



System Success Consultancy Services

The Ethos

We believe that supporting our customers to achieve a continuous improvement in system performance and productivity is vital to our ongoing success. Customers can take advantage of our expertise in designing and configuring resource management systems for 1000's of clients over many years. System success consultancy services are offered to all new accounts and existing customers who have been with us for some time but may not have taken full advantage of all that ResourceXpress can deliver.

Getting answers to vital questions before rolling out your workspace management solution ensures rapid deployment and system success from day one!

- What measures can I take to minimize infection risks in the workplace?
- How can I capture actual meeting attendance information and increase room utilization?
- Should I opt for a multi-tenant/single-tenant SaaS or on-premise infrastructure?
- How do I preserve a consistent user experience across all booking interfaces?
- Should I opt for authenticated booking management- if so which type is best suited to my business?
- What's the best way to prevent no show (ghost) bookings?
- How best to structure my multi level campus wide workspace maps to ensure a productive user experience?
- Can I mix my resource profiles with dual booking systems?
- How can I get the best return on my investment?

"ResourceXpress is committed to delivering an excellent customer experience for all our products and services"





New system deployment or existing system review

System success consultancy, comprising; Tailored workshop and remote communication identifying how ResourceXpress fits in with a customers business practice (minimum of two days consultancy). Familiarizing customers with the ResourceXpress administration console and user interfaces, identifying best practice and preferences. Considering the customers future strategy and producing a scope of works for deployment and identifying any future consultancy needs.

On-premise licence consultancy

Customers choosing a ResourceXpress, on-premise licence are responsible for sourcing a suitable physical or virtual application server and database in line with our recommended specification. The standard licence includes remote support and software updates for the first year but excludes application configuration and training. Customers can choose system installation/configuration support and training consultancy as a separate service

RX SaaS license consultancy

A customer choosing an RX SaaS, subscription license will be provided with access to either a dedicated or multi-tenant application server resource and database, dependent on their choice of RX SaaS Enterprise or Corporate products. The subscription license cost includes remote support and software updates but excludes application configuration and training. New customers will need to purchase the appropriate RX SaaS set up service which will deliver a vanilla system with default settings but customers can optionally choose to have system installation/configuration support and training consultancy as a separate service.

Device & profile configuration services

Customers purchasing meeting room screens and/or desk booking devices can opt for ResourceXpress remote configuration consultancy. As part of this service we can create profiles on remote or SaaS based servers configured to a customer's exact requirements. In addition, we can configure hardware devices with profile id's, workspace names and network connection preferences. This extremely valuable service allows the devices to be installed on remote sites in the shortest possible time with minimal intervention, achieving a true "plug n play" experience.

Maps design services

Customers wishing to use workspace maps can create these by following our comprehensive on-line guides or they can choose to take advantage of our extensive practical knowledge and outsource maps creation consultancy from ResourceXpress. Our first step in maps design consultancy is to discuss customer requirements for locations, sites, campus, floors, zones and produce a fully costed scope of works to deliver the maps in line with the customer's requirements. Post production customers can choose to maintain their own maps or consult with ResourceXpress for any required changes.

Major version software upgrade

Customers wishing to upgrade from ResourceXpress v4.9 to later versions will require consultancy from our support team. In the first instance we will scope out exactly what is required for the upgrade and produce a tailored proposal and scope of works.

Software Updates

We recommend that customers always use the latest version of ResourceXpress available. RX SaaS Corporate customers are automatically upgraded whilst Enterprise customers have the choice of when to apply updates. On-premise license holders have access to free software updates for the first year, as do customers with a valid software maintenance package but it is their responsibility to apply updated versions to their server. In the current dynamic workspace management environment, last year we delivered 110 new features/improvements and 99 minor bug fixes to ResourceXpress. Our development process is constant and keeping up to date with the latest version of ResourceXpress means customers get the best return on their investment.