



Gcloud 15 Service Definition Document

Desk, Room, Visitor and Hybrid Office Booking System



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1. Service Overview

askAiB is a cloud-based booking and workplace coordination platform designed to simplify room, desk and visitor management for organisations. The service enables users to book space, manage arrivals and gain visibility over space usage across multiple locations. askAiB integrates with Microsoft Outlook and Teams, and is accessible via web, mobile and tablet.

The platform improves adoption by reducing complexity for end users and administrators, while supporting cost efficiency, hybrid work and space optimisation objectives.

2. Key Benefits

- Unified booking for rooms, desks and visitors
- Integrated with Microsoft Outlook & Teams
- Reduced administrative overhead for IT/FM teams
- Improved user experience and adoption
- Enhanced visibility of usage, capacity and utilisation
- Automates check-ins, no-shows and visitor handling
- Supports hybrid workplace planning and decisions
- Scales across buildings, sites and organisations
- Lower cost of ownership versus legacy systems

3. Core Service Features

Room & Desk Booking

- Search and reserve resources



- Filter by location, capacity, equipment or policy
- Recurring bookings
- Outlook meeting scheduling integration
- Real-time availability view

Visitor Management

- Pre-registrations & invites
- Tablet-based front desk check-in
- Automated host notifications
- Digital visitor logs
- Visitor QR passes
- Security/compliance reporting

Space Management

- Floorplans & resource layouts
- Team allocation & hybrid scheduling
- Policy-based desk allocation
- Space classification & tagging

Analytics & Reporting

- Utilisation reporting for rooms and desks
- Booking volumes & trends
- No-show vs attended
- Visitor data and throughput
- Multi-level rollups from user → system-wide

Microsoft 365 Integration

- Outlook/Exchange sync for rooms
- Teams app for booking
- SSO support depending on customer configuration



Administration

- Resource configuration
- User roles & permissions
- Multi-site management
- Auditing & logging
- Policy configuration

4. User Types & Roles

Common role categories include:

Role	Description
Standard User	Books rooms/desks and manages own bookings
Host/User Manager	Manages visitor bookings
Site Administrator	Manages resources, users and data at site-level
Organisation Admin	Full platform management and reporting

Role-based access control ensures users see only relevant sites and facilities.

5. Onboarding & Implementation

askAiB provides structured onboarding support to ensure smooth adoption.

Typical onboarding activities include:

- Kick-off with IT/FM stakeholders
- Configuration of sites, rooms, desks & policies
- Optional data migration from legacy systems
- Integration setup (optional)



- Testing & validation
- Training & enablement
- Go-live support

Onboarding Timelines

Implementation timelines vary based on scope, typically:

- **Small single-site:** 1–2 weeks
- **Multi-site:** 3–6 weeks

askAiB provides web-based training and documentation for users and administrators.

6. Offboarding

At the end of contract the customer may:

1. Renew and continue the service, or
2. Serve notice and terminate.

Upon termination, customers may request:

- Immediate data deletion
- Retained data for a defined period
- Export of customer data in CSV format

Data is securely deleted in line with retention policies unless explicit instructions are provided.

7. Support & Service Levels

askAiB provides support via email, live chat and (where contracted) telephone during published support hours.



Support includes:

- Incident management
- Service request management
- Technical troubleshooting
- Administrator queries
- Knowledgebase access

SLAs

askAiB provides published response and resolution targets based on issue criticality.

Availability

Platform availability targets are:

- **99.5% uptime** (excluding planned maintenance & force majeure)

Service credits apply if performance falls below service levels.

8. Service Management

Customers receive access to askAiB's service management framework, including:

- Dedicated support channels
- Incident response processes
- Change & release management
- Maintenance notifications
- DR/BCP processes
- Security event communications when applicable

Major incidents include customer updates until resolution.



9. Security & Data Protection

askAiB is designed with security in depth.

Hosting & Infrastructure

- Hosted in Microsoft Azure
- UK or EU residency (customer choice)
- Redundant & scalable infrastructure

Data Security

- Data in transit protected by TLS 1.2/1.3
- Data at rest protected by AES-256 encryption
- Customer data logically segregated
- Backups performed regularly for continuity

Access & Authentication

- Role-based access control (RBAC)
- Unique user accounts
- MFA for admin access
- SSO when configured

Compliance

askAiB aligns to NCSC and ISO 27001 control areas and complies with UK GDPR and DPA 2018 regarding customer data.

A Data Processing Agreement (DPA) is available.

10. Business Continuity & Disaster Recovery

BCP and DR plans cover:



- Redundant infrastructure
- Backup & restore
- DR runbooks
- Annual testing
- Post-incident reviews

Infrastructure is distributed to minimise single points of failure. Backup retention is typically 5 months.

11. Service Dependencies

askAiB has minimal mandatory dependencies. Optional integrations may require:

- Microsoft 365 tenancy for Outlook/Exchange sync
- Teams for in-app booking
- Tablet hardware for visitor check-in

The core web/mobile platform requires only:

- Supported browser
- Network connectivity

12. Customer Responsibilities

Customers are responsible for:

- Identifying administrators
- Providing required site/resource data
- Managing end-user communication
- Enforcing internal booking policies
- Approving optional integrations
- Providing visitor desk/tablet hardware (optional)
- Ensuring network access at their premises



13. Pricing (High Level)

askAiB uses a transparent subscription pricing model based on:

- Number of resources (rooms/desks)
- Optional integrations
- Optional service level enhancements

Discounts may apply for volume or term commitments. No hardware is required unless using visitor check-in functionality.

A full pricing sheet is submitted separately via G-Cloud pricing fields.

14. Roadmap (Non-Binding)

Example roadmap items include:

- Enhanced automation
- Additional reporting & dashboards
- Expanded Teams app functionality
- Deeper integration into Microsoft ecosystem
- Optional APIs for third-party facilities systems

Roadmap is indicative and subject to change.

15. Trial or Demonstration

askAiB can provide demo environments, guided demonstrations and trial access subject to request and onboarding capacity.