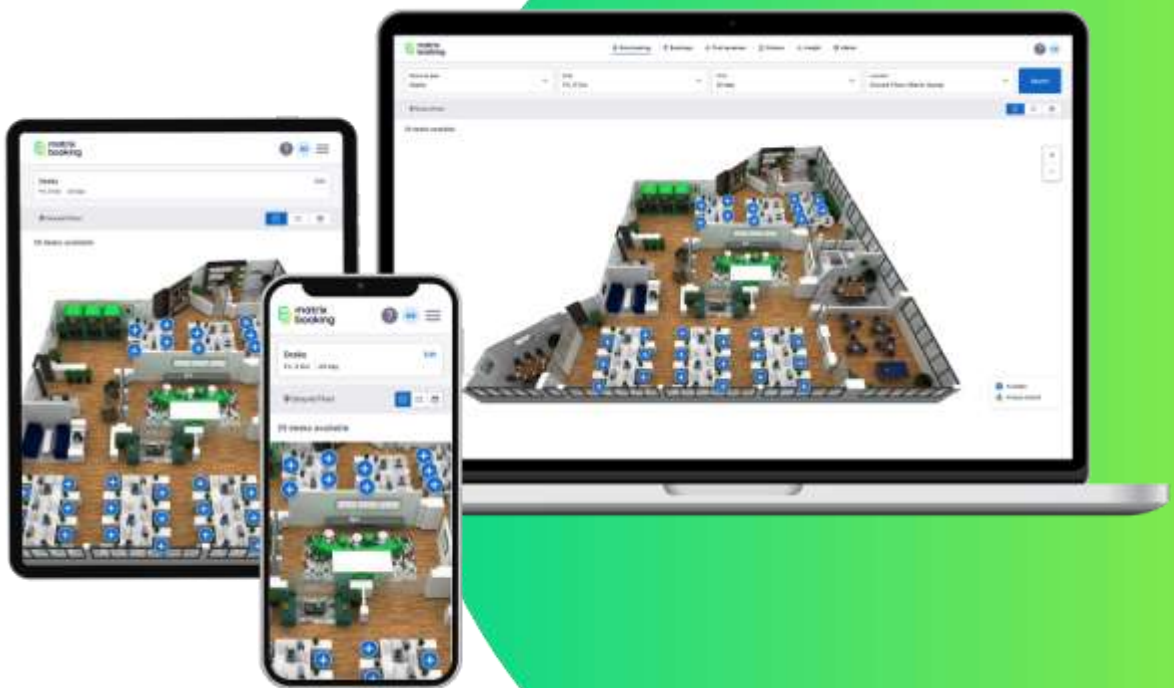




Matrix Booking: Workplace management platform G-Cloud 15



January 2026

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About Matrix Booking

Join the community of 150+ public sector organisations using Matrix Booking to support their teams' happiness and productivity, manage visitors, and unlock essential estates savings.



* data correct as of January 2026

Our booking software encourages people to make the best use of your buildings by providing quick and convenient ways to find and reserve the right workspaces. It supports booking resources for themselves and colleagues. This includes desks, meeting rooms, collaboration spaces, EV chargers, lockers, parking spaces, and any other bookable resources.

Our visitor management system helps you make a great first impression and streamline your visitors' experience.

Our analytics dashboards give you powerful insights that inform future estates decisions leading to financial and environmental savings. Spot underused spaces that you could repurpose, lease to other organisations, or sell. Proactively plan your next building's zones and resources using real occupancy data. Identify quick wins, such as opportunities to switch off heating or cooling and lighting in certain areas at quieter times.

Public sector organisations of all sizes use our software. This includes government departments, such as the Government Property Agency (GPA), HM Revenue & Customs (HMRC), and the Department of Health and Social Care (DHSC). Numerous councils and the NHS also use Matrix Booking. Deploy our software in a single office or across campuses and multi-site estates, including shared buildings or hubs.

Get to know the Matrix Booking suite and supporting services

Our comprehensive product suite is supported by a range of professional services to help you get the most value from your buildings. This is for today and to plan your future estates. Explore the key components of the Matrix Booking suite and the optional supporting services below.

The Matrix Booking product suite

Matrix Booking is a cloud-based office booking and visitor management system that's made up of the following core components. You can procure all of them through G-Cloud:

- **Desk booking** – empower your employees to find and book the right desks for themselves and their colleagues.
- **Meeting room booking** – make it simple for anyone to find and reserve the right space for their meeting or event.
- **Resource booking** – let employees search for and book any kind of workplace resource, from electric vehicle (EV) chargers to car and cycle parking.
- **Visitor management** – autogenerate digital visitor lists, offer easy ways to check in, and auto-alert hosts when their guests arrive.
- **Workplace sensors** – add occupancy and environmental sensors to your buildings to unlock deeper usage insights, improve productivity, and identify strategic savings.
- **Workplace analytics** – dashboards based on booking, check-in, sensor, and other data enable you to intelligently optimise your estates, save money, reduce your environmental impact, and increase return on investment (ROI).
- **Workplace integrations** – Matrix Booking can integrate with other systems to create attractive and easy-to-use workplaces. This can include enterprise IT systems, such as Microsoft 365 and Entra ID, as well as building systems like access control.



Matrix Booking for Government and public sector hubs

The Matrix Booking suite is designed to securely support the unique needs of Government Hubs. More than 150 public sector organisations are using our software to share their workspaces to improve employee productivity, collaboration, and well-being, while reducing costs.

Matrix Booking enables hub operators to set up and run multi-organisational buildings with a blend of shared and tenant-specific zones, rooms, and other resources.

GovFlex

GovFlex is a configurable workspace pooling service delivered via the Matrix Booking platform, designed to support flexible use of desks and rooms across participating government locations. The service enables a shared network of bookable workspace resources to be established and managed centrally, while allowing controlled access by participating departments and users. GovFlex is intended to support evolving government workplace strategies by enabling civil servants to book desks and rooms across a defined estate, rather than being restricted to a single home location.

The service is delivered through the creation and operation of a dedicated GovFlex network within Matrix Booking, to which eligible desks and rooms can be added over time. Resources may be introduced incrementally and grouped logically by location, building or region, allowing the network to expand in line with policy decisions and estate availability rather than requiring full national coverage from the outset. Access to GovFlex resources is managed at an organisational and departmental level, enabling departments to control who can view, search and book shared workspace.

GovFlex supports configurable booking policies, controls and management information to align with government governance requirements. This includes the ability to apply booking rules, quotas, approvals and usage limits at organisational or departmental level, as well as providing reporting to support visibility of utilisation and demand. The service is designed to provide management information that can inform internal monitoring, decision-making and any recharge or cost-allocation models determined by government, without prescribing how those commercial arrangements should operate.

The service is suitable for pilot, proof-of-concept and phased rollout models and can be extended through configuration and optional integrations as requirements mature. GovFlex can integrate with existing calendar, identity and notification systems where appropriate, and additional capabilities may be introduced over time as policy, operational and technical decisions are finalised. Matrix Booking works collaboratively with customers to configure the service within the core platform and to support controlled evolution of the GovFlex network as the programme develops.

Supporting services

To help you make the most of your workspace booking and visitor management system, we offer a range of supporting services, including:

- **Onboarding** – we'll get your resource booking system set up quickly and accurately. We'll train your administrators as well.
- **Floor plan redraw** – well-designed floor plans make it easy for people to find the right desks, meeting rooms, and other resources, and familiarise themselves with the office. We can redraw and optimise your floor plans to provide the best user experience.
- **Implementing integrations** – Matrix Booking can integrate with a wide variety of systems. We'll get everything working the way it needs to in collaboration with your teams and other vendors (where applicable).
- **Custom dashboards and reports** – Matrix Booking includes powerful reports as standard. If you need something extra, our data scientists can create custom reports and dashboards.
- **Future booking migrations** – streamline the rollout of Matrix Booking by having us migrate the bookings your people have already made to your new Matrix Booking system.
- **Email domain migrations** – departmental or organisational changes can require large numbers of staff email addresses to be changed. We'll make sure the migration happens seamlessly in Matrix Booking.
- **Admin as a Service (AaaS)** – our software is designed to empower your facilities management teams to make changes themselves. To make things easier for you, we can administer your system on your behalf.
- **Supplementary training** – we'll train your administrators as part of your onboarding. We also offer a range of additional courses for building managers and end users.
- **Workplace consultancy** – draw on the collective experience of our workplace management team for advice on areas such as building optimisation, future space planning, and strategies to enhance hybrid working.

- **Ongoing support** (included in your subscription) – benefit from 24x7 support from our UK-based team and access to our Support Portal with documentation, e-learning modules, and more.

Desk and room booking

Software for desk, room, and other resource booking to support streamlined resource management.

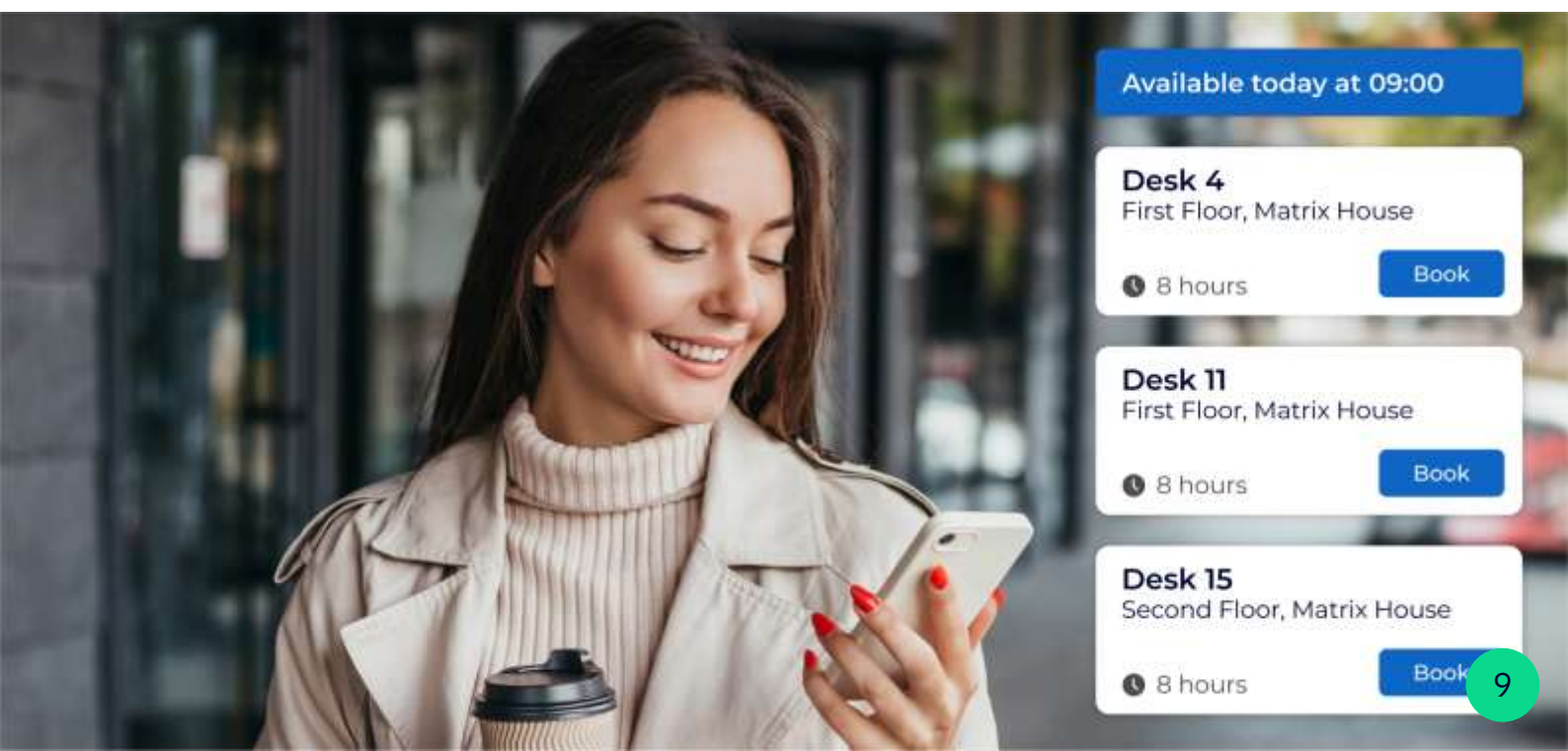
Be part of the network of public sector organisations using Matrix Booking to set up and run modern, consolidated, and shared workplaces that support hybrid working.

By helping reduce building costs, you can free up funds for front-line public services.

Meeting modern public sector needs

Many public sector workers split their time between different locations based on what they are doing and who they are working with. Modern workplaces need to support flexible and hybrid working, offering the right blend of work settings and resources. Some workspaces may be shared with other organisations, such as the NHS or emergency services.

Matrix Booking empowers you to set up your workplaces to suit your unique needs, so your staff can find and book workspaces and other resources quickly and easily.



Available today at 09:00

Desk 4
First Floor, Matrix House

🕒 8 hours

Book

Desk 11
First Floor, Matrix House

🕒 8 hours

Book

Desk 15
Second Floor, Matrix House

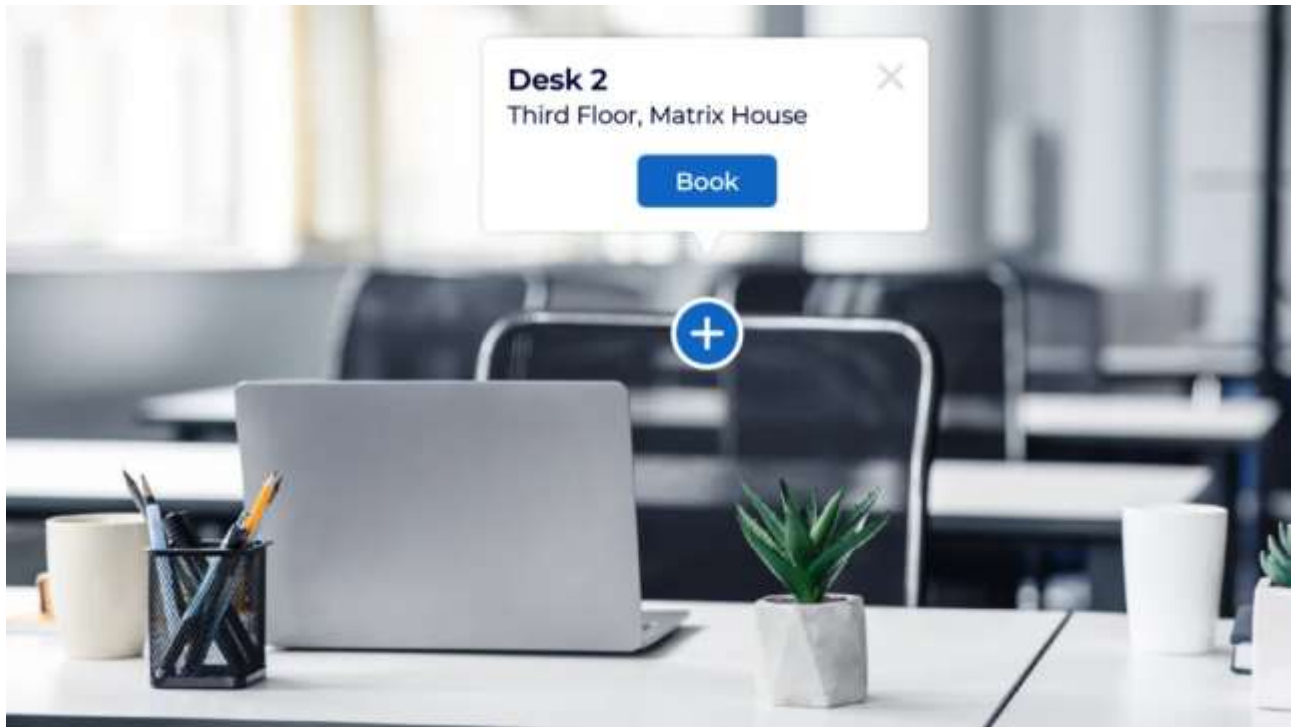
🕒 8 hours

Book

Desk and privacy booth booking

Employees can search for desks and privacy booths in any of your offices or shared buildings, find colleagues, make bookings for their team, and more using our web and mobile apps.

Check in to prearranged bookings or search for resource availability and book on-the-spot by scanning a QR code or tapping an NFC sticker by your desks and meeting rooms.



Meeting, Clinical room, and collaboration area booking

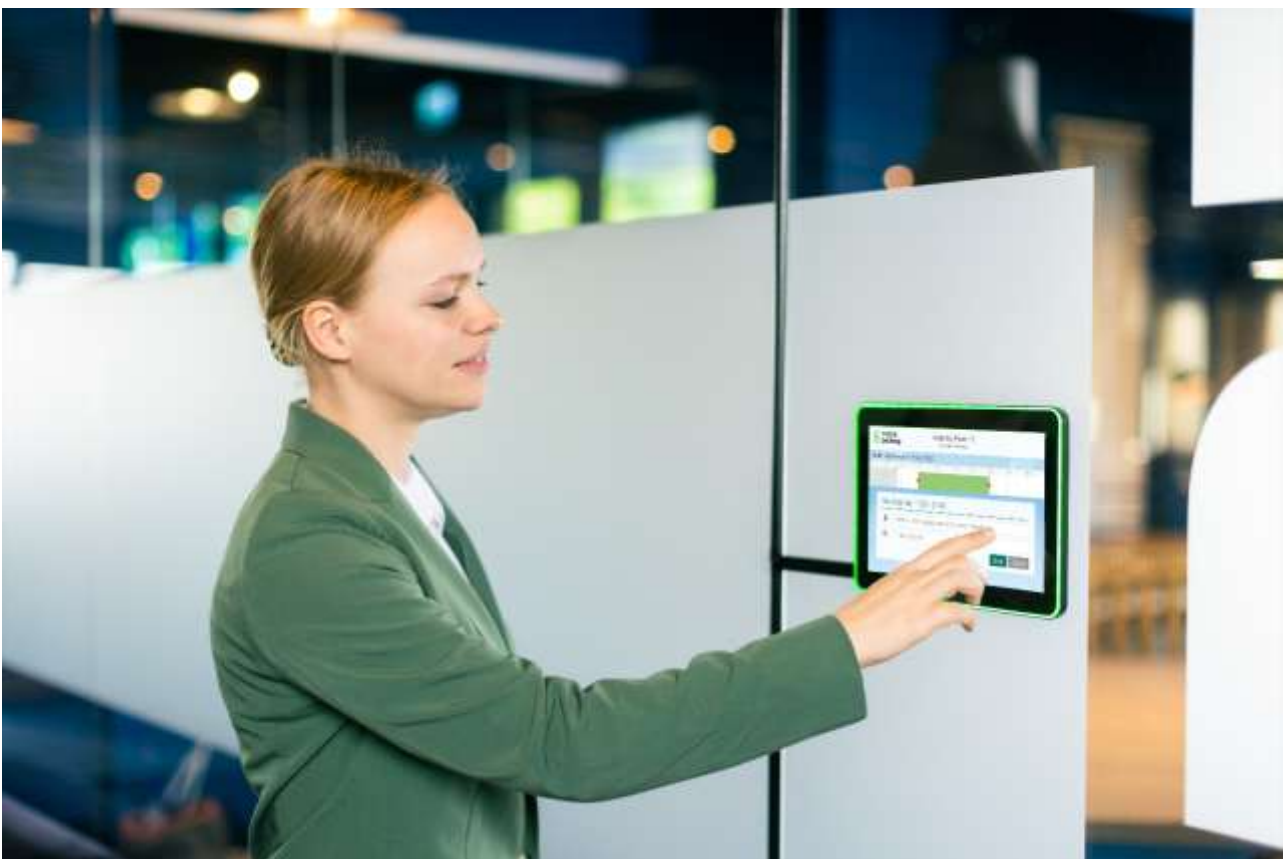
People can find rooms or collaboration areas that meet their needs based on different filters, such as location, facilities, capacity, and accessibility. They can add equipment, catering, and other resources to their booking. Book via our mobile app, web app, or Microsoft 365 or Outlook add-ins. Employees can also make reservations on-the-spot using a desk's or room's QR code, NFC sticker, or digital signage.

Signage Devices

Matrix Booking makes it easy to deploy meeting room displays, visitor check-in kiosks, signage screens and occupancy sensors across your workplace, offering flexible hardware models to suit your organisation.

You can choose Hardware as a Service (HaaS), where we supply, monitor, manage and maintain every device for you. From installation through to ongoing support, we take full responsibility, fixing or replacing hardware if anything goes wrong.

Or, if you already have devices in place, our Managed as a Service (MaaS) option, subject to our approval, allows you to use your own hardware while we handle configuration, monitoring and ongoing management. You retain ownership of the devices, while we ensure everything runs smoothly.



Other resource booking

You may have other resources available across your sites, such as car parking spaces, cycle parking, electric vehicle (EV) chargers, or lockers. Matrix Booking enables your teams to find and book any kind of workplace resource.

Visitor management

With Matrix Booking, visitors will:

- receive a welcome email containing the information they need to sign in on arrival
- can self-serve through a sign in kiosk situated on reception

You'll be able to:

- view a list of visitors from any location
- send automatic notifications to hosts when a visitor arrives
- display important safety information
- ask your visitors to sign declarations
- view graphical reports showing visitor numbers

Find out more about Matrix Booking's integrations in our visitor management service.

Integrate with other building and IT systems

Matrix Booking is designed to sit at the heart of the modern workplace, integrating with a variety of enterprise IT and building systems, to create easy-to-use and manageable workplaces that support happy and productive teams.

IT systems that Matrix Booking can work with include Microsoft 365, Teams, Outlook, Entra ID (formerly Active Directory), and System for Cross-domain Identity Management (SCIM), as well as single sign-on (SSO) services.

Other in-building system integrations can include access control systems, workplace sensors, and more.

Integrating with other building systems can unlock deeper estate usage insights for your facilities managers. For example, combining booking and check-in data with occupancy information from desk and room sensors gives you a richer picture

of overall utilisation levels. This can help you identify opportunities to optimise your buildings.

Find out more about Matrix Booking's integrations in our Workplace integrations service.

Multi-site estates and shared buildings

Many public sector organisations operate multi-site estates while some share their buildings with other public sector bodies, such as the emergency services or NHS. Matrix Booking supports multi-site estates of any size, letting your staff search and book resources in any building and filter by location.

This gives your teams greater flexibility around how and where they work, which can reduce commuting time and environmental impact, as well as making better use of public sector resources, and foster closer working between different organisations.

Our booking software also lets you securely share meeting rooms with other organisations. Booking data is securely ringfenced within each organisation while powerful reports give a top-level view of space utilisation.

Matrix Booking's unique cross-organisational resource-sharing capabilities allow for different organisations to share resources with each other.

Occupancy and environmental sensors



Adding sensors to your buildings unlocks deeper usage insights that drive intelligent space-optimisation as well as financial and environmental savings.

Sensors can also help you meet your health and safety obligations and make it easier for people to find comfortable workspaces.

Matrix Booking offers two main classes of sensor: occupancy sensors and environmental sensors. We can provide all the equipment you need under a Hardware as a Service arrangement or integrate with existing sensors in your buildings.

Find out more about sensors in our Workplace occupancy and environmental IoT sensors service.

Workplace analytics

Powerful reports show how, when, and by whom your buildings and resources are being used so you can identify overused and underused workspaces, and opportunities to save money. This could be an underused room or building that would make the perfect new home for a team that needs more space. Workplace analytics provides:

- insights to allow you to repurpose any space and right-size your estate
- the ability to predict future needs to inform decisions about your estate
- insights that can enable you to cut energy usage by switching off lighting, heating, and cooling in underused areas

Find out more about Matrix Booking's reporting in our Workplace analytics service.



Professional services

To help public sector organisations make the most of the Matrix Booking desk and room booking system, we offer a range of supporting services, as outlined in [Supporting services](#).

Smart ways to run your platform and optimise your buildings

Easy to administer

The Matrix Booking administration portal is designed to empower facilities management and IT teams to operate your booking system self-sufficiently. We'll provide training as part of your [onboarding](#) as well as access to e-learning modules and comprehensive UK-based support.

To assist busy customers, you can also procure Admin as a Service, where our responsive, UK-based team takes care of the administration of your system for you.

Find out more about Matrix Booking's Admin as a Service in our Professional services.

Apply custom business rules

You may not want every employee to be able to book every desk. Some may be for certain teams or individuals only. You can limit how far in advance employees can book selected desks or specify booking quotas for certain users to ensure resources are used fairly.

Whatever your needs, Matrix Booking's self-service business rules system gives you a comprehensive set of controls to configure resources precisely the way you need them. It also enables you to implement approvals for bookings as well as resource prioritisation for certain users and teams. For example, you can give



selected teams early access to resources before they are released for other groups.

Support at every stage of your Matrix Booking journey

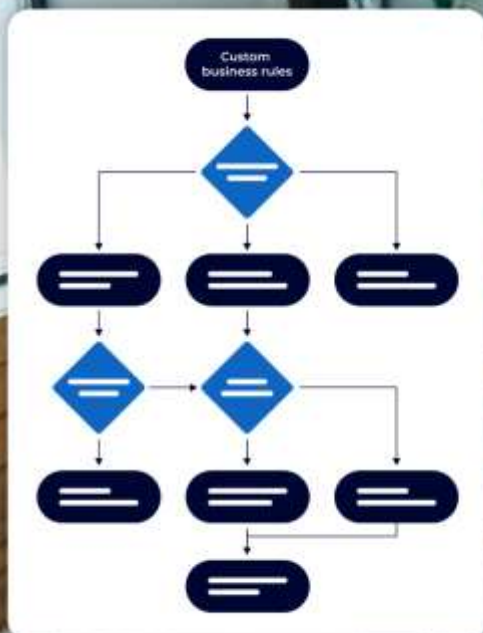
Implementation and onboarding

We work with you to understand how your organisation wants to use its buildings and resources. We'll determine the best technical setup for you. We use a templated implementation approach, combined with an onboarding service that guarantees a successful implementation of Matrix Booking, while minimising costs and the amount of input required from your team.

The exact nature of your onboarding will differ depending on the size and scale of your implementation, but can include:

- workplace consultancy
- space and resource planning
- systems setup and configuration
- multi-tenant and multi-organisation implementations (if applicable)
- data migration (for example, resources, users, or future bookings)
- individual or group training, with a variety of training materials and delivery options
- project management

The Matrix Booking software is supported by our service centre, based in the UK.

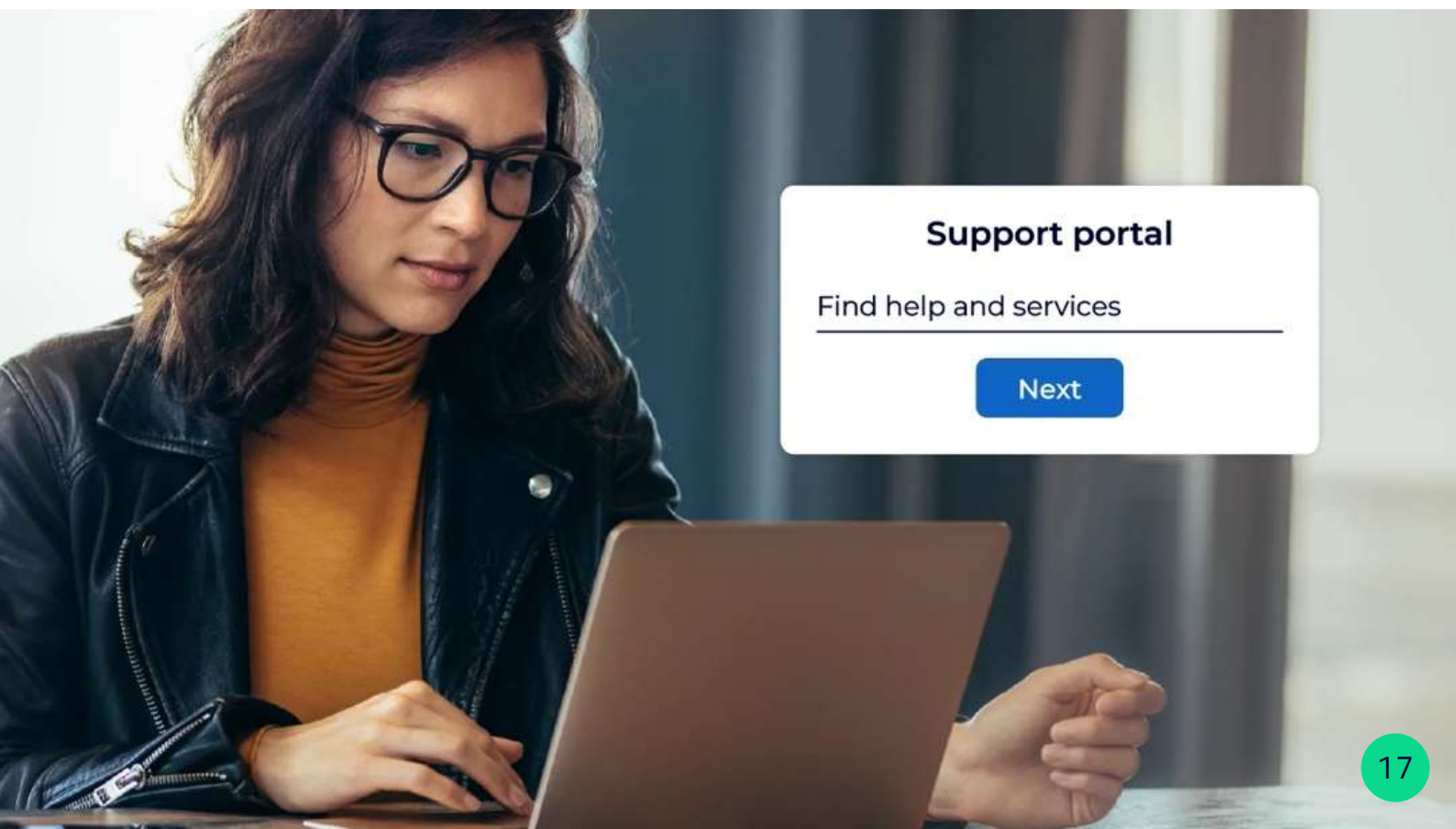


Maintenance and support

Maintenance, support, and warranties are included in the Software as a Service (SaaS) subscriptions. Your administrators get access to the Matrix Booking support portal, which enables them to:

- create support tickets
- track support tickets (including status, progress updates and timings)
- close tickets that have been marked as “resolved” by the service desk
- reopen support tickets (if applicable)
- access comprehensive administrator documentation, answers to frequently asked questions, training materials, and more

Our service desk’s core hours are Monday to Friday 8am to 6pm UK time (excluding bank holidays). We also offer support chat that’s answered by humans (not chatbots) for Admin as a Service customers and 24-hour telephone support for priority-one incidents.



Offboarding

We take pride in making sure our customers are happy – many of them stay with us long-term. But if you decide not to renew or decrease your subscriptions, we'll ensure you have reasonable time to extract your data from the system.

If needed, we can provide a quote for assisting you with outbound data migration for future use and the capture of historical usage data for analytical or audit purposes. The duration of this process will vary depending on the size and complexity of your system.

We'll also ask you to return any hardware that you've been using under your Hardware as a Service (HaaS) agreement. If you'd prefer us to remove hardware for you, we'd be happy to provide a quote for this.

Pricing and commercial terms

See the associated pricing document for the product prices and content.

Also see the attached Skills For the Information Age (SFIA) rate card for details on the relevant charges.

Terms and conditions

- Prices are based on a minimum 12-month term
- Unit subscription price depends on the volume of each resource
- Base subscription includes web and mobile access

Ordering and invoicing

You can contact us directly if you wish to order subscriptions from our suite of products.

Subscriptions are invoiced annually in advance and professional services are invoiced monthly in arrears as used.

Email: info@matrixbooking.com

Termination

Matrix Booking provides a subscription service, and therefore, the agreement between the parties concludes at the end of the current subscription period if not renewed. On termination, clients will have access to download their data if requested prior to losing access to the service.

More about Matrix Booking

We're a fully UK-based and employee-owned company that exists to help your people make the most of their time in the office.

We offer mature products, innovative services, an experienced team, and the opportunity for you to work with a partner whose values focus on always doing the right thing by our customers, employees, society, and planet.

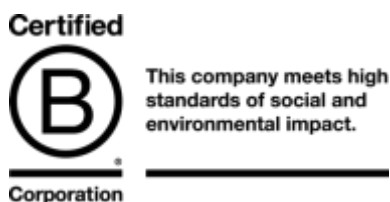


Our values

Respect. Responsibility. Integrity. Ingenuity. Simplicity.

These values drive everything we do: from the way we interact with our customers to how we build our software; from our working practices to our corporate social responsibility (CSR) activity.

Above all, we want to make a positive difference through what we do. To prove it, we're B Corp certified.



A mature product

When you procure Matrix Booking, you get peace of mind knowing you're choosing a mature, well-established resource booking and visitor management product that has been in use since 2013. Many of our people have been involved in shaping our products and services since day one.

We've helped hundreds of customers in the public sector successfully navigate the ever-changing world of work, including the shift to hybrid working.

We know a thing or two about this sector. This means whatever workplace management needs or challenges you have, we're confident we have the solution.

Proactive advice tailored to your needs

Your Matrix Booking Customer Success Manager's sole focus is ensuring your booking system continues to meet your needs as these evolve. They are your gateway to our extensive experience of guiding organisations large and small through their journeys.

Accessibility

The Matrix Booking digital team is committed to making our online services accessible to all users in accordance with level AA of the Web Content Accessibility Guidelines (WCAG 2.2).

Certifications and compliance

We understand the importance of data privacy and security. That's why security and data protection are integral to the way we operate and the way we develop our software.

We're independently certified to ISO 27001 and Cyber Essentials Plus.

Our platform and processes are regularly audited and tested by independent specialists. We act as a data processor. We make sure that all our suppliers and data sub-processors are General Data Protection Regulation (GDPR) compliant and use the correct and relevant methods for transferring data, such as International Data Transfer Agreements, Sub-contractual clauses and Privacy shield, where appropriate and valid.

Our data is stored safely by AWS using Amazon Aurora, spread across different locations to prevent any loss if one area fails. Aurora regularly saves copies of our data to a secure storage called Amazon S3, so we can restore it quickly if needed. Matrix Booking checks these backups regularly to make sure they are working properly.



Our customer community

Hub network operators	 Government Property Agency	 HM Revenue & Customs	 Ministry of Justice	 Department of Health & Social Care	
Government Hub tenants	 Department for Education	 Department for Levelling Up, Housing & Communities	 ofgem	 Department for Transport	 UK SPACE AGENCY
Central government	 Cabinet Office	 Crown Commercial Service	 HM Treasury	 Department for Energy Security & Net Zero	 Department for Business & Trade
Local government	 West Berkshire Council	 CITY OF YORK COUNCIL	 Camden	 CAMDEN CITY COUNCIL	 NEWCASTLE UPON TYNE COUNCIL
NHS and health	 NHS Guy's and St Thomas' NHS Foundation Trust	 NHS Hampshire and Isle of Wight Healthcare NHS Foundation Trust	 NHS Northern Care Alliance NHS Foundation Trust	 NHS Kent and Medway Mental Health NHS Trust	 NHS Leeds and York Partnership NHS Foundation Trust
Universities	 NTU	 UNIVERSITY OF LEEDS	 UNIVERSITY of GREENWICH	 UCL	 ual: university of the arts london



For all products and services, see:

- Desk booking.
- Desk and room booking for health and the NHS.
- Desk and room booking for education.
- Desk and room booking for local authorities.
- Desk and room booking for central government.
- Desk and room booking for devolved administrations.
- Desk and room booking for charity.
- Desk and room booking for housing associations.
- Desk and room booking for blue light and emergency services
- Desk and room booking for defence.
- Desk and room booking for transport.
- Desk and room booking for infrastructure.
- Desk and room booking for social care.
- Desk and room booking for finance.
- Meeting room booking.
- Workplace occupancy and environmental IoT sensors.
- Professional services.
- Public sector hub network.
- GovFlex.
- Visitor management.
- Workplace analytics.
- Workplace integrations.
- Workplace resource booking.

[Get in touch now for a customised demo](#)

All demos include a free personalised 14-day trial.

To find out more, visit www.matrixbooking.com

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