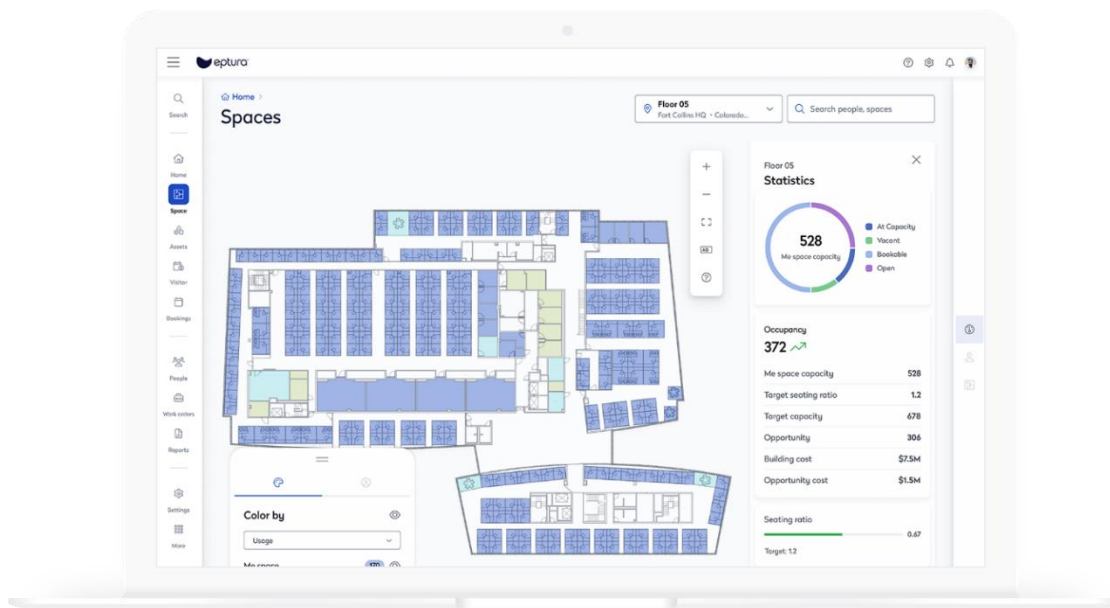


Workplace Navigation

The solution ensures employees and visitors can easily navigate workspaces by integrating with floorplans so users can find what they need or where they need to go. Easy navigation is provided through markers for key points of interest, while comprehensive search capabilities allow users to find people, amenities, and assets throughout the workplace.

The Workplace Navigation features include:

- Integrate with floorplans so employees and visitors can find what they need or where they need to go
- Ensure spaces are easy to navigate with markers for key points of interest
- Search floorplans for people, amenities, and assets
- Map and quantify all resources and amenities in building



Service Request Management

Eptura Workplace maintains workplaces efficiently through streamlined service management that enables employees to quickly submit service requests online. The system sends detailed notifications to technicians ensuring faster response times and provides status updates on submitted requests to employees. This centralised approach improves response times and employee satisfaction while providing visibility into maintenance operations.

The Service Request Management features include:

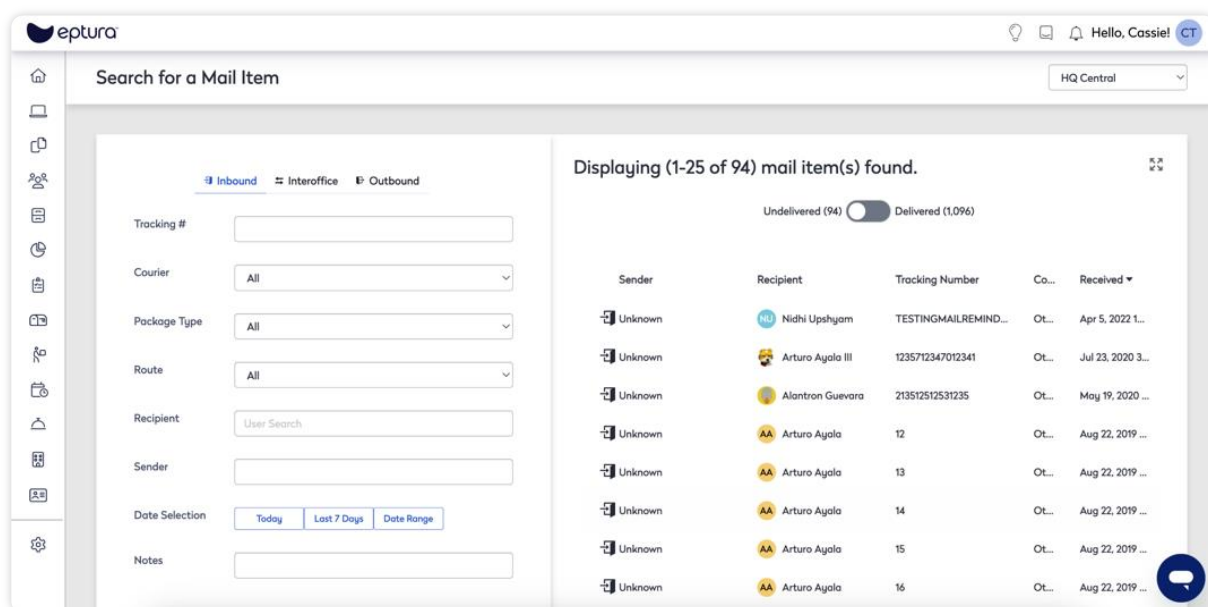
- Enable employees to quickly submit service requests online
- Send detailed notifications to technicians, ensuring faster response times
- Provide status of submitted requests to the employee
- Handle office service requests through centralised system
- Manage on-demand and preventative maintenance
- Allow workforce to submit requests
- Customise catalogue and requests to reflect organisational needs
- Manual or auto dispatch request tickets to technicians

Mail Room Management

The solution boosts mailroom efficiency through comprehensive mail management capabilities that handle inbound and outbound mail for offices. Organisations can create shipping and receiving manifests, set up alerts for package delivery, and capture recipient signatures while adding handling instructions for specific employees or groups. This systematic approach improves mail handling accuracy and employee notification processes.

The Mail Room Management features include:

- Manage inbound and outbound mail for office
- Create shipping and receiving manifests
- Set up alerts for package delivery and capture signatures of recipients
- Add handling instructions for specific employees or groups
- Track mail items as they arrive and exit offices



Copy and Print Management

Eptura Workplace enables organisations to oversee copying and printing services across portfolios within a single site, saving time through online submission forms and easy reordering. The system calculates job costs before submission and tracks job status through completion while providing real-time intelligence on production volume, costs, and chargebacks through dashboards and reports.

The Copy and Print Management features include:

- Oversee copying and printing services across portfolio within a single site
- Save time managing copy and print requests with online submission forms and easy reordering
- Calculate job costs before submission and track job status through completion
- Get real-time intelligence on production volume, costs, and chargebacks with dashboards and reports
- Send print and copy requests for any volume and track chargebacks to control costs

Reservations

The Reservations module allows employees, contractors, and other permitted persons to find and reserve various types of spaces, including conference rooms, workstations, privacy, collaborative, or huddle areas. This capability allows employees to find the right space for the work they're planning to do at a moment's notice—whether they need to collaborate with colleagues, meet quietly with clients, or deeply focus on the work at hand. Correctly implemented, reservation management improves space utilisation.

The Reservations module includes these features:

- Quickly and easily reserve a space via kiosk, smart device, or desktop
- Invite guests from your address book or other portal users
- Integrate your calendar
- Integrate with chat platforms, like slack, for booking notifications
- Interactive signage for your workplace to make and view reservations
- See which rooms are available and get directions to external or internal rooms
- Get insights on actual space utilisation based on check-in and check-out
- Coordinate additional services like av equipment or catering

Some key benefits of the Eptura Workplace Reservations Module include:

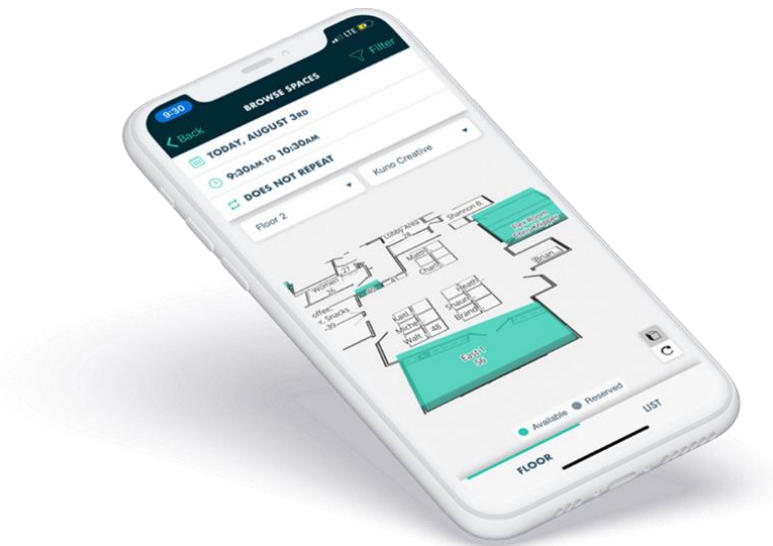
- **Increased Meeting Productivity:** Double-booking of a meeting room can be a frustrating experience for employees. Whether they choose to hunt around for another space or opt to reschedule the meeting, these and similar scenarios are a productivity killer. The Eptura Workplace room reservation problem solves this issue by providing employees with a real-time view of room availability.
- **Space Utilisation Insights:** When employees struggle to find available rooms in the workplace, two competing explanations are possible: it could be that there is a lack of space, or as is often the case, a majority of the workforce wants to use the same areas. Room reservation software can help you decipher what is the true cause of your space shortage and plan actionable improvements.
- **Improved Employee Satisfaction:** During any point of the workday, employees may need to schedule last-minute meetings or simply need a change of scenery. The right technology must be in place to support these needs. Finding and reserving spaces via accurate and efficient room reservation software provides the solution—far more so than wandering around a corporate campus to find available areas.



Workplace Mobile

Hummingbird Workplace Experience Mobility App

The Hummingbird employee experience app provides employees with comprehensive workplace engagement capabilities through a one-stop mobile application. Employees can find colleagues, spaces, rooms, and events while reserving spaces on-the-fly or for future use. The app enables service request submissions from mobile devices and provides notifications for visitors, mail, packages, and service updates, creating a seamless mobile workplace experience.



Key Features of the Hummingbird App:

- Hummingbird enables users to find colleagues, spaces, neighbourhoods, rooms, events, and related information – even quickly find hand sanitiser dispensers, for example, or PPE pick-up stations
- Hummingbird connects your workforce with the vital information and with the crucial tools they need to get work done and integrate with your workplace culture
- Hummingbird allows you to reserve spaces on-the-fly or in the future; employees can effortlessly find and book the right spaces for their most critical tasks – for team meetings, private calls, focused work, quick collaboration, or even a nap. Using the Hummingbird mobile app, they can book space via live search, QR code scan, or a full floor plan lookup with filtering based on availability
- Hummingbird provides service request capabilities from the smart device
- Hummingbird can notify employees as to when guests, mail, or packages have arrived or that a requested service has been completed or status changed. Organisations can create processes that make visitors feel welcome and employees safe. Employees can be notified when visitors check-in to the lobby; they can check whether anticipated packages have been delivered or their expected arrival times all via a mobile app that makes the experience fast and flawless. Hummingbird gives employees a simple gateway to request services, regardless of the department fulfilling the request
- With this solution, organisations can create and maintain facilities that attract employee talent, promote safety and sustainability, and minimise ongoing operational expenses.

Key Benefits of the Hummingbird application include:

- **Add your floor plans to the application:** Easily upload AutoCAD or Revit drawings from your desktop and use them to help employees navigate your workplace to find and reserve available spaces.
- **Enable connectivity:** Hummingbird can be integrated into a client's critical systems as needed, including IWMS platforms, HR, and ERP systems, help desk and other IT applications, reservation, and visitor management solutions, building automation and security/badging systems, energy optimisation, and building security systems.
- **Collect real-time data:** Hummingbird includes an Insights (BI) module which enables reporting and analysis on employee usage and facilitates responsive, real-time feedback.
- **Facilitate and Enhance Frictionless Workplace Bookings:** Enables the workforce to reserve the type of space they need, when they need it, resulting in better use of your workspace assets and more flexibility for your workforce; provide your workforce and visitors the ability to see when a room or space will be available next and book from their phone, tablet, or the panel to reserve it as they walk by.
- **Deliver a Memorable Employee Experience:** Mobile apps help employees and visitors to collaborate and better navigate the workplace; employees and visitors can get directions to locate a person or room from anywhere, anytime.
- **Make Internal Communications Easier:** Hummingbird helps keep your workforce up to date without a blizzard of emails. With Hummingbird, we can share cafeteria menus, promote company events, and communicate weather alerts, road closures, and other location-aware information.
- **Access Real-Time Workplace Data:** When an employee experience app connects with an IWMS, you can see how employees are using the workplace and adjust accordingly. Deploying an employee experience app together with an IWMS closes the gap between operations and employees and provides a valuable infinite feedback loop that encourages HR and CRE collaboration.

Eptura Workplace Mobile Applications

Service Request App

The Eptura Workplace Service Request App allows you to make or update service request tickets from your mobile device.

Asset Manager App

The Eptura Workplace Asset Manager App allows you to search, view and verify your assets from the convenience of your mobile device, to locate, view, edit, and verify your assets.

Mail App

The Eptura Workplace Mail App allows you to perform all of the same functions of the standard Mail desktop module with the added portability of your preferred iOS mobile device.

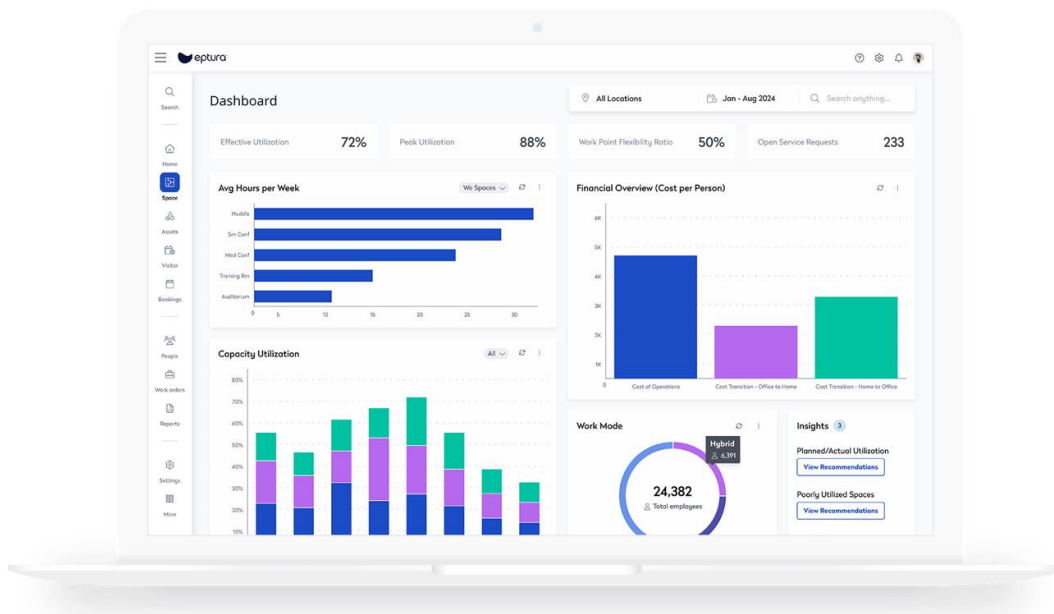
Visitor Kiosk App

Our Visitor Kiosk App runs on iPads and provides a secure, web-based interface that simplifies the check-in process for visitors.

Eptura Workplace Insights

There is a full business intelligence reporting module driven by Jaspersoft and embedded in the Eptura Workplace interface. This report engine allows for the creation of reports and dashboards, along with providing many out-of-the-box reports as part of your solution.

The Insights module pulls in all applicable data fields for reporting, it also allows for the creation of calculated fields (similar to excel formulas) for even further analysis. In addition, the reporting modules provides many report types, from data table reporting to charts like pie and bar graphs, and cross tab functionality for the summation of data. Below is an example of a dashboard around space utilisation from reservations.



Features of the Eptura Workplace Insights Module include:

- Get best practice insights
- Easily create reports
- View dynamic dashboards for quick and accurate decision-making
- Automate scheduling and delivery of insights
- Export presentation ready insights to any format
- Establish private dashboards for specialised metrics

Primary Benefits of the Eptura Workplace Insights Module include:

- All reports are downloadable and exportable to many file formats available in all of today's most utilised formats (PDF, excel, excel paginated, CSV, DOCX, RTF, ODT, ODS, XLS, XLS paginated, PPTX). Reports can also be scheduled, creating an email with the filters and formatting specified simplifying the process of viewing your data and reporting.
- Number of reports: Eptura Workplace offers over 200+ reports and dashboards out of the box.
- Out-of-the-box insights: We aim to achieve between an 80%-90% of your reporting needs with our out-of-the-box offering.
- Included in the cost: The remaining reporting needs will be part of the implementation, at no extra cost, so that at the time of go-live, 100% of your reporting needs at satisfied.

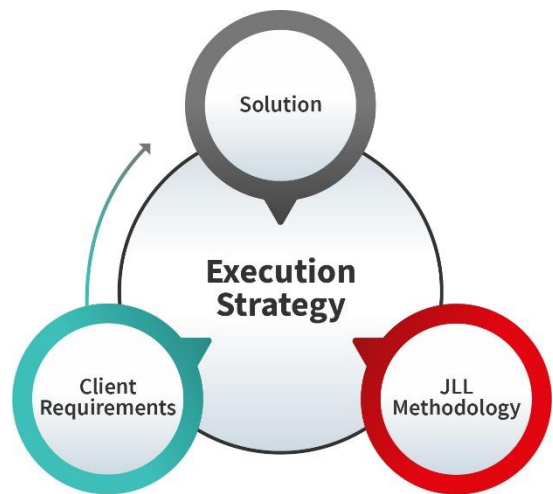
Implementation & Consultancy Services

On-Boarding, Implementation & Consultancy Services

A unique value proposition of JLL is our proven hybrid implementation methodology which is based on the Systems Development Life Cycle (SDLC) model combined with elements of Agile Development.

JLL can proudly say that ninety-eight percent of our implementation projects come in under budget and ahead of schedule due to this unique and honed project implementation methodology.

JLL's Hybrid Waterfall/Agile Methodology comprises six major phases, accompanied by parallel tracks of Project Management and Change Management. The high-level goals of each stage are:



- **Plan:** Gain consensus on business and technical goals and create the formal project delivery framework
- **Analyse:** Determine the system requirements and perform fit/gap analysis against COTS
- **Design-Build/Test-Release:** Perform iterative development of sprint packages and perform review scrums for solutions with testing of packages and continuous user/sponsor reviews
- **Transition:** Perform pilot testing, readiness assessments, and package and deploy solutions for go-live
- **Sustainment:** Provide hypercare support and ongoing system enhancements.

Support Services

The JLL Support Centre provides a dedicated platform for technical support to valued customers participating in JLL Maintenance and Support Packages. JLL offers multiple access methods for logging support requests – via phone, web (24 hours, 7 days a week, 365 days a year), and through dedicated client account teams.

Support Access:

- **Phone Support:** 8:00 a.m. to 5:30 p.m. (BST)
- **Web Portal:** 24/7 access for ticket submission and status tracking
- **SLAs:** Best-in-class Service Level Agreements help us maintain the best quality service and transparent activity reporting for program participants.

Hypercare Period: Following go-live, clients enter a hypercare period providing crucial end-user support with the actual project team before transitioning to standard support models. This ensures system stabilisation, resolves previously undetected defects, and reduces risk while improving user adoption.

Maintenance Programs: JLL offers flexible maintenance programs (Silver, Gold, Platinum) with varying degrees of phone technical support, on-site consulting, system integrity checks, and user training to meet diverse client needs and budgets. - * +

These updates maintain the document's client-facing accessibility while incorporating the comprehensive methodology details and ensuring accuracy with current JLL practices.

Training

JLL develops and delivers training classes which specifically reflect the business processes, features and modules end users need for their day-to-day work. Our approach defines a training regimen that meets client-specific needs to optimise system use without extended classroom time.

Training Modalities: JLL utilises multiple training approaches based on client requirements and geographic distribution:

- **Instructor-Led Classroom Sessions:** Most effective but resource-intensive approach, preferred by most organisations
- **Instructor-Led Telepresence Sessions:** Nearly as effective as live training, excellent for geographically dispersed organisations with substantial travel savings
- **Live Webinar:** Well-suited for casual users requiring limited functionality
- **Lunch and Learn:** Effective for casual users and simple administrative procedures

Train-the-Trainer Approach: JLL typically employs a Train-the-Trainer methodology, enabling clients with comprehensive training materials including detailed user guides, classroom learning guides, and quick reference materials. This approach sets clients up for continued success as new users are onboarded, empowering internal training capabilities and maximising system adoption.

Training materials are process-oriented and promote user understanding through step-by-step progression using real-world examples specific to client business processes. Training classes are tailored to job roles and responsibilities, offering targeted sessions for end users, managers, system administrators, and developers.

Why choose JLL Technologies?

JLL Technologies is the technology division of Jones Lang LaSalle (JLL), the global real estate professional services firm. JLL is a Fortune 500 company with annual revenue of \$18.0 billion, operations in more than 80 countries and a global workforce of 94,000.

We are experts in CRE and workplace technology. Our services include the provision of most leading CAFM, IWMS and innovative technology products in the market. We also provide Smart Building solutions including sensor and IoT technology, workplace business intelligence and analytics and workplace technology consulting.

Our approach is product agnostic to help an organisation navigate, compare the differences, and select the right solution.

- JLL has delivered over 5000 unique Corporate Real Estate technology projects, and we understand the challenges that an organisation faces before, during and after a new solution has been deployed.
- Our added value is our ability to offer and deploy a wide range of workplace digital services/solutions.
- We provide advice and solutions for consulting, business intelligence, data quality and analytics, building sensors to enable advanced occupancy monitoring and planning, apps for workplace experience and smart buildings.

- We provide a comprehensive range of non-technology real estate services such as strategic property advice, outsourced facilities management, lease accounting, portfolio management, transaction management and advisory service – all from one single provider.

What sets us apart from other providers is our consultative approach to support long-term real estate portfolio vision, including (where needed) advisory and change management as critical success factors for any IT project.

JLL is the leading Workplace Systems Integrator, as recognised by independent research firm Verdantix, which demonstrates our experience and depth of skills.

The Verdantix Green Quadrant Workplace Systems Integrators 2023 report is an independent benchmark of workplace systems integrators. (see Figure 4)



Figure 4 Verdantix 2023 Green Quadrant Workplace Systems Integrators