



Transforming your workspace management

## Are you making the most of your **ibcs** software?

E-guide on the core module and latest add-ons



## Core Module Top Features



### SALES PIPELINE MANAGEMENT

Enables enterprises to on-board new clients, turn leads into sales and forecast easier. The system maps the sales cycle from initial lead enquiry to successful customer conversion, coupled with the support of real-time availability over the customer journey. Starting from capturing of initial enquiries, arranging viewings, generating proposals and finalising contracts to invoicing.



### OCCUPANCY AND CONTRACT MANAGEMENT

Workspace occupancy allows contract recording with various parameters relating to room size and different charging rates. The system assists with automated creation and processing of agreements, associated services to managing contract renewals, billing, sales reporting and search facilities. The system can be configured with contract document templates specific to the individual business with a variety of contract type.



### AUTOMATED INVOICE GENERATION

Covers all invoicing needs with ability to import charging files from 3rd party systems. The system produces accurate invoice details and automatically calculate the amount to be invoiced. Includes a wide variety of itemisation and calculation algorithms including Landlord quarter days, annual daily rates and composite line configurations.



### TASK MANAGEMENT

Task Management allows easy individual or group based assignment, with workflow scheduling and full historical auditing. It is easy to plan campaigns, assign and monitor tasks, manage deadlines, setup reminders and notifications, and track your progress.



### CLIENT SURVEYS

Facility to generate questionnaires and conduct research on the occupants and service users.



### CUSTOMER INTERACTION MANAGEMENT

Stores all current and former customer records, from contact details to entire sales history, interactions and services provided over time. The system assists you with monitoring and predicting customer behaviour by recording enquiries, quotations, phone calls, emails, visits and reported issues all in one place.



### MEETING, CONFERENCE AND EVENT SUPPORT

With room booking creation and recording of associated services and other available resources. Bookings may be configured for hourly, daily and attendee rates and any agreed discounts for customers will be automatically applied. Special rates can be agreed by users with elevated permissions.



### SALES FINANCIAL MANAGEMENT

Debtors and Credit Control, Statements and reminder letters. The system enables credit control by viewing outstanding transactions on the customer's account along with the date of the last payment received. The system can also be configured to export sales transactions to 3rd party accounting packages.



### BUSINESS REPORTING

Detailed business reporting and analysis with statistics on prospects and customers. Generate office and meeting room occupancy reports, sales reports for various service utilisation. Forecast your occupancy and revenue.



### METER READINGS

The system records readings from utilities meters and automatically calculates any relevant charges for the clients that are included in their monthly invoices.

## Specialised Add-On Modules



### DIGITAL BOOKING AND SIGNAGE

Integrated with touch-screen digital displays to simplify the booking process, ideal for premises with shared amenities



### PARCEL MANAGEMENT

Parcel Mobile App and Optical Character Recognition technology for an enterprise-wide management of incoming parcels



### CUSTOMER PORTAL

A point of interaction with your customers, providing them with an opportunity to access shared information and use convenient self-service features



### VISITOR MANAGEMENT

Enables customers to create a digital guest book and self-manage visits and appointments of who is attending site providing the centre with access to visitor history



### VISITOR DIGITAL SIGN-IN

Integrated touch-screen digital displays to control visitor access & security, allows recording, greeting and tracking visitors, employees, vendors and contractors and automatically storing their details



### FACILITY MAINTENANCE, FAULT REPORTING AND TESTING

Designed to optimise preventive and corrective maintenance work, allowing customers to report any facilities faults or change requirements



### MAINTENANCE CONTRACTS

The module allows for the management of multiple contractors for both in-house workforce and external contractors, scheduling the considered required skills



### DIRECT DEBITS

The module enables businesses to operate an automated payment request system from banks and building societies, allows direct debit collection, transaction recording and payment allocation



### ASSET MANAGEMENT AND INVENTORY CONTROL

The module combines asset tracking, inventory management and resource deployment

Starting from the core module which is operational on its own, the system can be extended further into a fully-comprehensive management system by including its specialised add-on modules





## Meeting room, co-working, shared office space Digital Booking and Signage

### Top benefits

Our integrated touch-screen digital display solution, designed to simplify the booking process and visually communicate availability.

Ideal solution for premises with shared amenities such as boardrooms, conference suites or meeting rooms, lounges, conversation pods or individual work stations.

#### Packages:

- High resolution 10 Inch Android multi-touch screen display
- Power options: Power-over-Ethernet or Mains Power. Data options: LAN or Wi-Fi
- Excellent pricing: Low cost monthly software subscription plans, great value for money

- **DISPLAYED AVAILABILITY**  
with information related to current and imminent meetings such as meeting room name and status
- **GREATER USER EXPERIENCE**  
and useful information to your staff, customers and guests

- **EASIER AND FASTER BOOKING**  
and quick rescheduling for your staff and guests

- **VISUALLY DISPLAYED BRAND IMAGE**  
efficient and consistent display of brand and professional image across all the screens

### Options for strategic positioning

#### IN RECEPTION AND TRANSIT AREAS

Multi-touch screen displays can be permanently installed in reception and transit areas to display overall availability of the meeting rooms to passing customers.

#### DIRECTLY AT MEETING ROOM DOORS

Multi-touch screen displays can be installed at meeting room doors in shared office space premises and conferencing facilities, helping employees plan meetings and events as well as assisting customers looking for available space.

Digital display solution offers several options for mounting including Wall-mount, Floor-standing, Counter-Top, Desk option or Flexible stalks.





Our parcel mobile app provides an enterprise-wide management solution for your incoming parcels and letters from arrival to your premises, through to owner tracking and collection. It is all done in the blink of eye, giving you time to work on the things that really matter.

### Parcel Management Features

- **PARCEL LABEL SCANNING**

Using the latest Optical Character Recognition (OCR) technology and name matching algorithm our Android App allows parcels to be scanned, recorded and allocated to a client in seconds.

- **PARCEL DELIVERY NOTIFICATION**

With our automated notification service, there are no more manual emails or forgetting to call the client, the parcels owners are notified instantly and reminders can be sent.

- **COLLECTION RECORDING**

The App allows parcel owner searching and listings, collection recording finalised with digital signature capture.

- **COLLECTION SELF-SERVICE FACILITY**

With the self-service tablet app it is even easier for owners to locate their parcels and digitally sign for their collections in delivery rooms.

- **PARCEL OVERVIEW AND AUDIT INVESTIGATION**

The management of unallocated, uncollected packages and collection reminders can all be managed from the **ibcs** desktop.

### Top benefits

- **INCREASED WORK EFFICIENCY**

Reduced time spent processing received post and chasing collections with clients. Parcels are scanned and the receivers notified in seconds.

- **INCREASED CUSTOMER SERVICE LEVELS**

Improved service levels and more positive client experience. The parcel collection process is smooth and efficient.

- **REDUCED COST OF HANDLING DELIVERIES**

Less company resources spent on dealing with incoming parcels.

- **ENHANCED TRACEABILITY**

More reliable process of auditing and digital record keeping of received goods.

- **GREATER EMPLOYEE SATISFACTION**

Increased job satisfaction and productivity by giving staff more time to work on the things that matter.

- **INCREASED PACKAGE ACCEPTANCE CAPABILITY**

Companies may allow employee's personal deliveries, offering better work-life balance.



Saving your employees time each day!



## Customer Portal

The Customer Portal is designed for booking and selling services online and as an interaction point between you, the provider, and your customers. The Portal gives members an opportunity to manage their profiles, access their price plans and other shared information and use convenient self-service features.



- CHECK AVAILABILITY AND BOOK MEETING SPACES
- LOG SITE VISITS
- LOG SERVICE REQUESTS
- PROMOTE YOUR ENTERPRISE AND CUSTOMERS
- SHARE AND ACCESS DOCUMENTATION
- BUILD COMMUNITY

### Top benefits

- **ENHANCED COMMUNICATIONS**  
Enhanced communication and collaboration with customers across functions and contractors.
- **FASTER RESOLUTION OF ISSUES**  
Reduced internal email traffic and faster resolution of maintenance issues. Customers can raise and track their support tickets.
- **IMPROVED VISIBILITY AND SERVICE LEVELS**  
Improved enterprise visibility and access to real-time information, faster booking and access to services.
- **GREATER USER EXPERIENCE**  
More positive overall experience for your staff and customers improving retention levels.

## Customer Portal Features



### HOME PAGE

Displays summary information widgets including upcoming bookings, finance and shared documents.



### FINANCE

Provides a read-only historical view of all invoices and credit notes raised on the customer's account.



### CENTRE NEWS FEED

Provides a banner of news and events. Helping to quickly bring information to the attention of your customers.



### VISITOR MANAGEMENT

Includes Gatehouse Management and reception signage allows customers to self-manage visitor appointments.



### COLLABORATION

Collaboration and private messaging allows customers to interact with each other over potential joint projects and ideas.



### BOOKINGS

Provides diary and listing views of room availability, with the ability to book new and manage existing bookings.



### DOCUMENTS

Allows document sharing with customers including Booking terms & conditions, floor plans, health & safety, etc.



### MAINTENANCE AND FAULT REPORTING

Allows customers to report facilities faults or change requirements.



### E-JOURNALS

Electronic journal library can be shared with your customers, providing technical white papers and journals for consideration.



### TELECOM ANALYTICS

The portal can also provide access to customers call charges and itemised billing for RA Telecom users and allows site staff to integrate these into *ibcs* to automate the importing of call charges for billing purposes (For more info visit [www.ra-telecom.co.uk](http://www.ra-telecom.co.uk)).



## Visitor Management

Enables your customers to create a digital guest book and self-manage visits and appointments of who is attending site providing the centre with access to visitor history.

### • VISITOR MANAGEMENT

Providing overview, analysis, auditing and fire safety evacuation lists.

### • CLIENT SELF-SERVICE

Allows customers to create visitor bookings and self-manage appointments of who is attending site with their contact information.

### • GATEHOUSE CONTROL

Gatehouse management provides secure site control of visitors for sites with multi stage arrival processes.



## Visitor Digital Sign-In

Integrated touch-screen digital displays designed to control visitor access and security, allow recording, greeting and tracking of visitors, employees, vendors and contractors. Automatically store visitors details.

### • RECEPTION SIGNAGE SCREEN

Visitors can self-sign themselves as arriving at site using Android multi-touch screen displays.

### • ARRIVAL NOTIFICATION

Notification options can be set up to inform customers about their visitors arrival at site.



## Top benefits

### • FASTER SIGN-IN PROCESS

Reduced time spent on visitor management coupled with guest pre-registering and immediate visitor's host notification.

### • INCREASED RECEPTION STAFF EFFICIENCY

Save front-of-house staff time and resources, with no need to take care of the entry and exit time of visits and arranging the paperwork involved in signing in.

### • ENHANCED TRACEABILITY

Easier identification and control over guests in your building, more reliable, legible and accurate digital record keeping.

### • IMPROVED VISITOR SAFETY

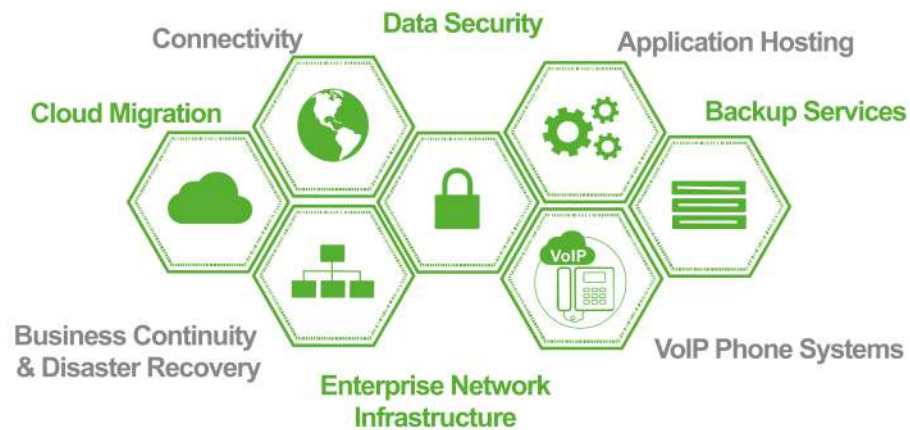
Emergency lists make it easier to track and communicate with all visitors, alert them and arrange for their safety in case of emergency.

Enhance your security and visitor tracking, reserve your free consultation!

## You may also be interested in

### Managed IT services

Coupled with our reliable software solution, we also offer a variety of comprehensive packages which include services such as IT infrastructure, private networks, shared internet, high-capacity, fast and secure connections between sites, data security and on-going support to workspace providers. We pride ourselves on understanding the industry and customers requirements.



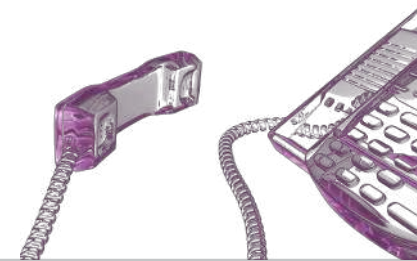
### VoIP telephone systems for your premises

Voice over IP is a flexible, practical and secure business phone system. The ideal solution allowing you to achieve higher control over service and reduce infrastructure costs. Lower cost and lower risk, easy to use and integrate.

- **Significant Cost Savings**
- **More functionality**
- **Increase staff productivity**
- **Full control over your phone systems**

#### Ideal for:

- Multi-sited and multi-occupant organisations / Business centres
- Companies with team members on the move, freelancers or home workers
- Organisations with high call volumes
- Firms with overseas business presence



Visit our website to find out more [www.ra-is.co.uk](http://www.ra-is.co.uk)