|  |  |
| --- | --- |
|  | **Situation:** Describe the situation/issue you want addressed |
| Our Hybrid Vision: Work is embedded within our communities, with the right people across multiple locations, with the appropriate tools and techniques in place for a blended and flexible approach.  To assist Sirona’s transition to a hybrid workplace, an Electronic Booking System (EBS) is needed to allow individuals or teams to book desk/meeting room space. The first phase of the Hybrid project will be rolled out the following 5 sites: Castlewood, Kingswood Civic Centre, South Plaza, Warmley and Southmead House, and subsequent phases will incorporate the remainder of the Sirona sites. |
|  | Background: Provide the background to the situation/issue |
| Over the past 2 years, remote working has developed in Sirona through a series of initiatives. Smart working and/via the provision of essential equipment have now become hybrid working that encompasses all aspects of working life; from buildings use to how our staff engage and perform their roles, the policies, and principles that we adhere to and the on-going innovation and development of technology for our colleagues, partners, and services users.  There is a desire by all to maintain the success and momentum that has been achieved during the pandemic where working from home and/or new/flexible ways of working have become the default for many of our teams and has resulted in colleagues across Sirona using new technology, new skills, and online platforms. In addition to virtual consultation being a new way of working for some of our service users/patients. |
|  | Assessment: Give a brief assessment of what you have identified |
| The below requirements have been outlined for the EBS system.  **Mobile & browser booking and check in**  The ability to make bookings and check in using any equipment which staff have available to them (laptop/desktop, iPad, or mobile phone) is essential, as is a mobile app that works on both Android and IOS delivered via the respective app stores and not a web shortcut.  **Usability**  Any system must be straight forward to use for staff with varying IT abilities and must support accessibility for staff with a range of conditions. The interface will be key to the success and will form part of the supplier assessment.  **Bookings**  We should be able to set parameters for booking ahead, for example no more than 2 weeks in advance, to limit the possibility of people block booking the same desk for a prolonged period.  Availability of floorplans and details (aka names) for workspaces booked would be ideal in assisting people to make decisions on which workstation they select when booking.  **Half hourly bookings as well as half/full day bookings**  To maximise the utilisation of our desk and meeting room space within our offices, we would like the ability to book sessions as short as half an hour, as well as half day and full day sessions. This will give maximum flexibility for users to book desk and meeting rooms for their required duration, rather than booking out a full day if it is not necessary.  **Ability to invite other team members directly**  We would like to be able to make bookings for an individual or a group of people. This will allow teams to book desks next to one another to enable collaborative working  **Drop in zones**  Certain areas will need to show on the floorplan but be excluded from the desk booking system. These will be on a first come first served basis.  **Visitor management**  This feature would be a nice to have for our offices where we control the reception, however we wouldn’t be able to use this at all locations.  **Parking management**  The ability to be able to book a desk and a parking space would be a nice to have.  **Room/desk & meeting room search**  The system should have the capability to highlight what equipment is available at each desk space and what facilities are available in each meeting room, particularly from an accessibility perspective. This will assist users with selecting the appropriate workspace for themselves/their teams.  **Reporting capabilities (desk utilisation etc.)**  The product should have a range of reports to assist us with understanding desk/meeting room utilisation, particular hotspots etc. It should also have the capability to provide raw data which can be pulled into Power BI. Ideally, we would need real time data access for live reporting in our dashboards.  **Integration with Outlook**  Integration with outlook will be a key for keeping on top of bookings. Particularly for members of staff who would be coordinating desk and meeting room bookings on behalf of others.  **Notifications (booking reminders)**  It would be beneficial to have a service which could send reminders to individuals about their desk or meeting room bookings. However, if the system can integrate with Outlook instead, this would negate the need for a separate notification function.  **Branding TBC**  **Single Sign on (SSO)**  SSO with our Active Directory is required via ADFS. This will simplify the booking process allow direct access to the booking dashboard when signing in with our Sirona login.  **Other considerations**  We will be starting the first phase of this rollout with the five sites highlighted above with the vision of expanding and incorporating the remainder of the Sirona sites. However, at the same time there is the possibility of reducing our estate in the next 12 months and as such the solution we go for will need to be flexible enough to increase and reduce licences to fit with our business need. |

|  |  |  |
| --- | --- | --- |
| **Requirement** | **Must Have** | **Nice to Have** |
| Mobile/Browser Bookings and Check In | **X** |  |
| App for Android and iOs | **X** |  |
| Accessible/User Friendly | **X** |  |
| Configurable parameters for advance bookings | **X** |  |
| Flexible Bookings (half hour, half day, full day) | **X** |  |
| Bookings on behalf of others | **X** |  |
| Configurable parameters for floorplans/drop in zones | **X** |  |
| Visitor Management |  | **X** |
| Parking Management |  | **X** |
| Room/Desk/Meeting Room Search | **X** |  |
| Reporting Capabilities/Raw Data | **X** |  |
| Integration with Outlook | **X** |  |
| Notifications |  | **X** |
| Branding | **X** |  |
| Single Sign On | **X** |  |