

2016

iOFFICE UPDATES

Mail



Space



Move



Reservation



Service
request



Asset



Visitor



Copy



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As 2017 gets off to a running start, we're taking a look back through last year to highlight all the major updates we've added to our platform. We've listed (and explained) all major updates by desktop and mobile, so what you're looking for is easy to find.

Let's take a look at the big changes to our platform over the past twelve months, and sneak a peak at what we can look forward to this year.

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Desktop Updates**

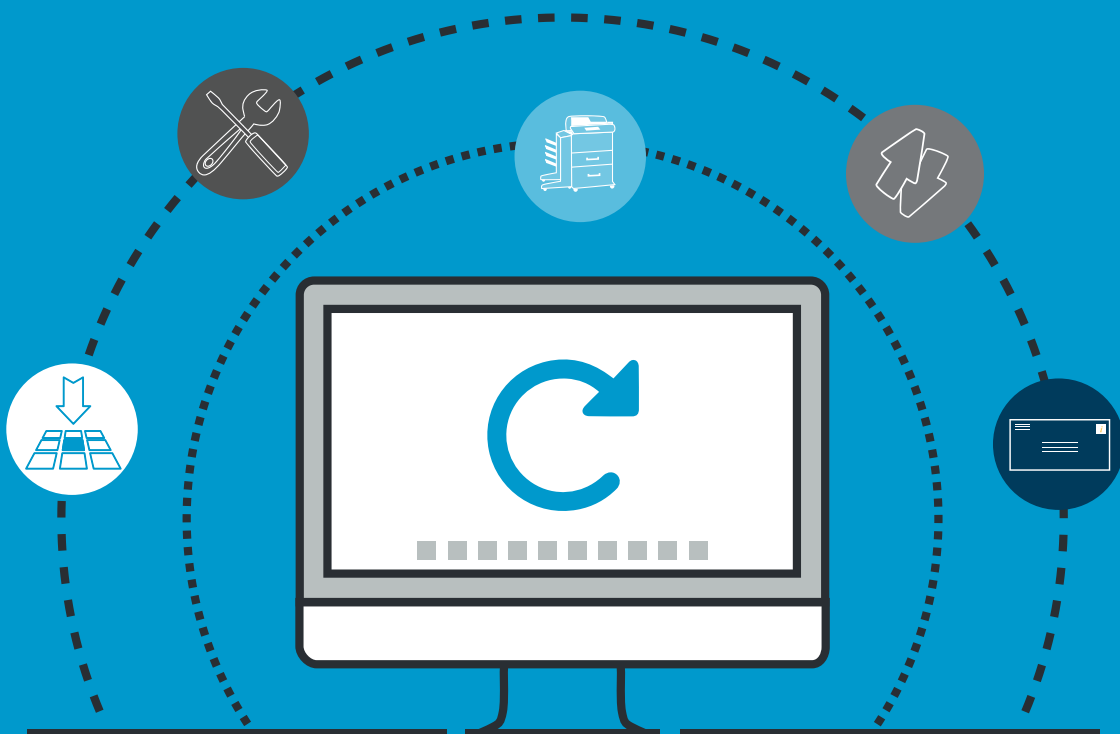
**Part 2:
Mobile Updates**

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Miscellaneous
Updates**

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PART 1:

DESKTOP UPDATES



Space



Define User Location in Floor Viewer (Sept 2016)

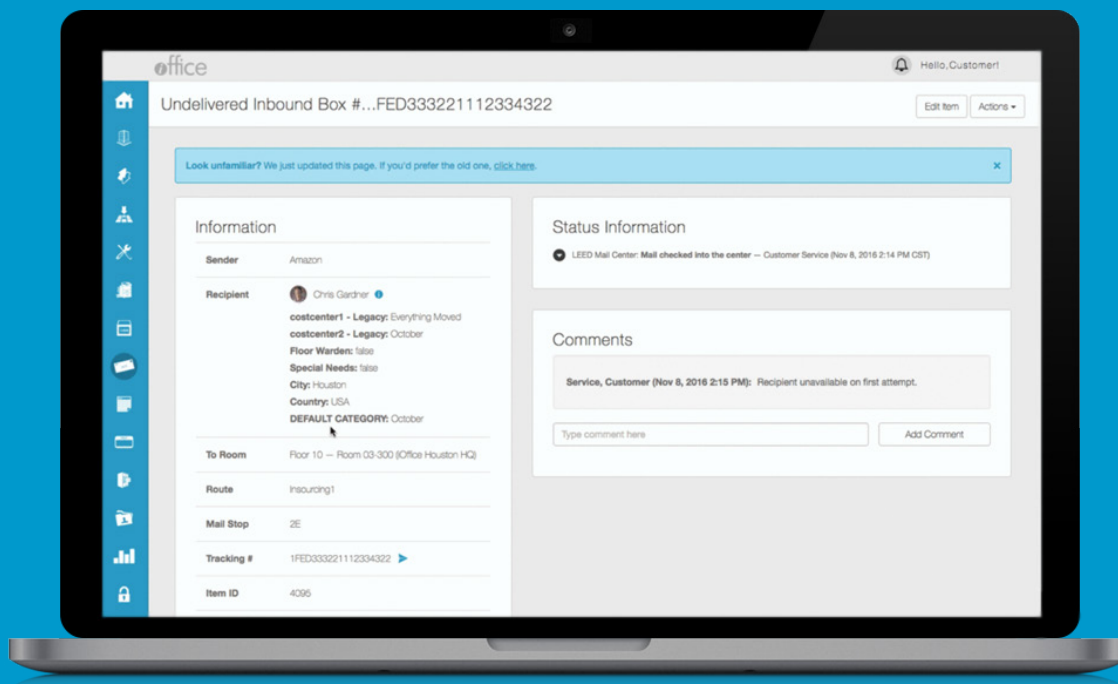
With this update, users can assign a new user to a space directly from the floor plan in the Admin module. This new floor plan viewer on the user screen highlights room availability, so users can “ping” a spot on the floor plan, which will give a visual confirmation of the space selection, avoiding any potential errors.

Mail



View Recipient Details on Status Screen (Nov 2016)

Mail carriers and iOFFICE users can now view additional details for package recipients directly on the Mail status screen within the module. These new custom fields defined for the recipient, such as their detailed location, any special needs, or access requirements, are available by clicking the new blue information icon that is positioned to the right of the recipient name.



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

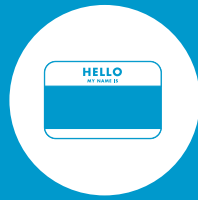
The Mail module starts at \$500 a month.

Updates to Mail Module Screen (Nov 2016)

The Mail Search screen has been updated with a sleek, modern design along with several new result and search features, allowing users to locate packages more efficiently.

- **Instantaneous Search Results.** Search results are now displayed directly on the Mail Search screen, allowing users to quickly update criteria to narrow a search. Previously, searches were performed by clicking a Search button. Now, results matching the entered criteria display instantly on screen and are refreshed each time the criteria is updated.
- **Organization by Package Status.** Results displayed on the Mail Search screen are organized based on package status, so users may determine whether a package has been delivered or is still waiting.
- **Improved User Selection Process.** To simplify the process of searching for recipients and senders, a more robust user search process has been added to the Mail Search screen. Rather than trying to locate a user based on the first three letters of their last name, users can now perform partial or full name searches and select a user based on name, location, and user avatar.
- **Additional Date Selection Options.** The Date Selection option has been improved to provide a quick search functionality, allowing users to efficiently locate recent packages.
- **New Notes Search Option.** Using the new Notes field, users can locate a record based on notes entered for the package. This new field provides yet another option for locating specific packages.

Visitor



Preregister Multiple Visitors (July 2016)

Sometimes a building may have a large group of visitors coming in together. Previously users had to preregister each of these visitors individually. We have added a new section to the Upload Visitors tab. Users can add all the visitors and designate the date and time of their visit to a single location. This streamlines the process of adding multiple visitors, which saves time and is much more efficient.



New Visitor Module Functionality

(July 2016)

We added a new search field to the Visitor module. With this new field, users can limit the number of records that automatically display during a search, which simplifies processing visitors when they arrive and leave. Users can also edit visitor information after they check in, which was a highly requested feature by our customers.

A new option was also added to the Lobby tab, so users are now able to alert hosts when their visitor has arrived. This works for preregistered visitors, and to activate, users can use the Move to Lobby option to show they have arrived. An email is then sent to the host notifying them of their visitor.

We know these updates will help employees locate visitors quickly and communicate status to hosts, which will allow them to handle a wider variety of check-in scenarios.

Search the Visitor Watch List

(Oct 2016)

At facilities with a large number of visitors on their watch list, it can sometimes be difficult to locate specific records quickly when needed. The new search field on the Visitor Watch List screen narrows down the number of records uploaded based on the first or last name of the visitor in question. This helps users update and maintain a consistent, effective watch list.

Insights (formally reports)



It was a big year for Reports, or should we say, Insights. To reflect the power and intelligence of our dashboards and reporting tools, the Reports module is being renamed the Insights module. While the same options are available to end users, the name “Insights” better represents the comprehensive analytical picture of a business users can gain using this module.

- **Interact with data using new chart types.** New chart types are available for reports and dashboards, including tree charts for hierarchical data and semi-pie charts, allowing visualization and interaction with data in additional formats.
- **Access additional dashboards using image and text hyperlinks.** Dashboards now support image and text hyperlinking, allowing users to quickly link to and access other reports or dashboards.
- **Schedule dashboards to simplify processes.** Dashboards can now be scheduled, allowing a select time for the dashboard to update and send the dashboard to specified recipients by email.
- **Export dashboards for easy information sharing.** Users can export dashboards in various formats similar to reports.
- **Promote brand using new dashboard styling options.** Various new styling options are now available for dashboards, allowing changes to the background color and the color of text within each dashlet.

Copy Reports and Dashboards

(Jan 2016)

Users can now create a copy of an existing report or dashboard.

This allows users to customize pre-existing reports and dashboards without the hassle of recreating them entirely.

Custom Inventory Reports

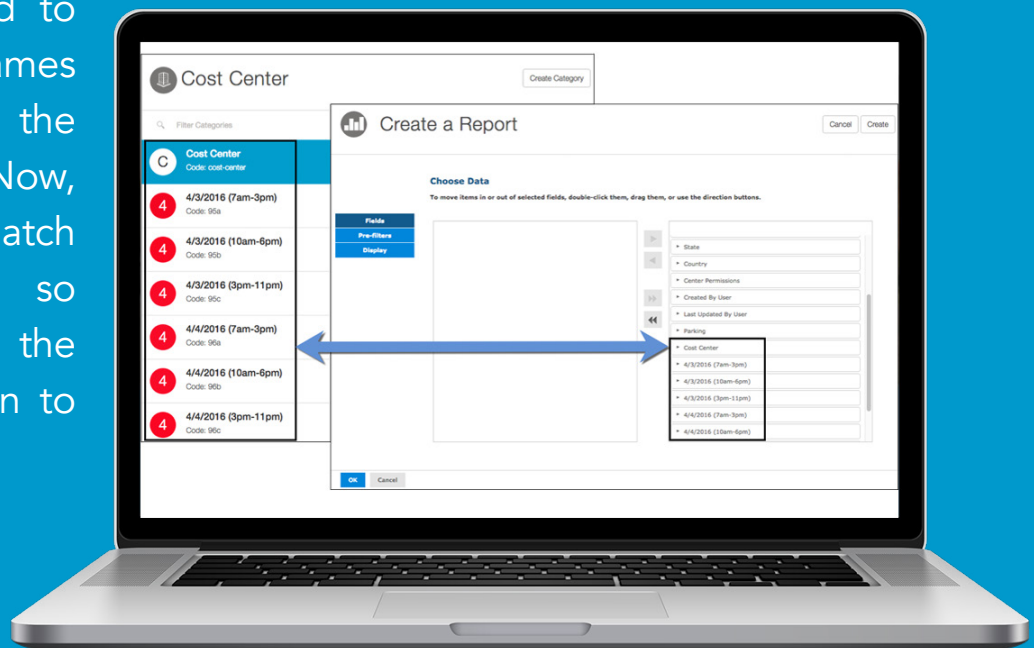
(April 2016)

With this update, users have complete access to their inventory data using the new Inventory domain in the Reports module. With this domain, users can build streamlined, ad hoc reports to help them monitor inventory in real time. This new feature provides a new level of control over the inventory, allowing users to specifically tailor inventory reports to display only the information important to them.

Create User Category Reports

(July 2016)

To help simplify the process of adding category data to user reports, we added new field names to the Report module in July. Before this update, generic category field were used to create a user category report, which would sometimes lead to confusion as these names did not match up with the category names. Now, category field names match the category names, so users can easily add the appropriate information to their report.



Service Request and Mail Reports

(Aug 2016)

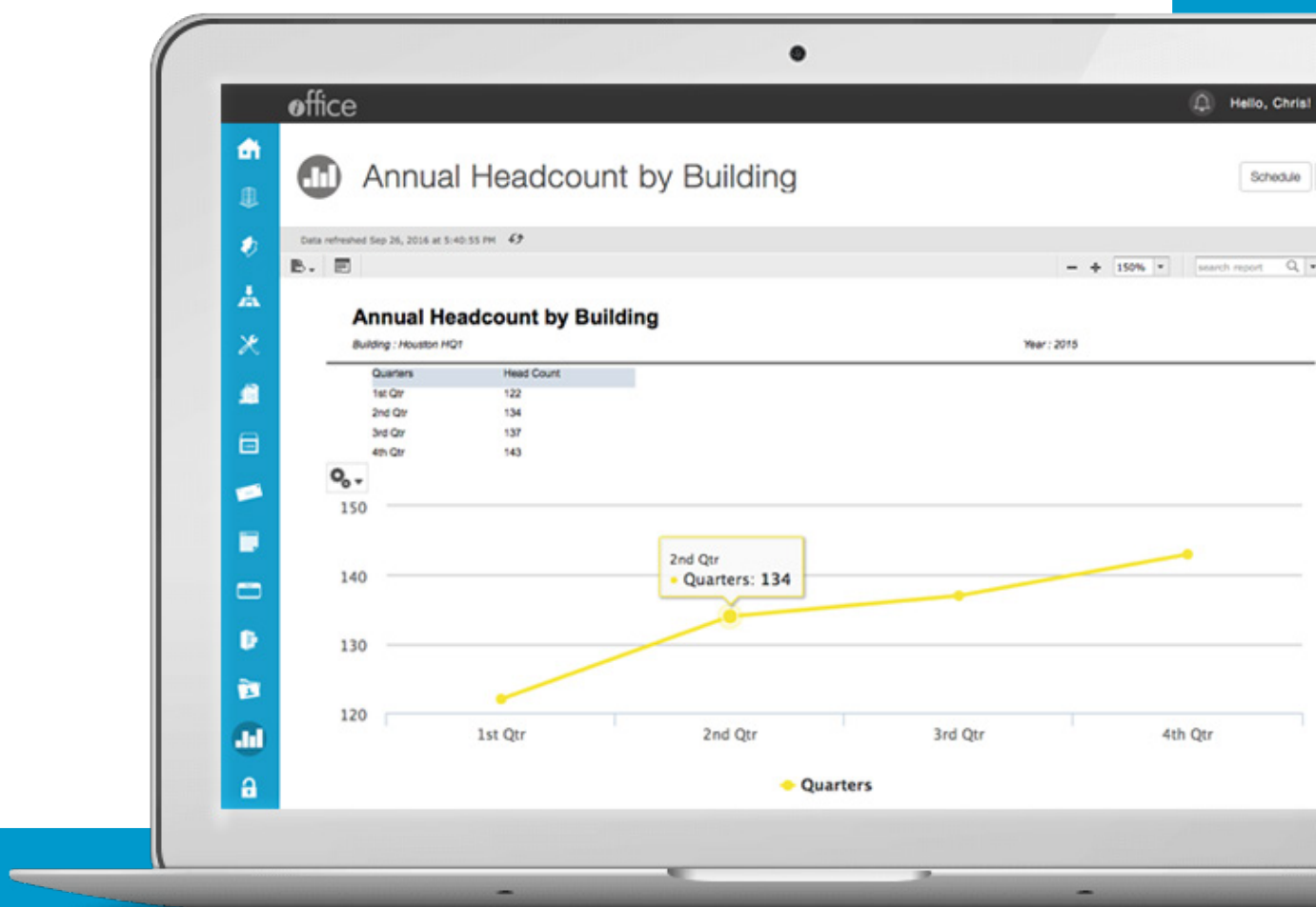
- **Time Tracking Details** this report can be used to track time by request type or by building type. Before this update, a similar version of this report was available, but we have added new parameters to provide users with additional flexibility when analyzing their service request data.
- **Service Request Completion Trends** can be used to track the number of minutes service requests are open in comparison to the expected time that is required to complete the requests. SR items that are included on this new report can be limited to a specific request type, which allows users to focus on that specific job function or location.
- **Daily Mail Item Statistics** is the last update to this reporting section, and it was created to enable users to be able to view mail item statistics for a specific date and also for the previous seven days. This allows them to identify productivity and volume trends in their mailroom.

Additional Standard Reports (Sept 2016)

In September of this year, we moved six of our reports from Space and Move in to the Reports module to help with functionality and data collection.

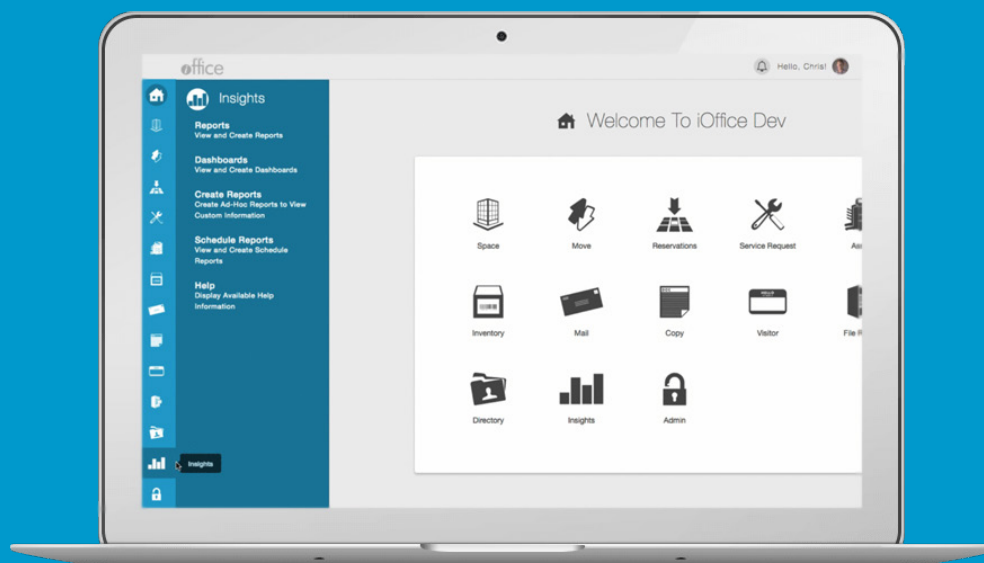
- **Annual Headcount by Building** This report displays the total number of employees assigned to a building, with the total headcount at the end of each quarter. The report also includes a chart, which allows users to easily visualize data in their preferred graphical format.
- **Inactive Rooms** In this report, users can see deactivated rooms in a selected building, as well as any users who happen to be assigned to that room. The report was also updated to be scheduled to process at predefined intervals, allowing them to monitor inactive rooms to verify their user locations are correctly defined.
- **Space Allocation Summary by Organization Level** This report displays a summary of space allocation by building or organizational level. Occupancy, area allocation and lease costs can all be viewed while using this report.
- **Space Forecast** Users might utilize this report to forecast spatial needs over time based on their expected growth rates. In the Reports module, users can enter new growth criteria, which will provide multiple growth projections much easier than previously done.
- **User Directory by Building** This report displays a list of users by building, including contact information, their cost center and registered department. This report can be used to quickly compile a list of all users in a building, providing an efficient review of user information in one single report.

- **Move Request Churn Details** This report displays a list of tasks performed for move requests matching the report criteria. These tasks are listed by employee, which quickly determines the status of specific requests and identifies completed tasks. As with the other reports in the Reports module, criteria can be quickly updated using the (Input Controls) button, providing a simple, efficient method for locating specific requests.

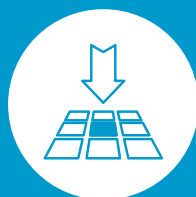


New Features for Custom Reports and Dashboards (Oct 2016)

- **Interact with your data using new chart types.** New chart types are available for reports and dashboards, including tree charts for hierarchical data and semi-pie charts, allowing users to visualize and interact with their data in additional formats.
- **Access additional dashboards using image and text hyperlinks.** Dashboards now support image and text hyperlinking, allowing users to quickly link to and access other reports or dashboards.
- **Create specific dashlets using new filtering options.** Users can filter the numeric data shown in a crosstab to show only the rows with the top or bottom 'N' values, where N is a number that they specify.
- **Schedule dashboards to simplify your processes.** Dashboards can now be scheduled, allowing users to select a time for the dashboard to update and send the dashboard to specified recipients by email.
- **Export dashboards for easy information sharing.** iOFFICE users can now export dashboards in various formats similar to reports.
- **Promote a brand using new dashboard styling options.** Various new styling options are now available for dashboards, allowing users the option to change the background color and the color of the text within each dashlet.



Reservations



Add Day Reservations Match Call Center Hours (Mar 2016)

Now, when a room is reserved for an entire day, the start and end times for the reservation are now congruent with the business hours defined for the center where the rooms reside. This eliminated any issues that arrive with open and closing times for centers, especially concerning visitors.

Rooms Sorted Alphabetically (Mar 2016)

Rooms listed on the Room Availability screen are now sorted alphabetically. This feature can help users locate rooms more easily when adding new reservations, saving time when completing this routine task.

Live Tags Available for Confirmation Emails (Mar 2016)

Two new “live tags” have been added to allow users to insert a room description and room type automatically in reservation emails. The following tags are now available: [roomdescription] [roomtype]

Messages Added for Additional Clarity (Nov 2016)

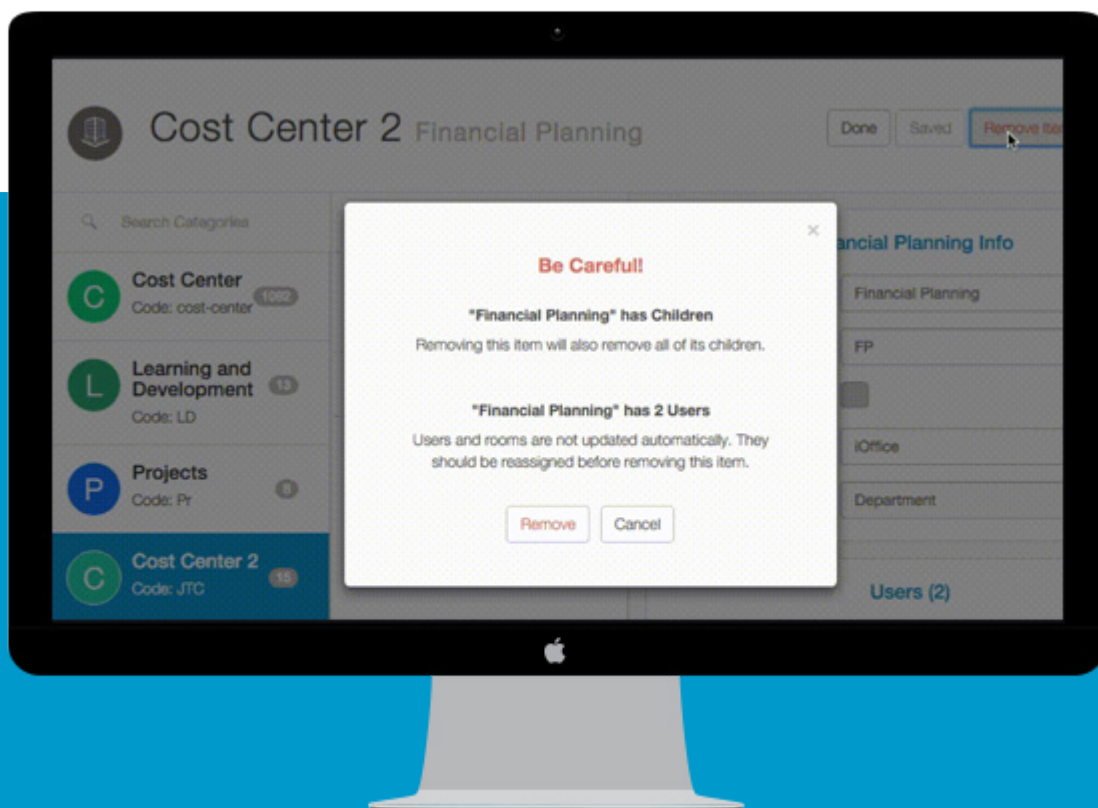
We added a more detailed messaging option on our Reservation Queue screen to provide users with more information when trying to make or find an existing reservation. Now when searching for a specific building or room, if no rooms or buildings match the search criteria, a “no rooms found” or “no buildings found” message will display in the results section. Also, if no reservations match a search the message “there are no reservations” will display in the Reservations section.

Administration/Categories



Display Warning When Deleting Categories (Feb 2016)

To help remind users to update their users and rooms prior to deleting a category or item, a warning message will now appear when the Remove Category/Item button is clicked to prevent removal of unnecessary items.



Easily View Hierarchy for User Categories

(Feb 2016)

To eliminate confusion of categories of users within the platform, a new view was added. This helps users better visualize the hierarchical structure of the categories. A green arrow icon was added to the User Maintenance screen in the Admin module.

Categories Available for All Sites

(June 2016)

Users can now use our powerful Categories feature to create group users for projects, cost centers, or whatever they need, regardless of whether they are using the Space module. This enhancement allows our customers to better categorize users and items in a clean, efficient hierarchy, which can help them manage and track projects and groups more efficiently.

Define User Location in Floor Viewer

(Sept 2016)

We've added the ability for users to verify the location on a floor plan prior assigning a user to a room in the Admin module. Using a new Floor Plan viewer on the Users screen, customers can easily view room availability and select the room to which the user is assigned with a single click. In addition, a new button is available to allow the ability to "ping" a location on the floor plan, providing a visual confirmation of the room selection directly on the Users screen. These enhancements simplify the process of confirming a user's room assignment, saving time and reducing the potential for assignment errors.

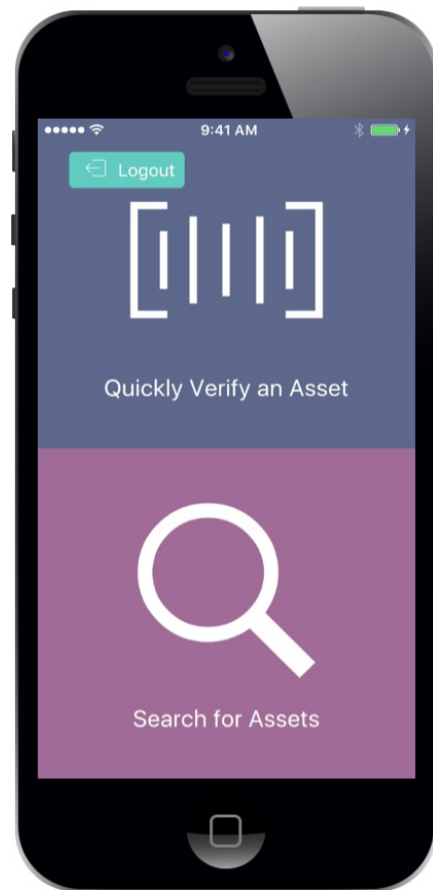
PART 2: **MOBILE** **UPDATES**



Asset

Redesigned Asset App (April 2016)

We gave our Asset app a complete redesign early in the year, with a more modern, clean feel. It wasn't all-cosmetic, we made some updates to its functionality too. We simplified the app's verification process, added seamless asset updates, and included a more intuitive search functionality. We also added the ability to create a service request directly from the new app.



Edit Assets Directly in App

(May 2016)

This new feature allows users to update details in real time, increasing the accuracy of their asset data. For example, to correct a price error after an asset has already been added, users can now click the new Edit button in the Other Details section of the app and enter the correct price. This feature eliminates the need for notes outside of the App for assets that needed updating. In addition, we updated the Asset Location search option so it displays floor and building information in the room search results.

Add Service Requests Directly From an Asset

(May 2016)

We updated Asset so users can now add a service request to an asset within the module. This update is utilizing a new integration between the Asset App and the Service Request App we created so users could navigate between the two apps. This feature was intended to help users add tickets for assets with fewer steps, to help save time when managing the condition of assets.

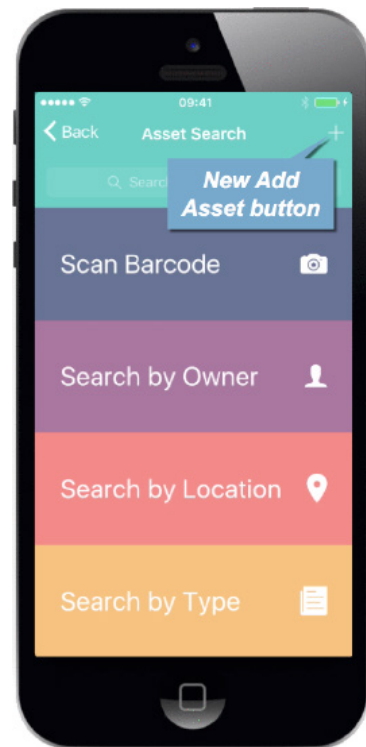
View All Assets on a Floor

(July 2016)

A new option in our Asset module allows users to access an overall view of all their assets on a particular floor, which helps locate an asset even if the assigned room is unknown.

Add Assets From App (Aug 2016)

Through the mobile app, users can now add assets directly from their chosen mobile device. This allows users to update their asset inventory at any time, now matter where they happen to be. In the Asset app, users can scan the barcode, which eliminates the need to enter assets manually from the list. This increases the likelihood that the assets are correctly associated with their matching barcode. To add a new asset, users will simply scan the asset barcode, and if that item hasn't been entered yet a message window will display. This allows the user to confirm the asset is indeed new before adding the final information.



Display Asset Count in App (Nov 2016)

Users can now see the number of assets that are assigned to a building, floor, or a room when searching by location in the Asset mobile app. As assets are assigned to specific locations, the number of assets associated with a particular building, floor or room will display to the right of that location name on the location search screen. This update was designed to help our customers find an asset when the exact location was unknown.

Service Request



Push and Email Notifications (Aug 2016)

Additional notifications were added that are now sent to operators when changes are made to service requests in the module. When comments are added to a ticket or a ticket is canceled, any operator assigned to the request will receive both a push notification to their mobile device and an email notifying them of the update. With this feature, operators receive multiple alerts for each update, allowing them to easily access the necessary information regardless of whether they are using the desktop or mobile version of the Service Request module.

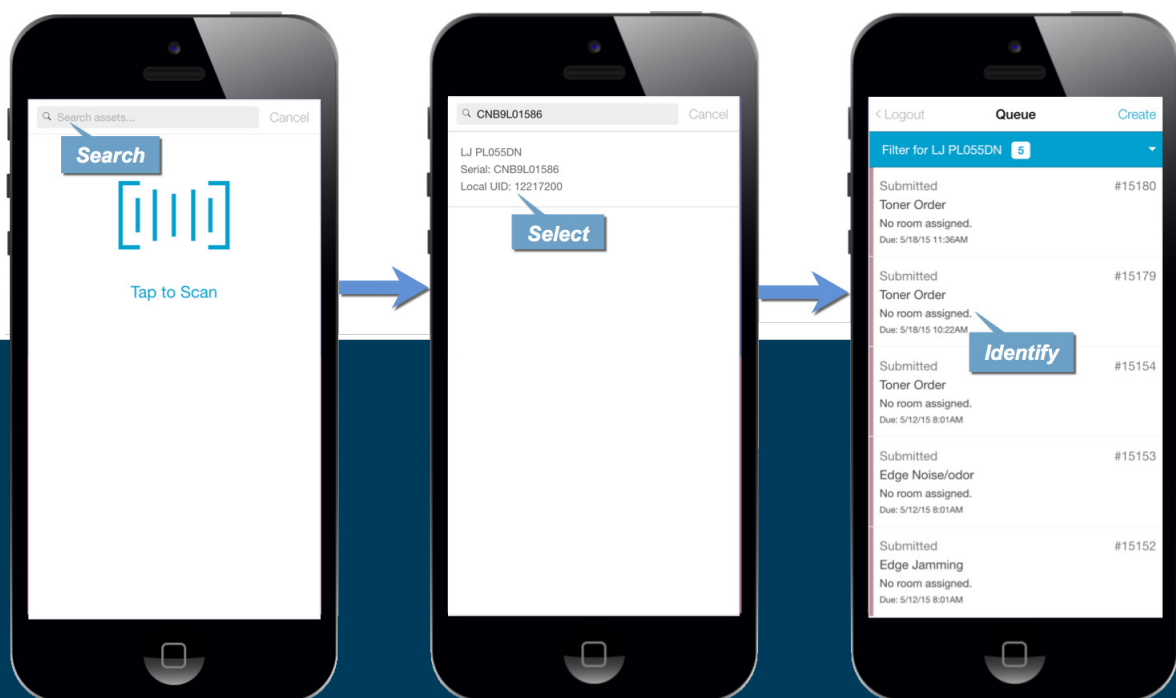
New Filter Options (Nov 2016)

We added the option to filter the service request mobile app in the Assigned to Me filter option. It can now be used in conjunction with a second filter option, providing you with more specific filtering than previously available. These new options are especially useful if you handle requests at multiple sites by allowing you to quickly toggle the Request Queue screen to display only the most relevant tickets. We've also added more sort options for our users as well.

Once filters are selected, only the tickets assigned to a user at the selected location display on the Request Queue screen, eliminating the need to sort through tickets that do not apply to their current location.

Search for Tickets by Asset (July 2016)

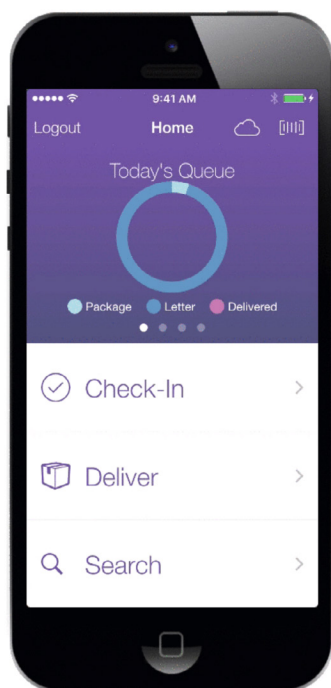
We found that some users were creating tickets in Service Request and were then discovering a ticket had already been created. Our new option in the app allows users to view all tickets that are associated with an asset prior to creating a new ticket to help reduce the number of duplicate tickets in their queue. This helps keep an organized stream of information and helps avoid any confusion to service providers.



Add SR Photos from Device Library (Sept 2016)

Users can now add photos to a service request directly from the photo library on their device. This can be used to provide photos of damage or to better clarify the nature of a request. Photos can be added to the ticket after it has already been submitted using the “from library” option.

Mail



Mail Mobile App (Jan 2016)

We released our mail mobile app at the first of this year. Users perform all of the actions they normally could from the desktop, but all from the convenience of a mobile device. This app became available in the iOS store in March of this year.

Not only did we add this new app, our team worked hard to advance its functionality so it can handle unlimited users, and its performance is 20% faster on iOS 10!

We've also optimized the app for use on iPad devices, which increases the number of iOS devices our customers can utilize.

Check in Multiple Packages in Mobile Mail (April 2016)

Someone in your building may receive more than one package at a time. We updated the barcode scanner, so users can now check in multiple packages at once, to help save time by eliminating redundant entries. Users can tap the added "plus" icon to add another package to a check-in.

Edit a Recipient on an Existing Package (July 2016)

Mail operators are able to edit the recipient assigned to a package through this update to the iOFFICE Mail App. Before this update, when a recipient was assigned incorrectly to a delivery, there was no way to easily enter the correct information. Now, mail operators can click the new button to change the information while viewing the mail item details.

Checkpoint Option

(April 2016)

Sometimes certain mail carriers take longer than others to deliver packages, even when on similar routes. With the Checkpoint Scan update to the mobile app, users can track a mail operator's progress between deliveries. This allows managers to hold operators accountable for their production rates during the day. To utilize this new feature, iOFFICE users should place barcodes at predetermined locations along their operator's route. Then as operators "check in" users will be able to see the progress they have made.

High-Density Mail Scan Option

(Aug 2016)

Mail carriers can now check in batches of paper mail in a single scan using the mobile app. For mail operations that handle paper mail for a large number of users, such as universities, this new feature allows them to scan the barcode assigned to a single user rather than each piece of mail, saving time and increasing efficiency when processing daily mail for a large number of recipients.

This update will be especially useful for carriers who deliver mail to recipients who receive multiple pieces of mail per day. Rather than checking in each item individually, a mail operator simply locates the user's barcode in the file system, inserts all mail items into the folder, and scans the barcode using the new "magic scan" feature. The person then receives an automatic notification that their mail is ready for pickup, allowing them to retrieve the items at their earliest convenience.

PART 3:

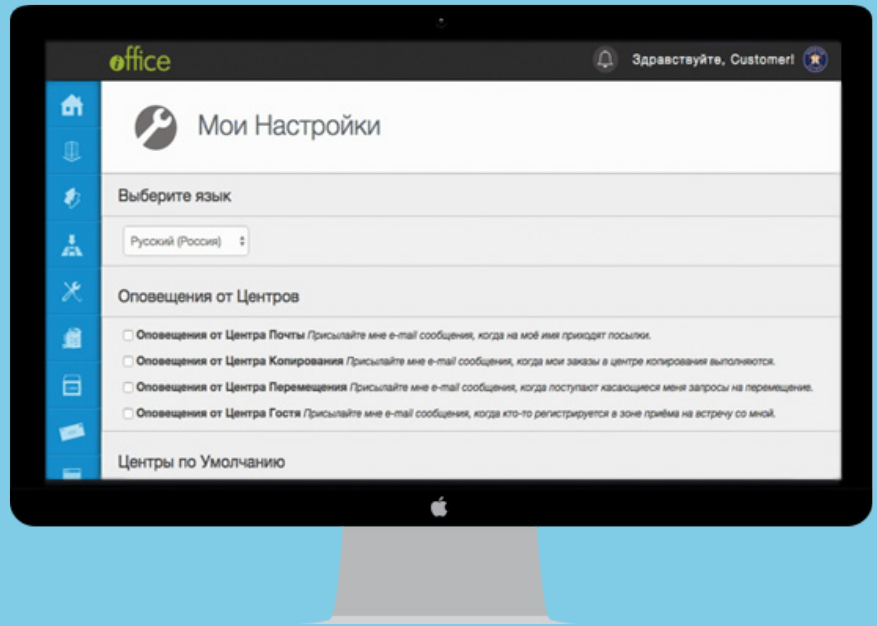
MISCELLANEOUS
UPDATES

Russian Language Localization

(JUNE 2016)

We had an increase in Russian customers this year, so to provide added support for them, we have added a localization option for the Russian language.

This enhancement allows users who speak Russian or who do business in the language to interact with the iOFFICE application in their preferred language. We know this will increase usability and reduce the potential for any customer confusion. This feature can be accessed by just one Russian speaker through their personal language settings or made site-wide in the site administrator settings.



Czech Language Localization

(JULY 2016)

We have added a localization option in Czech for our users in the Czech Republic. This enhancement allows users who speak Czech to choose how their iOFFICE platform looks depending on their preferred language. This feature can be accessed individually through the personal language settings or made site-wide in the site administrator settings.

Multilingual Character Support

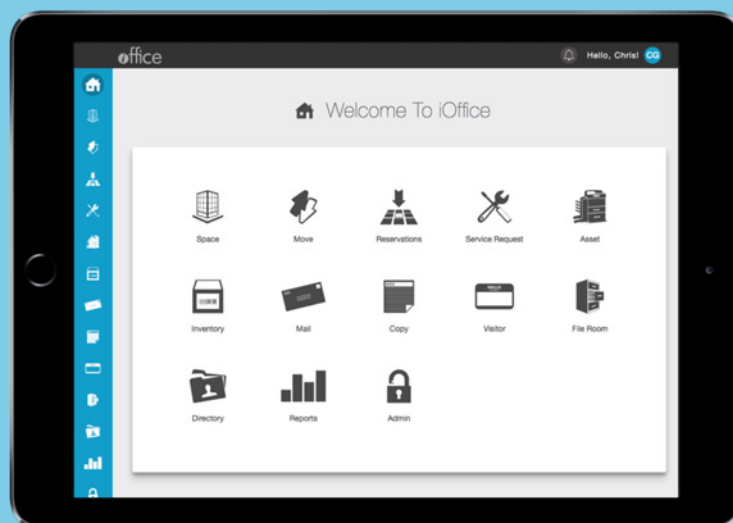
(JULY 2016)

Before this update, certain character entries were not available due to conflicts with how the data was stored in our system. We resolved that issue, and now support multilingual character sets. Clients may now enter any character in fields throughout the entire iOFFICE application.

Updated iOFFICE Home Screen

(AUG 2016)

We pride ourselves in offering our customers an IWMS tool that's not only efficient and effective, but that they love to use. Having a sleek and intuitive user interface has always been high on our priority list. So, this past August we gave the home screen a little facelift. The new design features larger icons against a white background, which brightens up and clarifies the layout of the page. We also switched out our font, for one that provides greater legibility. We think these simple changes make finding what users need just a bit easier, and prettier if we may say so. Colors and company logos are still customizable under the Admin preferences page.



PART 4:
COMING
SOON

IoT Sensors

We are currently in the process of beta testing our IoT Sensor feature. Our IWMS will be connected to physical beacons, that will let users access data from the beacon's location. For example, a beacon could notify users of occupation levels of a particular workstation at any given time. Stay tuned for more updates on when this will be available for all!

Slack Integration

We are currently working on creating a seamless integration with internal communication platforms, like Slack. Many of our current customers use these internal tools everyday at their office, so we have been working diligently to allow our IWMS to work with these platforms.

At the moment, our development team is working on creating a notification system through Slack coming from an iofficebot. Our developers have plans to allow users to interact within the app through the bot, giving them the ability to do things like make reservations and service requests by having a conversation with the bot.



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.

