

Presented By:



www.iOFFICECORP.com

At iOffice, we are constantly analyzing customer feedback and considering the various ways we can innovate, integrate, or update our products and services.

We strive to be leaders in the FM software field and understand that our commitment to our customers is of the utmost importance.

Accordingly, our developers have been hard at work creating new features for our users and offering updates for almost every module in our program. 2015 was a big year for us at iOffice and we anticipate even greater things for 2016.

Here's a comprehensive recap of the updates and new features we're pleased to be able to offer to our clientele.

Table of Contents

Part 1: Desktop Updates

- 1 SPACE
- 2 MOVE
- 3 SERVICE REQUEST
- 4 MAIL
- 5 ASSET
- 6 COPY
- 7 REPORTS
- 8 RESERVATIONS
- 9 ADMINISTRATOR
- 10 DIRECTORY

Part 2: Mobile Updates

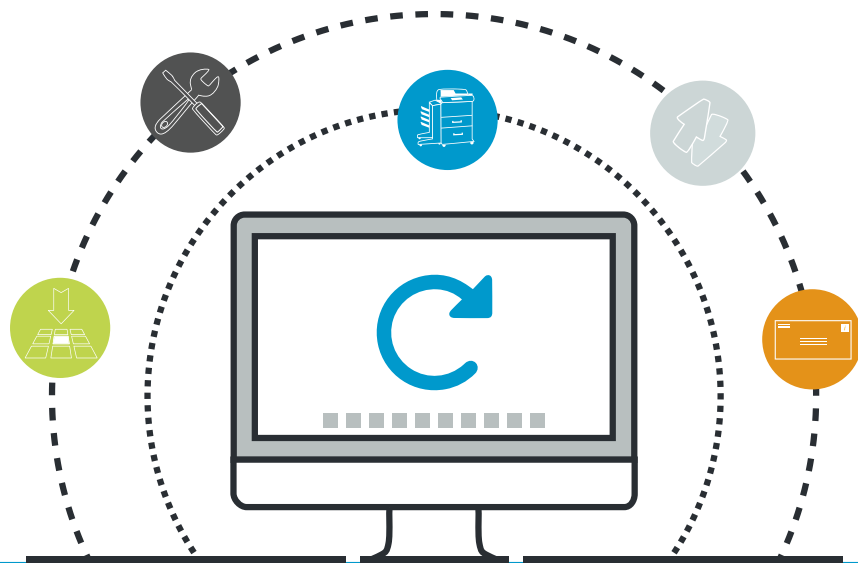
- 1 MAIL MOBILE APP
- 2 SERVICE REQUEST
- 3 OPENSOURCE

Part 3: Miscellaneous Updates

- 1 LOCALIZATION
- 2 REVIT PLUGIN
- 3 METRIC SUPPORT
- 4 USER MAINTENANCE
- 5 CUSTOMER PORTAL NOTIFICATIONS

PART 1:

DESKTOP UPDATES



When it comes to workplace tools, user experience is key to achieving and maintaining employee engagement. Your software must be flexible and dynamic, adapting as workplace needs evolve. With that in mind, we have made some exciting changes to our desktop software, offering users expanded options and increased visibility. The result, is a more enhanced experience and speedier delivery of information and services.

1) Space

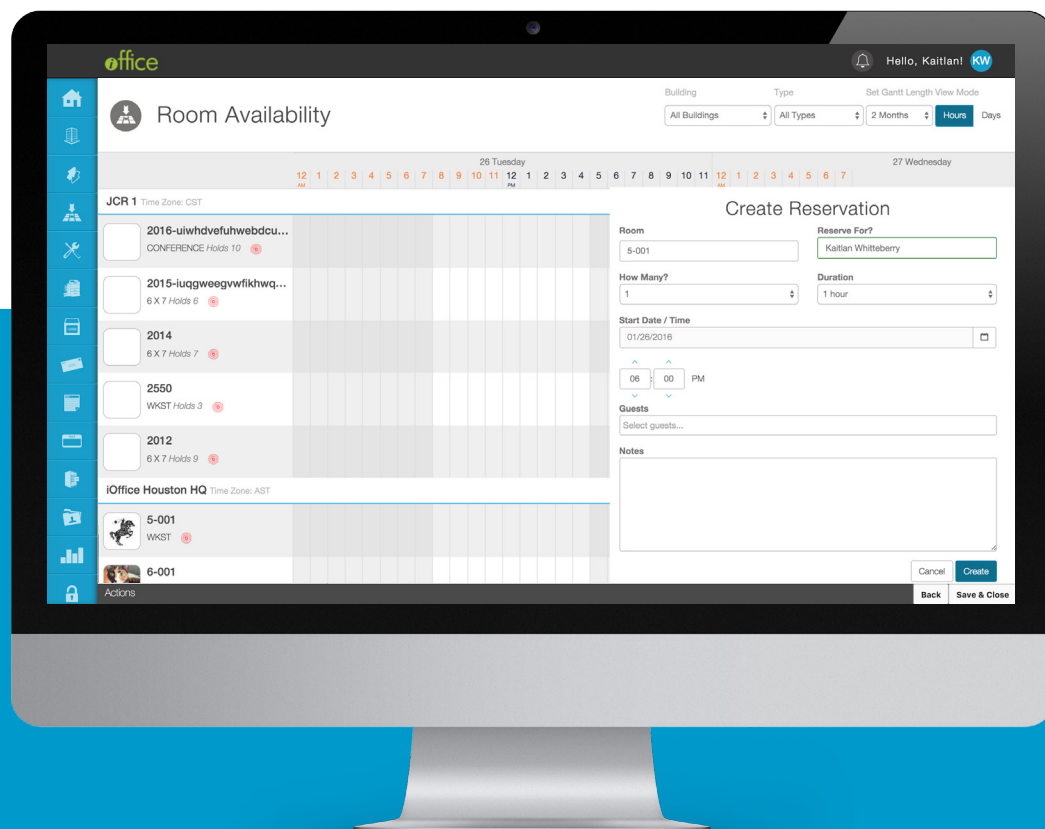


Live Floor Plan Preview (February 2015)

This update was done to allow users to quickly view and zoom in and out on a floor plan without having to open Space.

New Reservation Editor (March 2015)

An update was made to allow users to create a room reservation from the availability calendar. Simply click on any room, and the “Create Reservation” screen will appear, allowing you to customize your reservation details.

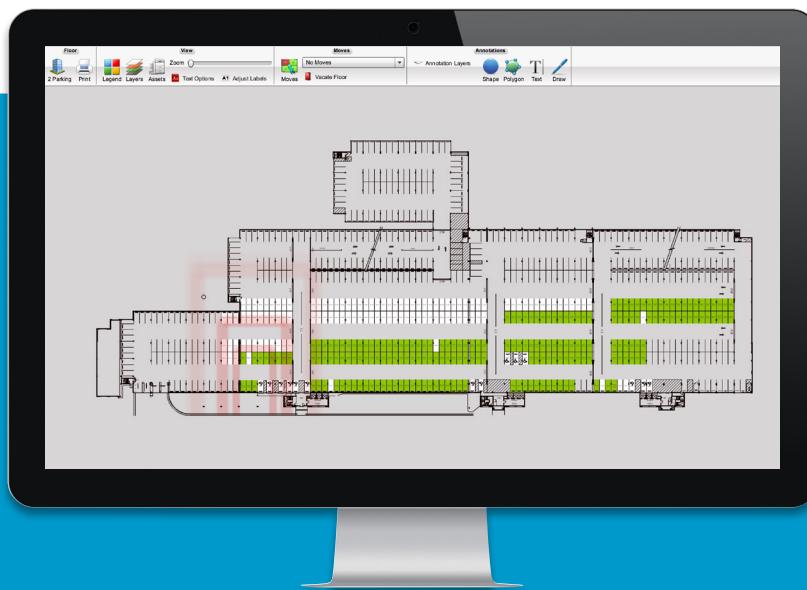


Parking Management

(June 2015)

Similar to how you can assign an employee to a specific office, you may also perform a function in assigning a parking spot to a specific employee. You can then view the employee's parking space with the Space Pinger.

You may also use Asset to add specific asset types and tie them to employees, such as specific car makes and models, license plates, and parking permits.



Global Province Update

(June 2015)

In June of 2015 we created an update for our international users. This update now allows you to specify your specific state, province, or region. For example, if your office building is located in Germany, you would see Germany's 16 states as opposed to the United States' 50.



DON'T HAVE THE SPACE MODULE?

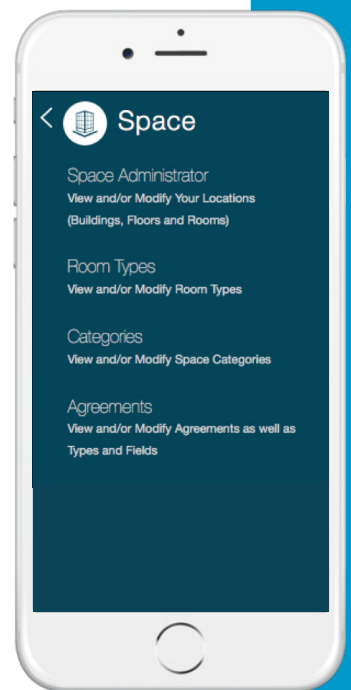
It can be yours for as little as \$650 a month. [Click here.](#)

Categories (December 2015)

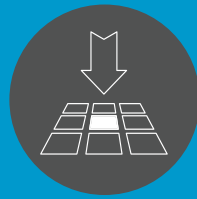
We will be updating the categories portion of our software. Coming soon, cost centers are now part of our new feature Categories and are available to all iOffice users. This will allow users to have multiple sets of layered data such as with various projects and different teams.

The Cost Centers and Depths options will be removed, and replaced by Categories which are configurable. Once a user creates their desired category, they can then specify items and depths to that section.

The user profile page now allows administrators to assign users to specific categories. Space Manager will also be updated, and the new legend lets users view these categories on your floor plans.

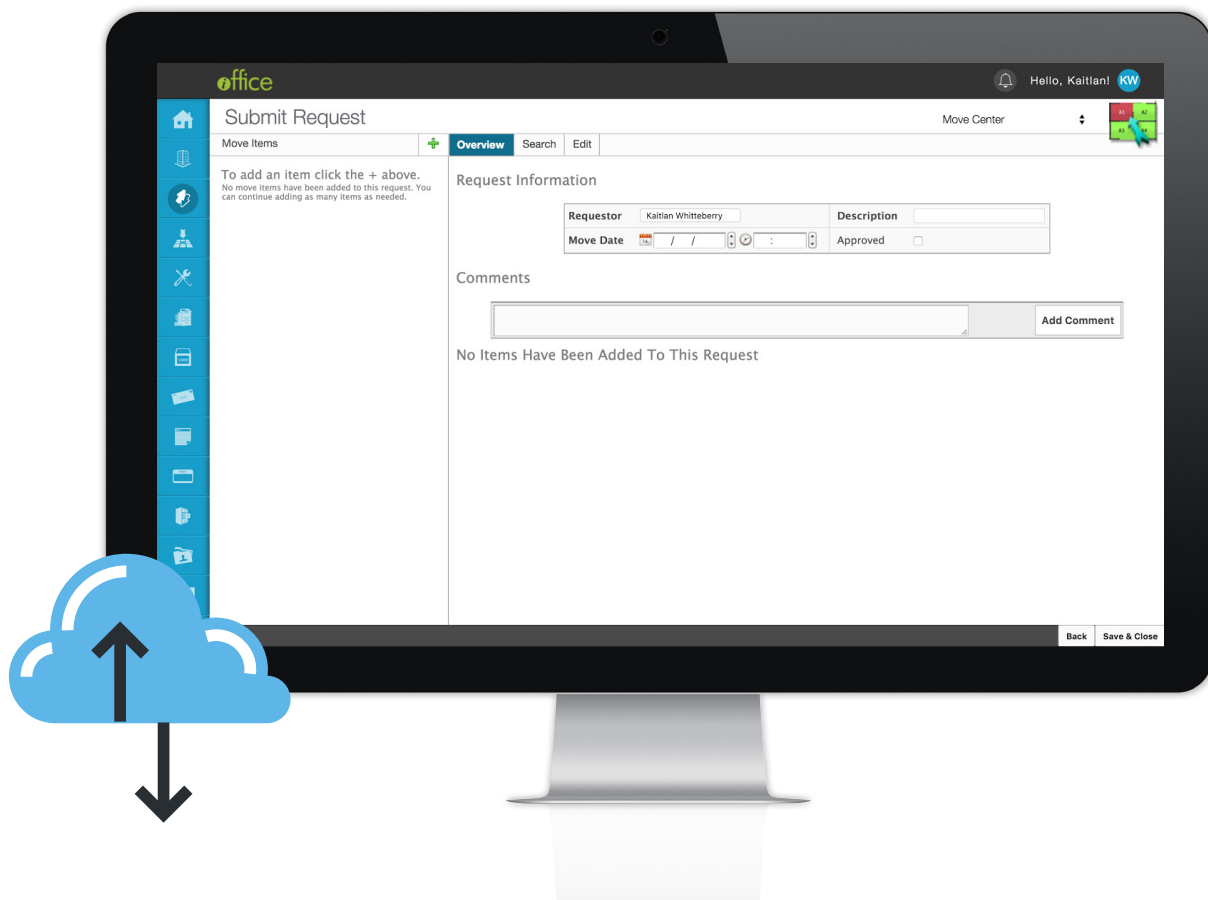


2) Move



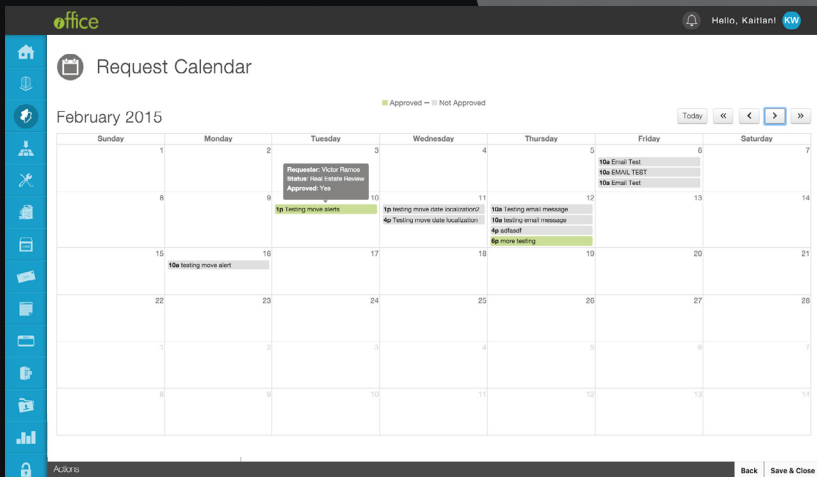
Time Restrictions on Move Requests (January 2015)

This update was done to remove employees' ability to request when operations are unavailable. Now a pop-up appears that notifies the requester that the operational team is unavailable at the time of request. The pop-up also provides information on the hours of operation when the facility is available. This feature does not apply to administrators or operators allowing you to schedule work out of normal business hours.



Calendar Update (February 2015)

A small update was made to make calendar move requests faster and more helpful. Now when a user hovers over the request, a tooltip button will appear, providing helpful information about that request.



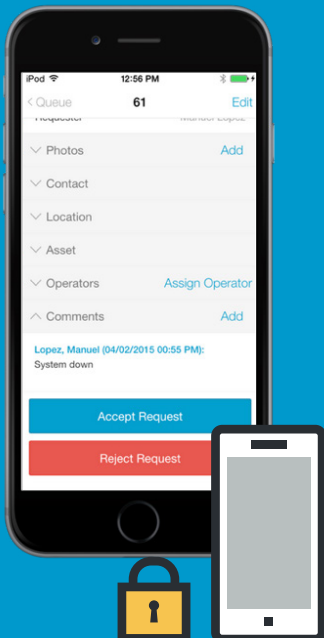
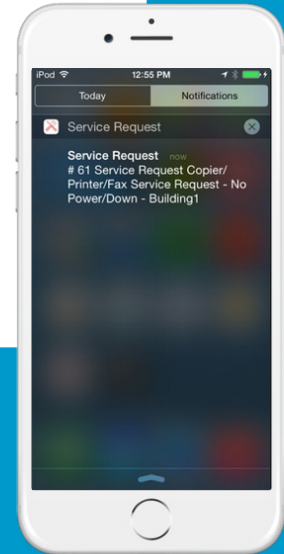
THE MOVE MODULE STARTS AT \$500 A MONTH.
You can add this module to your portal [here](#).

3) Service Request



Enable Service Request Kiosk (February 2015)

Administrators are now able to activate the SR Kiosk function. To do this, under the administrator preferences page, select Service/Request/Preferences/Enable/Kiosk checkbox. The default setting is checkbox enabled. Once turned off, no users in any center will be able to access the kiosk.

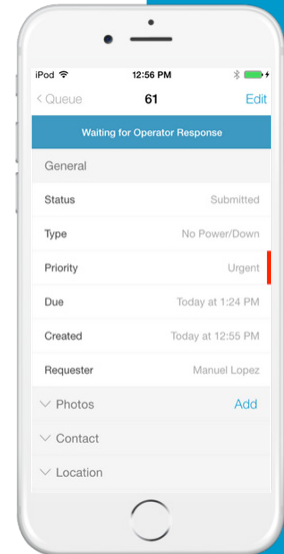


SAML Added to Service Request Kiosk (April 2015)

Single sign-on has been added to all of our modules. This allows users to log in once on their chosen device, and they can remain logged in without having to re-enter their information each time. We hope this saves our customers a little bit of time during their daily routine.

Assets Added to Service Request Tickets (April 2015)

Our SR module has the ability to send users push notifications based on requests submitted. Users will receive an update as soon as a request is sent their way. This allows operators to immediately gain access to the projects that need to be done without having to check email. This notification also provides an option to “accept” or “reject” the request and includes information such as notes and photos from the requestor.



Looking for a way to coordinate on-demand and preventive maintenance tasks in real-time? Service request is a robust tool that integrates with the entire portal. [Learn more here.](#)

4) Mail

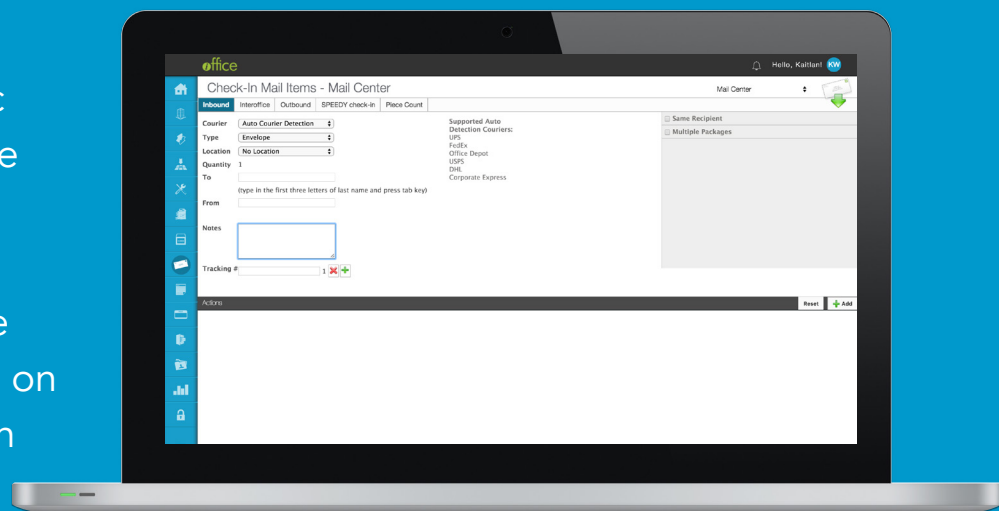


Faster Check-In & Adding Location (February 2015)

To enhance the user experience with mail, users are now able to update mail locations during “Speedy Check-In”. For example if you are checking in a mail item to a new center before it has been delivered, you can mark what shelf or slot it is being placed in for a more in-depth tracking of mail.

Add Notes to Check-In (March 2015)

To add notes to a specific package, simply select the notes field to enter any details about the delivery or for the recipient. These notes can also be printed on the routing label or shown in the mobile app.



Ready to verify and track incoming, interoffice and outbound letters and packages?

The Mail module starts at \$500 a month.

5) Asset



Live Search Displays

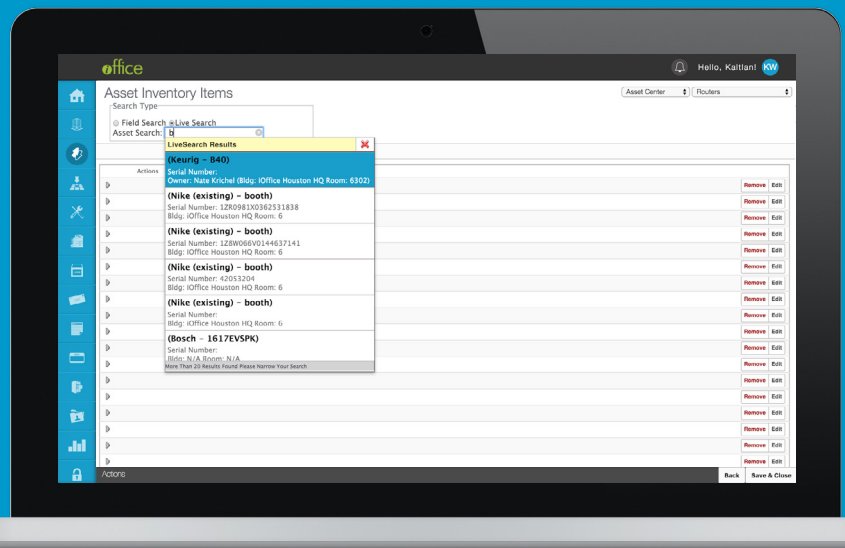
Owner Information (March 2015)

The Asset Live Search has been enhanced to show additional owner and location information, including the building and room that an asset is in. This allows you to see exactly where the user who owns the asset is located. This affects all Asset search fields including Service Request tickets.



Add an Address to Asset Location (May 2015)

With this new feature, users are able to see a building's address that is associated with an asset's location. This way, users can easily find where a specific asset is physically being held.



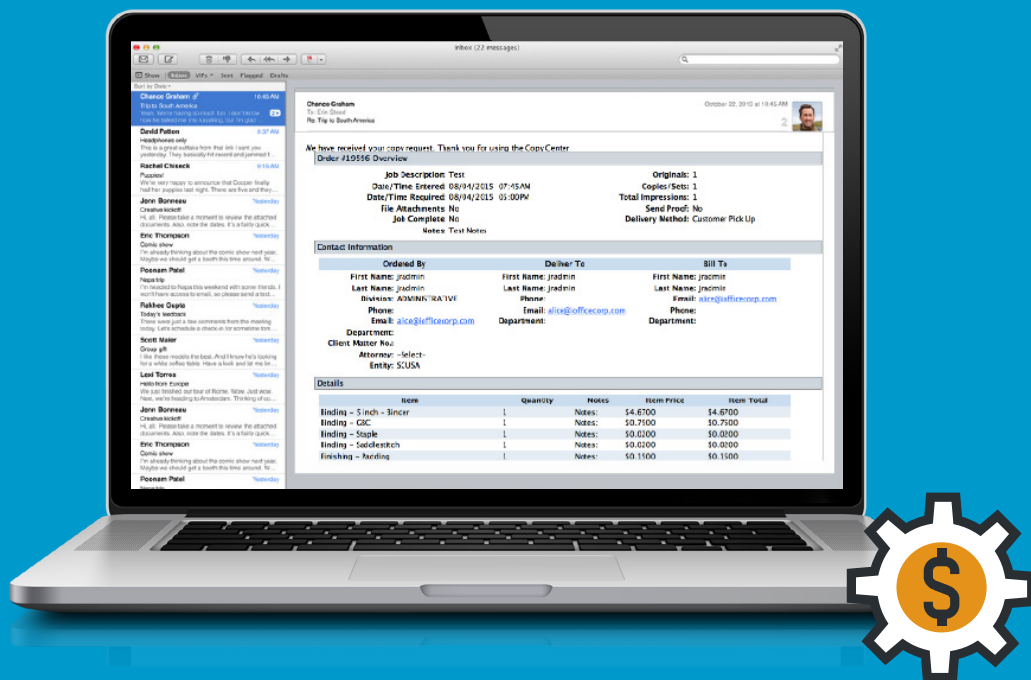
Don't have the Asset Module? Get ready to track location, contract terms and ongoing maintenance of any and all of your tangible assets in real-time, [right here](#).

6) Copy



Add Pricing to Emails (August 2015)

To make it easier to keep copy request information in the same place, an update option was created to automatically include pricing information on emails that are sent out to approvers and requestors of those projects. If the preference box is checked, the pricing for the items on the job will be included on all emails. The default setting for this preference is unchecked. Below is an example.



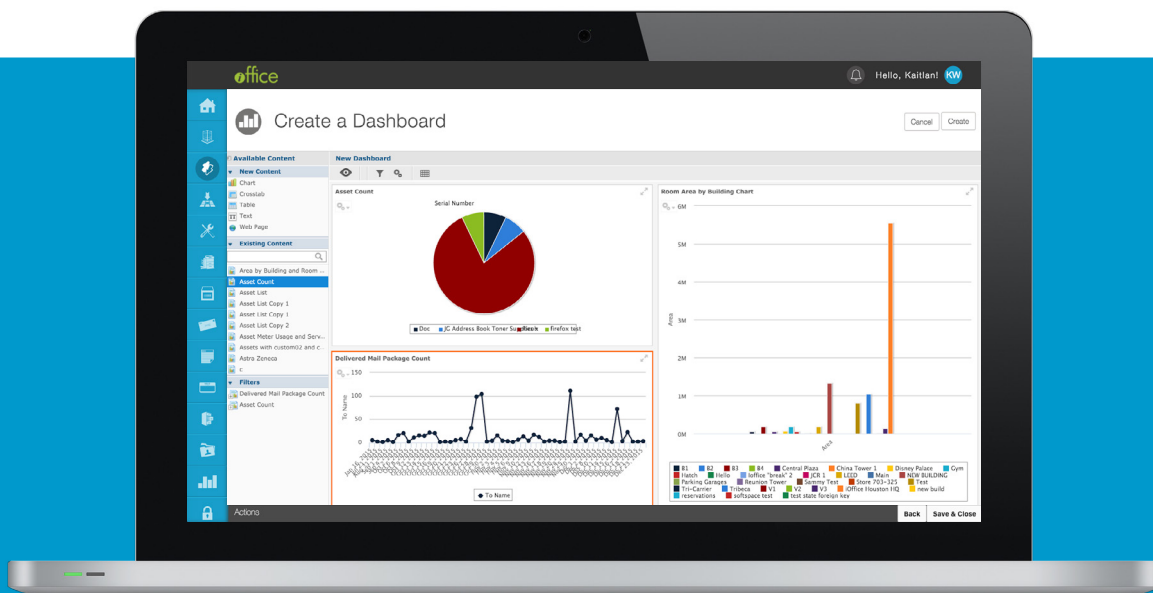
Got a centralized copy and print production suite at your facility? This module establishes an on-line presence for your copy center. [Click here to learn more.](#)

7) Reports

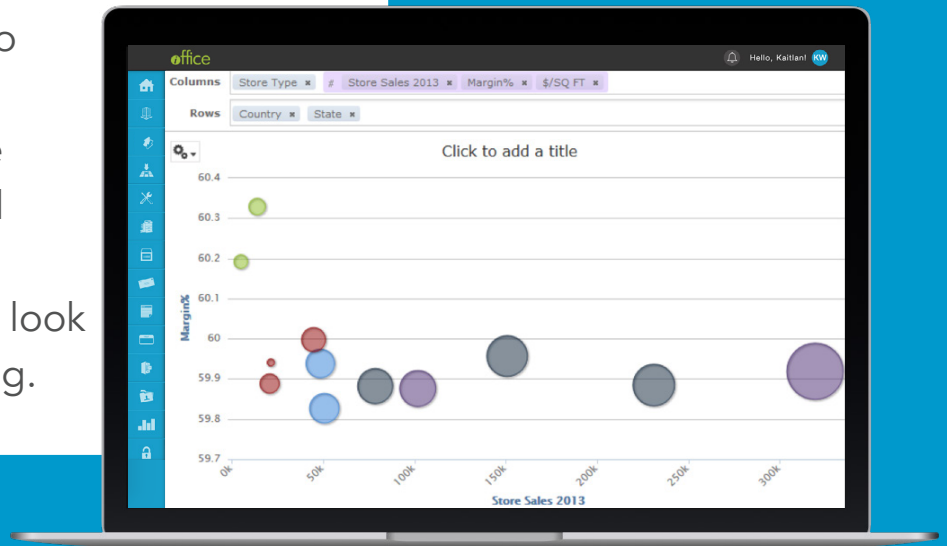


Redesigned Dashboard (April 2015)

Early in 2015, our developers worked to release a completely new Reports dashboard. The dashboard's section of Reports now includes a dedicated web-based UI for users to include embedded content. Users can add reports, website URLs, images and custom adhoc views into this interactive space. Users can also compile their dashboards information about views and reports to create new charts, tables and crosstabs for their needs. These new charts are also easily moved around so the user can display them how they see fit.

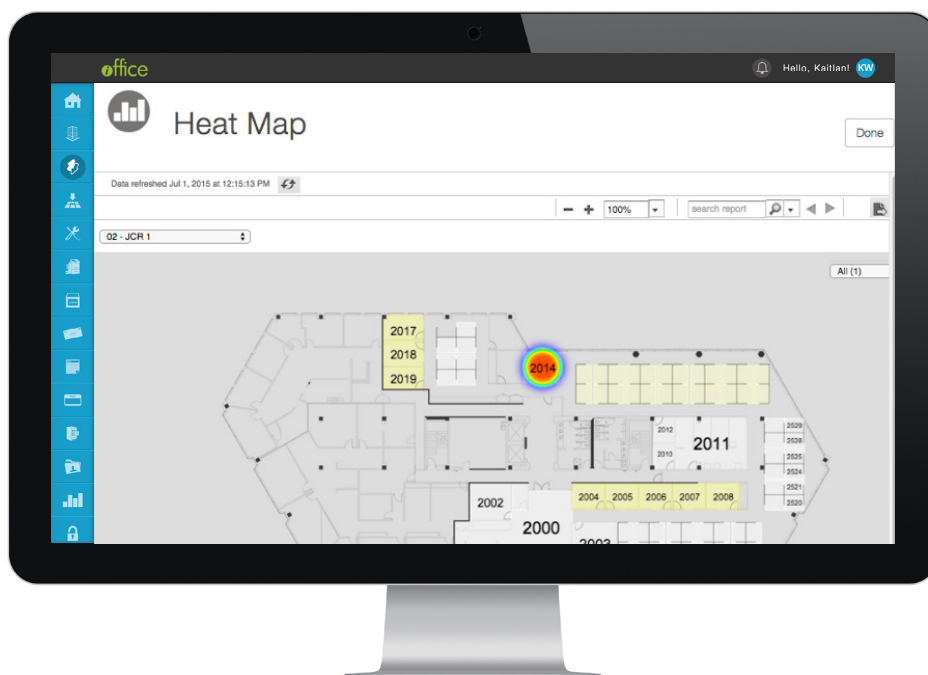


With this large update also brought new chart types and more control over the formatting of legends and labels or visualizations so users could customize the look of the reports to their liking.



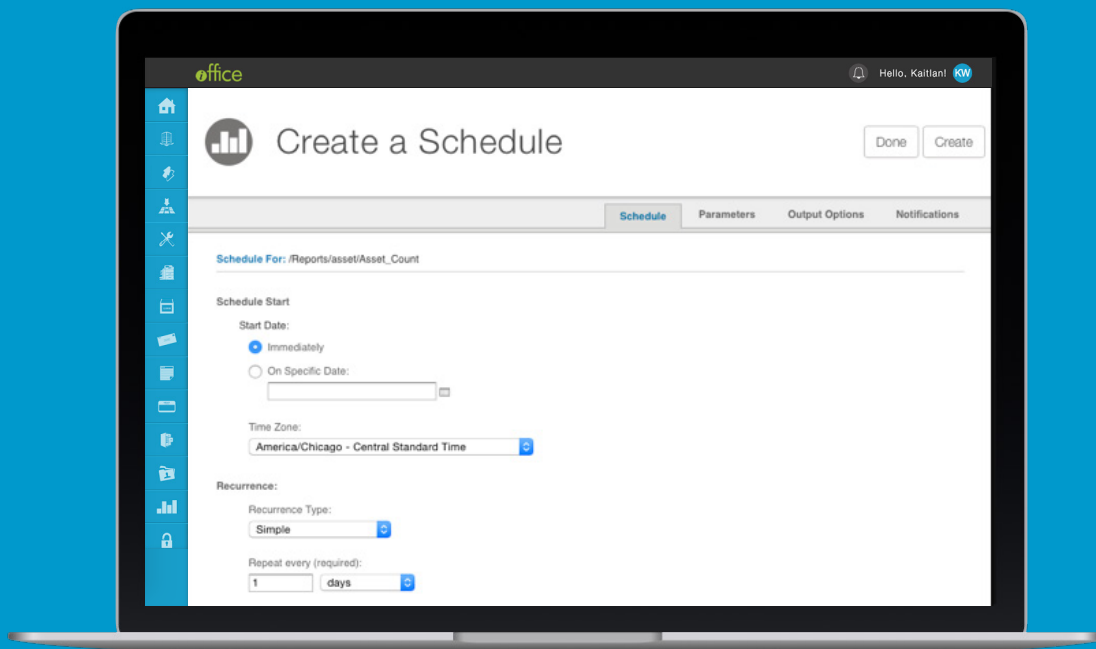
Updated Heat Map (July 2015)

Our customers often would ask us for the ability to pinpoint where much of their activity was coming from. We created “heat map” to allow workplace managers to create a report that would show them the exact location the majority of service requests tickets were coming from. This will help users identify problem areas in their buildings that may need additional attention.



Schedule Reports Each Month (October 2015)

We were hearing that many of our users wanted the ability to create automated reports each month to supply their 1st and 15th of the month updates. We created an update that met those needs! Users are now able to schedule a specific time for a report to run and have it sent to specific e-mail addresses. Users will be able to schedule when a report should go out, and how often, the parameters of the report, the output information such as name of the file and notification specifications for email and updates. Reports is a free module for every customer.

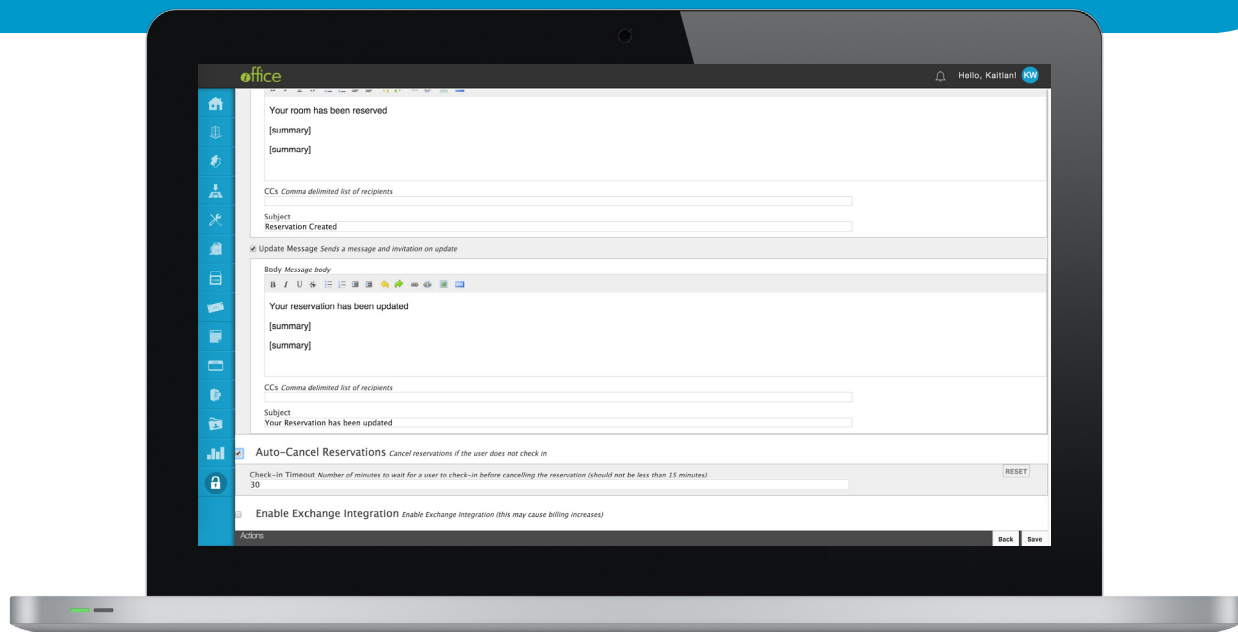


8) Reservations



Auto-cancel Reservation Requests (April 2015)

Before this update, room reservations that went unused were simply unavailable for other employees. Now, if this preference is enabled, when a user cancels a reservation, the room becomes available for others to reserve it. Also, all reservations will require that an attendee must check into the room at a specified timeframe after the reservation begins, or the reservation will be canceled. This is based on an administrator checkbox and specified timeframe.



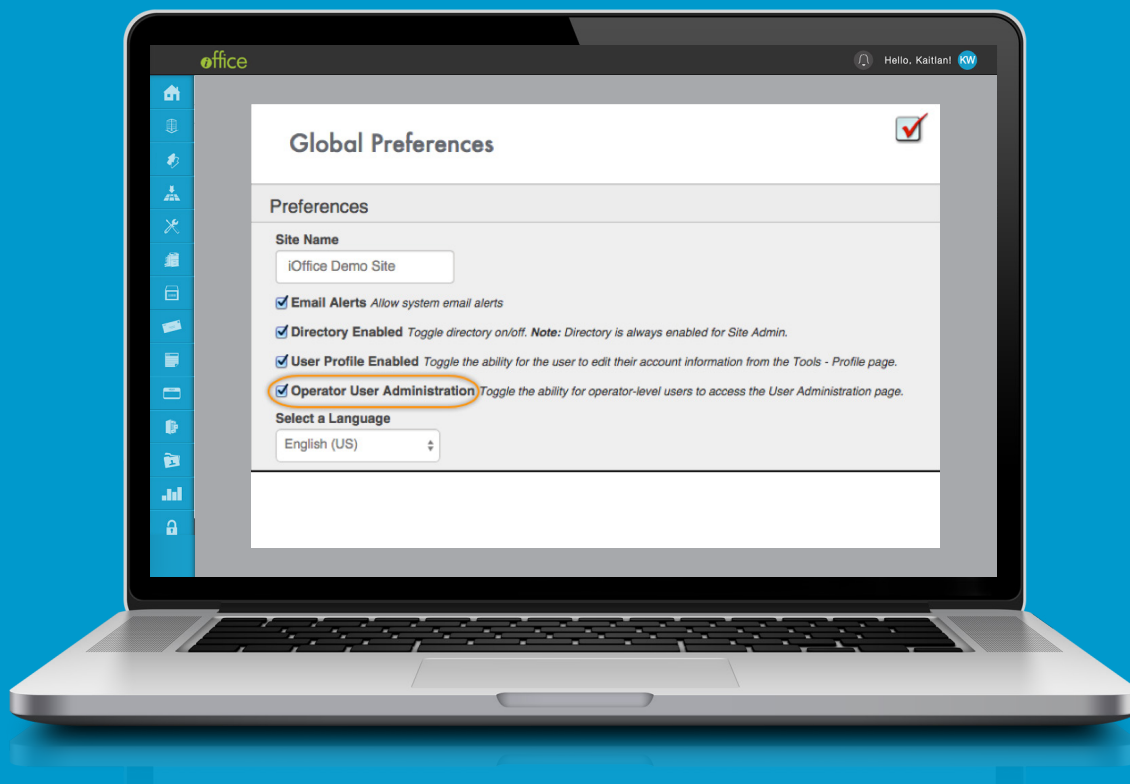
Reservations provides your workforce with the ability to reserve any type of space via smartphone, tablet or desktop. [Click here to learn more.](#)

9) Administrator



Disable User Administration for Operators (February 2015)

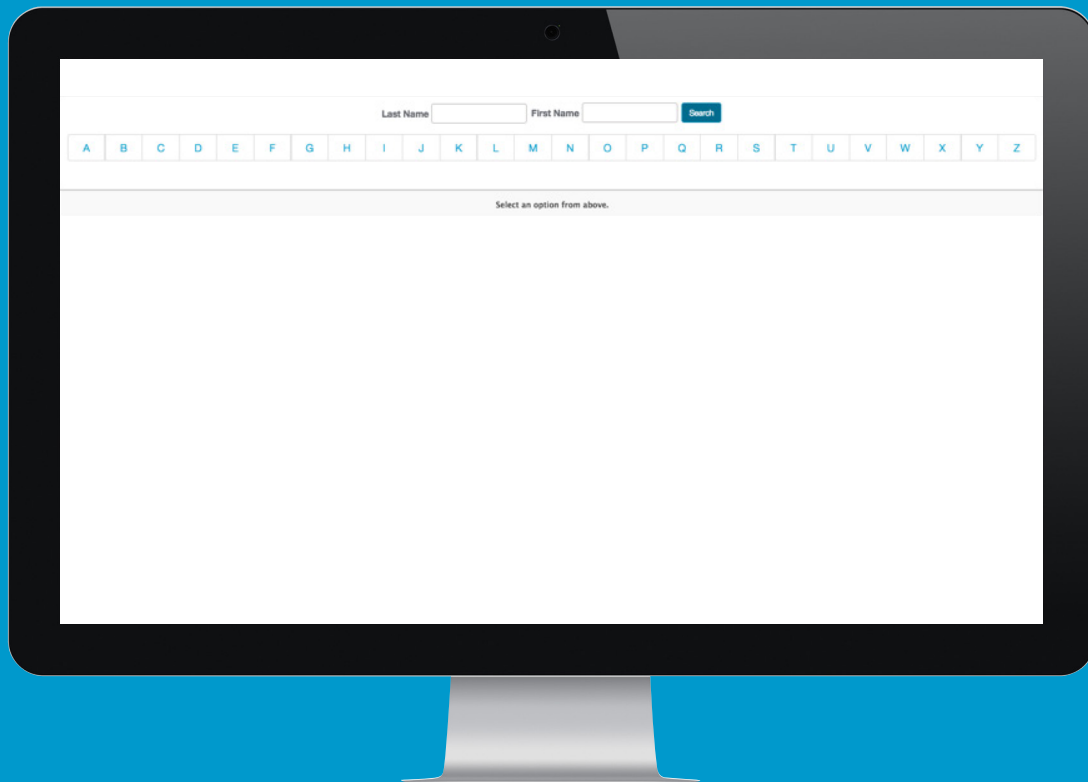
There are several different types of user permissions available within iOffice. Currently, operator level users have access to the Admin tab. This permission works for some customers, but not all. For customers that would like a higher level of control at the Admin level, iOffice now offers the ability to remove the Admin tab from Operator permission levels. The change is setup to allow each customer to determine the scope of operator permissions based on the specific needs of their operation.



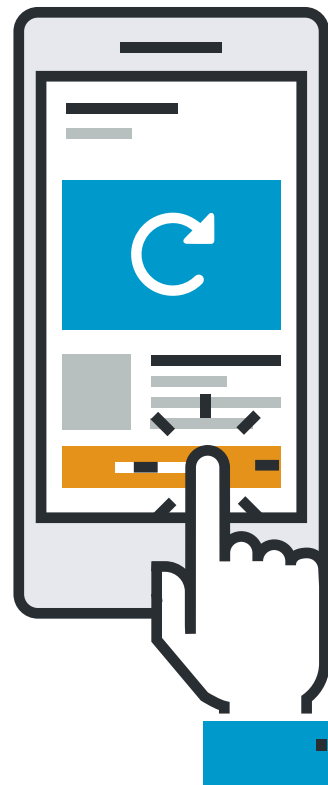
10) Directory

Redesigned Directory (August 2015)

In August of this year, portions of the directory function were enhanced. In particular, the Search and Quick Search functions now have a more modern look and are easier for our customers to navigate.



PART 2: MOBILE UPDATES

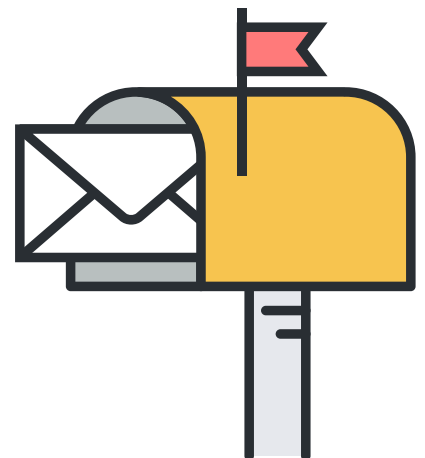


Technological advances have enhanced our lives more than many ever dreamed possible. Mobility is no longer a luxury, it's a necessity, particularly in the business sector. In an effort to augment your mobile experience, our team is continuously contriving new shortcuts and developments to our mobile applications. And as an iOffice client, you can rest easy knowing you never have to sacrifice security for convenience.

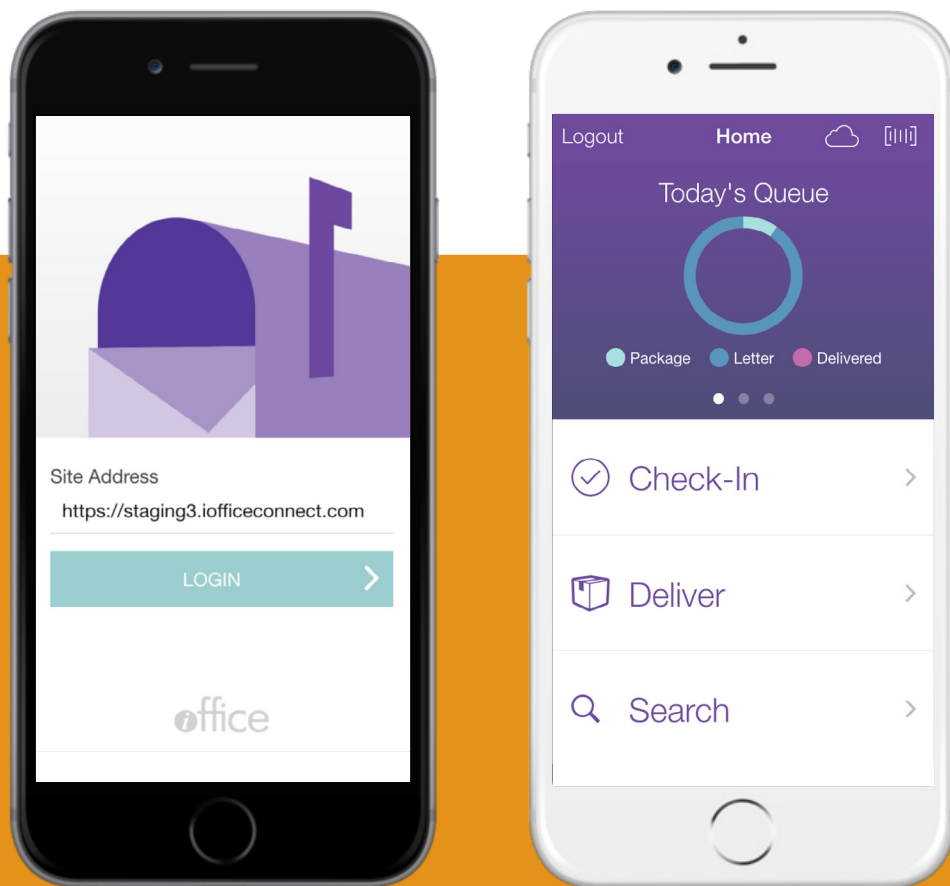
1) Mail Mobile App

The Mail Mobile app is our latest edition to our mobile device lineup. Enabling you to access all the same information available on the desktop version on your preferred device, users can take their mail module anywhere. The Mail Mobile app allows users to track the number of packages, number of letters, and the amount of deliveries separated by color-code from their queue screen. The app also enables you to check-in packages, deliver mail to its destination, and scan packages once they've arrived to alert the recipient. Users can also search for packages in the mobile search tool by entering the recipient first or last name.

To gather the latest information on a package, users can sync updates by tapping on the cloud icon to view the status of an item. The updates are available just as often on the mobile app as they are on the desktop version.



One fun change to the Mail Mobile app is the gamification aspect we've added. To foster a little friendly competition, coworkers will be able to see on their homescreen which employees have performed the most check-ins or who has delivered the most packages that day. iOS users can also sync the Health app from their iPhone with the Mail Mobile app to track the steps they take throughout the day. We think these updates will help make the workday a bit more fun for our customers.



2) Service Request

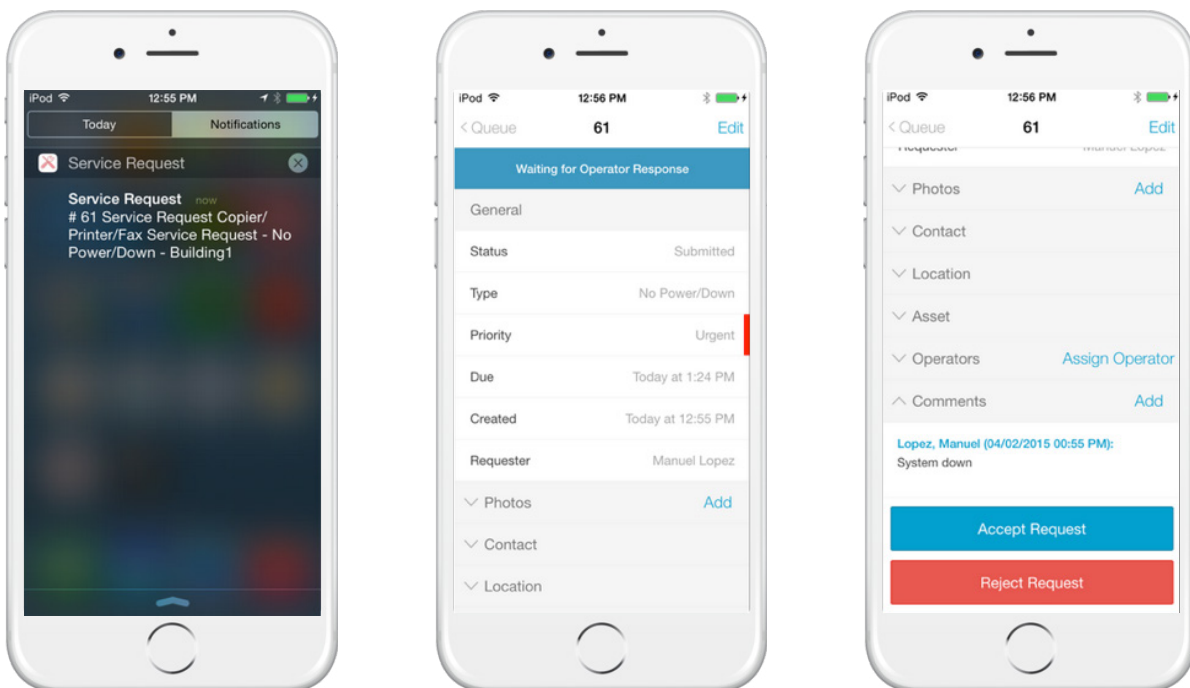


Service Request Single Sign On (February 2015)

The mobile app was enabled with single sign-on which adds an additional layer of convenience for users, who don't have to log into the application more than once, even if they restart their device.

Push Notifications for App (April 2015)

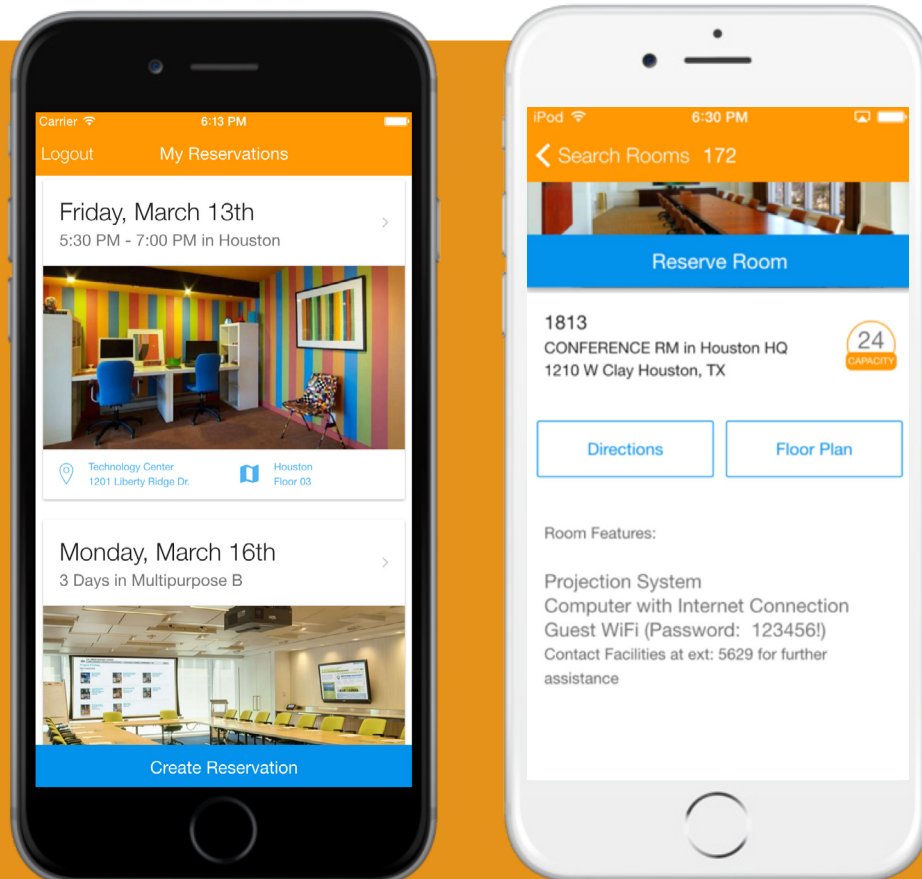
Performance enhancements were added to the Service Request module, along with a new shortcut, which allows customers to jump to specific tickets. Operators were also given the ability to turn on push notifications to notify them when they receive a ticket.



3) Room Reservation (OpenSpace)

Single Sign On (March 2015)

At the first of the year we introduced our room reservation module, OpenSpace, which completely transformed the way our customers booked and reserved office and conference space in their facilities. Users can create a reservation with the mobile app and add details for guests and relevant information for the reservation timeframe. Users can access a facility's floorplan directly from the app, and see which rooms are available during their desired timeframe. Assets are also included in the platform, so someone making a reservation can select chairs, screens or other office tools they need during their visit.

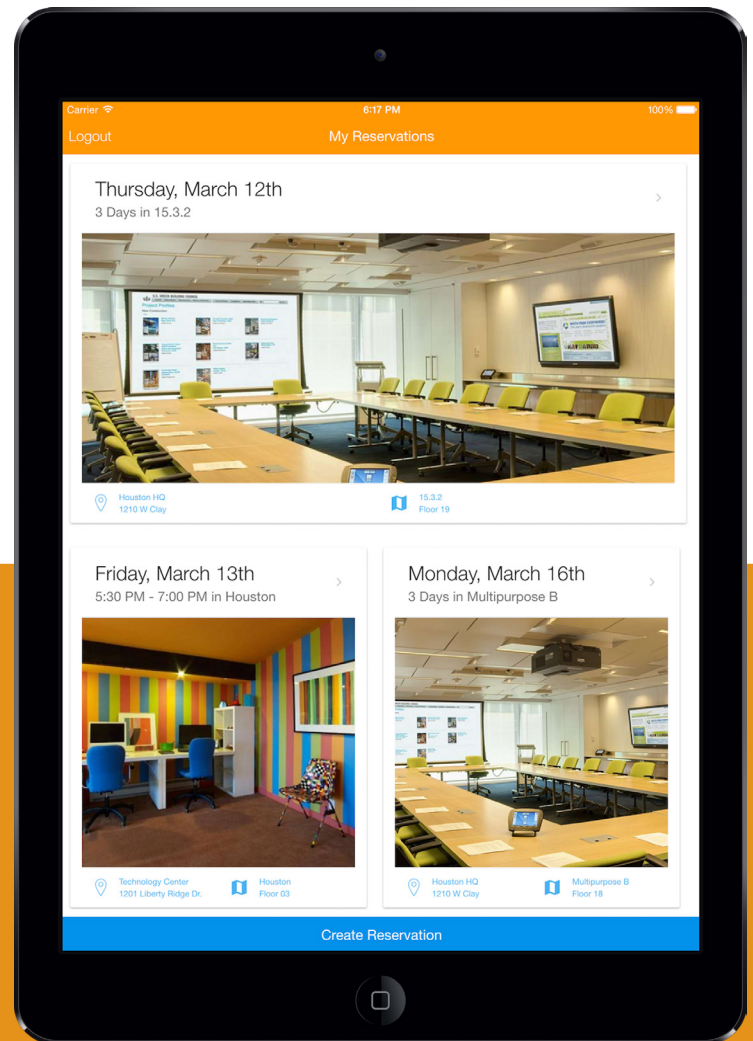


New iPad & My Reservation Layout (March 2015)

OpenSpace was recently given a face-lift, with added single sign-on support and quicker access to floorplans. The “my reservations” screen was also updated to allow more information about the reservation to be shown. Users can view time, date and location of all their existing reservations on one screen. The iPad layout allows for this as well.

Mobile QR Code

Soon we will be updating the mobile room reservation platform for easier access to completing reservations. Users will be able to use QR codes to book a room. The user will scan a specific room’s QR code with their mobile device, and the OpenSpace application will automatically open for that room. Specifics such as date, time and duration will appear as well.



PART 3:

MISCELLANEOUS

UPDATES

Collaboration and communication have become powerful business tools; and individuals must have the ability to communicate across multiple platforms. Thus, the old adage “variety is the spice of life” is more critical than ever before. In an effort to accommodate our clients’ varying needs across the globe, we have made some exciting additions to our software capabilities.

1) Localization

(DECEMBER 2014)

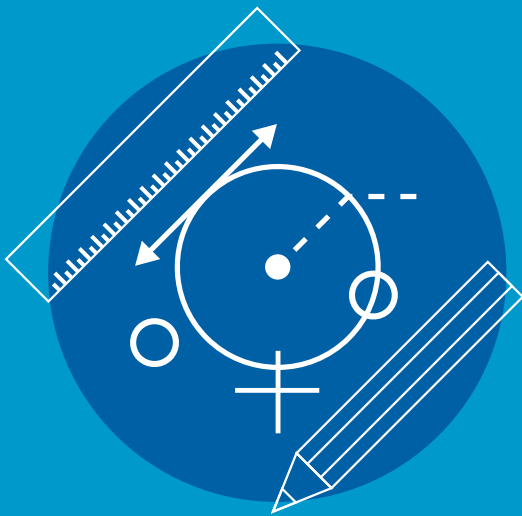
iOffice has thousands of customers across 13 countries. Our application is available to all of these different people in various regions partly because of the ability to select the users' preferred language. We offer our IWMS in English (US), English (UK), Chinese (Simplified), French, German, Japanese (Standard), Portuguese, Spanish and Swedish.



2) Revit Plugin

(FEBRUARY 2015)

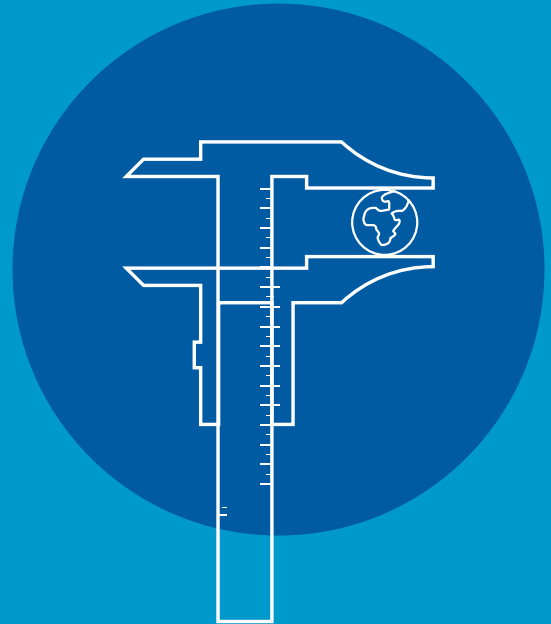
The majority of our customers use AutoCAD for their floorplan drawings, and our IWMS software is completely compatible with this system. Looking forward, a new version called, Revit, is now becoming available to facilities managers. Our IWMS supports both formats. We also offer support for any customers looking to transition from AutoCAD to Revit.



3) Metric Support

(MARCH 2015)

We pride ourselves in being available to many different workplaces all over the globe, and we understand most countries use the metric system. Now, we provide the choice to view spaces in either square feet or in meters. This preference choice will affect drawings, buildings, reports and Space Manager, so all information is consistent.

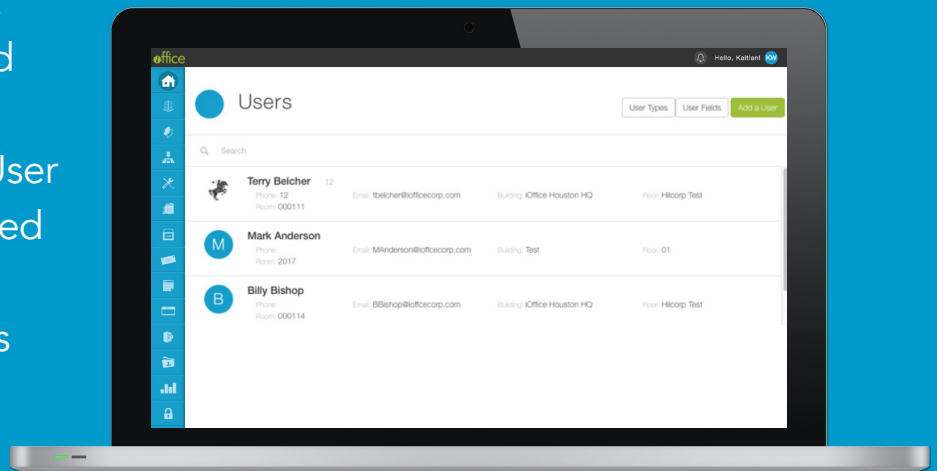


4) User Maintenance

(APRIL 2015)

The user maintenance section of our software received a major facelift mid-2015. It is now easier for users to set permission levels, perform updates to users, user types and user fields. Also, images can be added to users to serve as avatars.

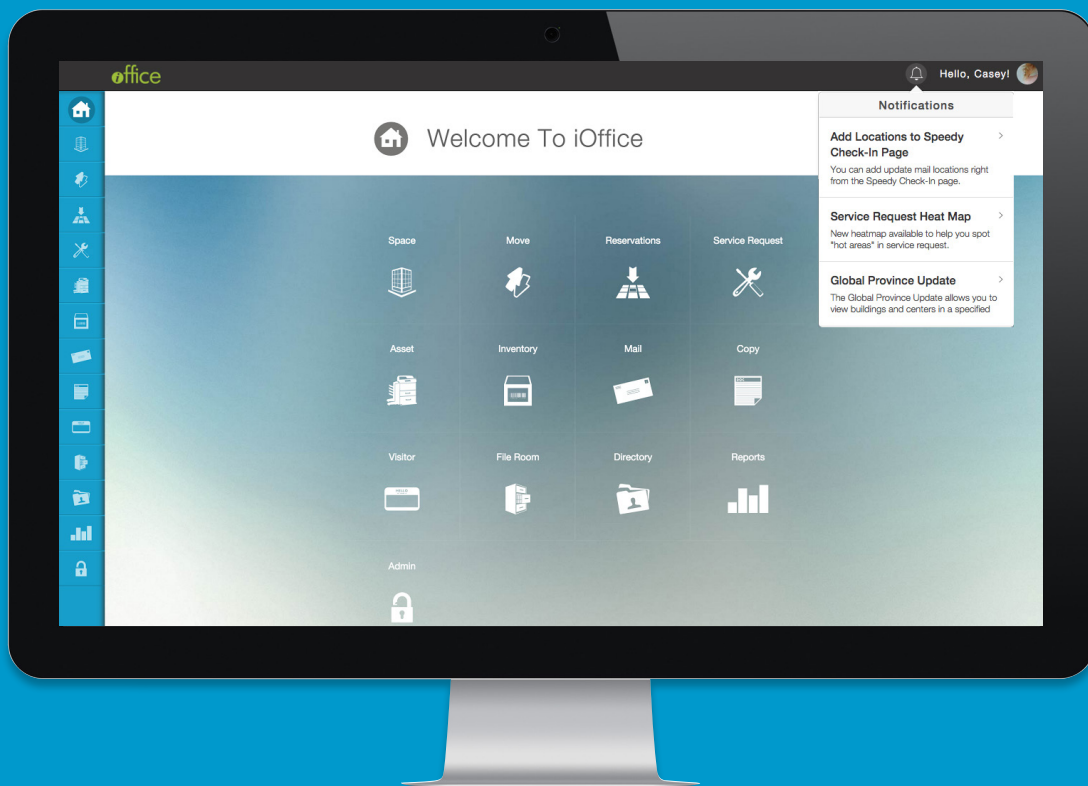
A search bar was also added to the home screen to help locate specific individuals. User types and fields can be added or removed depending on user needs, and permissions can be updated easily from this part of the software.



5) Customer Portal Notifications

(AUGUST 2015)

In August of this year, we made a change to the customer portal notification. Next to our users' name on their homepage, a new icon was placed to notify users of all the latest and greatest iOffice product updates we have throughout the year. When users click the icon, any unread app updates populate the drop-down menu. Clicking on any of these items navigates users to the applicable article in iOffice's Customer Portal.



CONCLUSION

By keeping a healthy amount of our attention focused on what we hear about our products, as well as the workplace market and its fluctuation trends, iOffice is able to keep at the front of the pack. We look forward to seeing customers' businesses flourish with the aid of our products. It validates our own entrepreneurial spirit and is the best advertising we could ever ask for.

Outstanding functionality and customer support are our goals, your success is our reward.

