



From NFS Technology Group

room, resource
and workspace
scheduling solutions



Supplied in a box
so that your staff
can work efficiently
outside the box



technology group

www.nfs-hospitality.com

For meeting rooms, hot desking/
hotelling, video conferencing, catering,
car parking, training and much more...



Rendezvous Workspace by NFS gives you the power to efficiently manage all of your resources, across any number of locations.

Our well proven software enables your staff to embrace flexibility and work on the move. And by optimising the use of resources throughout the organisation, you are able to cut costs and reduce your carbon footprint!

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Why NFS?



Any purchase of enterprise software is also an investment in the software company. NFS has a proven track record of stability, best-of-breed solutions and outstanding 24/7 customer service. With over 1000 clients worldwide, a dedicated and caring team, proven global implementation experience and strong integration skills, NFS is ideally placed as a technology partner. We work with many leading international companies and have offices and support capability in the UK, US, EMEA and Far East.

With nearly 15 years of experience in providing scheduling solutions to small and large companies, NFS has the business experience as well as the technology background to help organisations use resources better, reduce operating costs and provide a great service for staff and clients. Our Rendezvous Workspace solution is leading the way as a technology platform to re-engineer the scheduling workflow and management of costly facilities and resources.

Our corporate philosophy is to treat our clients as we would treat family and friends. We recognise our clients have a wide range of business processes and needs, so we aim to offer a flexible and responsive solution by adapting the technology to our customers' working environment. Our 24/7 support operation and hands-on account management provide high levels of customer service, ensuring service delivery is aligned to the clients' needs and business culture.

Workspace Management



Workspace Management is all about optimum utilisation of the different spaces and resources available in an organisation; it encompasses the management tools needed for today's working environment, where over 50% of office space can be under-utilised.

As staff are increasingly mobile, the concept of fixed office space is changing as people look for more flexible ways to work in order to achieve a better work/life balance. They are becoming more adept at hot-desking, mobile and home-based working, and it is predicted that over the next five years this trend will continue.

Workspace Management is about having the right tools to enable this new generation of employees to work effectively and flexibly no matter where they are. It allows them full access to all the productivity solutions they need in order to work outside a fixed office space.

This move from the fixed office to flexible working is driven by employers' need to cut costs and reduce the organisation's impact on the environment, but also by employee desire for a better work/life balance, and less time spent commuting.

Flexible working is becoming more attractive and more practical due to:

- Audio and Video Conferencing becoming affordable and of higher quality, encouraging greater use.
- Technology allowing for remote working as many applications are now Cloud based.

The benefits of better Workspace Management are visibly reduced costs, less impact on the environment and happier staff - which in turn boosts productivity. All of this can be achieved by using workspace management tools. And this is what our new Rendezvous platform is all about.



The Flexible Workplace Solution - a compelling proposition



Today, flexible working is gaining in importance, driven by:

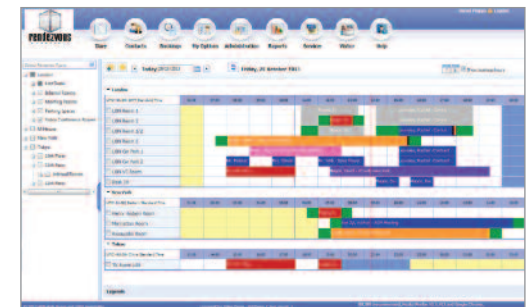
- Staff wanting a better work/life balance
- Technology enabling greater mobility and better remote collaboration
- Companies seeking cost-reduction - 55% is the average amount of unused office space and £5,000 is the average facility cost per employee!
- Environmental concerns are driving the need to reduce travel with greater remote collaboration, technology being the key facilitator.

Why Rendezvous Workspace?

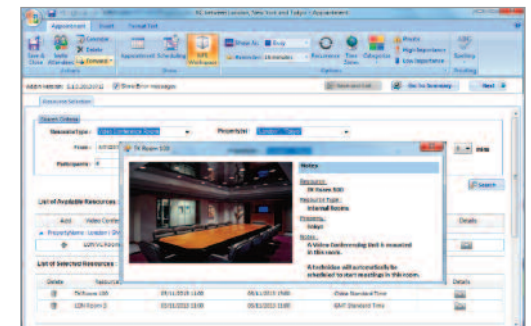
Rendezvous Workspace brings together the key elements of scheduling to enable companies to make flexible working a reality.

MS Outlook-based scheduling	Find and book all resources through MS Outlook.
Web-based self-service Rendezvous Diary	Manage all meetings and events using a real-time 24/7 interface.
Smart Kiosks	Ideal for reception areas for visitors to speed up booking and registration.
Mobile	Deliver meeting-critical information to staff on the move.
Video Conference Scheduling	Schedule multi-location meetings, across different time zones, including all notifications.
Charge Back	Capture all costs related to meetings and resource bookings for accounting and reporting.

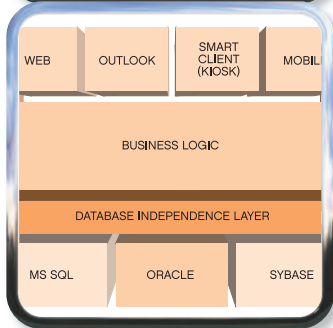
Rendezvous Workspace Diary
(see page 17)



MS Outlook-based Scheduling
(see page 18)



The Workspace Technology Platform



Technology Platform
(see page 16)

NFS was one of the first companies to launch a browser-based scheduling solution, Rendezvous, in 2003. Rendezvous Workspace is our next-generation technology platform, designed for flexible working patterns (hotelling or hot desking), the management of multiple resources using a single solution and, most importantly, the flexibility to offer an organisation total control of the workflow and management of different resource types such as rooms, car parking, catering and video conferencing.

The technology platform is built on a multi-layered architecture – panel on left.

At the workflow level, some very significant functionality has been developed to help organisations maximise the use of resources and give staff the tools to work efficiently.

Automated Notification

Workspace eliminates several time-consuming manual processes by sending automatic meeting reminders, change notifications, cancellation alerts and service alerts as required by the organisation.

Flexible Resource Design

All the bookable facilities in an organisation can be configured to suit the organisation's business requirements and booking processes. For example, you can create hot desks with variable attributes such as a docking station, LAN connection, Webcam etc.

Business Rules Engine

The Rendezvous Workspace Business Rule Engine allows the organisation to implement different controls and policies for different scheduling scenarios.

Web Services Layer

Rendezvous Workspace Web Services allows various front-end applications to book and manage the organisation's facilities. Rendezvous offers a Web Interface, an MS Outlook Interface, a Smart Client Interface and a Mobile Interface.



Meeting Rooms, Hot Desk/Hotelling and Resources



Rendezvous Workspace deals with different aspects of the booking process by creating workflows that are related to each category of resource. The user experience is fully optimised and Workspace allows different resources, across different locations, to be booked as part of an integrated booking process.

Meeting Room

- People Numbers
- Layout Style
- Setup/Breakdown
- Meeting Type
- Restrictions

Hot Desk

- IT Equipment
- Location
- Groupings
- Duration
- Colleague Link (Project Meetings)
- Parking Required

Catering Facilities

- Quantity
- Duration
- Category
- Delivery Options

Car Parking

- Location
- Disabled Facility
- Duration
- Access Rights

VC / Telepresence

- Time / Duration
- Set up / Clear Down
- Service Provider Notifications
- Technology Links to VC Solution
- Agenda Management

AV Equipment

- Equipment Search
- Availability
- Book Equipment
- MS Outlook Calendar Updates
- Inventory Handling
- Equipment Specs.



MS Outlook-Based Scheduling

- keeping it simple!



Today staff spend a large amount of work time navigating the Microsoft desktop. It is often stated that people “live in MS Outlook”. Seamless desktop integration is one of the core areas of functionality of the Workspace platform.

The MS Outlook functionality provides multi-resource, multi-location and multi-timezone scheduling capability from within the MS Outlook Appointment form. Key elements of functionality include:

- **Full integration with MS Outlook** – No need to disrupt your email session or open multiple applications; simply launch Rendezvous Workspace directly from MS Outlook.
- **Ease of use** – The user interface is uncluttered, user friendly and efficient. With “drag and drop” functionality, schedules can be changed quickly on the fly and without the need to rekey data.
- **Highly configurable** – Rendezvous Workspace is customised to your exact needs and business processes, and it integrates fully with several database platforms.
- **Portability** – Simply use your laptop, smartphone, Blackberry or iPhone to do everything you can do in the office – book meeting rooms, hot desks, catering and resources.
- **Seamless automation** – Save time by automating meeting reminders, change notifications, cancellation alerts and service alerts.
- **Video conference scheduling** – Schedule multi-timezone and multi-location video conferences, and notifications will be sent automatically.
- **Smooth Integration** – Rendezvous Workspace is flexible; whatever your choice of email platform, it delivers. It integrates seamlessly and has the capability to integrate with other platforms using Web Services/API with Exchange server.
- **Interoperability** – With Rendezvous Workspace you are not tied to one browser. The system is interoperable and works perfectly with Firefox, Internet Explorer, Google Chrome, Safari and Opera.



Room Panels, AV/VC Integration



Rendezvous supports a range of AV/VC display panel solutions, using industry standard hardware, operating systems and integration approaches (SOAP/XML). The Rendezvous AV solution recognises our clients' needs for flexibility, low cost of ownership and easy integration with AV/VC solutions. To achieve this we have released our AV Service Pack, offering a simple and cost effective integration approach.

Room Panels

We have developed two room panel solutions, iPad based and Windows based to offer a highly cost effective model for room status display and room booking at panel level. By using industry standard hardware and operation systems, we believe clients will achieve a cost of ownership saving (over 5 years) of up to 60%, relative to high cost proprietary hardware. The Rendezvous panel technology also supports NFC/HID cards for user ID and access control. The main features supported are:

- Direct booking of meeting room
- Easy display of current/ future and in progress meetings
- Check-in/out facility for management reporting
- Ability to report issues directly from the device
- Simple and easy to use

NFS have also developed integrated solutions with leading global room panel providers like Steelcase, AMX and Crestron. Our aim is to offer clients the greatest level of choice to suit functional requirements, design preferences and budget.

AV/VC Integration

Our TMS integration suite provides seamless integration to the Cisco VC solution. Through TMS integration we also support Microsoft Lync, audio and video desktop integration. In addition to TMS we also support integration to the Polycom environment through the BT Engage platform.

Rendezvous AV/VC – The Affordable Display Solution.

iPad Compliant
(see page 21)



Windows Compliant
(see page 22)



Rendezvous Mobile

- Services on the move



Employees are now finding themselves working away from the office or on their commute home. With the advent of touch screen mobile devices such as the iPad and freely available Wi-Fi, it has never been easier to work on the move.

With our new iPad-based Workspace Mobile solution, it is now possible for staff to quickly check and amend their meeting schedule on the move and, in addition, book all the attendant resources such as hot desks, foodservice, and AV. What's more, with full integration to MS Outlook and Exchange, all attendees and service staff are kept in the loop via email.

Ease of Use – based around the iPad graphical interface, there is no steep learning curve. Calendar entries can be quickly viewed, amended and created.

Flexible – using the iPad form, the solution is much more flexible than a traditional laptop. Mounted on a wall, staff can make quick changes and communicate them to attendees and Service Providers. Service Providers can now quickly react to foodservice, AV and maintenance requests whilst on the move.

Fully Featured – although the iPads are small, the solution can do everything the Rendezvous Workspace solution can do. Including full integration with MS Outlook and Exchange, it also has excellent Agenda Management.

Value for Money – With Rendezvous mobile you can use industry standard hardware platforms, maximising the value proposition.



Rendezvous Mobile

- Moving with the times



Interactive Floorplans
(see page 23)



The Rendezvous Mobile Platform is all about empowering staff and service providers with access to availability, bookings and service ticket information while on the move. The user interfaces are designed to be simple and intuitive, and great emphasis has been placed on the user experience.

For self-service, we have developed a Windows based kiosk platform using industry standard hardware including HID Cards for access control. The Rendezvous Kiosk is highly intuitive and supports the booking of multiple resources, rooms, desks and car parking:

- Manage multiple resources from one central location, with instant booking
- Manage check-in/out for management reporting
- Location/directions to your booked space
- Colleague location

Now, consider the IOS App for the service provider. This application can be downloaded from the Apple iStore and used on low cost devices, like the iPod Touch.

So what makes this Rendezvous Mobile App really powerful? It supports all the important business functions required for notification, delivery and approvals with an exceptionally simple user interface:

- Real time notifications for instant access to all tasks
- Managers can approve or deny items ordered while on the move
- Ability to set items as delivered and retrieved, so SLAs can be monitored
- Instant on screen notification of items ordered

The NFS approach to mobility has two key components; to support, as far as possible, the many different platforms that our clients are likely to deploy to ensure a cost-effective roll-out, and to provide highly intuitive Apps for specific business functions.

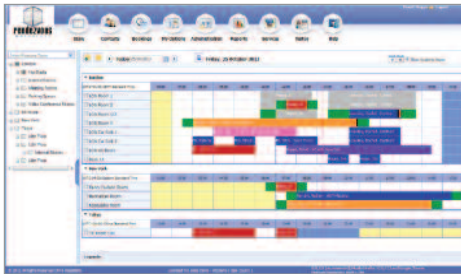
Rendezvous Mobile – Scheduling in the Palm of your Hand.



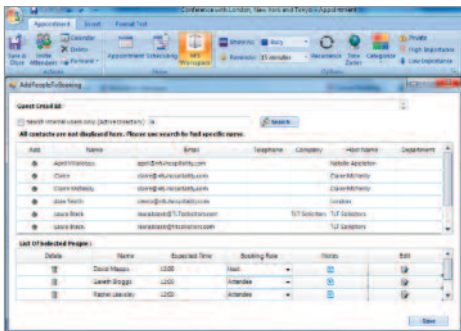
Managing Global Events

- the efficient way

Room Scheduling
(see page 17)



Attendee Invitation
(see page 19)



Flexible working and greater staff mobility introduce many challenges in managing multi-location events. The growing use of video conference and telepresence technology makes remote meetings possible, providing a richer collaborative experience. So what does Rendezvous Workspace help deliver?

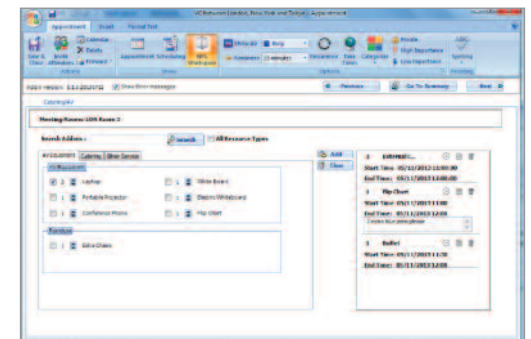
Being able to easily book rooms and resources across multiple locations in different time zones is a scheduling necessity.

Today, successful event planning requires a facility for online visitor registration. Rendezvous Workspace brings together the critical elements of an event by incorporating online registration with room and resource scheduling.

Because Rendezvous Workspace captures all costs associated with a meeting or event, event cost analysis, charge back and financial controls can be consolidated in the scheduling solution.

Rendezvous Workspace also has superb agenda management functionality. It has been designed to simplify the whole agenda management process from start to finish. Rendezvous Workspace matches appropriate speakers to events, checks the agenda and speaker availability, sends emails to speakers, updates their calendar and stores meeting-related content. With Rendezvous Workspace, the complex process of agenda management and distribution becomes simple and efficient.

Resource Management
(see page 20)



Shrinking the Corporate Carbon Footprint



We're all looking for ways to improve the efficiency of our organisations and reduce our carbon footprint. In becoming more "green" we can also save costs. Knowing where to start is often one of the greatest hurdles. Let us offer you a solution, Rendezvous Workspace, to support you along the way!

Rendezvous Workspace can help your organisation realise your "green" initiatives in the following ways:

- Reduce paper with a streamlined, integrated solution for capturing flexible workspace requests, approvals, confirmations, and more.
- Resource optimisation helps companies "do more with less." Utilisation reports prevent you from purchasing resources you don't really need.
- Reduce commutes by enabling staff to use flexible workspace and video conferencing.
- Reduce business running costs, minimise your carbon footprint and cut under-utilised office space through efficient management of shared and flexible workspace.
- Reduce HVAC emissions by heating and cooling space only as needed, based on room use and occupancy.
- Reduce hours required for people to re-key data into disparate systems and benefit from a more efficient scheduling team. Rendezvous Workspace seamlessly integrates with other key systems giving your team more time to perform important client service tasks.

Rendezvous Workspace can seamlessly manage flexible space "out of the box". Workspace can be accessed on the web, via MS Outlook, or via a mobile device such as a smart kiosk or a mobile phone.

Better Workspace Scheduling = A Lower Carbon Footprint



The Complete Workspace Scheduling Solution



At the heart of an efficient organisation is a workflow process that enables staff to schedule resources and plan meetings/events in total confidence that all services will be delivered in an accurate and timely manner. Frequently, several different internal and external providers need to be notified and need to communicate efficiently. Rendezvous Workspace deals with the booking and notification process, while the NFS team, operating on a 24/7 basis, will ensure our technology is well supported.

So What Are The Added Value Components?

User training

Designed around your business needs and staff members, we deliver on-site and web training to make sure you get the best return from your technology investment.

Integration Services

An effective scheduling solution needs to fit into the workflow of the organisation. We take ownership by leading the integration project.

Development Services

A total solution frequently requires new features or extended functionality. The NFS development team is available to undertake development projects for clients.

Business Process Consultancy

Our experience in working with many international companies means our consultants are able to advise clients on workflow and scheduling best practice.

Business Intelligence and Accounting

Improved cost and utilisation data for meeting facilities leads to better planning decisions. Rendezvous reporting makes this possible.



What Our Customers Say



“ We are delighted to be working with NFS to roll out their Rendezvous solution for meeting room and space management. We have worked closely with NFS to tailor the Rendezvous solution to the needs of Centrica and have been delighted with the flexibility and responsiveness of NFS. We are looking to realise the benefits of integration between Rendezvous and our Cisco based VC system to drive both cost savings and improved collaboration for our staff.”

Kiffey Dalvi
Senior Project Manager, Centrica



“ We have used Rendezvous very successfully at our locations in South Africa and we are now rolling out to the UK. A great tool to maximise the use of our space.”

Leon James
HR & IT Manager, Investec



“ Rendezvous is a very easy to use tool for managing meeting rooms, catering and AV services. All our US sites are linked by Rendezvous, making it easy to arrange multi-property meetings. We are now planning on global rollout.”

Michael Farino
Manager of Concierge & Hospitality Services, DLA Piper LLP



“ The ease of use, audit trail facility, avoidance of repetitive communications and automated emails are going to save us between one and two days work a week. This is a cost saving of up to £15,000 per year, so payback is fast!”

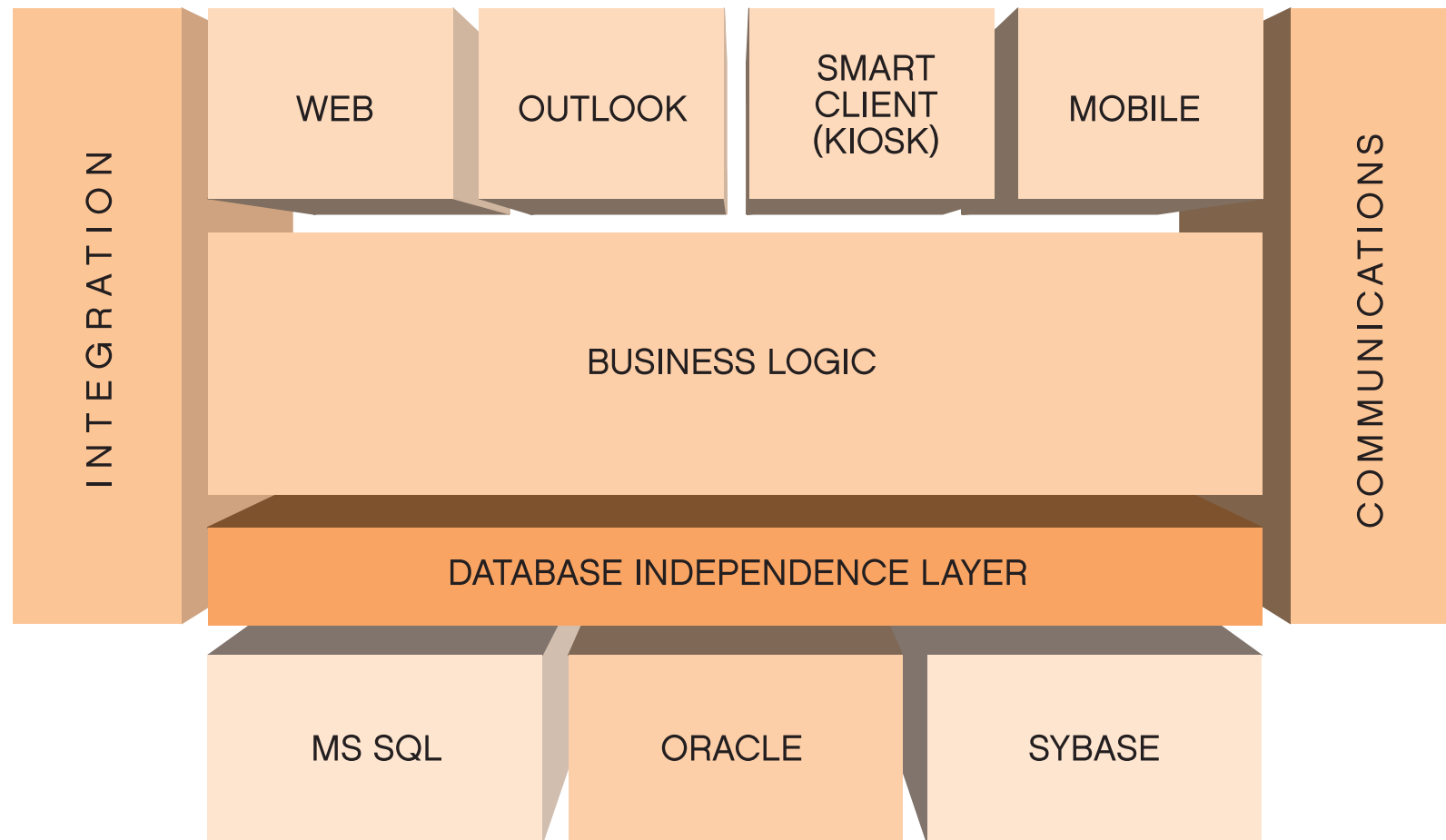
Liljana Howe
Business Analyst, Water Babies

Screen Shot Details

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The Workspace Technology Platform



Rendezvous Workspace Diary

The screenshot displays the Rendezvous Workspace Diary interface. At the top, there is a navigation bar with icons for Diary, Contacts, Bookings, My Options, Administration, Reports, Services, Visitor, and Help. The user is logged in as David Mapps.

The main area shows a calendar for Friday, 25 October 2013. The left sidebar lists resource types and locations: London (Hot Desks, Internal Rooms, Meeting Rooms, Parking Spaces, Video Conference Rooms), M House, New York (10th Floor, 11th Floor, Internal Rooms, 12th Floor), and Tokyo (Internal Rooms, 12th Floor).

The calendar is divided into three sections: London, New York, and Tokyo, each showing a grid of time slots and resource bookings.

London (UTC+01:00) GMT Standard Time

Resource	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00
LON Room 1							Mapps, D			Leavley, Rachel - Contra					
LON Room 2							Mapps, D			Leavley, Rachel - Contra					
LON Room 1/2							Mapps, D			Leavley, Rachel - Contra					
LON Room 3															
LON Car Park 1															
LON Car Park 2															
LON VC Room															
Desk 1A															

New York (UTC-04:00) Eastern Standard Time

Resource	01:00	02:00	03:00	04:00	05:00	06:00	07:00	08:00	09:00	10:00	11:00	12:00	13:00	14:00	15:00
Henry Hudson Room							Mapps, D								
Manhattan Room															
Kosciuszko Room															

Tokyo (UTC+09:00) China Standard Time

Resource	13:00	14:00	15:00	16:00	17:00	18:00	19:00	20:00	21:00	22:00	23:00	00:00	01:00	02:00	03:00
TK Room 100															

Legends

© 2012 All Rights Reserved | NPS Hospitality | Licensed To: Sales Demo - WSDemo | User count: 1 | JEB, JES (recommended), Mozilla Firefox V3.0, V13 and Google Chrome. Minimum Resolution: 1024 x 768

MS Outlook-based Scheduling

VC between London, New York and Tokyo - Appointment

Appointment Insert Format Text

Save & Close Invite Attendees Forward Appointment Scheduling NFS Workspace Show As: Busy Reminder: 15 minutes Recurrence Time Zones Categorize Private High Importance Low Importance Spelling Proofing

Addin version: 5.1.0.20130712 Show Error messages Save and Exit Go To Summary Next

Resource Selection

Search Criteria

ResourceType: Video Conference Rooms Property(s): "London", "Tokyo"

From: 5/11/2013 Participants: 4

TK Room 100

0 mins

List of Available Resources:

Add	Video Confer
PropertyName: London (GM	
LON VC Room	

List of Selected Resources:

Delete	Resource	Start Time	End Time	Time Zone	Details
	TK Room 100	05/11/2013 11:00	05/11/2013 19:00	China Standard Time	
	LON Room 3	05/11/2013 11:00	05/11/2013 11:00	GMT Standard Time	


Notes

Resource: TK Room 100

Resource Type: Internal Rooms

Property: Tokyo

Notes: A Video Conferencing Unit is mounted in this room. A technician will automatically be scheduled to start meetings in this room.



Attendee Invitation

Conference with London, New York and Tokyo - Appointment

Appointment Insert Format Text

Save & Close Invite Attendees Calendar Delete Appointment Scheduling NFS Workspace Show As: Busy Reminder: 15 minutes Recurrence Time Zones Categorize Private High Importance Low Importance

AddPeopleToBooking

Guest Email Id:

☐ Search internal users only (Active Directory)

All contacts are not displayed here. Please use search to find specific name.

Add	Name	Email	Telephone	Company	Host Name	Department
	April Villalobos	april@nfs-hospitality.com			Natalie Appleton	
	Claire	claire@nfs-hospitality.com			Claire McNeilly	
	Claire McNeilly	claire@nfs-hospitality.com			Claire McNeilly	
	Alan Smith	demo@nfs-hospitality.com			London	
	Laura Black	laura.black@TLTsolicitors.com		TLT Solicitors	TLT Solicitors	
	Laura Black.	laura.black@titsolicitors.com			TLT Solicitors	

List Of Selected People :

Delete	Name	Expected Time	Booking Role	Notes	Edit
	David Mapps	12:00	Host		
	Gareth Bloggs	12:00	Attendee		
	Rachel Leavsley	12:00	Attendee		

Resource Management

VC between London, New York and Tokyo - Appointment

Appointment Insert Format Text

Save & Close Invite Attendees Forward - Actions

Calendar Delete Appointment Scheduling NFS Workspace Show

Show As: Busy Reminder: 15 minutes Recurrence Time Zones Categorize Private High Importance Low Importance Spelling Proofing Options

Addin version: 5.1.0.20130712 ☒ Show Error messages Previous Go To Summary Next

Catering/AV

Meeting Rooms: LON Room 3

Search Addons: Search ☐ All Resource Types

AV Equipment Catering Silver Service

AV Equipment

<input checked="" type="checkbox"/> 3 Laptop	<input type="checkbox"/> 1 White Board
<input type="checkbox"/> 1 Portable Projector	<input type="checkbox"/> 1 Electric Whiteboard
<input type="checkbox"/> 1 Conference Phone	<input type="checkbox"/> 1 Flip Chart

Furniture

<input type="checkbox"/> 1 Extra Chairs

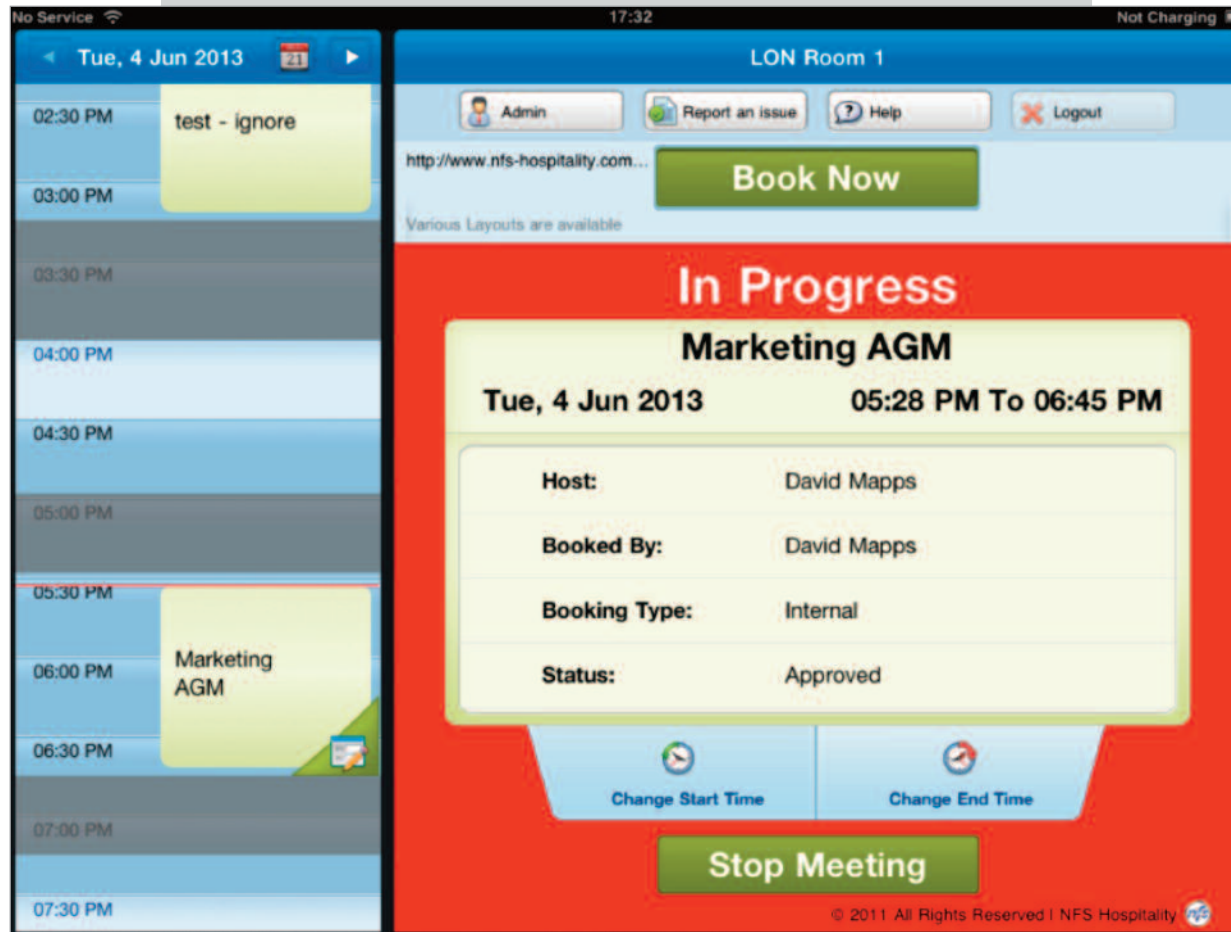
Add Clear

3 External C... Start Time: 05/11/2013 11:00:00 End Time: 05/11/2013 12:00:00

1 Flip Chart Start Time: 05/11/2013 11:00 End Time: 05/11/2013 12:00
2 extra blue pens please

1 Buffet Start Time: 05/11/2013 11:30 End Time: 05/11/2013 12:00

iPad Room Panel



Windows Room Panel

The screenshot displays a 'Windows Room Panel' for 'LON Room 1'. The central panel shows details for the 'Next Meeting - Yet to Start', which is a 'Webinar with New York' scheduled for 'Tue, 29 Oct 2013 - 16:30 To 18:00'. The host is 'Joe Bloggs', booked by 'Joe Bloggs', with reference number 'M918'. The booking type is unspecified, and the status is 'Approved'. Below this, there is a 'Book New Meeting' button and three links: 'Report An Issue', 'Admin', and 'Login'.

The left side panel shows the schedule for 'Tue, 29 Oct 2013'. It lists times from 11:00 to 17:30. A 'Sales AGM' is scheduled from 11:00 to 14:30. A 'Webinar with New York' is scheduled from 16:30 to 17:30.

The right side panel shows the schedule for 'Wed, 30 Oct 2013'. It lists times from 09:00 to 15:30. A 'Conference with Tokyo' is scheduled from 10:00 to 11:30. A 'Marketing AGM' is scheduled from 14:00 to 15:30.

Interactive Kiosk

Welcome to the Room Booking Kiosk

Logged in as: David Mapps

The floor plan shows the following room availability status:

- Green (Full availability):** RM 2, RM 11, and the large curved room.
- Amber (Some availability):** Auditorium, RM 1, RM 3, RM 4, RM 9, RM 10, and RM 12.
- Red (No availability):** RM 6, RM 8, and RM 1.

Available	Part Available	Not Available
Green = Full availability. Select any green button to book meeting room	Amber = Some availability. Select any Amber button to book meeting room	Red = No availability. Room is Busy cannot be booked.

This is a No Smoking area.

Take Action Now



Visit our product website
www.myrendezvous.net
to find out more and arrange a Free demo

To speak to one of our expert advisors
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