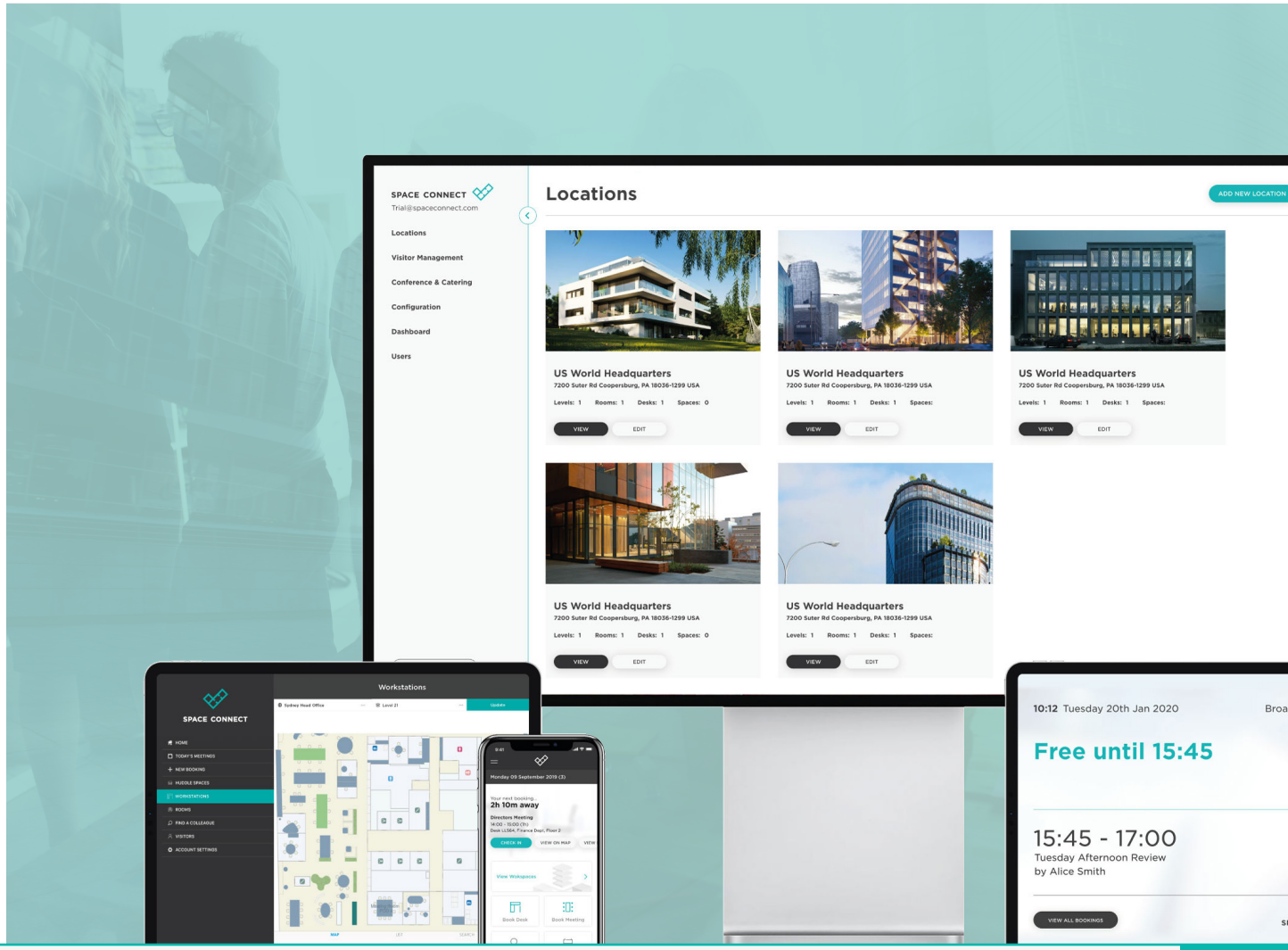
SPACE CONNECT
Fast, affordable workspace transformation

citadel group
MANAGING COMPLEXITY



Space Connect
Overview

Affordable, flexible workspace optimisation, with enterprise-level features and same-day set up.

Why Space Connect?

Since the start of 2020 and global Covid restrictions, the way workplaces of all shapes and sizes are used has radically changed and is changing still.

Right now, office-based businesses are moving quickly to flexible and hybrid working models, with one crucial over-arching need - flexibility.

And now, your organisation needs to be able to respond immediately to unpredictable changes in the demands and potential restrictions on your workspaces – while still planning for the future.

Through Covid and beyond, understanding your space utilisation is crucial: how your real estate is being used, what spaces you actually need, and how to use them more efficiently.

These are tough challenges. They require a uniquely flexible and adaptable workspace management solution to help you rise to them.

With Space Connect, that's exactly what you get.

At Space Connect we take a radically different approach to empowering your businesses to optimise and manage its workspaces, by delivering:

1. Exceptional affordability and value
2. A completely flexible, no-risk, no min-term agreement
3. Super-fast deployment - same-day setup, and multi-sites within less than a week!*
4. Simple and easy self-configuration - quickly add or remove desks, rooms, floors and sites
5. Self-uploadable/configurable interactive floor maps
6. Future proofing – switch from bookable to agile working models, instantly
7. Detailed real-time analytics.
8. Enterprise-level, modular features and functionality, as standard
9. Choose the SaaS-only solution, or integrate with your choice of hardware
10. Covid-security features, as standard

*Dependant on implementation requirements

Chosen and respected globally as ***the most*** flexible and adaptable solution for workspace optimisation.

"We were impressed by how quick and easy Space Connect's desk booking system was to roll out to all CityFibre employees"

Paul Smerkinich, ICT Operations & Security Manager, CityFibre

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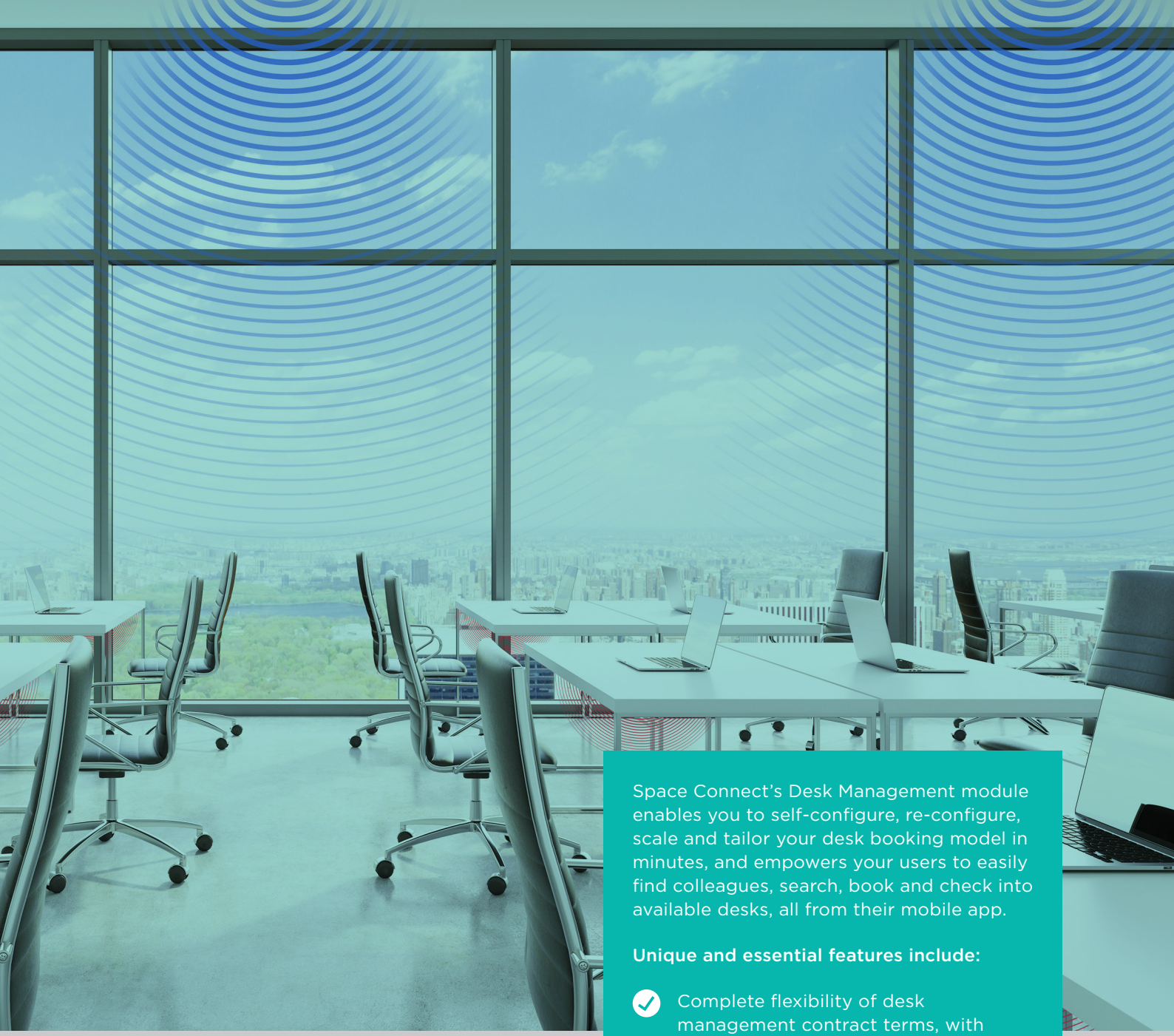


Desk Management module

Space Connect's Desk Management module enables you to self-configure, re-configure, scale and tailor your desk booking model in minutes, and empowers your users to easily find colleagues, search, book and check into available desks, all from their mobile app.

Unique and essential features include:

- Complete flexibility of desk management contract terms, with just 30 days' notice
- Instant desk activation/deactivation – and pay only for the desks you set as 'Active'
- Unlimited users at no additional charge
- Self-uploadable, interactive floor plans
- Third-party desk bookings
- Covid-security alerts and notifications
- Customisable Covid-security questionnaires
- Covid-secure contact tracing
- Touch-free, QR code desk check-in

Uniquely flexible, risk-free contract terms

In these current, unpredictable times, it's tough to know from one month to the next what your desk capacity requirements are going to be.

Space Connect's terms are just 30 days' notice. So, we give you a unique safety net: The ability to scale your solution up or down, as you need – without being boxed into long term contracts and terms.

Ground-breaking desk management administration

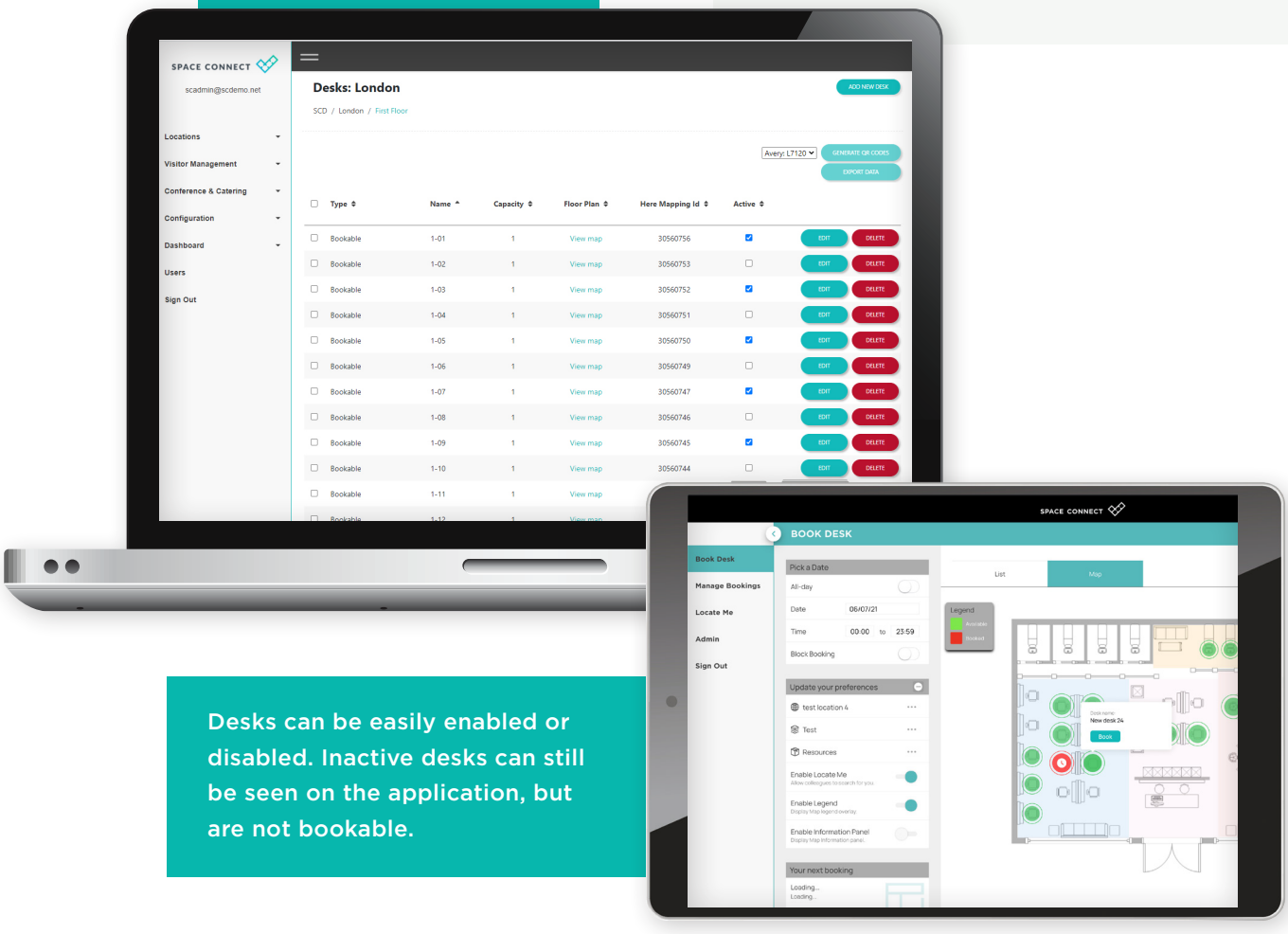
Space Connect is stand-alone in the way it enables your workspace managers and administrators to configure, reconfigure and tailor your organisation's desk management model.

Our Desks module is packed with admin features and benefits you won't find elsewhere, that put ALL the control and flexibility you need, in your hands.

Dynamic 'desk stock control'

With Space Connect you can add or remove, activate or deactivate available desks in seconds, at any time. And, uniquely, you only pay for the desks you set to active: Not for the total number of desks configured.

Add, configure and activate/de-activate available desks in seconds.



Desks can be easily enabled or disabled. Inactive desks can still be seen on the application, but are not bookable.

Self-uploadable, reconfigurable floor plans and resource images make flexible desk management fast and easy

Easily make post-implementation changes to any desk configuration – no support tickets required

Space Connect empowers you to easily control and adjust your available desk space.

This means you can ensure your workplace is perfectly suited to your Covid-secure re-opening strategy, your current working model, and any future changes you choose to make.

- Respond instantly to changes in desk capacity requirements and staff demand
- Respond instantly to changes in 'social distancing' requirements, guidance or regulations
- Activate or deactivate bookable desks immediately, in real time
- Dynamically manage 'desk stock' by location, floor and workspace
- Quickly and easily change your workplace models to fit current and future strategies
- Flip from bookable to agile desk models, instantly**

Critical features for Covid-secure, post-lockdown office reopening

Upload, change and manage your interactive floor plans in minutes*

Interactive floor and desk plans make for a smooth and easy desk management and desk booking user-experience in Space Connect.

- Get an interactive, fully floorplan-mapped solution in just 3-5 days!
- Immediately make and self-upload floor plan changes whenever you require
- Create and map new desks to your interactive maps, in real-time
- Easily upload images of desks and resources to enhance your staff user experience
- Enable or disable users' option to 'be found', for easy privacy management

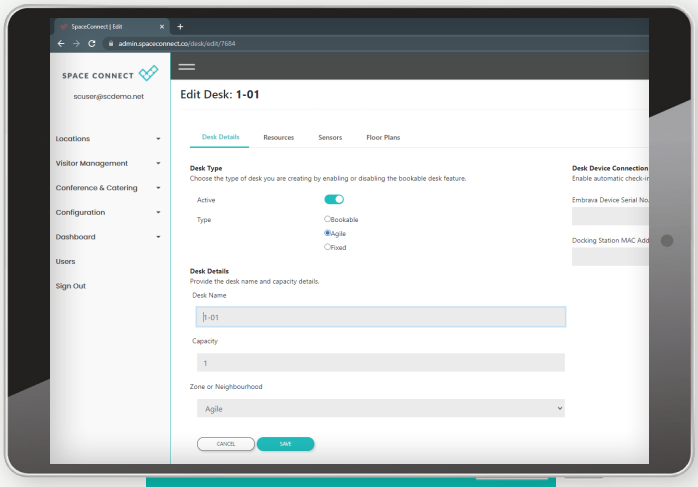
Critical features for Covid-secure, post-lockdown office reopening

*Due for release Summer 2021 ** Space occupancy sensors/docking station hardware required for agile desking

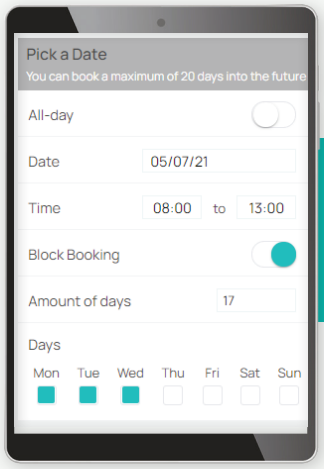
Desk booking behaviour administration

- Define how far in advance you allow your staff to book desks
- Enable or disable ‘All day booking’ to fit your office/desk cleaning regimes, for Covid security
- Configure and reconfigure booking behaviours in seconds and in real-time

Critical features for Covid-secure, post-lockdown office reopening



Configure and reconfigure booking behaviours in seconds and in real-time



Enable or disable ‘All day booking’ and block bookings

Third party desk bookings

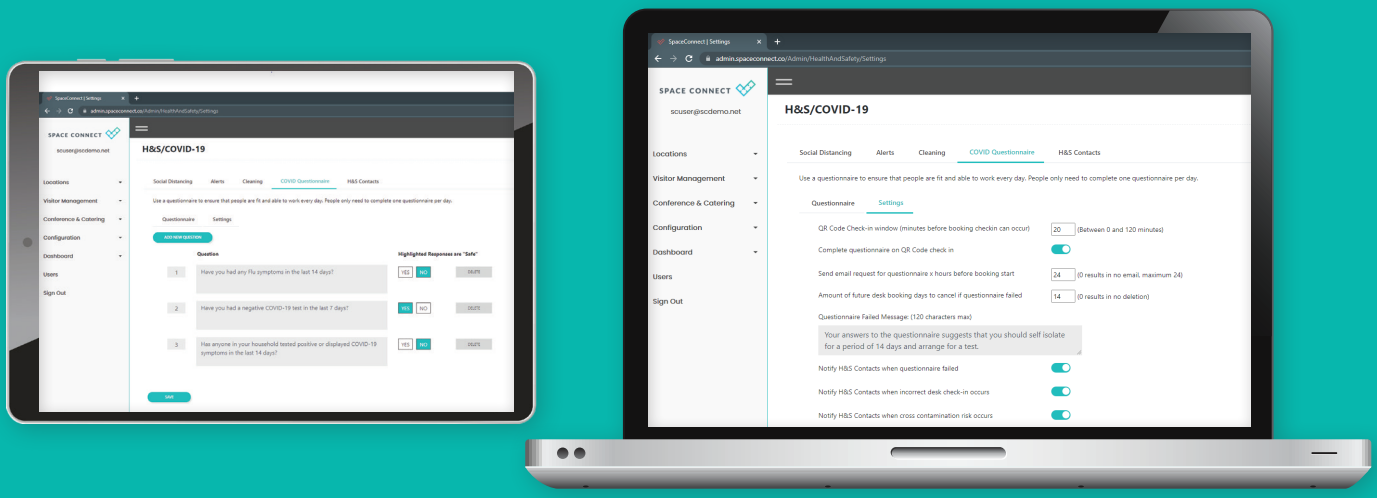
Space Connect enables your administrators to make or cancel desk bookings on behalf of members of your staff, your Execs, or whole teams.

- One person can book on behalf of a whole team
- Covid-test-related desk cancellations can be easily made, on behalf of the user

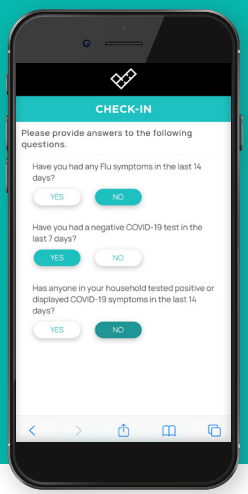
Critical features for Covid-secure, post-lockdown office reopening

Customisable Covid-security questionnaires

With Space Connect you can easily create a yes/no questionnaire for each member of your staff to complete after booking a desk, to enable Covid-security pre-screening before desk check-ins.



- Add your own questions and set ‘safe’ responses
- Identify health and safety contacts to be auto-notified following an ‘unsafe’ response
- Auto-email the survey form to users, 24 hours before desk check-in
- Auto-prompt users to complete the form before or at check-in
- Control data privacy settings



Critical features for Covid-secure, post-lockdown office reopening

Covid-security / Health & Safety alerts and notifications

- Set hand/desk cleaning alerts following desk check-in/checkout
- Create H&S policy update alerts

Critical features for Covid-secure, post-lockdown office reopening

QR code desk and workspace check-in

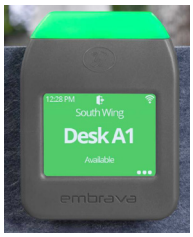
Space Connect enables and natively supports a wide choice of ways to collect valuable check-in data, alongside desk booking data, including:

- Easy manual check-in via the Space Connect mobile app
- Manual RFID card check-in
- Out-of-the-box, integrated docking station check-in (for both Agile and Bookable desks)
- Out-of-the-box integrated occupancy sensors
- PLUS - unique to Space Connect: User generated QR code check-in

Out-of-the-box sensor integration

Space Connect integrates natively with leading docking stations, occupancy sensors and traffic light style desk devices.

XY SENSE embrava

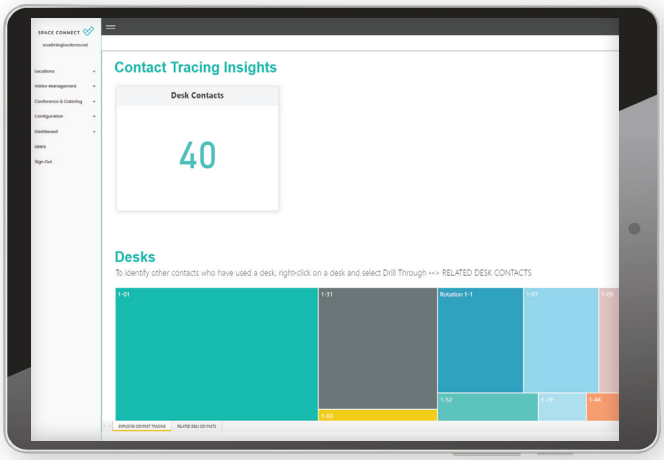


Why QR code check-in?

Uniquely, with Space Connect you can easily generate and print your own desk check-in QR codes, bringing your desk management system a stack of benefits:

- Associate a user with a desk at time of check-in
- Gain invaluable, detailed desk utilisation data
- No hardware investment required!
- Easily scale-up desk check-in as you add more desks – with no extra costs
- Enable contact-tracing by desk and individual, for increased Covid security

Critical features for Covid-secure, post-lockdown office reopening



Contact tracing

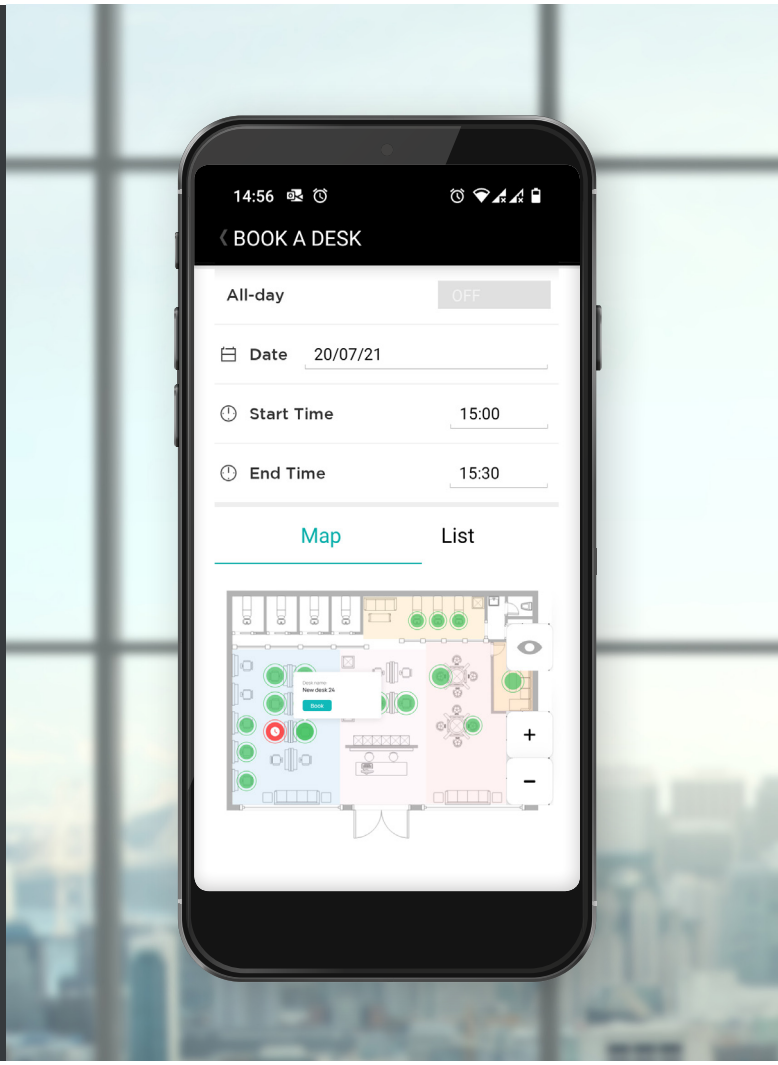
In the event of a staff member testing positive for Covid-19, Space Connect gives you the ability to easily track which desks that person has checked into, AND to identify which other staff members have used that desk too, over a given period.

Critical features for Covid-secure, post-lockdown office reopening

Intuitive, fast and easy end-user desk booking experience

With Space Connect, desk finding and booking could not be simpler: Use desktop or the mobile app to define your preferences, see what's free, pick your desk, click on it, and book!

- Find desks by location, floor, and workspace
- See all available desks in colour maps, in real-time
- Search available desks by resources, like desk type or zones
- See images or desks and desk resources for a richer user-experience
- Block book desks
- Receive desk check-in reminder notifications
- Use 'Automated Conflict Resolution' to automatically book an alternative desk when a desk in a block booking isn't available

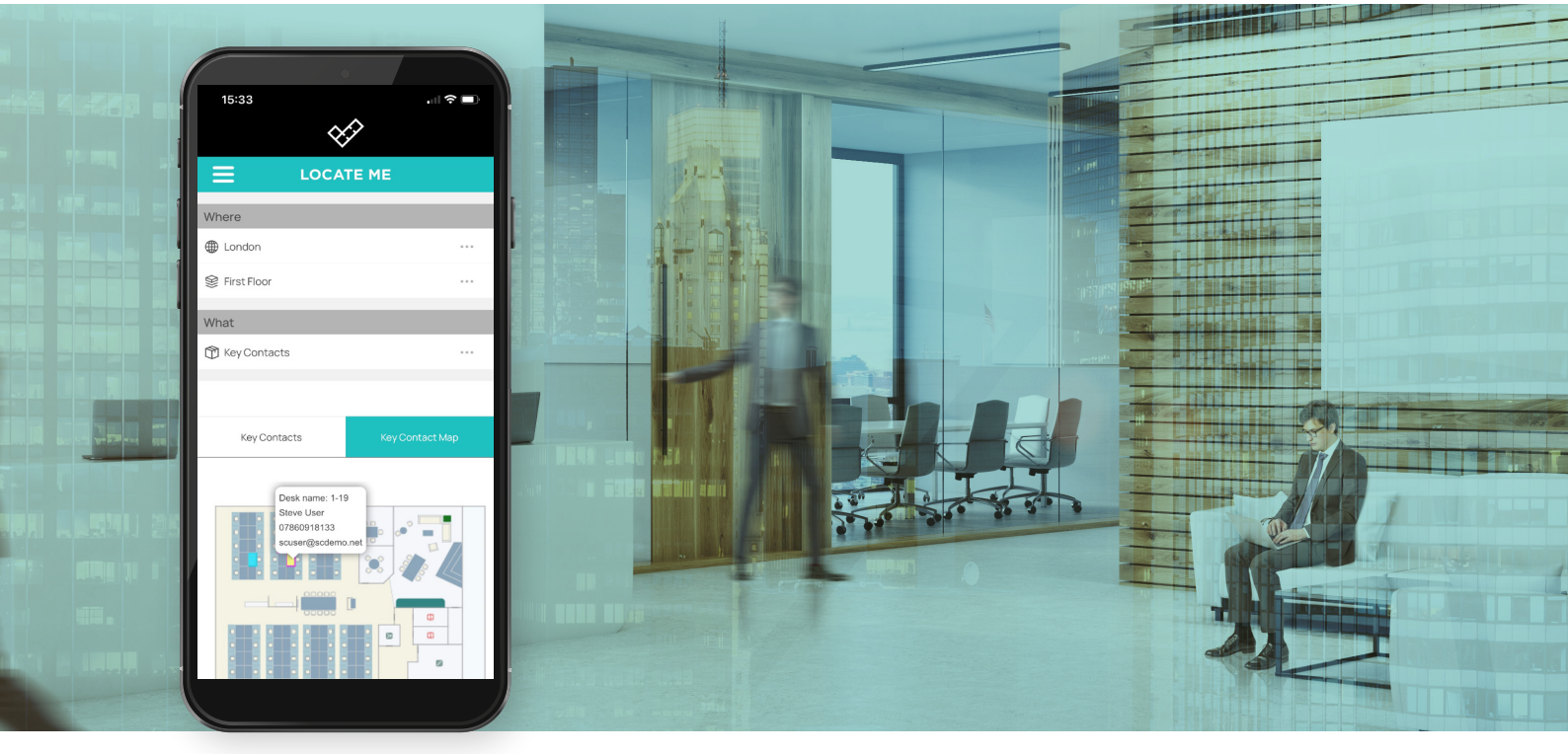


Key contact finder

In these current times, finding colleagues and key contacts in the office has become trickier: people may not be in their usual desk or on their usual floor. They may not be in the office at all.

Space Connect's 'Locate Me' feature enables your staff to find any pre-defined key contact, in seconds.

- Let your staff find which of their key contacts are in the office and where they are, in one click
- Show where contact is seated on the interactive map – including contact details
- Staff can then easily book a desk near where a key contact is seated, as required



'Locate Me' administration features

- Links to Active Directory folders – no extra admin configuration required
- Add key contacts like fire wardens, first aiders, line managers
- Add colleagues and teams

Critical features for Covid-secure, post-lockdown office reopening

Exceptionally user-friendly UI and UX – via browser and app.

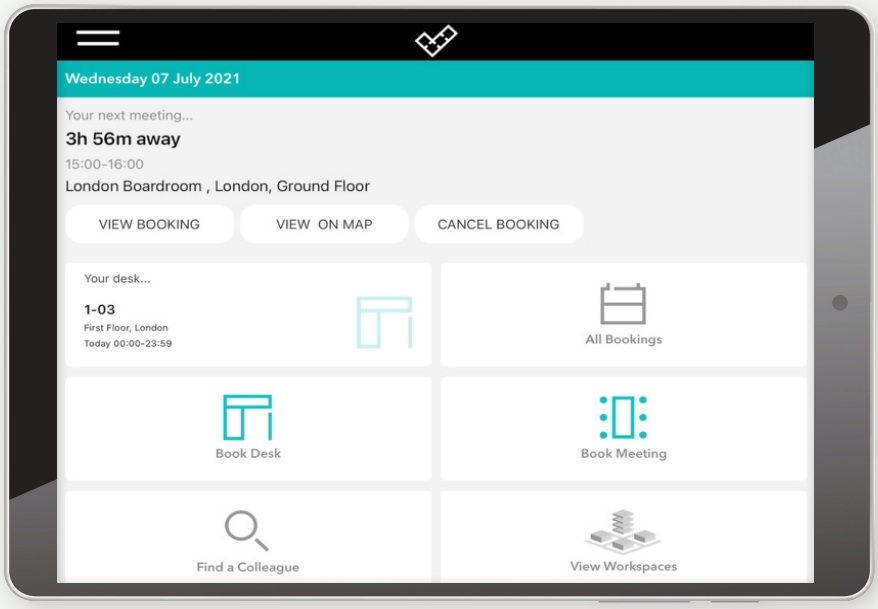
The Space Connect interface uses a progressive web application to render perfectly on your users' desktops or mobiles.

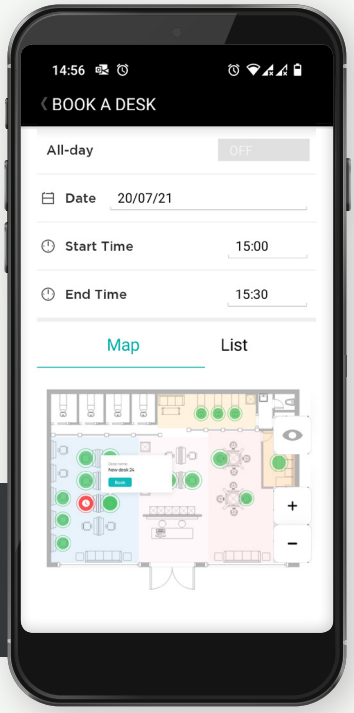
Or, use the super-easy Space Connect mobile app to find resources and people, and make desk and space booking on the go – all with interactive maps built into the app.

Use the Space Connect mobile app to:

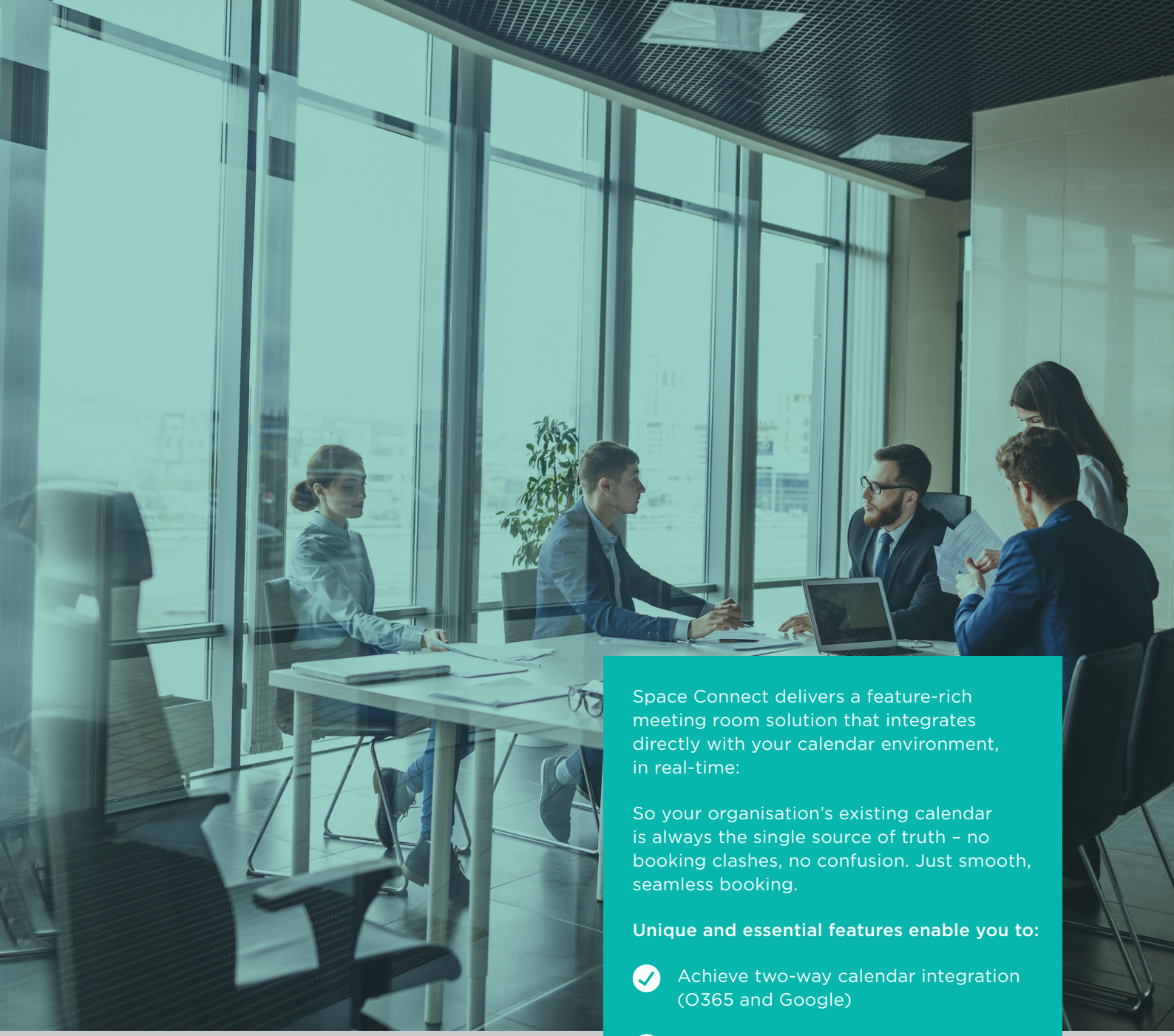
- Find colleagues and resources
- Book and cancel desks
- Book meeting rooms and spaces
- Register visitors (even if no meeting room is required)

> *"The system is so intuitive that people started using it as soon as it became available, without us having to formally train them on how to use it."*
>
> Paul Smerkinich, CityFibre





Search desks by preference and resources, then book the free desk you want.



Meeting Room Management module

Space Connect delivers a feature-rich meeting room solution that integrates directly with your calendar environment, in real-time:

So your organisation's existing calendar is always the single source of truth – no booking clashes, no confusion. Just smooth, seamless booking.

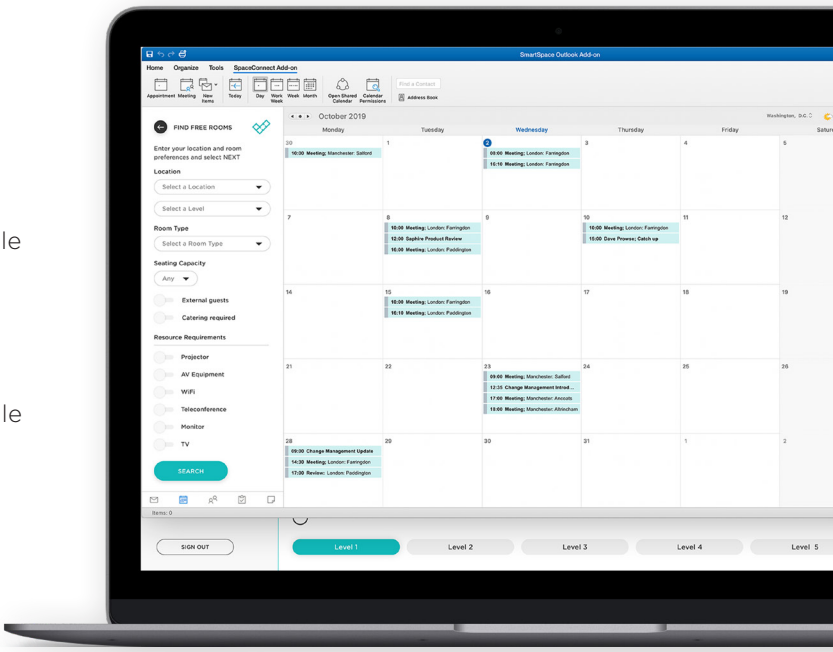
Unique and essential features enable you to:

- Achieve two-way calendar integration (O365 and Google)
- Configure and set meeting room booking rules, quickly and easily
- Search for available meeting spaces by resource and capacity
- Manage meeting bookings on the go, via mobile
- Find and book spaces directly from your calendar or by using the 365 Add-In
- Easily manage your meeting and event catering
- Automatically pre-register external meeting guests
- Multiple out-of-the box integrations

Space Connect Meeting Room Management integrates directly with your calendar environment

Whether Outlook/MS 365 or Google, with Space Connect your meeting room bookings will always use your staff and resources calendars as the single source of truth.

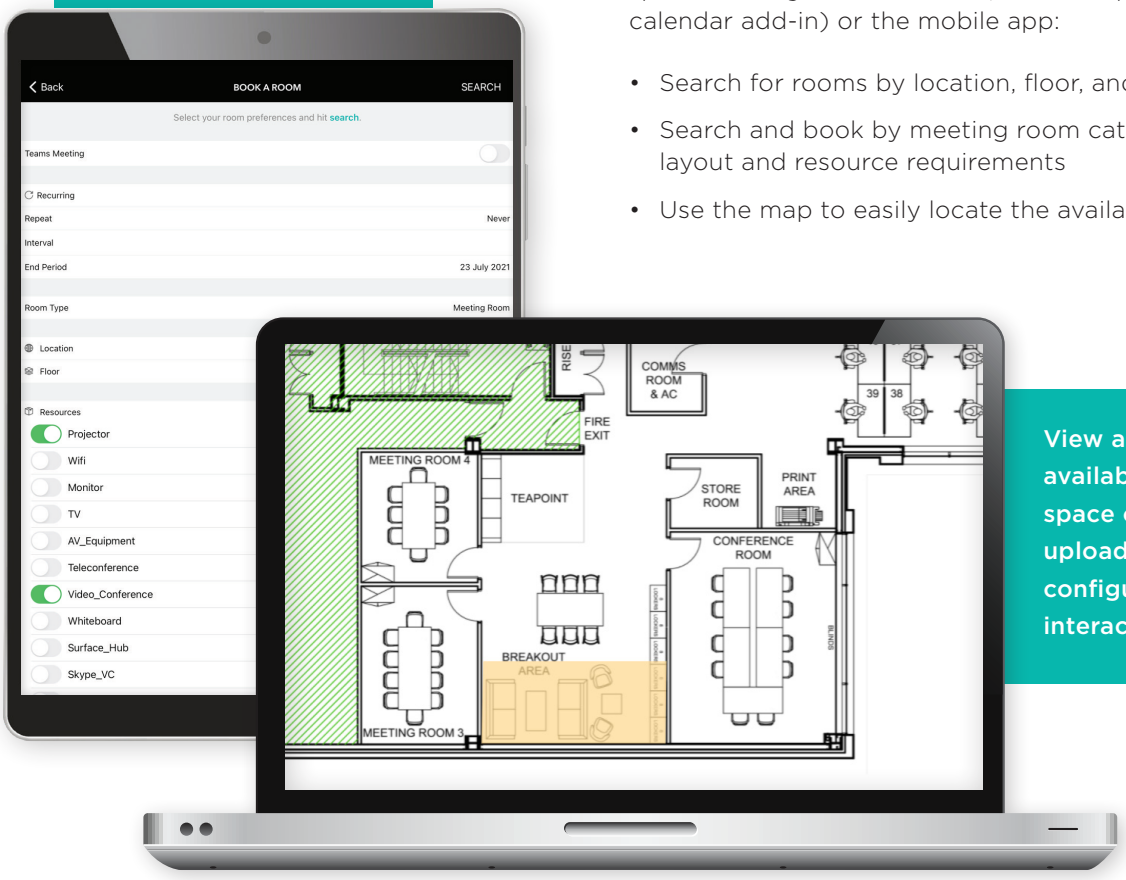
- Inherently integrates with and populates your calendar environment
- Integrates in real-time with Microsoft and Google environments
- Enables staff to book meetings from their own calendar, or the Space Connect app
- Provides real-time 2-way integration with your organisation' existing rooms/resources diary
- Rules out any risk of booking clashes



Find available rooms by a host of preferences.

Quickly and easily search and book available meeting spaces through the calendar (with the Space Connect calendar add-in) or the mobile app:

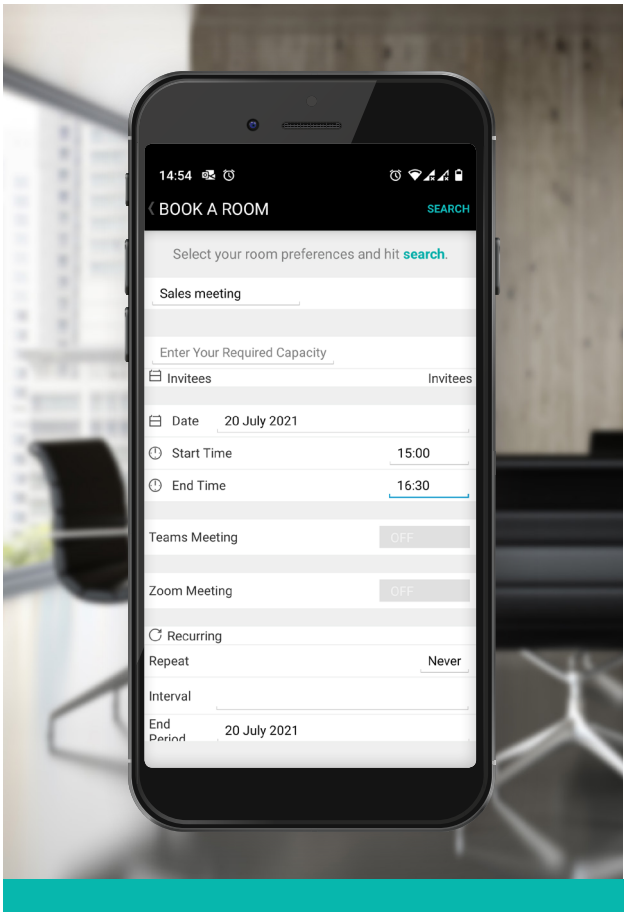
- Search for rooms by location, floor, and room type
- Search and book by meeting room catering, room layout and resource requirements
- Use the map to easily locate the available room



View and choose available room space on self-uploadable/ configurable interactive maps

Manage meeting bookings on the go

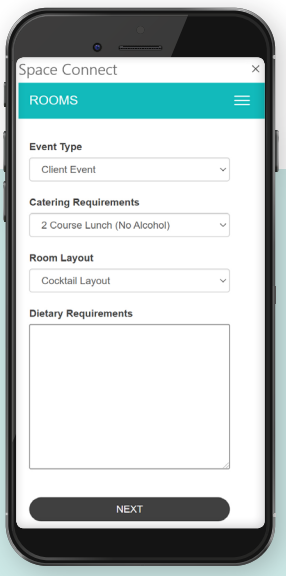
- Create, cancel and extend bookings from the mobile app
- Book MS Teams meetings directly from the app
- Get real-time notifications for bookings, check-in and cancellations
- Automatically sync changes to your existing calendar

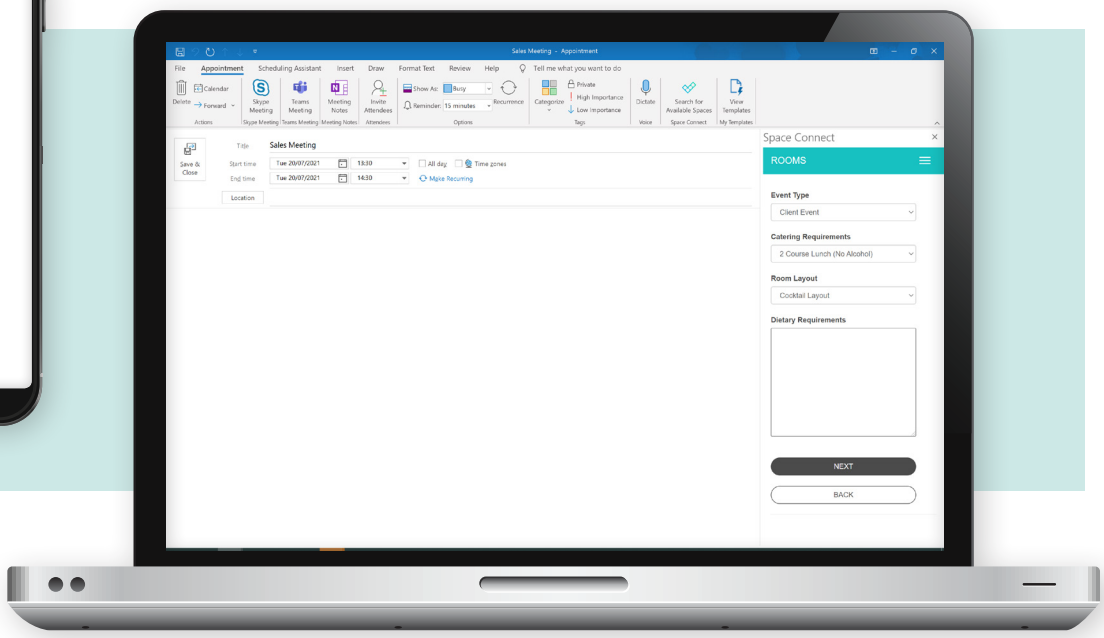


Easily manage your meeting and event catering

Space Connect includes a user-friendly calendar add-on that makes it easy for you to manage catering for all your meeting bookings.

- Cost centre and business unit management
- Catering menus, room layouts, set-up and pull-down times
- Supports visitor pre-registration when new events are created





Space Connect integrates out-of-the-box with market-leading hardware solutions

Space Connect integrates natively with leading touch screen room panels and desk signage, including Crestron, commercial grade Android devices and iPads.

Meeting room display

Space Connect integrates with a range of meeting room panel displays.

IAdea poly embrava. BlueCats

kontakt.io CRESTRON XY SENSE

Video conferencing automation

No more time wasted trying to set up and connect conference calls. With Space Connect presence detection tech, video-conference meetings are automatically initiated when people arrive

- Integrates with MS Teams and Zoom
- Enables staff to book video conferences direct from the app
- Enables automatic launch of video conferencing when the host enters the room

Ultra-flexible Meeting Room Administration

Space Connect puts your workspace managers and administrators in control, by making it easy to configure and change crucial meeting room booking rules and settings:

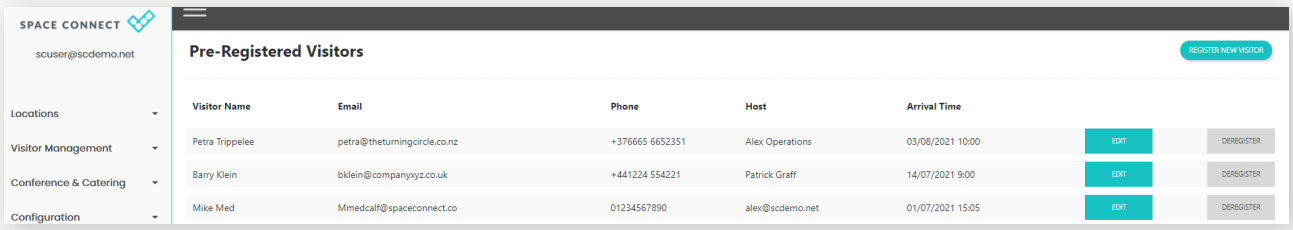
- Automatically release a room as a result of a no-show
- Restrict booking length
- Restrict booking window
- Restrict room capacity
- Set how many days in advance a room can be booked

> ***"Post-lockdown, flexibility became incredibly important. Because we had Space Connect, we were able to very quickly and easily reconfigure the entire working model to fit the restrictions around workspace capacity"***
>
> Kedar Viswanathan, BUPA Australia and New Zealand

Meeting room and visitor management integration: Automatically pre-register external meeting guests

Now your staff can book meetings directly from their calendar and, simply by inviting an attendee with an external email address, Space Connect will automatically recognise and pre-register that guest in Visitor Management.

Plus, you can register a visitor for a meeting with no room booking associated.



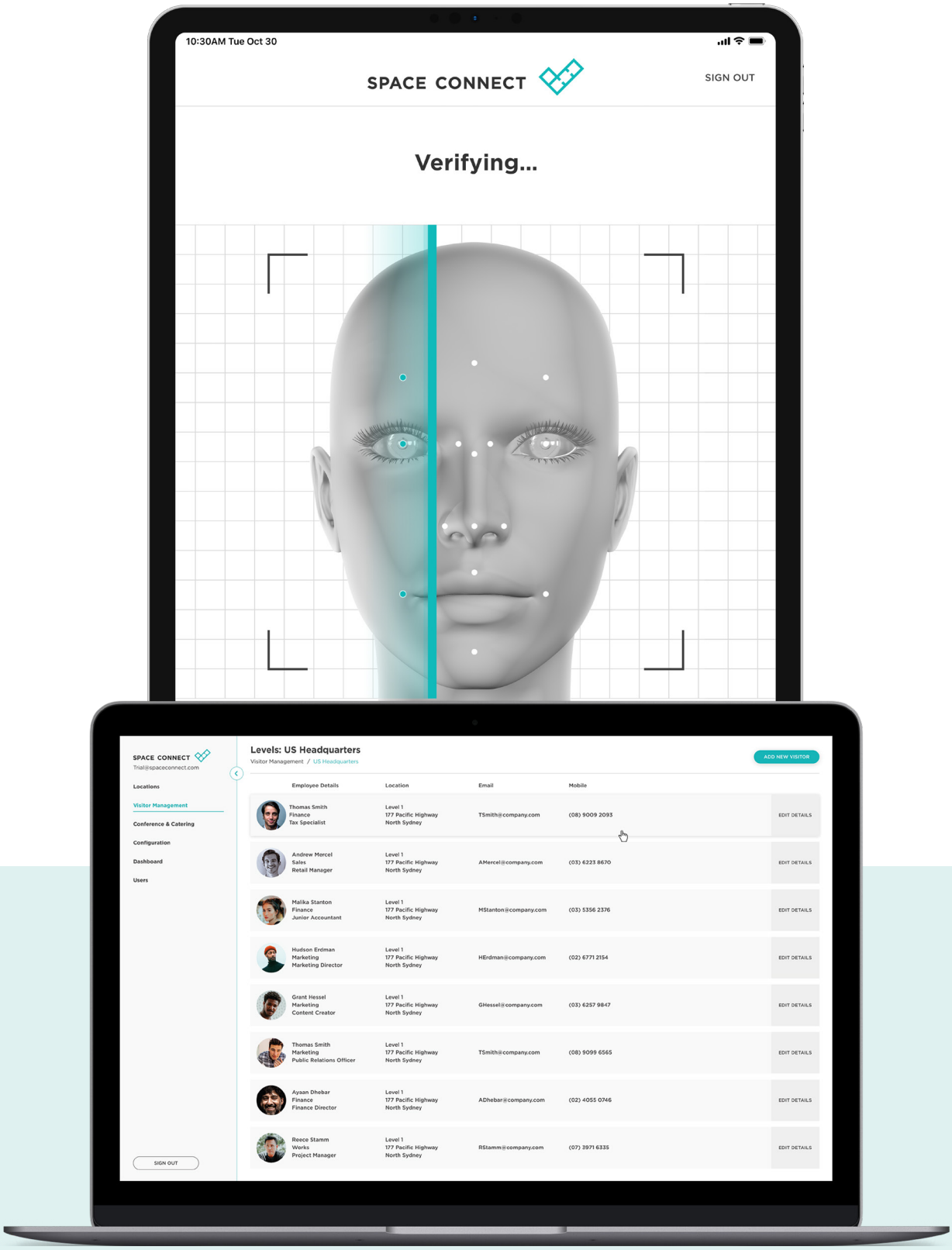
Visitor Management Module

The Space Connect Visitor Management module delivers outstanding value, with advanced features such as AI-driven visitor face and voice recognition, alongside quick and easy and flexible self-configuration.

Now you can easily create and manage a tailored, Covid-secure visitor experience, integrated seamlessly with your meeting room management.

Unique and essential features include:

- Unlimited visitors
- Register multiple types of visitors
- Touch free visitor registration with QR codes (coming soon)
- Automatic visitor re-registration with AI facial recognition

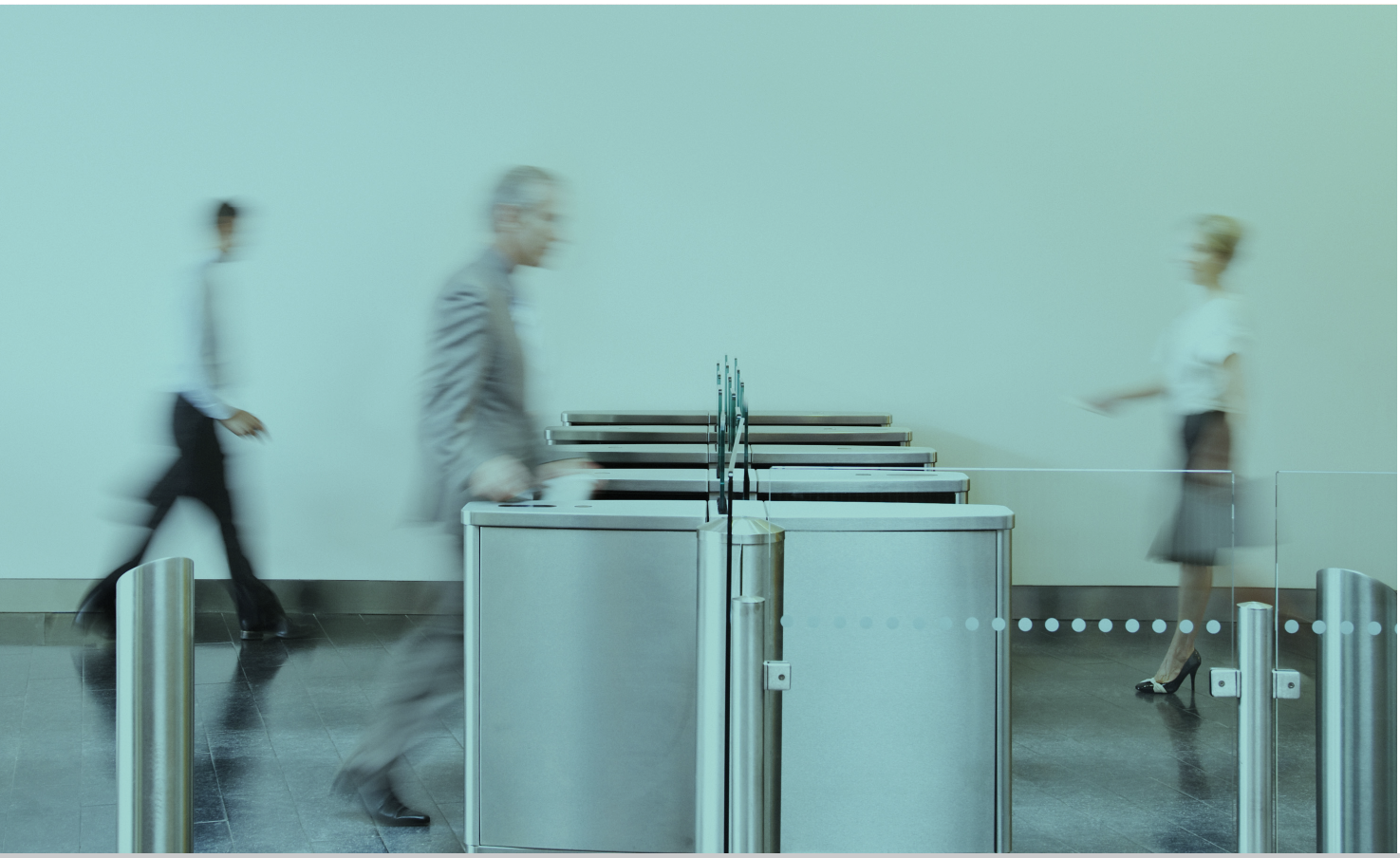


Real-time view of visitors

Manage branding, design customisation and manage receptionists

Configure host alerts and messages

Real-time analytics dahsboard and reporting



Your fully-featured, self-configurable visitor management solution

Space Connect provides all the features you want from a visitor management solution, integrated with meeting room management, and all fully self-configurable and totally flexible.

- Unlimited visitors
- Register multiple types of visitors
- Customised branding
- Badge printing
- Photo capture
- Visitor T&Cs
- Real-time notifications - via SMS, Email, Slack and other customised notification options
- Automatic and manual visitor pre-registration
- Offer touch free visitor registration with QR codes (coming soon)
- Offer touch-free visitor re-registration, with AI facial recognition
- Dashboard analytics: Understand visitor behaviour with detailed reports

Critical features for Covid-secure, post-lockdown office reopening

Automated visitor pre-registration

Space Connect automatically pre-registers visiting meeting guests and sends an email with their host's details and a pre-registration code. Now that's a fast, easy and super-slick sign-in process.

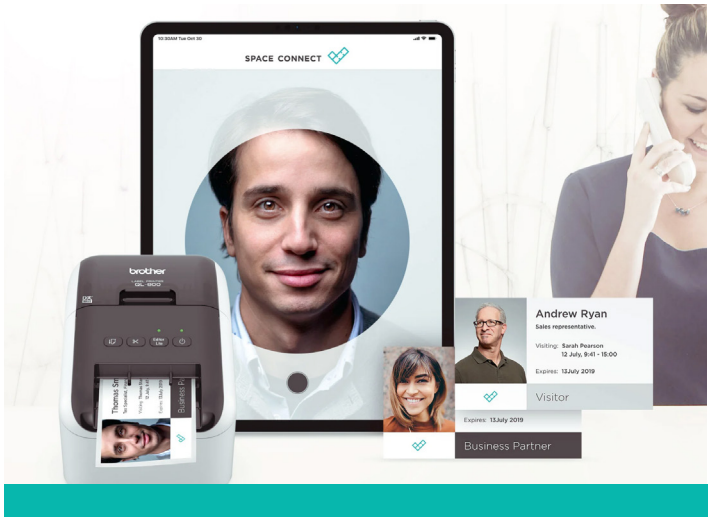
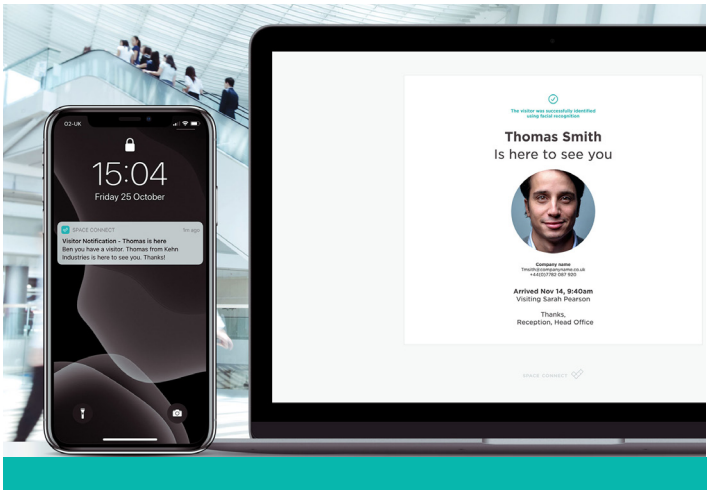


Photo capture and badge printing

Our ID features let you capture a photo of visitors and send it via SMS and email alerts to the host. Plus, you get inclusive visitor badge printing complete with photo, for added security.

Automated visitor notification options

Whether you have a visitor, contractor or delivery, you get a range of automated notification options including SMS and email, driven by our AI visitor recognition.

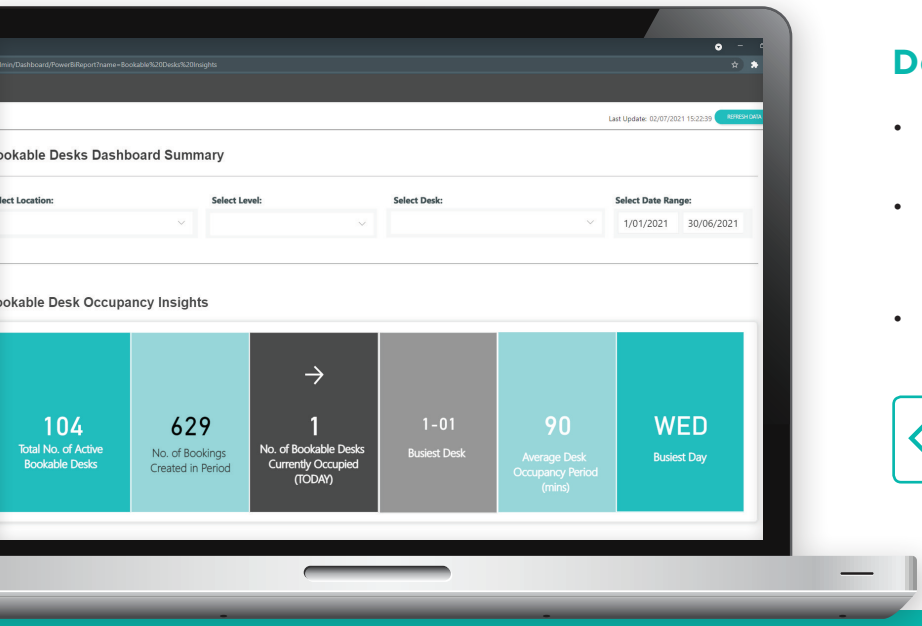


Reporting and Analytics

Each Space Connect module includes real-time reporting and analytics, and comes complete with MS Power BI Reports – free of charge.

KPI dashboards and graphical reports provide top-down, drillable insights into desk and workspace utilisation, behaviour and trends, allowing you to make informed, data-driven decisions.

- Monitor headcount and workspace capacity for Covid security
- Map desks and spaces for social distancing
- Easily run detailed Covid-secure contact tracing
- Analyse event booking and space usage trends
- Report by multiple variables, in real-time
- Full data extract capabilities
- Optimise workspace to meet staff and business needs
- Deliver real-estate costs savings and ROI



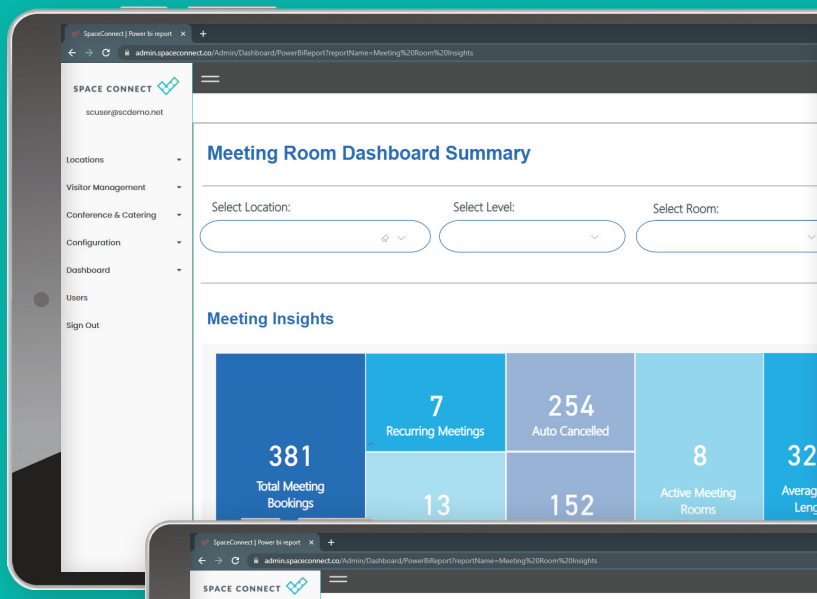
Desk booking insights

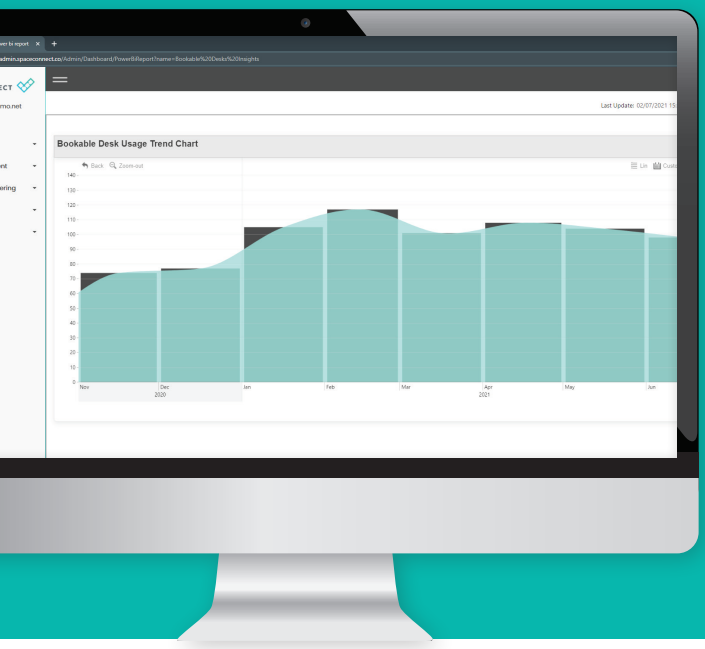
- Drill down into desk utilisation in real-time, by location, level, desk and time period
- Drill down by booking and check-in lists, including exportable raw data, to enable contact tracing
- Easily run detailed contact tracing reports, by desk usage

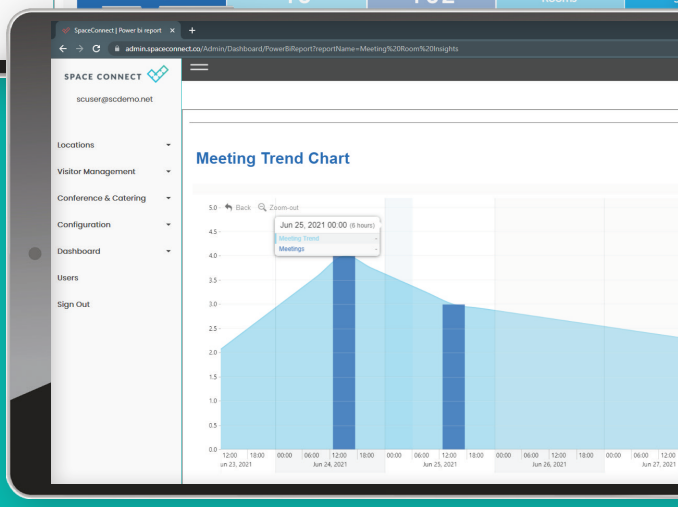
Critical features for Covid-secure, post-lockdown office reopening

Meeting room insights

- Report by Auto Cancellations (i.e., no-shows), to identify and tackle meeting space wastage
- Easily run detailed contact tracing reports, by room usage
- Reduced cost of external meeting space resources.
- Optimise meeting space configuration to match demand and behaviours.







Implementing Space Connect

“I would recommend Space Connect for its flexibility and simplicity – even when you need to model, re-model and change when, how and where desks and spaces are booked and used”

Kedar Viswanathan, Head of Tech for Employee Experience and Corporate Events for BUPA Australia and New Zealand.

Super-fast deployment - same-day setup, and multi-sites within less than a week!

One of the slam-dunk reasons so many organisations choose Space Connect is the sheer speed and simplicity of set up.

Where other comparable, feature-rich solutions will take several weeks for set-up, Space Connect can be up and running in your business in less than a week, or even same-day!

Uniquely, with Space Connect you don’t need us to set your system up.

The Space Connect User Administration Console makes it incredibly quick and easy for you to create and configure your own buildings, floors, rooms and desks.

Once you set up desks and meeting rooms and define your rules, you are ready to go.

Even installing hardware is easy, using our recommended battery-powered sensors – no wiring required.

And remember, with Space Connect, you can change, flex and reconfigure your setup any time you need, quickly and easily – no support tickets required.

Onsite installation

If you’d like one of our partners to set up Space Connect for you then we offer an onsite installation and training service.

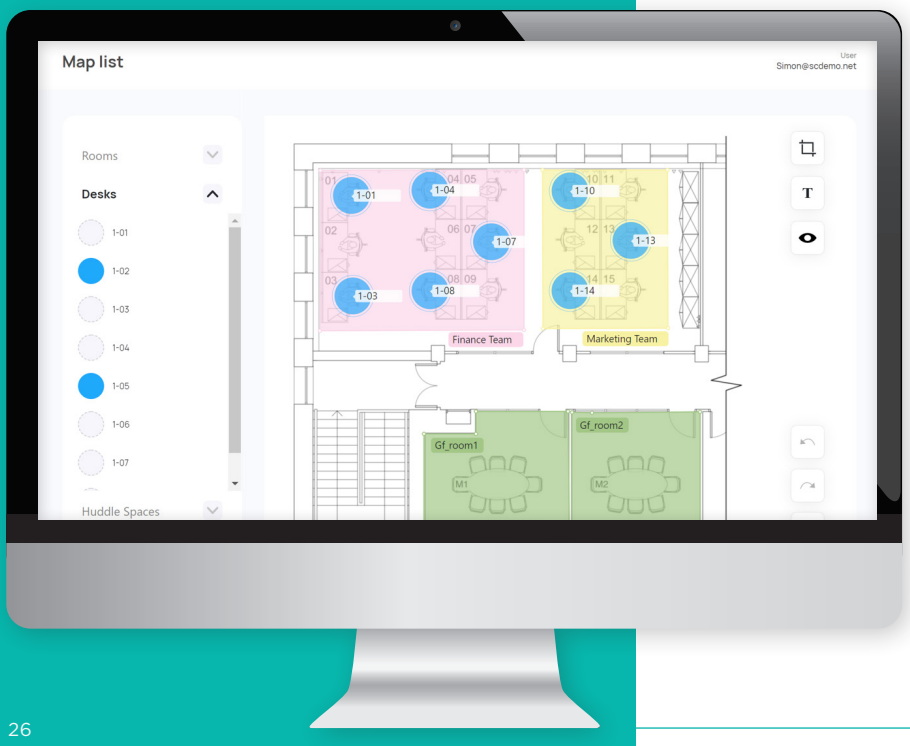
Self-uploadable/ configurable interactive floor maps

Imagine being able to upload your own floor maps to your desk and meeting booking app, make them live and interactive in minutes, and change them whenever you want.

That's the unique flexibility Space Connect provides.

With Space Connect you'll save considerable time and money by cutting out the need for third party floor mapping. Your FM team can do it themselves, in minutes, and make fast changes whenever they need to.

- Create and use your own workspace floor plans, including '3D' graphics
- Upload plans instantly, to create interactive maps for searching and booking
- Use the drag-n-drop map editor to quickly and easily configure map interactivity
- Configure desks, meeting rooms, huddle spaces and team zones
- Set-up an entire floor in minutes
- Add your own custom labels
- Easily update existing maps to reconfigure any space
- Enable super-fast app deployment – get up and running in days, or even same-day



Support and training

We've designed Space Connect to be so easy to configure and use that you'll barely need support!

But it's good to know that when you need some help, we are there. Here's all the ways we help our customers get up and running, and succeed.

Training

We offer both virtual training, on-site training and training at our locations.

Online Support - live chat

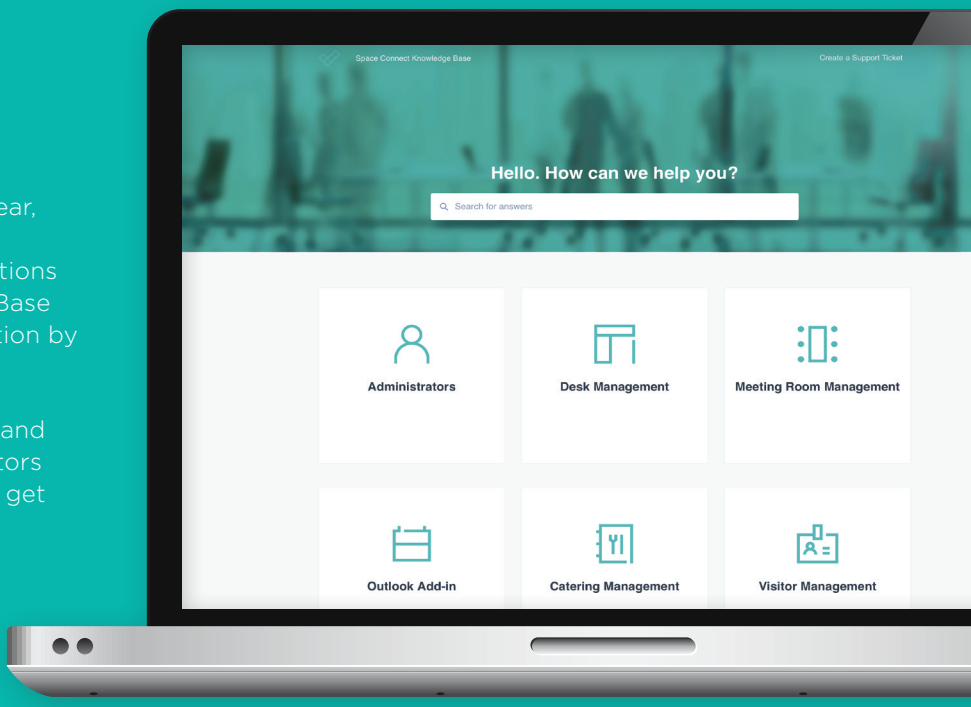
Chat to our agents to get an answer to your query. As part of your monthly fee, you have unlimited access to online support chat.

The Space Connect Knowledge Base

https://help.spaceconnect.co

Our Knowledge Base portal provides clear, practical guidance for both users and administrators on the features and functions of Space Connect. Use the Knowledge Base to raise support service requests for action by our support team too.

Space Connect has a range of 'How To' and 'Quick Reference' guides for administrators and users to make it easy for anyone to get the most from the system.



Next steps...

1. Get in touch to arrange a demo, online or at your office
2. Get all your questions answered
3. Place an order, risk free, with our flexible, no min-term contract
4. We provision your system within a few hours
5. You're ready to start configuring Space Connect
6. Or, if you'd prefer, we can configure it for you
7. Either way, you're up and running in less than a week, and often same-day!

Get in touch

To discover more about how Space Connect can make it incredibly easy and affordable for you to deliver workspace transformation, contact us to arrange a demo, arrange a call or for further information:

Call: +44 1623 489838

Email: info@citadelgroup.com.au

Or visit: citadelgroup.com.au

SPACE CONNECT
Fast, affordable workspace transformation

citadel group
MANAGING COMPLEXITY