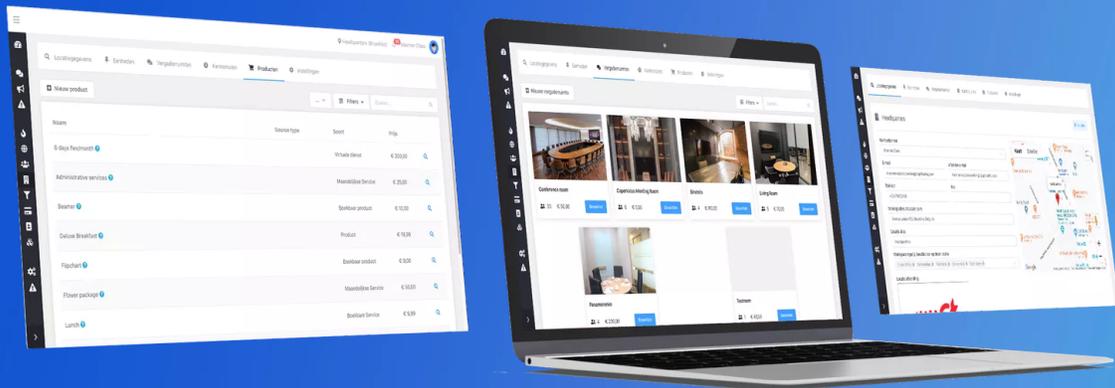


zapfloor

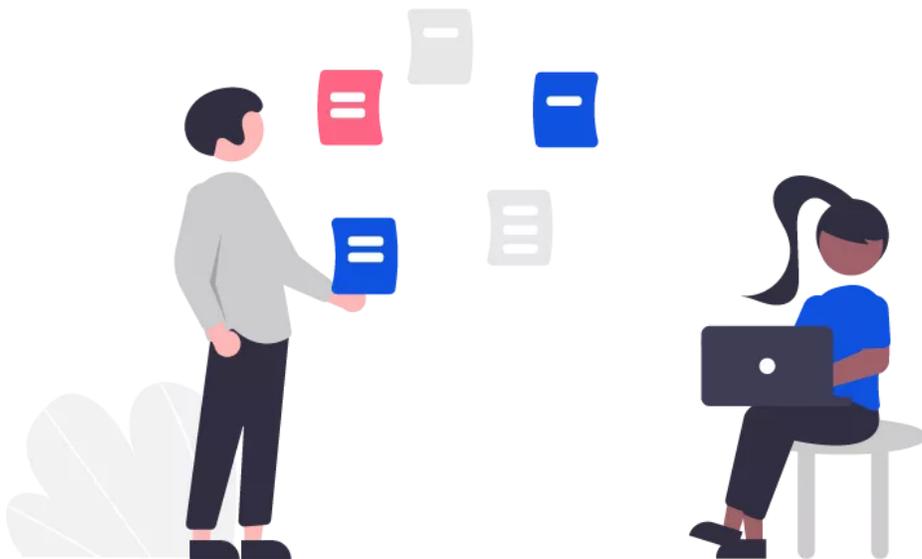
# Product Guide for Serviced Offices

Unlock the potential of your workspaces



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# How Serviced Offices Are Changing

It's often in the most disruptive of times, that people look for change and innovation. This translates itself perfectly into the way companies are currently assessing their work environment. A new 'normal' will have employers pursuing alternatives to personnel working at the office every day. In turn, well-adapted serviced offices will be in high demand.

With new customers entering the market, it'll be more important than ever to showcase why your facilities are a better fit than those of the competition. In a landscape with such heavy emphasis on technology and easy booking systems, your workspace management software can make or break deals with new members and tenants.

One piece of technology that will become increasingly in demand, is a well-designed booking system. Members and externals have to be able to book their workspace well in advance, or on the go depending on their needs. This'll be needed not only to warrant higher efficiency, but to uphold wellbeing and safety.

**69%**

*of respondents believe that current times will strengthen the market of flexible offices\**

*\*Data gathered from 2020 flexspace operator survey on the future of coworking, by CBRE*

**86%**

*of respondents believe that flexible offices will play a role in their long-term real estate strategy\**

*\*Data gathered from 2020 occupier sentiment survey on the future of coworking, by CBRE*

If you can warrant a service that's highly efficient, offers a safe solution to today's concerns, and places great value in customer experience, then you'll be sure to thrive in this rapidly evolving industry.

At zapfloor, we help you do just that and so much more.

# Why Zapfloor?

Zapfloor is a versatile solution that is built to help serviced offices grow. We're able to respond to your exact needs thanks to our modular approach. This way, you can make your software package as simple or as advanced as you require, while still maintaining its intuitiveness.

**01.** Gain complete control over your workspace capacities



**02.** Automate your billing and contracts



**03.** Connect and manage all your locations



**04.** Boost member engagement



**05.** Create a smarter and more innovative office environment



**06.** Generate advanced analyses for making data-driven decisions



# Why Zapfloor?

Don't just take our word for it.  
Take theirs...

"We managed to **reduce our time to invoice**  
from 1 week to 1 day."  
- **Business manager at Space Shack**



"We love the **floorpan** and the way zapfloor offers us the  
most **dynamic** way to manage our workspaces and  
meeting rooms"  
- **Business unit manager at Lodge**

"Whether we open a new location, want to integrate a new  
tool or have an issue, we can always count on the **great**  
**support** of zapfloor."  
- **Center Manager at Fosbury & Sons**



SPACE  
SHACK

LODGE.co

FOSBURY & SONS

# Why Zapfloor?

At zapfloor, we practise a **trusted guide approach** to customer service. What this entails is that we go above and beyond industry standard customer support. This approach is often cited by clients as one of the reasons why they love us.

## **Strategic advice**

We care about the success of our clients. Over the years, we have grown to become experts in the serviced office industry. We gladly apply this knowledge in helping you grow, by offering meaningful insights and strategic advice

## **Technical advice**

Are you considering the use of new technology for your serviced office? Ask us for advice! Chances are, we know the tool and can share our experiences.

## **Extensive FAQ**

Find the answers you're looking for. With every new update to our software, new articles get published to our already sizeable FAQ.

## **Live chat**

Can't find the answer to your questions in our FAQ or have an issue to report? Talk to our Customer Success team! They are available each workday through live chat, by phone, or by email.

## **Guided assistance with onboarding**

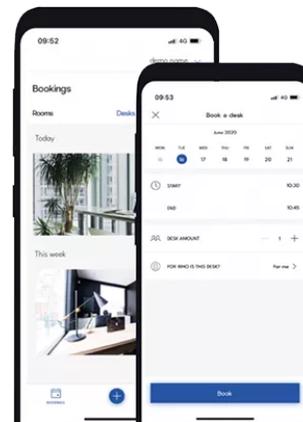
We're there every step of the way to make sure your team fully understands and can work with our software.

# How Your Members Experience Zapfloor

We've spent countless hours making sure all tools available to members are intuitive to use and provide value in their every day work life. Our UI is designed to be easy to use, while simultaneously providing extensive options and information.

**Help your members by enabling them to:**

- ✓ Book a flex desk
- ✓ Book a meeting room
- ✓ View and pay invoices
- ✓ Report an issue
- ✓ Invite a visitor
- ✓ Stay connected
- ✓ Find answers to your questions



## **Book a flex desk**

Make booking a desk a delightful experience with our flex desk module. With our online booking system and sophisticated floor plan integration, your members can reserve a desk that fits their needs, when they need it. A private office, a shared office, an office with a view, you name it. Easy, intuitive, real time, and safe.

## **Book a meeting room**

Booking a meeting room shouldn't be difficult. You don't need to send email after email to check for available dates, and times, and rooms. Members can simply open up their calendar and book by using our seamless Outlook or G Suite integration. Or by using the zapfloor (web)app of course. This simple booking system saves members valuable time, while providing all the information needed.

# How Your Members Experience Zapfloor

## **View and pay invoices**

No need for complicated spreadsheets. Members can quickly see when bills are due and what they entail. Our integrations with apps like PayPal, Stripe, and Bancontact, enable fast and easy transactions.

## **Report an issue**

It's all too common an issue: members send an email to get something fixed or have someone look into a missing item, but the email gets buried and forgotten. Save your members the annoyance. With a simple issue reporting feature, members will no longer need to send reminder after reminder or waste time by looking for the right people to address. They can even receive real time notifications on the status of their reported issues.

## **Invite a visitor**

With an online booking system, it becomes much easier to allocate time and office space to visitor(s). Members can easily invite and announce visitors through the application, and even book a parking spot for them. These visitors are then able to check in using our visitor app and check out when they leave the office.

## **Stay connected**

You don't fully function like a community until you feel like one. Our community tools help members stay connected with one another. Members can easily see what's going on in your office spaces and engage with relevant content and events. Member boards help members get in touch with the right people.

## **Find answers to your questions**

All the info you need. Use our extensive FAQ to find the answers to your questions.

# How You Experience Zapfloor

On the operator side of things, you'll have access to a much more advanced dashboard than your members. You'll be able to manage all your settings, facilities, leads, community boards, reporting, and more.

## As an operator, you'll be able to:

- ✓ Easily navigate between location dashboards
- ✓ Overview current space occupancies
- ✓ Look up specific members & their details
- ✓ Manage contracts from one place
- ✓ Use powerful billing and order management tools
- ✓ Allocate credits and other freebies
- ✓ Boost sales with our lead management system
- ✓ Communicate with your members
- ✓ Set up community events
- ✓ Provide booking access via your website
- ✓ Track and approve visitors
- ✓ Book and view desks and meeting rooms
- ✓ Manage meeting room requests
- ✓ Resolve reported issues
- ✓ Make data-driven improvement with multi-location analytics



## Easily navigate between location dashboards

Remove the distance between your facilities. Zapfloor's dashboarding enables you to customise your dashboards, switch between workspaces, and display key metrics in easy to understand visuals.

# How You Experience Zapfloor

## **Overview current space occupancies**

Have complete and detailed insights in who is using your workspaces. Control capacity and allocate desk and floor access to individuals or groups of individuals based on your own set of automated rules

## **Look up specific members & their details**

As an operator, all the information you need is available at the tip of your fingers. Need to look up an individual member? Just type in their name. Need info on a group of members? Filter by what links them together and get an easy overview.

## **Manage contracts from one place**

View and send out all your contracts from one place. Need to find a specific contract? Use our search function or filter by status, type, customer, and date.

## **Use powerful billing and order management tools**

Efficient and complete, our billing and order management module offers powerful tools across all your locations. View open orders, payments statuses, and more. With the press of a button, you can generate all your monthly invoices. Calculations are made automatically, taking into account both variable and fixed costs.



# How You Experience Zapfloor

## **Allocate credits and other freebies**

Using our credit system, you can allocate 'credits' to members. These can be used to book meeting rooms, flex desks, or any other accommodation available in your facilities.

## **Boost sales with our lead management system**

Boost your sales and marketing efforts with our advanced lead management system. Our system enables you to easily set up reporting, view and update contacts, manage deals, send out quotes, and more. Create even better workflows by integrating the lead management system with software you're already using.

## **Communicate with your members**

Need to inform your members on something? Quickly find the members you need and their contact details. Or use our social feed to direct information towards whomever it applies.

## **Set up community events**

Do you have a guest speaker coming over? A birthday party to celebrate? A friendly competition to launch? Whatever you need, our community tool can help you set it up. Inform your members on your planned events, give them the tools to interact with said events, and track who's attending.

## **Provide booking access via your website**

Using our advanced API, you're able to provide booking access to your facilities via your website. This way, externals looking for flex desks or meeting rooms, don't need an account prior to starting the booking process.

# How You Experience Zapfloor

## **Track and approve visitors**

Always be up to speed with your workspace occupancy. Through your visitor management tools, you'll be able to see who is visiting which workspace and any other required details. You'll also be able to set up access automations.

## **Book and view desks and meeting rooms**

With our tools, you have complete control over all bookable desks and meeting rooms. Optimise your occupancy by managing pending requests, maximum capacities, waiting lists, and automation. Get access to useful insights on how your accommodations are being used.

## **Manage meeting room requests**

With our meeting room software, you're able to instantaneously respond to pending requests. Be it a booking request for a specialised congress room, or an equipment request for a gadget to be used during a meeting.

## **Resolve reported issues**

Community management doesn't have to be complex. Let your members feel listened to by using a simple to use issue reporting tool. You can quickly respond to all open enquiries and complaints, assign tasks where needed, and resolve issues on the go.

## **Make data-driven improvement with multi-location analytics**

Future-proof your spaces. Use powerful multi-location analytics to analyse how members experience your workspaces and use these learnings to make data-driven improvements.

# How Visitors Experience Zapfloor

Using our visitor module, you or your members are able to invite visitors to your workspaces. You can book them a hotdesk, a meeting room, a parking spot, and any other accommodation you have available.



Visitors then receive an email with all the information required to get up to speed. Attached to this email, they will find a personal QR-code. SMS and email reminders can be sent prior to arrival.

Upon arrival, they can simply scan their QR-code into our visitor app to check in. Barring that, they can also manually check in by filling in their details and selecting their host. The host then receives a push notification, notifying them of their visitor's arrival.



As an extra benefit, deliveries can also make use of our visitor app to drop off packages. Operators or members are automatically notified when their package arrives.

# How Zapfloor Helps You Scale Your Business

**01.** Your spaces anywhere, anytime



**02.** Complete visibility on availability, contract expiry and member behaviour

**03.** Cross-location selling



**04.** Retain members and visitors by offering delightful experiences

**05.** Gain actionable insights and make data-driven improvements

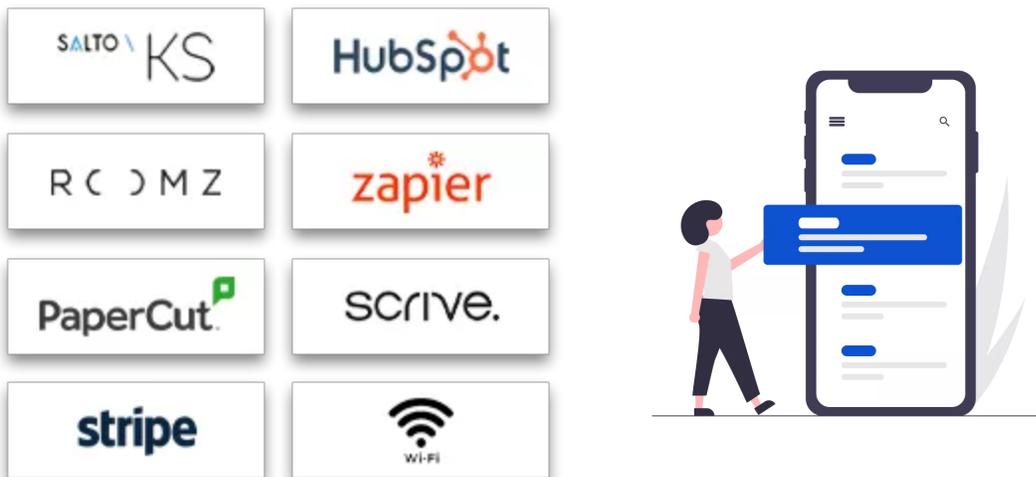


# Create a Smarter Office Through our Integrations

Extend the scope of what you're able to do with our tools. Zapfloor helps you in developing a true smart office. Thanks to our advanced API, zapfloor is able to connect with a wide variety of apps and programs.

We have integrations with: door access, social platforms, active directory (SSO), CRM systems, sensing, calendars and more.

**Some of the programs zapfloor works with out of the box are:**



**+ 50 more integrations**

Our support does not end with the list of readymade integrations. We offer custom integrations for companies that require specialised programs to work flawlessly with our tools.

[See all integrations ->](#)

# Extra Solutions

Further customise our platform to your specific company's requirements. We take your needs and apply them in such a way that your software package becomes uniquely fitted to your company.

## **Choose your language**

Make using our app even easier by choosing the right language. Zapfloor is currently available in 6 languages: German, Dutch, French, English, Portuguese, and Polish. With more languages being added constantly and on request.

## **Make use of our mobile application(s)**

Access your workspaces anytime or anywhere. With our mobile app, you're able to login on the go. With our designated visitor app, even externals are able to easily check in and rent spaces on the go.

## **Custom look & feel**

Truly make the app your own. With our white-label solution, we're able to customise the look & feel of your app to match the branding and style of your company.

## **Hardware integrations**

Thanks to our advanced API, we're able to connect to multiple hardware solutions such as Salto KS, Akuvox, and many more.

# Extra Solutions

## Technical customisation

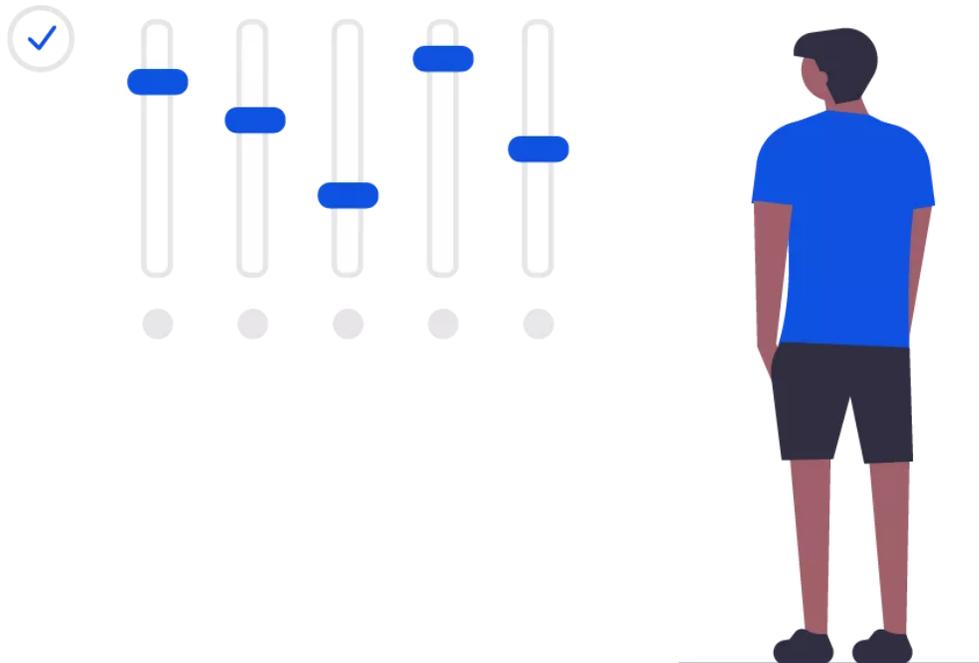
Is there a feature or integration that's missing from our offer? Ask us about it, and we'll discuss possible custom solutions.

## Open API

Use in-house development knowledge to further expand upon our open API. Develop custom website integrations, app functionalities, and more.

## Advanced multi-location reporting

Use our advanced multi-location reporting tools to set up custom reporting and export your gathered data.



# How To: Install Zapfloor

Migrating towards a new platform can often be a daunting challenge. New and complex features demand a lot of research and testing, which ultimately leads to frustrations and weariness. Not with zapfloor.

When making the transition to zapfloor, we guide you through every step of the way. From our initial intake meeting, to the go-live in each of your locations. Together, we'll have you up and running within a few weeks.

## Step 2: platform configuration

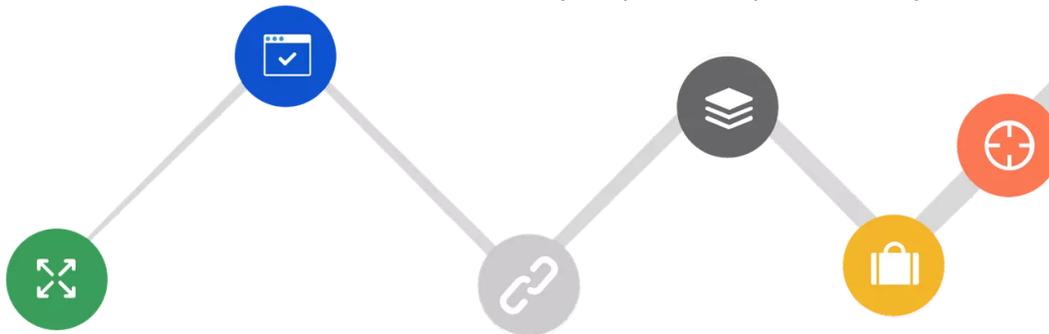
A second intake meeting takes place where we deep-dive into your business logic so that we can configure the platform correctly.

## Step 4: data cleaning and import

Data will be transferred and imported from the old system to zapfloor. After first uploads we walk you through the platform and perform tests together.

## Step 6: go-live

We prepare your team for the go-live and roll-out in all your locations (5-10 locations/wave).



## Step 1: intake

A first intake meeting where we analyse which data is available and what business logic is required.

## Step 3: setup integrations

We configure all the integrations you asked for and make sure everything works as intended.

## Step 5: final configuration & testing

We configure the final pieces of the platform and give you a hands-on training on zapfloor.

# How To: Install Zapfloor

**Are you as excited as we are to get started?**

**Next up:** a personalised demo of our platform with one of our sales representatives. Find out how our software fits in with your specific company needs!



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[Book a live demo](#)

**Our partners help shape the serviced office landscape**

