

Mapiq Office Shifts

Enable your employees to come back
and work at the office safely



2020-05-13

Visit: www.mapiq.com

Partner ID: 6172192

About Mapiq

Smart office technology that enables flexible use of your workspace, offering employees a safe and frictionless workday.



Case / Jan 01, 0001 / Marc van de Wert

The Edge Amsterdam

Where it all began. Mapiq supports Deloitte's employees making effective use of the activity based work environment in a ground-breaking office building in Amsterdam's business district the Zuidas.

[Read more](#)



Case / Jan 01, 0001 / Philip Fels

Proximus Towers Brussels

Mapiq assisted Proximus with the metamorphosis of their traditional office into a modern workplace which supports activity-based working in an optimal way.

[Read more](#)



Case / Jan 01, 0001 / Marc van de Wert

ISS Switzerland

Together with Mapiq, ISS transformed their headquarters in Zürich, also known as the Cube, into a true showcase for the future of facilities services.

[Read more](#)



Case / Jan 01, 0001 / Marc van de Wert

Unilever HQ, New Jersey

We created one of the most sustainable and technologically advanced workplaces on the US East Coast. This high-tech work environment improves employees productivity and wellbeing.

[Read more](#)

- Mapiq entered the market in 2014 with the smartest building in the world called "[the Edge](#)" in Amsterdam
- Today we are globally trusted by organizations like: AkzoNobel, Unilever, PwC, Danone, Nokia, Microsoft and many more
- One of the fastest growing tech companies from Europe and awarded with multiple Deloitte Fast 50 and FD Gazelle awards

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Introduction



Introduction

As COVID-19 restrictions around the world are loosened we will be faced with a new reality, a new normal, and will have to find the ways to best approach it. There are no guidelines on how to ease this process, but for us it quickly became clear that technology is key in lessening the pains of these early days.

Companies that already had flexible policies and tools prior to the crisis will be at an advantage to re-open sooner. Having an IoT network that collects and analyzes data will give you a head start. But not every office has the resources or capacity for this. We wanted to design a simple product focused on getting employees back to the office in an efficient, cost-effective, and, most importantly, safe way. The idea was to create a universal product that would be accessible to every office in the world. No costly hardware, no complex integrations.

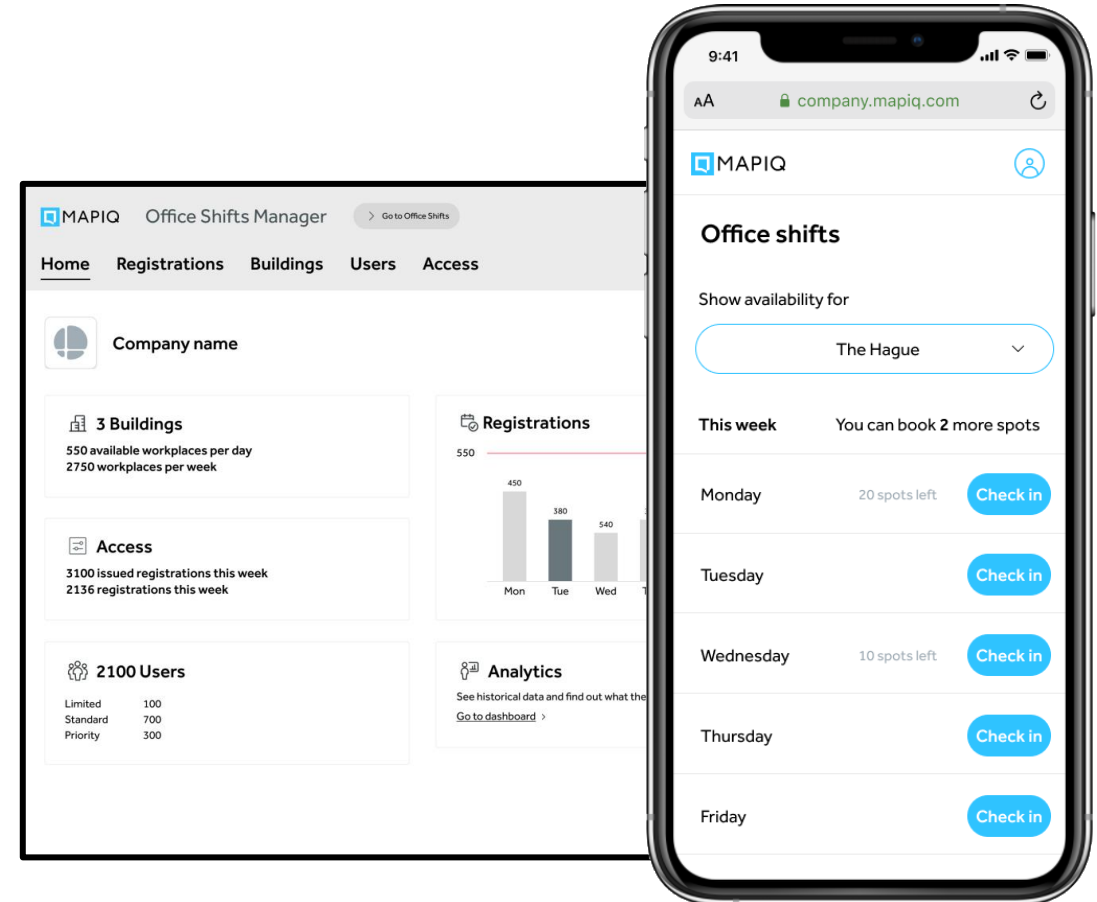
To support our customers in working in these challenging times, Mapiq is launching an application that puts organizations in control of capacity restrictions, employee transparency and autonomy. The Office Shifts application empowers organizations to guide groups of employees back into the office safely by matching their office shifts to the capacity of the different areas in the office.



Solution summary

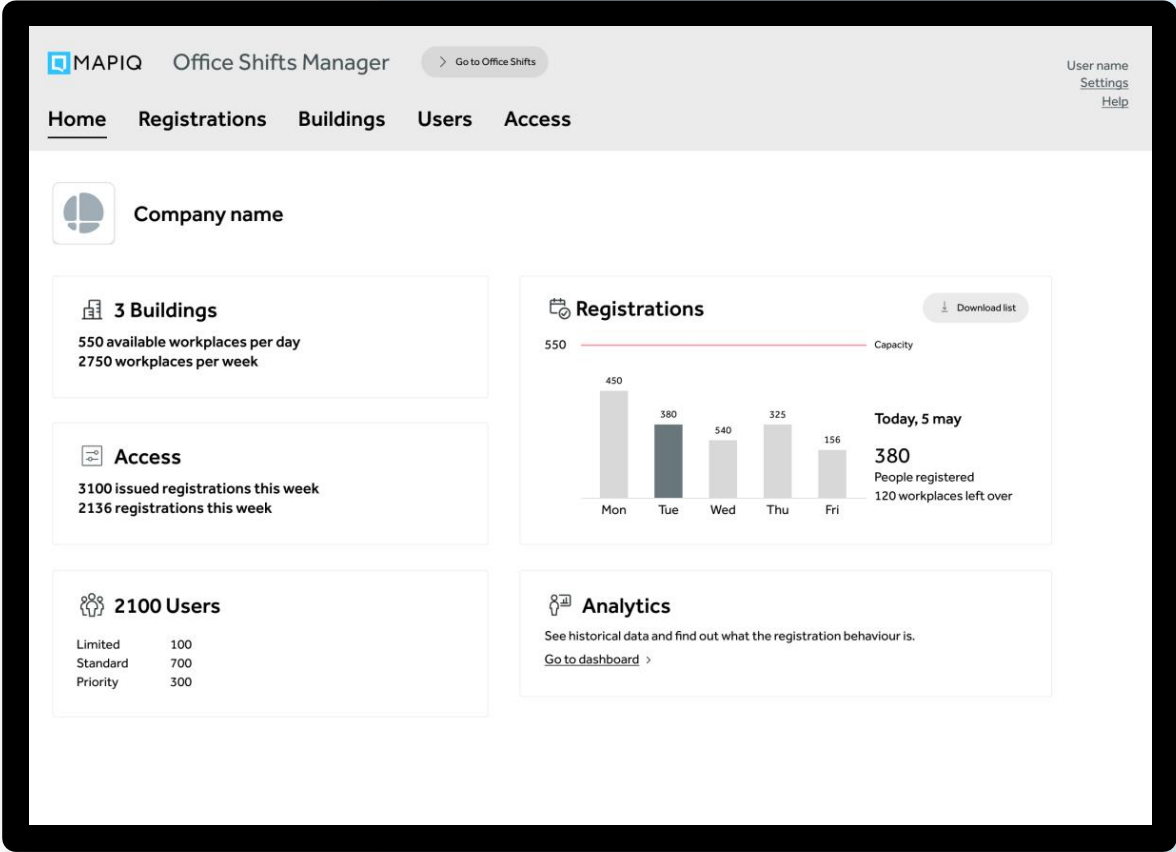
Office Shifts is an easy to use application that enables you to guide employees back to work safely, by efficiently coordinating who can come to the office, when and where. Office Shifts provides one clear overview of who is in the office on which days, allows you to anticipate your new office capacity quickly and gets rid of manual lists to distribute employees. Mapiq's Office Shifts is a standalone web application.

- Can be implemented in one workweek
- Has a manager portal to set up and configure the building access and user profiles
- Has a user-friendly employee web application that allows booking shifts in the office according to profiles and availability
- No hardware needed
- Can be set up without any integrations
- Supports account provisioning with two models:
 1. Self-sign-up by employees, based on their corporate email address or
 2. SSO-integration for login and user management is optional.
- We're constantly improving the product, so expect frequent updates in the upcoming months.



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Admin tool



User profiles

Building administrator

- Set up the office buildings and their optional floors and areas
- Determine safe capacity per office and input into the system
- Create access profiles and manage their quota
- When safe capacities go up or down, update building information and tweak quota in profiles to ensure a match in space and access rights

User Profile administrator

- Collect information on who's allowed to use the office at what interval
- import list of employees and their access rights
- Process changes in people's access rights

Shift Manager

- Ensure front-desk, security and other service employees are provided with overviews of registered shifts on a daily basis.
- Check whether people have registered access on a given day
- There must be one key user who is assigned the top Building Administrator role. That user can file support requests to give more people admin rights. This would generally be no more than a handful of employees.



Configure building capacity

Customers can set up their Mapiq Office Shifts environment by adding buildings, and per building configure the workplace capacities of floors, neighborhoods, and work areas. A customer can:

- Add buildings
- Add floors
- Add areas (can be wings, neighborhoods or desk islands)
- Set building, floor and/or areas capacities

The system allows for both simple and more complex building setups. You can configure a single capacity for an entire building, or a more granular capacity setup per floor and/or per building area. The best setup depends on the layout of your building, and the flexibility you want to give to employees. Keep in mind during configuration to keep it simple, as you don't want employees to scroll through large lists of areas.

The screenshot displays the MAPIQ Office Shifts Manager interface. The top navigation bar includes the MAPIQ logo, "Office Shifts Manager", a "Go to Office Shifts" button, and user options (User name, Settings, Help). The main navigation menu has "Home", "Registrations", "Buildings" (selected), "Users", and "Access". A "Back" button is visible below the menu.

The main content area shows the configuration for "Rotterdam HQ". It is divided into three sections:

- Rotterdam HQ**: Displays "Capacity: 110", "Floors: 3", "Areas: 4", and "0 Future registrations".
- 3 Floors**: A list of floors with their capacities.

Floor	Capacity	...
Floor 1	50	...
Floor 2	30	...
Floor 3	30	...

 A "+ Add floor" button is at the bottom.
- 2 Areas**: A list of areas with their capacities.

Area	Capacity	...
Wing A: HR	15	...
Wing B: Finance	15	...

 A "+ Add area" button is at the bottom.

At the bottom right, there are "Cancel" and "Publish changes" buttons.

Set-up access profiles

Shifts are configured using **access profiles**. A profile contains access quotas that can be assigned to groups or individuals. The first step will be to decide which profiles are appropriate for your organization. Examples can be:

- Evenly distribute access rights over the workforce, only one access profile required.
- Create an additional business-critical profile, where the users in this profile have a higher quota than others.
- Create A and B (we've also heard Red and Blue) access profiles that are not allowed to register at the office at the same days.
- Create a priority access profile for new hires
- Create an access profile per department, so quotas can be set up according to the needs of each department.

Customers can modify three different aspects of each access profile:

- The maximum number of days per week that a member of the profile can register access to the office.
- On which days of the week a member of the profile can register access to the office.
- The number of days in advance a profile member can register access to the office

The screenshot shows the MAPIQ Office Shifts Manager interface. The top navigation bar includes 'Home', 'Registrations', 'Buildings', 'Users', and 'Access' (which is highlighted). The 'Access' tab displays three access profiles and summary statistics.

Access profiles:

- Profile 1:** Name: Limited, Days per week: 1 day, Registration period: 1 day in advance, Weekdays: Mon, Tue, Wed, Thu, Fri, Sat, Sun.
- Profile 2:** Name: Standard, Days per week: 1 day, Registration period: 7 days in advance, Weekdays: Mon, Tue, Wed, Thu, Fri, Sat, Sun.
- Profile 3:** Name: Priority, Days per week: 2 days, Registration period: 14 days in advance, Weekdays: Mon, Tue, Wed, Thu, Fri, Sat, Sun.

Summary statistics:

- Total users:** 2100
- Available workplaces:** 2750 per week
- Issued registrations:** 2100 per week, 3% Workplaces left over

Buttons at the bottom: Publish changes, Cancel, Add new profile.

Assign employees to access profiles

There are two ways of assigning access profiles to (groups of) employees. Pick the one that is most suitable to the number of users you want to assign at once.

Assign by selecting users

- Whenever an employee first signs in, they are assigned the default profile (the Building Administrator determines which profile is the default one).
- After users have logged in, they can be assigned to a different access profile if something in the situation of that user changes. For example, a person might move from Limited to Priority profile.

Import users in an access profile

- Import lists of users to the different access profiles from a CSV file. Users who appear in these lists, will receive the profile when they log in. Users who have not been imported will receive the default profile. Importing can be done by uploading a .csv file with unique user identifiers (most often email address) and the profile to assign. The file format for uploading users will be provided by Mapiq.

MAPIQ Office Shifts Manager > Go to Office Shifts

User name: Settings Help

Home Registrations Buildings Users **Access**

Access profiles Edit

Profile	Users	Registrations	Export users	Import users
Limited 1 Day per week 1 Day in advance Non-Priority	245 Users	245 Registrations	Export users	Import users
Standard DEFAULT 1 Day per week 7 Days in advance Weekdays only	1318 Users	1318 Registrations	Export users	Import users
Priority 2 Days per week 14 Days in advance All week	175 Users	350 Registrations	Export users	Import users

Total users
2100

Available workplaces
2750 per week

Issued registrations
2100 per week
3% Workplaces left over

MAPIQ Office Shifts Manager > Go to Office Shifts

User name: Settings Help

Home Registrations Buildings Users **Access**

Search by name, department

2100 users 1 user selected

All	Name	E-mail	Profile	Active	Department
<input checked="" type="checkbox"/>	Zack Flores	zflores@company.nl	Standard	03/04/17	Finance
<input type="checkbox"/>	Leslie Webb	lwebb@company.nl	Standard	09/09/13	HR
<input type="checkbox"/>	Scarlett Pena	spena@company.nl	Priority	08/05/15	HR
<input type="checkbox"/>	Lily Warren	lwarren@company.nl	Standard	12/13/16	Finance
<input type="checkbox"/>	Robert Simmons	rsimmons@company.nl	Limited	-	Finance
<input type="checkbox"/>	Timothy Howard	thoward@company.nl	Standard	09/23/13	Consultancy
<input type="checkbox"/>	Debra Robertson	drobotson@company.nl	Priority	07/08/15	Finance
<input type="checkbox"/>	Theresa Bell	tbell@company.nl	Standard	03/04/17	Consultancy
<input type="checkbox"/>	Evan Watson	ewatson@company.nl	Standard	-	Consultancy
<input type="checkbox"/>	Jorge McKinney	jmcinney@company.nl	Limited	05/05/20	Consultancy
<input type="checkbox"/>	Jorge Hawkins	jhawkins@company.nl	Standard	10/06/17	Support
<input type="checkbox"/>	Nathan Russell	nrussell@company.nl	Standard	-	Finance
<input type="checkbox"/>	Jane Wilson	jwilson@company.nl	Limited	05/02/15	Finance
<input type="checkbox"/>	Diane Fox	dfox@company.nl	Standard	04/17/20	Consultancy
<input type="checkbox"/>	Tyrene Alexander	taxander@company.nl	Limited	11/13/13	Finance
<input type="checkbox"/>	Regina Edwards	redwards@company.nl	Priority	03/13/18	Support

Zack Flores
E-mail: zflores@company.nl
Department: Finance
Role: Management

Access profile

☐ Limited
Can book one office day a week, one day in advance.

☒ **Standard**
Can book one office day a week, one week in advance.

☐ Priority
Can book 2 office days a week, two weeks in advance.

Registrations
Past: 4
Coming up: 2
[See user's registrations](#)

Cancel Save changes

Management

Match capacity & Reporting

Mapiq Office Shifts will check if the sum of all quotas will never exceed the building's capacity. If so, the customer can finetune the profile groups by;

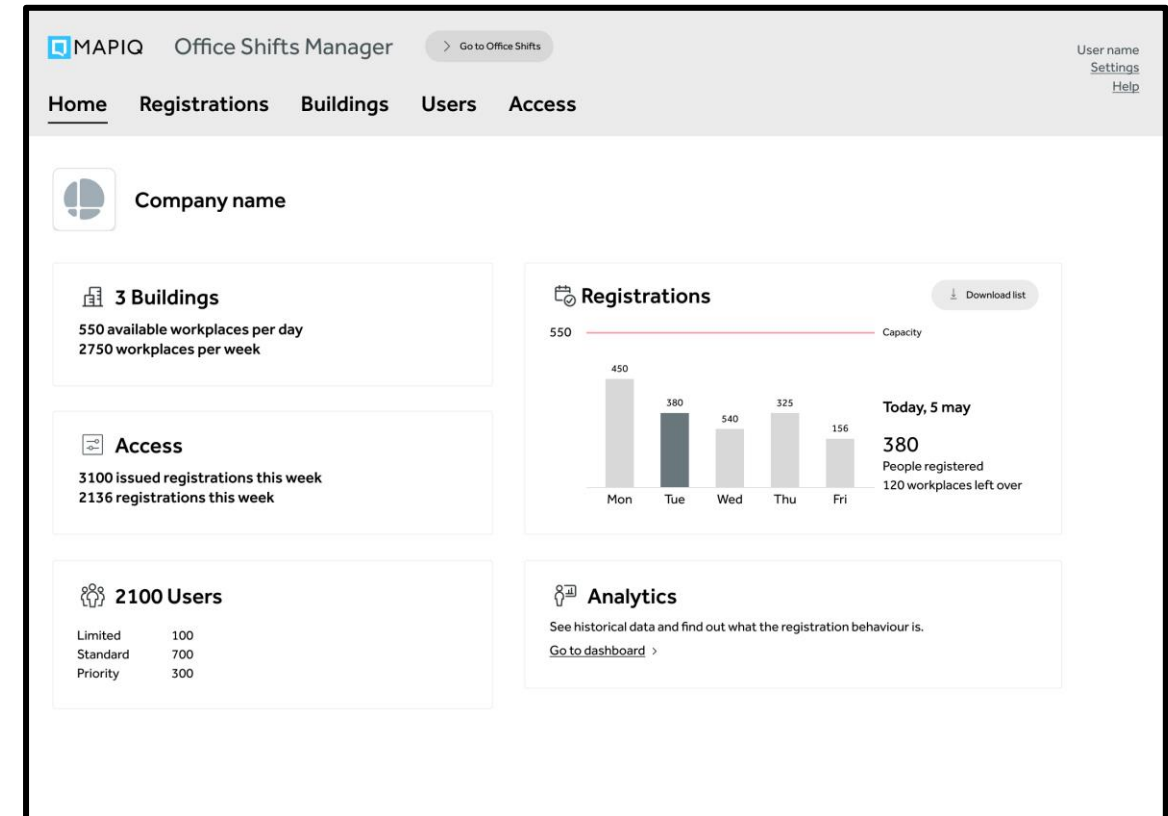
- Move employees to profiles with smaller quota
- Reducing the total number of office days for a certain profile group.

Communicate to your employees

- Customers can add a welcome text that employees see when they sign into the web application. They can use this text e.g. to explain and communicate the most recent policy.
- Now it's time to send the Mapiq Office Shifts link to your employees. Do this through internal newsletters or news items on your intranet. The URL of the application is shifts.mapiq.com
- Please note that Mapiq Office Shifts is a planning tool. It does not keep track if an employee shows up at the office on a registered day.

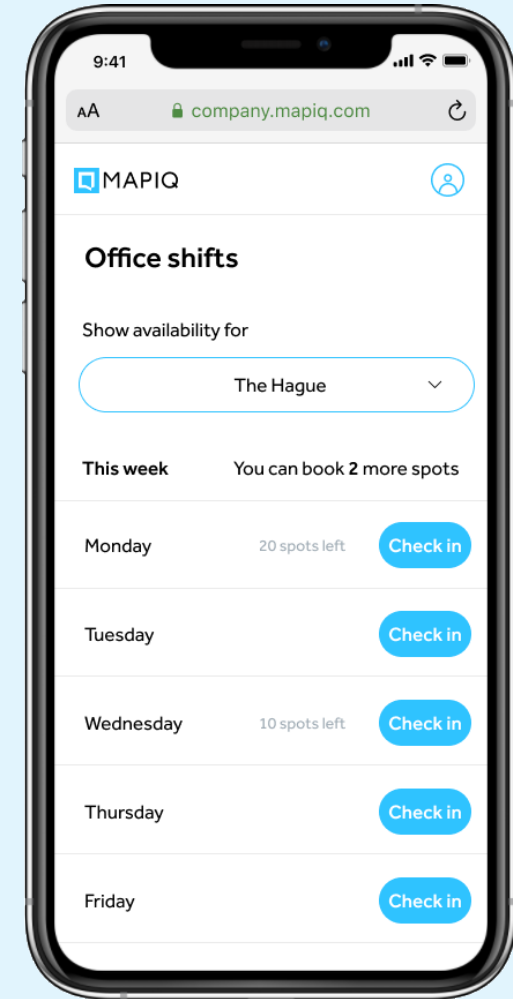
Analytics

- The office shifts manager has access to dashboards to see how many registrations there are per day and which capacity is left. This data can be used to report to authorities that social distance guidelines are honored
- The manager can also download a list with all registrations per day which can be used to check access rights at the entrance.



3

Employee application



Login & check quota

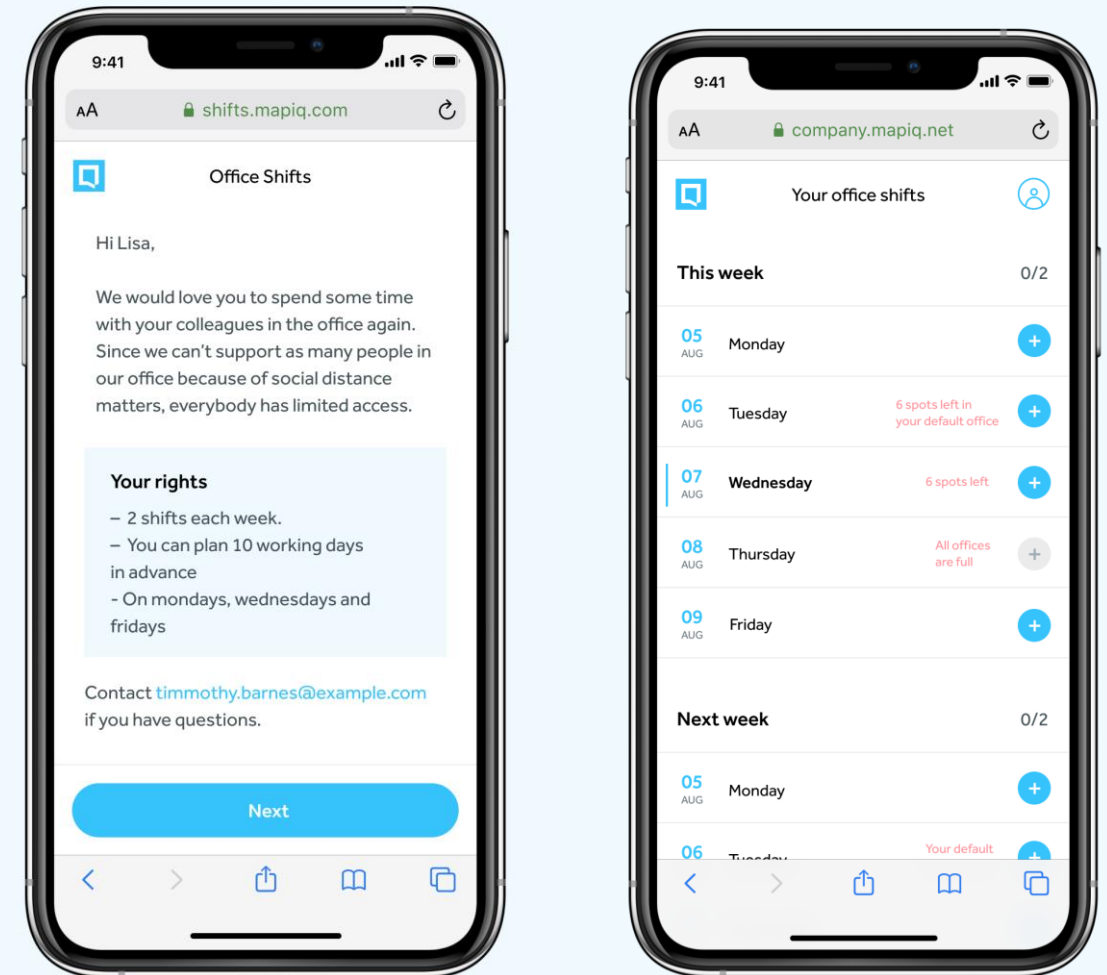
After the administrators have configured the buildings and access profiles, the employees can start registering shifts.

Logging in

- Employees can access the app through shifts.mapiq.com in their browser. The web app works on both mobile and desktop browsers. When there's no SSO configured, users first need to sign up and validate their company email address.

Step 1) Check your quotas

- On opening the application for the first time, the user will see the customized welcome message, together with their personal profile and a contact email for company information. This information can be accessed later by the employee on their profile page.



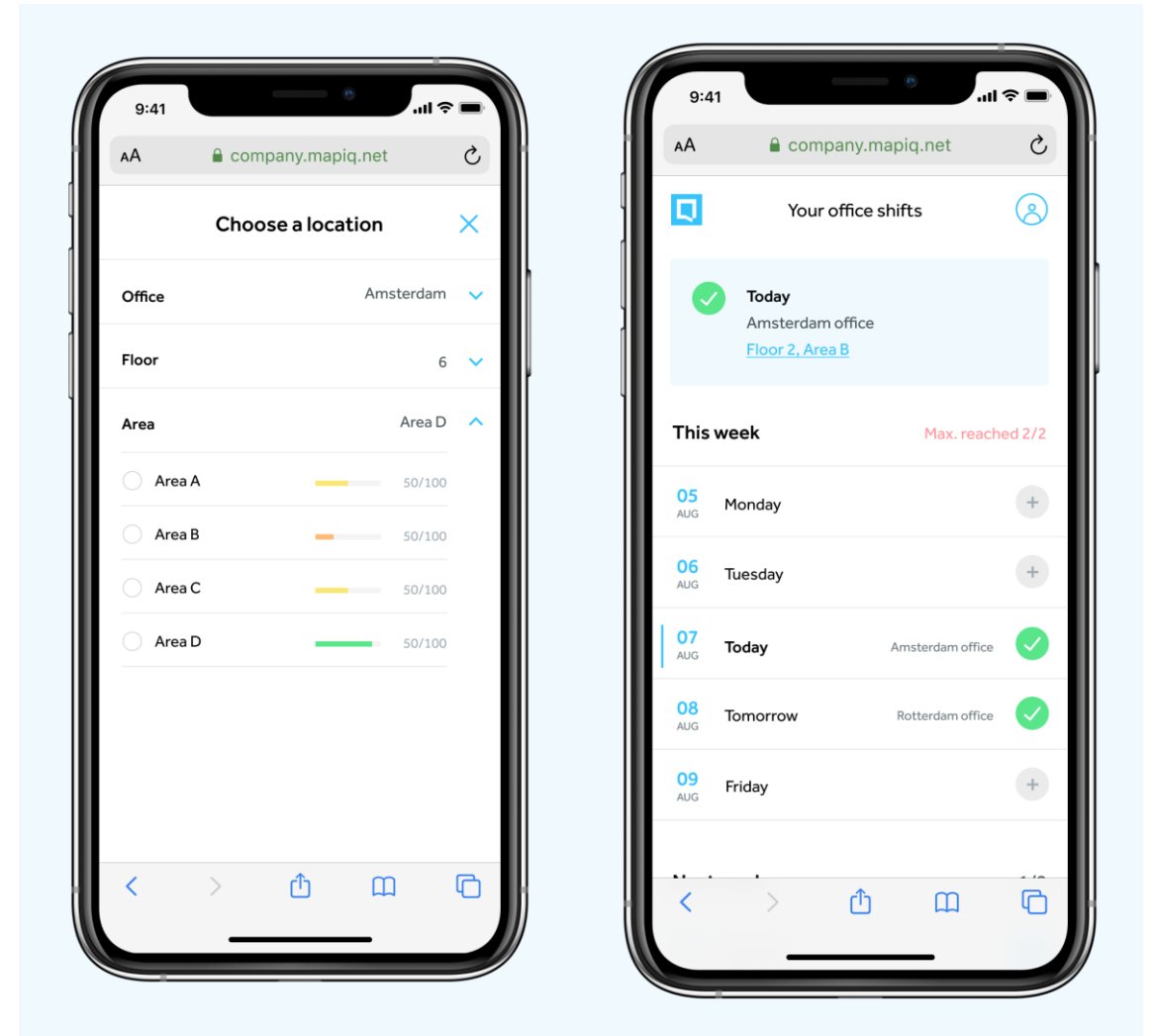
Pick a day & choose an area

Step 2) Pick a day

- On the landing page the user will see an overview of all the days they can book, and whether there's still place in their office.
- At first, we expect employees to align their office visits with their team using other communication means (for instance if a team of people find it important to be in the office on the same day).
- User can also register on the day itself. Registered shifts can be canceled up until the start of a new day. A new day starts at 00:00 in the time zone of the building for which the shift was registered. Users can not cancel shifts in the past.

Step 3) Choose an area

- When there are still shifts available for a day, the user can select where they want to work in the office. In this overview, they'll see an indication of the occupancy per floor and area.



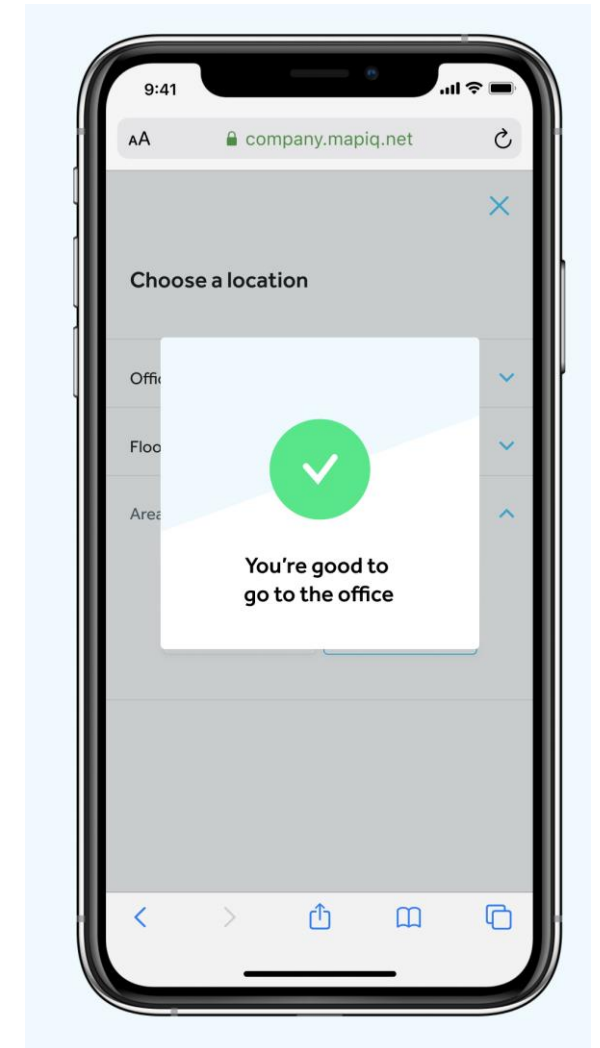
At the office & what can you do today?

At the office

- We recommend communicating a policy stating employees can only come to the office with a registration in Mapiq Shifts. If a customer wants to make sure no employees without a registration can enter, they can actively assign someone to check the registration when entering the building or they can export a list from Mapiq Shifts each morning and manually import it in their access management system. Please note that users can still register for the day itself, which means they will not be included in the export if that's been done at the start of the day.

What can you do now?

- Mapiq Office Shifts is in development right now, and you can expect to start using the manager tools in the week of 25 May, to give employees access to the office on the 1st of June. You can take these actions at this moment to prepare for the usage of Mapiq Office Shifts:
- When using SSO, prepare the configuration. For existing customers with an existing SSO integration, updates will have to be made.
- Collect information on the safe maximum capacity of your office.
- Decide how you will configure your buildings. If you use areas, how will these be named?
- Decide on your access groups, and the default access group for new users.
- Ask business units or managers to give you a list of email addresses of employees who need more access to the buildings than the standard profiles. You will be able to import these lists in the tool.





Privacy & security

Privacy

The Mapiq Office Shifts application is a standalone application, that does not communicate with other parts of Mapiq. One of the goals of this feature was to make privacy impact as low as possible, as the whole workforce will have to use this application to reserve a spot at the office and using the application will therefore not have an optional character.

The personal data that will be collected in this application (together with the purpose):

- Username (most of the times this is equal to email address)
Mapiq needs a unique identifier to recognize the user by, so it can connect the user to the Shifts that were registered.
- Email address , Mapiq needs to have a way to validate account ownership and to provide password resets for non-SSO accounts. Furthermore, Mapiq may send service-related email messages (such as the confirmation of a canceled reservation).
- Name , Besides the unique identifier, the customer needs to have a human-friendly way of recognizing the users when assigning users to profiles, or when validating a person's right to access the building from an exported list.
- Department [to be confirmed] , Although not confirmed yet, department might be relevant for facilitating easier mapping of users to profiles.

When a customer uses SSO, this personal information is transferred to Mapiq in the form of user claims during the login process. When a customer uses self-signup, the user will enter these details manually when creating their account.

- During the use of Mapiq Office Shifts, the following personally identifiable data comes into existence:
- Shifts, These are the reservations that a user has made using Mapiq Office Shifts.
- Statistics on use of the application will be anonymized and are not stored as personal data.



Security

Mapiq is secure by design, we partner with Microsoft to leverage their Azure cloud service, pass yearly audits and we have a client base in banking, telecom, government and tech.

- Cloud
 - Microsoft Azure
 - Data storage within EU
- Yearly audits on Mapiq BV
 - ISO 27.001 & ISO 9.001
 - 3rd Party PEN-test
- Data Encryption
 - Single Sign On for login
 - Web traffic through TLS
 - Content security Policy CSP
 - Cross origin resource policies CORS
 - Transparent data encryption





Price / SLA / DPA

Price overview

We offer a straightforward and scalable pricing model, based on a fixed price per building. Prices listed are in Euro's excl. VAT and based on a minimum 1-year contract. Single Sign On is available for a one-time configuration fee of 7.500 euro per customer. For existing customers with SSO no additional implementation is needed.

# Buildings	Monthly cost per building	1-Year cost per building
>1	€ 950	€ 11,400
>5	€ 665	€ 7,980
>10	€ 466	€ 5,586
>25	€ 326	€ 3,910
>50	€ 228	€ 2,737
>100	Enterprise pricing available, contact sales	

Example total 1-year cost (excl. SSO)

- 1 building: € 11,400.
- 10 buildings: € 55,860.
- 25 buildings: € 97,755.

Service Level & Data processing agreement

Service Level Agreement

To guarantee the best possible experience, Mapiq is offered as a Service. General updates are included in the subscription as well as basic maintenance to the application and technical support. A detailed description of our services, including the Office Shifts feature can be found in our SLA which is enclosed with this quotation.

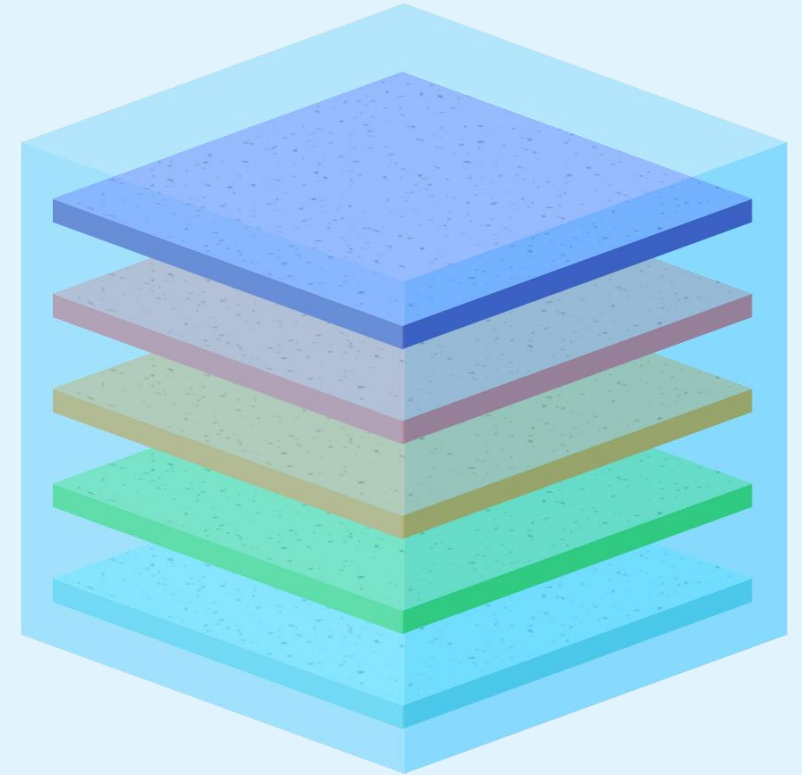
Data Processing Agreement

Our Data Processing Agreement for Office Shifts applies to these services. This Data Processing Agreement complies with the requirements of the General Data Protection Regulation (GDPR) and is enclosed with this quotation. In short, the main terms are:

- Our customer is the controller, Mapiq is the processor.
- There will be one sub processor: our hosting partner Microsoft Ireland Operation Ltd.
- Our customer is the owner of the data.
- Mapiq will not be able to use the data for other purposes than offering the service, keeping it secure and performant, and offering support.
- The data will remain within the European Union.
- Retention of Office Shift reservations will be 30 days at maximum.
- Mapiq cannot offer services related to backtracking a person's reservations in case of Corona contamination of an employee.

6

Future proof

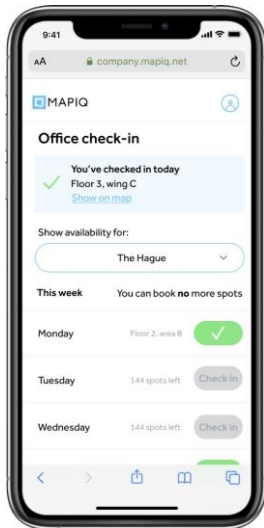


Future proof

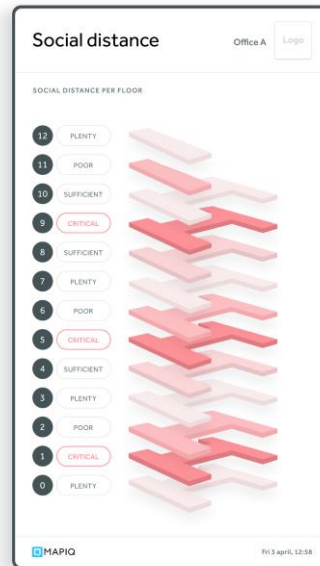
- The Mapiq office shifts solution will be launched as a stand-alone web application, and in later stage integrated with our existing applications.
- By adding our platform we can add more COVID-19 related features over time (see next slides)
- Our standard offering will further support employees and FM with using the offices effectively and safely
- Features include wayfinding, workplace availability, room booking, location sharing, personal control, parking, data analytics and more
- Whatever the future brings Mapiq will continue to help you in elevating your workplace

Optional roll-out COVID-19 features

From home: see if there is a spot available for me and reserve it within set capacity restrictions. FM will grant individual rights and quota around office days permitted



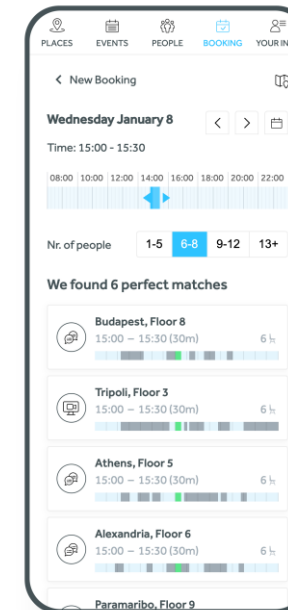
Arriving at the office – select your floor: Find the floor that suits you best. See if there is a spot nearby colleagues. Office announcements regarding hygiene guidelines



At the floor, find a green desk – **GREEN = CLEAN**
ORANGE desks have been used and are not likely to be clean. Don't forget your headset to do focus work

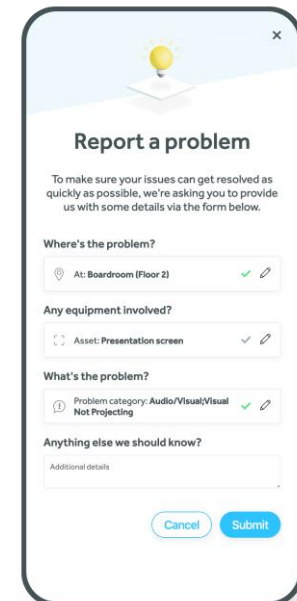


Find your meeting room in Mapiq based on the new capacity and book it with ease.



Under investigation: Provide feedback during the day, using direct issue reporting. We've added two new categories:

1. too crowded
2. it's dirty



Optional roll-out COVID-19 features

Step 1: calculate capacity

Use the upgraded algorithm in the COVID Readiness Report to automatically calculate the maximum capacity of your space. Don't forget to include this in the 'find your spot' functionality for employees

Step 2: get ready

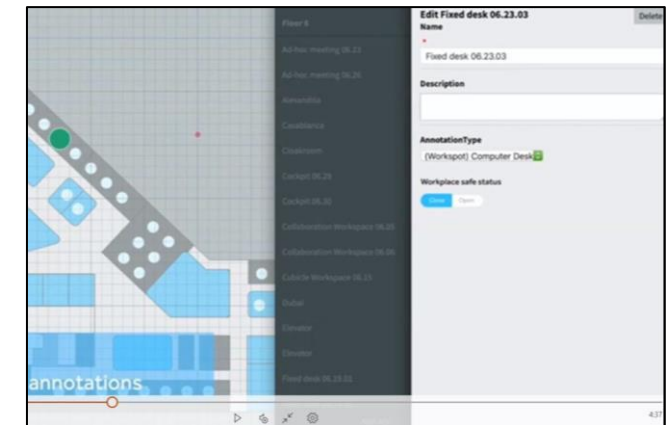
See which desks and meeting rooms offer low social distance capacity. COVID Readiness Report advice can be implemented in the Mapiq floor map

Step 3: monitor social distance

Use the COVID social distance report to monitor how social distance is being respected and which places are getting too crowded?

Step 4: data-driven optimization

Use the step 3 outcome for editing settings and reducing or increasing capacity in certain areas. This will enable continuous optimization of your space



A safe return to the office with Mapiq