



DIGITAL CAMPUS MAPS & WAYFINDING



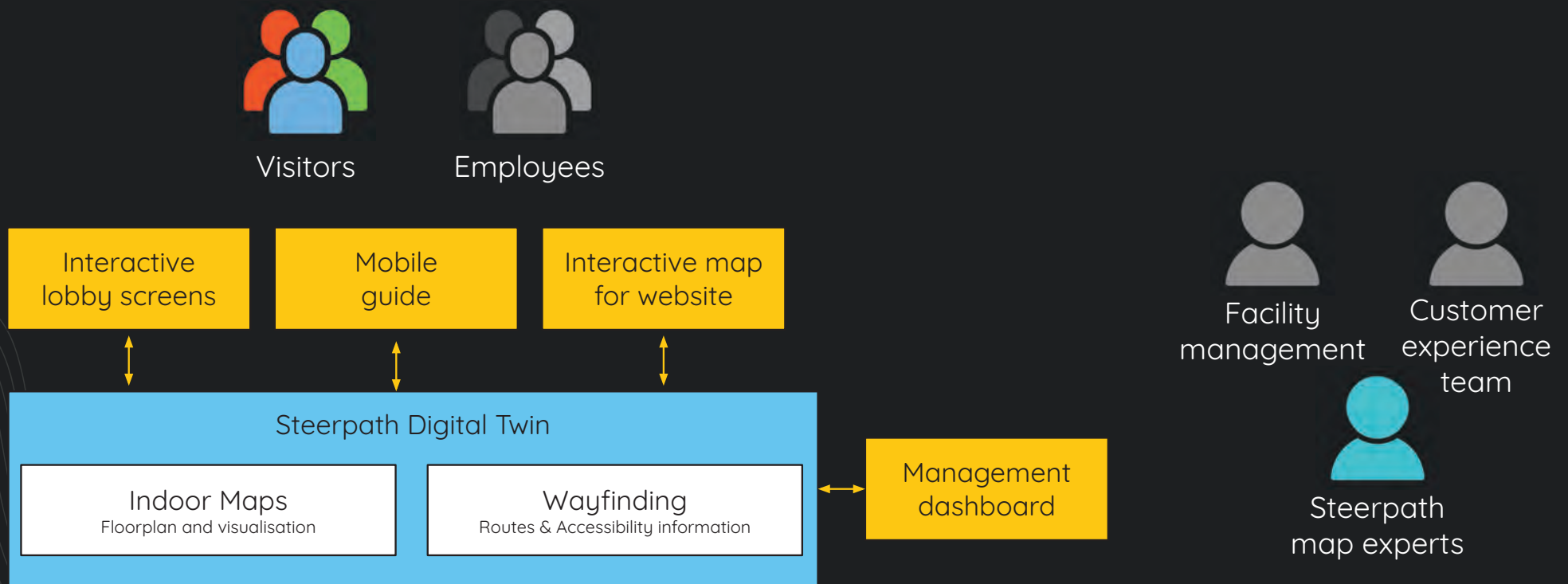
Managing campus building information is not easy

Campus is a complex environment with multiple different stakeholders with different needs & expectations

- No single place to manage floor plans
- Visitors consume staff time asking directions
- Info desk has no easy way giving end-to-end directions to visitors
- Campus regular users look for free / available spaces
- Marketing & Customer experience team creating custom maps & floorplans for each use case and channel

→ How to manage campus wayfinding experience for all channels in one place?

One platform for all maps & wayfinding

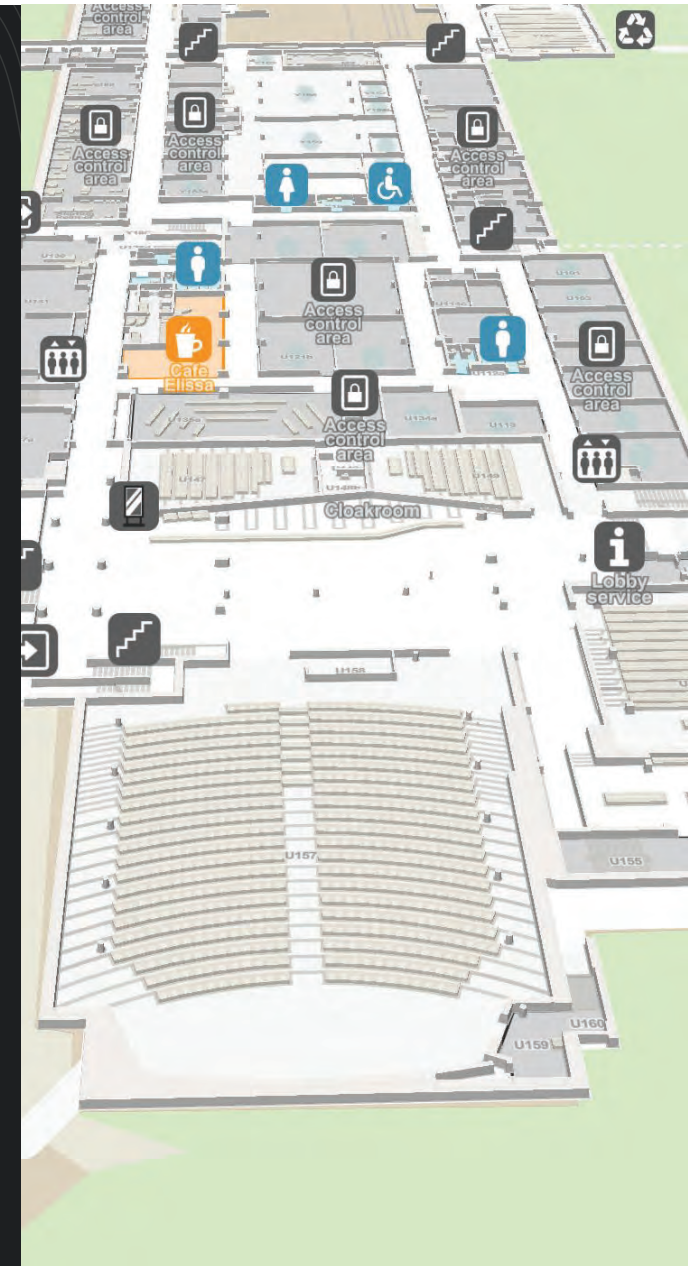


Digital campus map features

Outdoor & indoor with 3D

Intuitive, seamless zoom from city to furniture level

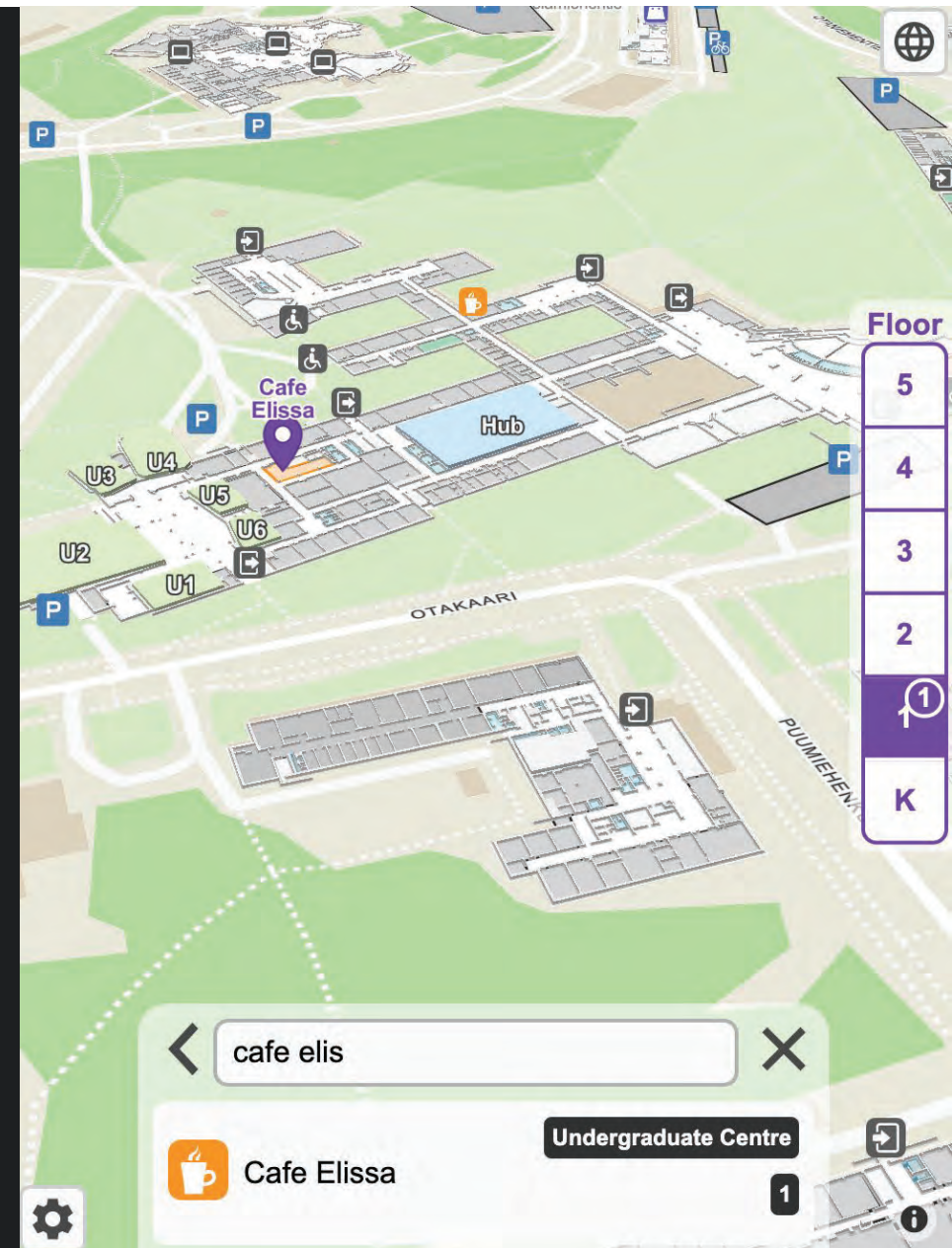
- Show relevant information at each zoom level (campus, building, floor, department)
- Dark mode + support for customer branded map styles
- Export maps for marketing, customer service, operations as
 - PDF
 - High resolution PNG image
 - Interactive map link



Search

Make it easy to find everything

- Room numbers & names
- Create aliases for things like Food, Drink, Toilets
- Language support (Built-in English, Finnish, Swedish)
 - Can be extended
- Automatic listing based on distance from your current location / view (when multiple results)
- Search results can be shared & copied to phone



Wayfinding

Give your visitors a stress free last mile experience

- Fastest route automatically calculated
- Supports accessible routing
- In campus wayfinding even between buildings & from parking lots



QR code onsite shortcuts

Make any surface act as an interactive guide

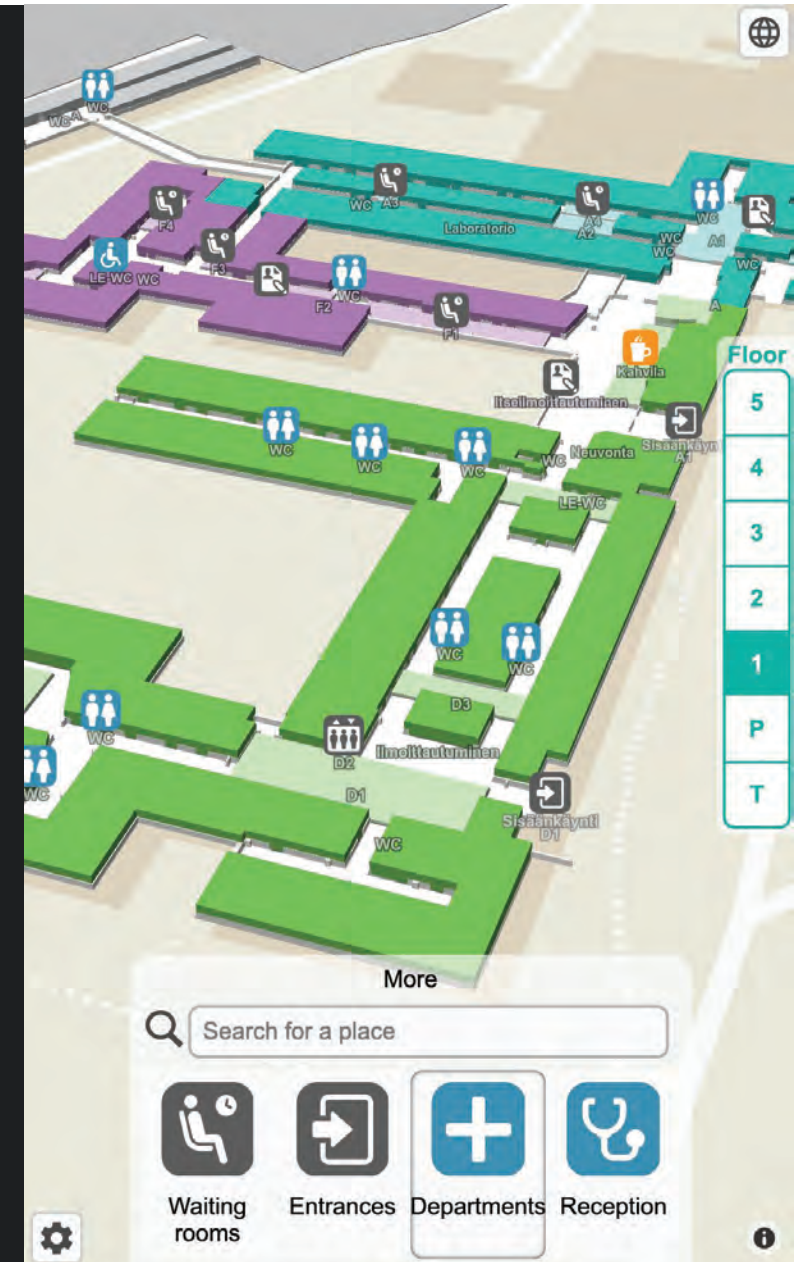
- Scanning QR code sets user location to where QR code is
- When user searches something, they will get route from their current location (location of the QR code) to the destination
- Can be added into existing digital & printed signage
- “Laboratory” sign can guide user straight to Laboratory instead of to the next Laboratory sign!



Quick search buttons

Real time wayfinding helps orientate new employees

- Like Google maps for indoors
- Works on mobile, web and lobby screens
- Supports multi-floor and multi-building campuses
- Optional indoor positioning with beacons
 - Battery operated 4 years
 - No internet required

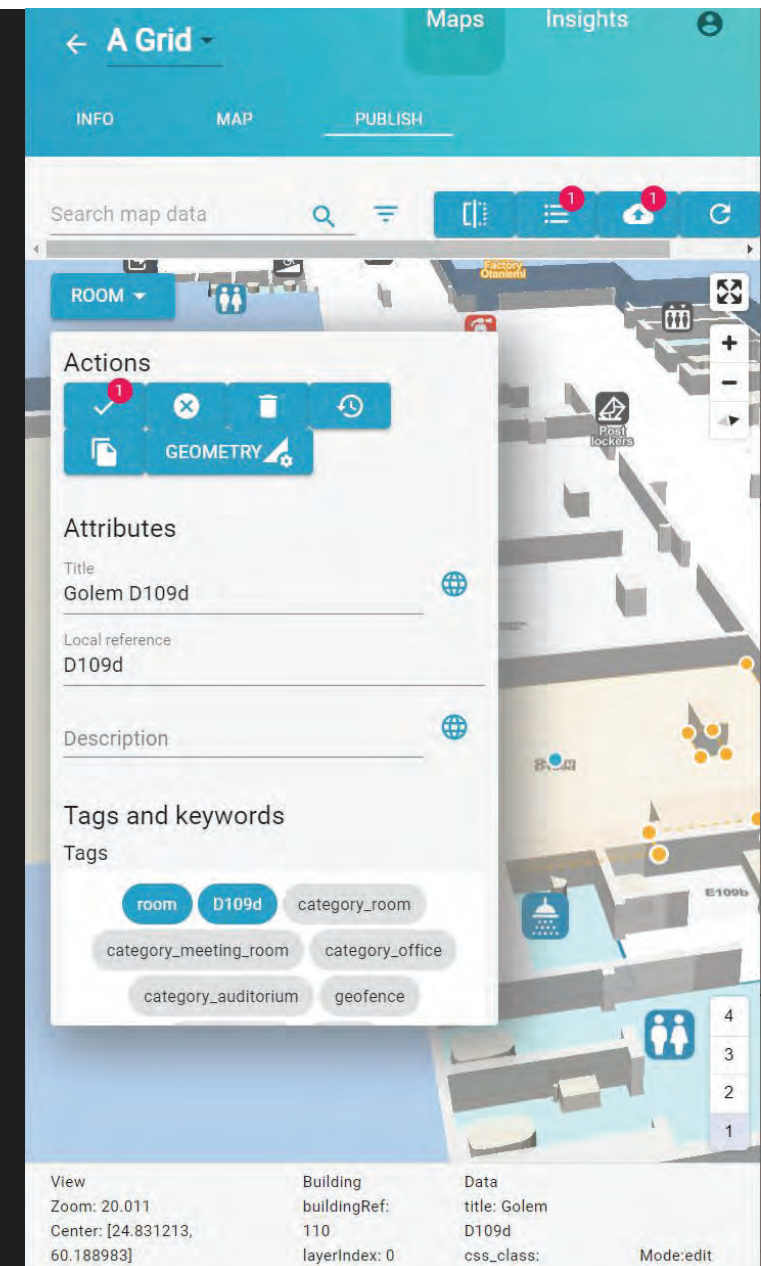


Facility Manager Features

Manage campus floor plan

Click & Drag edit floor plan, translations and keywords

- Manage how the floorplan looks with simple web based editor
- Initial map is created by Steerpath team from AutoCAD, PDF or image
- Link & Unlink rooms from booking system (Outlook and Google integrations)
- Visualise important points of interest and amenities to employees and visitors
- Option: Steerpath team manages maps as a service
 - Map updates via maps@steerpath.com



Publish maps

Digital signage, Websites, print & mobile

- Review changes before publishing them
- Manage all data in one place - publish in all medias
- Supported formats:
 - PDF
 - High resolution PNG image
 - Interactive map link
 - Digital signage
 - Websites
 - Mobile apps



Map Export

Toggle Map Layers

TOGGLE STYLE LAYERS

Dimensions (mm)

Width 1890px

160

Height 1181px

100

DPI

300

Format

☒ PNG

☐ PDF

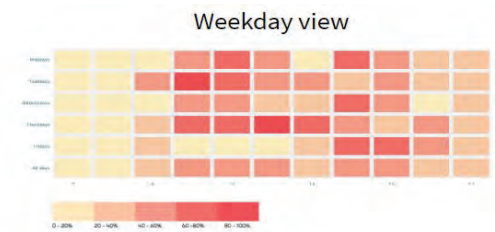
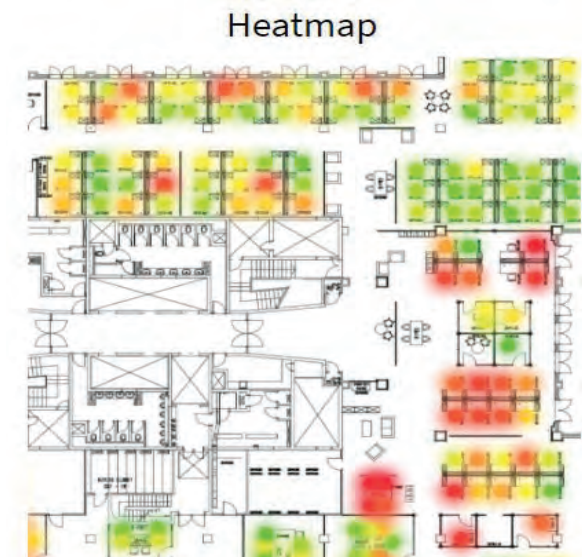
GENERATE



Optional: Occupancy analytics

Your partner for data driven space management

- Historical analysis of space utilization from IoT sensors
- Visualization of occupancy
 - Heatmaps
 - Histograms
 - Graphs
 - Grid
- Export data for your own data analysis



Steerpath Smart Office Service description

23.12.2024

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1. Introduction

Steerpath is a Finnish technology company that develops intelligent solutions for hybrid work environments, including space reservation and management features. The solutions are designed for organizations that want to understand the utilization rates of their properties, make changes to work environments, and support the hybrid work of personnel with digital tools.

The system consists of two different SaaS services:

Steerpath **Smart Office application** - designed to organise employees' hybrid work and booking spaces.

Steerpath **Occupancy analytics service** - which can be used to view the analytics of the property's space use.

Steerpath also provides equipment (hardware) to measure property utilization rates and offers client-specific consulting to support work environment changes throughout the co-operation lifecycle.

2. Steerpath Smart Office



2.1 Mobile app and desktop view

With the Steerpath Smart Office application (app), users can easily find the nearest available conference rooms, workstations, quiet spaces, and phone booths. The application allows users to plan their workweek and view their colleagues' schedules, including remote and in-office days. Users log in using Single Sign-On (SSO) with their organization's Microsoft or Google credentials. Reservations can be made quickly using the app's quick booking feature or by selecting a space from the map. The application's responsive user interface ensures a seamless experience across devices, including computers and tablets, making it more than a mobile solution.

2.2 Key features

- Create your own MyTeam
 - Add colleagues who are important to you to your own MyTeam-list
 - View your colleagues' weekly schedules, including remote and office days

- Weekly plan
 - Secure yourself a free workstation in the desired area from the office
 - Share your working location with those who have added you to their team
- Space search, booking, and sending meeting invitations
 - From the map
 - Using the search (building, room type, capacity, equipment)
 - Quick booking for recently used spaces
- Digital 3D map
 - Real-time status of reservable spaces and sensors (e.g., free/occupied).
 - Works seamlessly in the mobile app, browser, lobby screens, and company intranet.
 - Maintenance tools allow making changes independently or with the assistance of the Steerpath support team.
- Feedback
 - Submit feedback about facilities, app, or office experience
 - Customer-specific feedback categories (e.g. IT, Cleaning)
 - Directing feedback by category (to different email addresses)
- Optional modules
 - Indoor positioning
 - Smart locks

2.3 Floor plans of the office for lobby screens

Steerpath provides a browser-based map interface that does not require login, allowing them to search for available spaces. The office's web-based map view can be embedded on interactive kiosk screens, ideally placed at key decision-making locations such as entrances, lobbies, or



staff rooms. These screens display real-time occupancy data for each floor and enable users to locate the nearest available spaces.

The lobby screen also supports seamless transfer of space information to the mobile app via a scannable QR-code. For example, if the selected space is located on the opposite side of the building, the employee can switch to the mobile app and follow navigation instructions to reach it (requires an indoor positioning module).

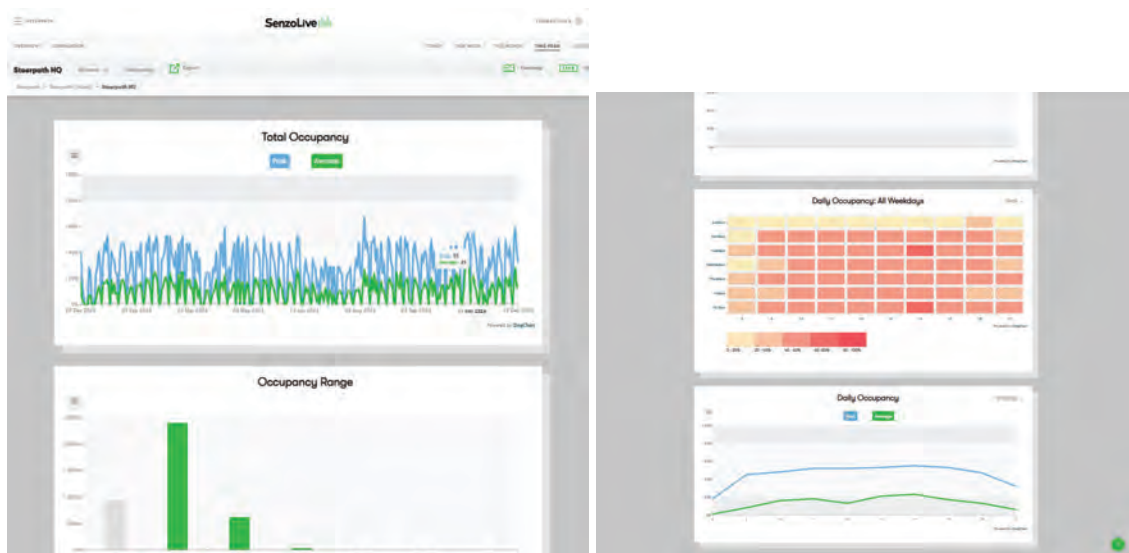
2.4 Management Tools

Steerpath provides easy-to-use management tools for handling application and office map data. With Steerpath's map editor tool, customers can efficiently manage office maps, such as renaming spaces or updating layouts. To support effective use of these tools, Steerpath offers comprehensive training sessions, ensuring customers can make modifications quickly and confidently.

2.4.1 User management

The Steerpath Smart Office app integrates with customer organizations' user management systems. Users log in using their Microsoft or Google credentials, and their access rights, including reservation permissions and limitations, are determined by the organization's Microsoft or Google settings. The system includes three user levels: Normal User, Power User, and Admin User. Normal Users have basic access to the application's features. Power Users can access additional functionalities, such as viewing occupancy analytics or making early reservations for specific rooms. Admin Users have full access, including the ability to delete and edit system information.

3. Occupancy analytics service

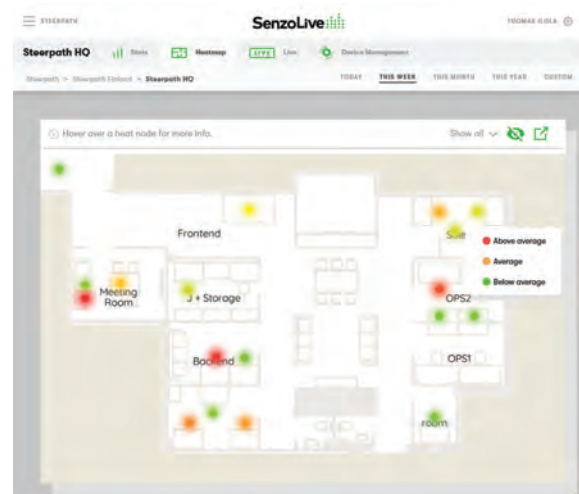


The Steerpath Occupancy Analytics service is a web-based platform for storing and analyzing occupancy data. It allows users to monitor facility usage levels using data collected from occupancy sensors. Occupancy sensors continuously capture data, which is transmitted to Steerpath's system for processing and analysis.

3.1 Key features

The Steerpath Occupancy Analytics service includes the following key features,

- Sensor analytics in web-dashboard
 - Administrator user overview
 - Sensor maintenance view
 - Real-time monitoring and maintenance status of occupancy sensors.
 - Heatmaps



- Visual representation of occupancy patterns to identify high- and low-usage areas.
- Time series analysis
 - Track occupancy trends over time for data-driven decisions.
- Daily peak and average
 - Insights into peak usage times and average occupancy levels.
- Distribution of usage rates
 - Categorized breakdown of facility utilization rates.
- Facility Comparison view
 - Compare usage metrics across different spaces.
- Additional services (available for an additional cost)
 - Customized reports & dashboards
 - Tailored analytics and visualization tools to meet specific client needs.
 - Work environment consultation
 - Steerpath provides expert advice based on occupancy data to help optimize facility usage and improve workplace efficiency

3.2 Data storage & interfaces

The Steerpath system securely stores data from various sources in a fully anonymized format. This data is stored in a permanent storage and can be accessed by other systems through API interfaces. Steerpath ensures compliance with the European Union's General Data Protection Regulation (GDPR), safeguarding data subjects' rights and maintaining a high level of data protection.

The system is compatible with multiple sensors that collect occupancy data and supports integration with third-party sensor data via API interfaces. All stored data is hosted within the EU region (AWS-Ireland).

3.3 Data export to external systems

Steerpath systems generate data that can be stored in a format suitable for export to third-party data visualization tools. This enables integration with commonly used Business Intelligence (BI) applications such as Tableau and Microsoft Power BI.

For clarification, the SaaS service does not include additional integrations or their maintenance by default. Any required integrations or related work will need to be agreed upon separately.

4. Data security and continuity

Steerpath operates in full alignment with the ISO 27001 standard and maintains readiness for third-party audits and certification, though it has not yet obtained formal certification.

To ensure a high level of security, Steerpath has documented processes and responsibilities to address disruptions or information security incidents. These information security processes, based on ISO 27001 standards, along with GDPR-compliant personal data processing protocols, are detailed in separate documentation, which can be provided upon request.

4.1 System monitoring

Steerpath uses multiple independent systems to monitor the SaaS service QoS.

At the top level, an external (non-AWS) system checks that all interfaces respond to external requests as expected. If an interface is not reachable, the system immediately sends an email and a message to the internal instant messaging platform (Slack). This system also tracks how long the service has been available.

Within AWS, Steerpath uses CloudWatch to monitor critical services. Metrics include the total number of requests in 10 minutes and the number of errors during the same period. If these thresholds are exceeded, email notifications are sent.

Certain integrations, such as Modulo and sensor integrations, have their own specific monitoring. For example, Modulo integration generates detailed error reports showing what actions were completed and where the error occurred. Note that Modulo integration is not applicable to all Steerpath clients. For sensors, each device's messages are tracked, and if a "heartbeat" message is not received, the gap is logged in the sensor's data.

If needed, Steerpath can provide a report on the availability of key services as outlined in the SLA.

4.2 Ensuring system continuity

To produce services, Steerpath uses AWS-managed and automatically scaled services (Managed services), such as AWS Lambda (microservices) and AWS DynamoDB (Database), which are automatically restarted and restored if problems occur in the hardware running them. Hardware problems are not visible to services Steerpath, but new instances are created for the services to automatically replace the previous ones. Steerpath has a process to ensure that there are automatic incremental backups of customer data, so that daily copies are kept for at least seven days and weekly copies for at least a month. Monthly copies are kept for at least six months.

4.3 Ensuring the scalability of the system

To produce its services, Steerpath mainly uses the automatically scaled managed services (managed services) of the cloud service provider (AWS), such as AWS Lambda. The background system of the service consists of a microservice architecture, which means that if the load is directed to a part of the service, the performance of the entire service does not need to be increased. The systems are configured so that scaling takes place between the given limit values as needed, and these limit values can also be adjusted later. In addition, caches are widely used in the interfaces (e.g. AWS Cloudfront, AWS ElastiCache), which not only speeds up the operation of the service, but also increases its resilience to rapidly growing usage volumes or spikes.

4.4 Limiting the effects of blocking the use of the service

In operational use, the management of work tasks mustn't be prevented under any circumstances, not even in a situation where there is an unexpected disruption in Steerpath's service.

Steerpath has designed its system in such a way that the function can often be implemented in an alternative way if the primary way of use is blocked for some reason.

For example, even if an Android operating system update causes an unexpected compatibility problem with the mobile app, the user can always switch to the browser version, either on the same device or on a desktop computer.

Another critical issue in terms of operational use could be, for example, space reservation. If making a space reservation, or viewing space reservations through Steerpath's products,

is prevented for some reason, the user can always go back to, for example, their Outlook calendar to view and make reservations.

Even sending service requests / creating tickets is possible multi-channel, either through the application (primarily) or directly by email.

4.5 Preparation for disturbances in external systems

Efforts have also been made to prepare for disturbances in external systems.

Example: Access to the reservation interfaces is blocked or the service does not work

If the customer's reservation system (e.g. MS Exchange) does not work or the Steerpath application's access to its interfaces is blocked, this will result in the Steerpath service not being able to make reservations or show the user the reservation status or own calendar.

However, this does not affect other parts of the service, and for example base maps and possible additional features such as capacity reservation and My Team features will continue to function. Blocking access also does not affect the utilization analysis, excluding those that may be in use for reservation collecting analytics.

Example: The SSO service is not working

If the SSO service responsible for user identification (e.g. Entra ID) does not work, the user's sessions end quickly, logging the user out, when the access rights (token) cannot be updated (refresh). In this case, the user sees that he is not logged in to the system and can search for alternative methods of operation (e.g. Outlook) until the error in the SSO service is fixed.

4.6 Monitoring of the sensor equipment

The operation of the sensors is monitored in real-time, and if errors are detected in the data streams, the problem is always resolved as quickly as possible. Remotely, it is mainly possible to find out the cause of data flow problems (flaws in the sensor supplier's cloud service vs. a physical sensor problem). If the problem is with the physical sensor, we will agree with the customer on changing the sensor or installing a possible additional base station separately. If, for example, the location of the sensor has been changed by the customer after the initial installation and related testing, the customer is responsible for any self-inflicted problems.

Changing one sensor for another has been made so easy that Steerpath tries to guide the customer's contact person in changing the part. In this way, the repair can be carried out as quickly and cost-effectively as possible, regardless of the reason for the sensor failure.

4.7 Documentation management

Steerpath internally maintains all its documentation in a protected EU cloud, which has e.g. version and access rights management. The exception is the design of user interface components, which is maintained in Figma, which also has version control. The language of the Technical Documentation is English.

According to the ISO 27001 specifications followed by Steerpath, only those persons of the customer and Steerpath who have a reason to access the directory (for example members of the steering group, members of the project group) have access to the documents. For clarity: The directory does not store end-user data (GDPR data).

5. Implementation of the system

To register the customer and set up the system, the customer provides the CAD drawings of the building, as well as detailed information on the locations of the resources to be reserved, the naming convention and presents other possible exceptions that cannot be deduced from the CAD images. These include all building information, such as the names of break rooms, meeting room IDs, desk IDs, desks assigned to certain employees, toilets (men and women), etc. Parking areas can also be added as part of the service if such are available. With up-to-date status information, Steerpath can guarantee the best possible user experience for end users.

All Reservable spaces/resources must be added to the customer's reservation system (O365) and the Steerpath platform. **Steerpath guides the customer and provides the necessary information for the integration. The customer must nominate a technical contact person for the process who has access and admin access rights to the O365 environment.** By using Microsoft Office 365 data as basic information for reservation resources, the customer benefits from automatic synchronization between the Steerpath application and O365.

All reservations made in the application are automatically synchronized with the Customer's O365 system. In this way, the end user can always manage all the reservations

he has made, also using the Steerpath system. With the system, it is possible to set various restrictions, such as how many days in advance you can reserve conference rooms.

The system is always tested and checked by the subscriber before publication. If there is something to note about the map or reservation data, Steerpath will make the changes before publication. It is possible to present changes to the customer for 4 weeks after the delivery of the first map print. Changes after this are charged on an hourly basis, unless otherwise agreed separately.

Note: The customer must reserve a designated IT person for the project and the delivery process, who will act as Steerpath's contact person. CAD drawings must be provided (in DXF or DWG format)

5.2 Training and user support material

Steerpath offers the Customer training on how to use the system. The training includes training for main users and end users, as well as maintenance tool training for people who maintain the property. The trainings are basically organized remotely via the Microsoft Teams service.

Support material for end users is available directly through the application, as well as on Steerpath's website. A separate Steerpath "Academy" section has been put together for training, which offers guidance on how to use the system for different user groups. This allows users to quickly access the necessary information and training materials, ensuring a smooth and efficient use of the system for all users.

The guidance and guides available to users are constantly being developed both to support newly developed features and by developing guides based on support requests.

Our goal is to ensure that all our user groups receive the support they need in accordance with the agreement and efficiently. In this case, the users of the application can focus on their core tasks and utilize our system in the best possible way.



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Tutorials & Knowledge base

No matter if you are a curious user of Steerpath Hybrid Workplace solutions or an admin user looking to learn how to manage an office floorplan or use workplace analytics - this is the place to learn all of that.

New courses are added regularly. In case a feature or use case you were instructions for is not found, please [let us know](#) and we will add it as soon as possible.

Content here is created together with our users and based on learnings from live training sessions. If you find any parts hard to understand, outdated or missing information, do not hesitate to let us know - let's keep on making these tutorials and guides better together.

[Start Course](#)

0%

Progress

Basics of Steerpath App

2 Lessons - 0:44




5.1 Standard delivery schedule

Delivery of the system takes 4 weeks from the order. If delays are detected in the acquisition of the equipment, Steerpath will immediately notify the customer of the delays. However, Steerpath is not responsible for delivery delays caused by the equipment.

Weeks 1-2: Collection of base material, map digitization and preparation for O365 integration.

Weeks 2-4: Possible changes, integration testing, training of main users.

Weeks 3-4: Installation and testing of IoT sensors at the site, final system testing.

Week 4-5: Training and start of production use

Note: It is important that the customer has an internally consistent understanding of the use of the facilities, so that the delivery process remains on schedule. Steerpath guides and supports the customer in decision-making, but the responsibility in matters related to the premises naturally rests with the customer himself. Steerpath is not responsible for delays caused by the customer.

6. Service levels and SLA

6.1 Service availability

Steerpath undertakes to ensure that the availability of services is at a high level. Quarter availability is at least 99.5%, which means that the services are available at least 99.5% of the time during each quarter. This high level of availability is achieved and maintained through continuous system improvement measures and regular maintenance measures, which ensure system reliability and performance. Possible outages will be announced in advance, and all possible problems will be resolved quickly and efficiently, so that the disturbances experienced by users are as minimal as possible.

6.2 Service levels & refunds

The table below describes the service levels of the Steerpath service.

Error class	Reaction time	Target time	Example	Credit
Class 1 Critical errors	4 hours if the error occurs during office hours from 8 am to 5 pm. Notifications made after 5 pm and on weekends: during the next business day.	1 weekday.	The product does not work at all, the problem is detected by more than 50% of users.	[-20%] Discount on the current month's service fee.
Class 2 Significant errors	During the same weekday.	3 business days.	The use of the system is significantly blocked, it is not possible to log	[-15%] Discount on the current month's service fee.

			in to the application or make reservations.	
Class 3 Minor faults	Within two business days.	one week. 5 weekdays	An "error" appears in the system, some UI component does not work as it should.	[-5%] Discount on the current month's service fee.

Error reports must be made at least by e-mail to the address support@steerpath.com. In addition, for critical errors, a call should be made to Steerpath's contact person or Steerpath's office number: +358 9 23161155.

The number can also be found: <http://steerpath.com> from the website.

Note Only problems that concern the widely and comprehensively delivered system and the majority of service users are covered by the refund. Problems concerning an individual user are not covered by the refund, but they will be responded to according to the table.

6.3. Warranty

Equipment supplied by Steerpath is granted a 12-month warranty (from the time of purchase). The warranty ends if the device is removed and/or installed in a new location. The warranty only applies to newly delivered sensors, gateways and BLE beacons (indoor positioning).

7. Customer management, further development and maintenance activities

7.1 Support Requests

The service does not include separate end-user support. However, Steerpath's support staff actively strives to support the customer in possible problem situations outside of the SLA. Support requests are sent via email to support@steerpath.com by the customer's system administrators.

7.2 Work environment consultation

Typically, the Service includes an hour-long consultation meeting held four times a year, where a Steerpath expert examines the data collected by the system together with the customer. During these meetings, utilization rates are analyzed and findings related to the development of the work environment are presented.

In the consultation, for example, the most and least used facilities, the utilization rates of different types of facilities and observations of the facilities and areas that have received a lot of use will be reviewed. Based on these findings, recommendations can be made that help improve the efficiency and comfort of the work environment.

Additional consultation, reporting and costs are agreed separately.

Providing the service requires that the customer has the sensors intended for measuring the utilization rate.

7.3 Alterations

All modification work is a separately invoiced service, for example changing the name of the space or making furniture changes. The minimum charge for time changes is 1 hour.

7.4 Additional equipment installations, maintenance and battery replacement

Installation of the equipment is easy and simple. If defects are detected in individual devices, the customer is generally responsible for installing a new device himself.

Steerpath replaces defective devices with new ones during the warranty period, but installation services are not covered by the warranty.

Additional installation services are always paid for by the customer. Possible replacement of batteries is also performed as a separately ordered job.

7.5 Development, change management and maintenance outages

Steerpath follows the continuous-development model, where product management and product development are processes through which small updates are brought to production as part of the processes.

As part of the process, numerous automatic and manual checks are made, and all changes are tested in a test environment before being put into production.

The aim is to bring the changes into production primarily without maintenance interruptions. Maintenance breaks are quite rare and typically last less than an hour. If a maintenance outage is expected, customers will be informed of this 5 days before the maintenance outage, and we will try to schedule the maintenance outage outside of normal office hours.