IMPLEMENTING WALK-UP RESERVATIONS

Robert Bardwell
EMS Software | Project Consultant
Solutions covered

<table>
<thead>
<tr>
<th></th>
<th>Advance</th>
<th>Real-time</th>
<th>Manage</th>
<th>Presence</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reservationist-assisted</td>
<td>• • • •</td>
<td></td>
<td>• •</td>
<td></td>
</tr>
<tr>
<td>Web booking</td>
<td>• • • •</td>
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<td>• • • •</td>
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<tr>
<td>Outlook</td>
<td>• • • •</td>
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<td>• •</td>
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<tr>
<td>Mobile app / web</td>
<td>• • • •</td>
<td>• • • •</td>
<td>• •</td>
<td>• •</td>
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<tr>
<td>Digital signage</td>
<td>•</td>
<td>• • • •</td>
<td>•</td>
<td>• • • •</td>
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<tr>
<td>Kiosk</td>
<td>•</td>
<td>• • • •</td>
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<td>• • • •</td>
</tr>
</tbody>
</table>
Benefits of walk-up solutions

Addition of **flexible options**

Provide **visual guidance** to guests

Use **presence awareness** to counter no-shows

Reduce wandering
Addressing the no-show problem

Herman Miller Study

- Private Offices: Unoccupied 77% of the time
- Workstations: Unoccupied 60% of the time
Addressing the no-show problem

After the fact:
• Reporting
• No-show actions

Before:
• Prevent no-show before it happens
• Controlled booking window
Controlled booking window

Confidence level by days booked in advance
Booking window

Exclusive space for same-day reservations

Narrow window for future booking of self-service reservations

• Kiosk (same day)
• Digital signage (same day)
• Mobile (proximity)
## Today's Events

### New York Reservations

<table>
<thead>
<tr>
<th>Start Time</th>
<th>End Time</th>
<th>Event Name</th>
<th>Customer Name</th>
<th>Location</th>
<th>View Map</th>
</tr>
</thead>
<tbody>
<tr>
<td>8:00 AM</td>
<td>5:00 PM</td>
<td>EMS Workplace Training</td>
<td>Anderson, Scott</td>
<td>Denver - 324 16th - 02.West</td>
<td></td>
</tr>
<tr>
<td>8:00 AM</td>
<td>5:00 PM</td>
<td>Workspace - Bruno, Olivia</td>
<td>Nicole, Kristen</td>
<td>Denver - 324 16th - 02.112</td>
<td></td>
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<tr>
<td>11:00 AM</td>
<td>1:00 PM</td>
<td>EMS 6.0 Presentation</td>
<td>Evans, Dean</td>
<td>Denver - 324 16th - 02.East</td>
<td></td>
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</table>
### My Reservations

#### New York Reservations

<table>
<thead>
<tr>
<th>End Now</th>
<th>Cancel</th>
<th>Date</th>
<th>Start Time</th>
<th>End Time</th>
<th>Event Name</th>
<th>Location</th>
<th>Room Type</th>
<th>View Map</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>1/31/2014</td>
<td>8:00 AM</td>
<td>8:00 PM</td>
<td>Workspace - Bardwell, Robert</td>
<td>Toronto - 121 Bloor - Workspace 4</td>
<td>Workspace</td>
<td></td>
<td>confirmed</td>
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<tr>
<td></td>
<td></td>
<td>1/31/2014</td>
<td>8:00 AM</td>
<td>5:00 PM</td>
<td>Workspace - Bardwell, Robert</td>
<td>New York - 345 Park Ave - Workspace 1</td>
<td>Workspace</td>
<td></td>
<td>cancelled</td>
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<tr>
<td></td>
<td></td>
<td>2/1/2014</td>
<td>6:00 AM</td>
<td>6:00 PM</td>
<td>Workspace - Bardwell, Robert</td>
<td>Toronto - 121 Bloor - Workspace 4</td>
<td>Workspace</td>
<td></td>
<td>confirmed</td>
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<tr>
<td></td>
<td></td>
<td>2/1/2014</td>
<td>8:00 AM</td>
<td>9:00 AM</td>
<td>Wizard test</td>
<td>Toronto - 121 Bloor - 1102</td>
<td>Video Conference</td>
<td></td>
<td>cancelled</td>
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<tr>
<td></td>
<td></td>
<td>2/1/2014</td>
<td>1:00 PM</td>
<td>2:00 PM</td>
<td>Wizard test</td>
<td>London - 31-23 Aldgate - Office 6</td>
<td>Office</td>
<td></td>
<td>Request</td>
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<td></td>
<td>2/2/2014</td>
<td>6:00 AM</td>
<td>6:00 PM</td>
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<td>Toronto - 121 Bloor - Workspace 4</td>
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<tr>
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<td>2/3/2014</td>
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<td>Workspace - Bardwell, Robert</td>
<td>Toronto - 121 Bloor - Workspace 4</td>
<td>Workspace</td>
<td></td>
<td>confirmed</td>
</tr>
</tbody>
</table>
# Make a Reservation

## New York Reservations

### Availability

<table>
<thead>
<tr>
<th>Select</th>
<th>Location</th>
<th>Room Type</th>
<th>Capacity</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>London - 31-23 Aldgate - Office 1</td>
<td>Office</td>
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</tr>
<tr>
<td></td>
<td>London - 31-23 Aldgate - Office 2</td>
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<tr>
<td></td>
<td>Toronto - 121 Bloor - Office 1</td>
<td>Office</td>
<td>1</td>
</tr>
</tbody>
</table>
Locate colleagues
Standard Kiosk functionality

- Walk up reservations
- Check in/out of bookings
- Badge authentication
- View availability on interactive floor map
- Search for and locate people on floor map
Cabinet-mounted kiosk, Melbourne
Surface mounted kiosk, Shanghai
Surface mounted kiosk, Shanghai
Digital signage – EMS Glance
Digital signage – EMS Glance
Event Name: Meeting
Attendees: 3
Start Time: 08:36 AM
End Time: 09:36 AM
Reserve
What’s new?

Support for additional resolutions, devices
UI modifications to reduce reliance on keyboard
Improve time pickers
Direct interaction with time picker to create bookings
Authenticate to end meetings
Common questions, implementation tips

- Airline size – 21”
- Kiosk Mode
- Isolate apps to minimum
- Auto-login
Common questions, implementation tips

- Many mounting solutions – Bouncepad, Outform
- Surface tablet – USB connectivity
- Lock down functionality to navigate outside app
PepperDash Connect™

Because Double Entry is Bad and Saving Time is Good

PepperDash Connect™ enables communication between Crestron Fusion and popular room scheduling applications.

By integrating audiovisual control and room schedule management, PepperDash Connect™ allows calendar information to be easily managed and clearly displayed on Crestron signage and room control interfaces.

To learn more, email us at connect@pepperdash.com.
Steelcase RoomWizard
Do I own it?

- EMS Kiosk
  - EMS Workplace
  - Check with your account executive
Configuration notes

• EMS Glance
• EMS Kiosk
IMPLEMENTING WALK-UP RESERVATIONS TO IMPROVE SPACE UTILIZATION

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