

Eptura Engage



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Eptura Engage (formerly Condeco) is a comprehensive employee experience, collaboration, and scheduling software solution that transforms how organisations manage hybrid work environments. As a cloud-based room and resource booking system, Eptura Engage empowers employees to seamlessly reserve workspaces, plan collaborative office days, and navigate the modern workplace with intelligent automation and AI-powered features.

Eptura Engage addresses the critical challenges facing today's hybrid workforce: inefficient space utilisation, difficulty coordinating in-person collaboration, and lack of real-time occupancy data. The solution combines intuitive booking capabilities with advanced analytics to help organisations optimise their real estate investments while enhancing employee satisfaction and productivity. Through seamless Microsoft 365 integration, automated check-in processes, and comprehensive mobile accessibility, Eptura Engage ensures that office days become the most productive and collaborative days for your workforce.

With trusted deployment across 45% of Fortune 500 companies and over 25 million users globally, Eptura Engage delivers proven ROI through improved space utilisation, reduced real estate costs, and enhanced employee experience. The platform's flexibility allows organisations to start with core booking functionality and expand with advanced features like sensor integration, AI-powered workspace recommendations, and comprehensive analytics as their hybrid work strategies evolve.

The Eptura Engage Solution

Intelligent Booking and Reservations

Eptura Engage provides comprehensive workspace booking capabilities that enable employees to find and reserve the right spaces for their work needs. The solution supports booking of desks, meeting rooms, collaboration spaces, parking spots, lockers, and specialised areas like huddle pods and quiet zones. Employees can easily add visitors and services to reservations, from catering to IT equipment, while integrated calendar invites extend functionality to in-room hardware and automatically find alternative rooms if meetings are rescheduled.

The Intelligent Booking and Reservations capabilities include:

- Book any workspace type including desks, meeting rooms, collaboration spaces, parking, and lockers
- Add visitors and services (catering, IT equipment) directly to reservations
- Integrate with calendar systems for seamless meeting management
- Automatically find alternative spaces when schedules change
- Support recurring bookings and group reservations
- Enable walk-in bookings through QR code scanning
- Provide real-time availability status with colour-coded visual indicators

Planned Collaboration

The solution enables teams to coordinate their office presence effectively by providing visibility into colleagues' schedules and planned in-office days. Employees can view everyone's scheduled office presence, book desks to join teammates, and organise team days to foster collaboration. This capability helps organisations maximise the collaborative benefits of in-person work whilst supporting flexible working arrangements.

Planned Collaboration features include:

- View team schedules and planned in-office days
- Book workspaces near colleagues and collaborators
- Organise and invite colleagues to team days
- Coordinate cross-functional collaboration sessions
- Plan workweeks around teammate presence
- Enable team-based workspace booking
- Support group booking functionality for collaborative work

Automated Check-In and Presence Detection

Eptura Engage leverages automation to streamline the booking experience through badge swipe data integration and sensor technology. When employees swipe their badges at building entry points, the system automatically checks them into reserved workspaces and updates their in-office status for colleagues. For employees without reservations, AI-powered intelligent booking automatically generates workspace reservations based on team member presence and collaboration needs.

Automated Check-In capabilities include:

- Utilise badge swipe data for automatic workspace check-ins
- Track employee presence and update real-time occupancy data
- Generate intelligent bookings for employees without reservations
- Automatically release inactive bookings to maximise utilisation
- Send actionable email reminders for booking management
- Support sensor integration for continuous presence monitoring
- Enable walk-in booking generation through occupancy detection

Interactive Floorplans and Wayfinding

The solution provides comprehensive navigation capabilities through interactive floorplans that help employees and visitors locate colleagues, available spaces, and workplace amenities. Users can search floorplans to find people, view real-time space availability, and get directions to their destinations. The visual interface displays colleague locations with initials, shows availability status with colour-coded indicators, and highlights key workers like fire marshals for enhanced workplace safety.

- Interactive Floorplans and Wayfinding features include:
- Search floorplans for colleagues, spaces, and amenities
- View real-time workspace availability and occupancy status
- Display colleague locations and workspace assignments
- Provide wayfinding and navigation assistance
- Identify key personnel roles (fire marshals, first aiders)

- Enable QR code scanning for instant space booking
- Support multi-floor and multi-building navigation

Microsoft 365 Integration

Eptura Engage provides deep integration with the Microsoft ecosystem, enabling employees to manage workspace bookings directly within their existing workflows. The solution includes an Outlook Calendar Add-in for meeting space management, Microsoft Teams app for collaborative booking, and native Exchange booking capabilities that work without additional plugins.

Microsoft 365 Integration includes:

- Outlook Calendar Add-in for meeting room booking and visitor management
- Microsoft Teams app for team collaboration and group booking
- Native Exchange booking support across platforms
- Two-way calendar synchronisation for seamless workflow integration
- Teams meeting integration with room booking
- Mobile Outlook and Teams calendar support
- Automatic visitor registration with Eptura Visitor integration

Enhanced Analytics and Reporting

The solution provides comprehensive analytics capabilities to help organisations understand workspace utilisation patterns and make informed real estate decisions. Standard reporting includes occupancy tracking, booking analytics, and space utilisation metrics, whilst Advanced Analytics offers deeper insights through business intelligence dashboards and Power BI integration.

Enhanced Analytics and Reporting capabilities include:

- Real-time occupancy and utilisation analytics
- Historical resource usage reporting
- Space demand and capacity analysis
- Employee work pattern insights
- Booking behaviour and no-show tracking
- Custom dashboard creation and filtering
- Power BI template integration for offline analysis
- Automated report scheduling and delivery

Mobile Applications

Eptura Engage Mobile App

The comprehensive mobile application provides employees with full booking capabilities, colleague location services, and workspace navigation tools. Employees can book spaces on-the-go, check availability through QR code scanning, organise team days, and access office-specific information through the customisable concierge menu.

Key Features of the Mobile App:

- Book personal and meeting spaces from mobile devices
- Check-in via app or QR code scanning
- Find colleagues and view team schedules
- Organise team collaboration days
- Access interactive floorplans and wayfinding
- Receive notifications for booking updates and visitor arrivals
- Customise homepage with office-specific shortcuts and services

Specialised Mobile Applications

Eptura Engage includes additional mobile applications for specific functions:

- **Service Request App:** Submit and track service tickets from mobile devices
- **Visitor Kiosk App:** Secure iPad-based interface for visitor check-in processes

Advanced Features and Add-Ons

Condeco Presence - Sensor Integration

Condeco Presence enhances Eptura Engage with automated booking management through sensor technology integration. The solution automatically releases inactive bookings, generates walk-in reservations when sensors detect presence in unreserved spaces, and provides actionable notifications to users when presence is not detected.

Condeco Presence capabilities include:

- Automatic release of no-show and early-departure bookings
- Walk-in booking generation through continuous presence detection
- Actionable email reminders for booking management
- Support for multiple sensor technologies
- Cloud-based sensor management and provisioning
- Real-time usage analytics combining booking and sensor data

AI-Powered Intelligent Features

- Eptura Engage offers advanced AI capabilities including:
- **Intelligent Booking for Team Days:** Automatically select optimal workspaces based on attendees, seating preferences, and proximity requirements

- Copilot for Reservation Management: Natural language commands for workspace location and office day planning
- Dynamic Workspace Recommendations: AI-powered suggestions for optimal workspace environments

Shift and Hourly Booking

For organisations requiring flexible scheduling, Eptura Engage supports:

- 15-minute increment reservations for precise scheduling
- Shift-based booking for 24-hour operations
- Hourly booking capabilities for call centres and rotating teams
- Enhanced space utilisation for continuous operations

Integration Capabilities

Eptura Engage integrates seamlessly with existing enterprise systems and workplace technologies:

APIs: Comprehensive developer portal and REST APIs for custom integrations

Calendar Systems: Microsoft Exchange, Office 365, and third-party calendar platforms

Video Conferencing: Teams, Zoom, and other collaboration platforms

Sensors: Multiple occupancy sensor technologies for automated booking management

Access Control: Badge swipe integration for automated check-ins

Workplace Management: Integration with Eptura Workplace for centralised resource management

Visitor Management: Integration with Eptura Visitor for comprehensive guest experience

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