

Professional Resource Management



Desk/Flex –

Corporate Hoteling/Flexible Desk Sharing for Your Meridian 1 and CS 1000

Desk/Flex enhances the value of your Meridian 1 and Communication Server 1000 and helps bring your office into the 21st Century. Extensive features including advance reservations, management reports and web access allow your hoteling office to run smoothly and efficiently.

Meanwhile, the office is filled with empty desks and offices. The landlord is happy, but why pay him for space that's not used?

By sharing desks and offices on an as-needed basis, it's possible to shrink the plant size and reduce expenses. Or as many of our customers have done, it's possible to expand the number of employees within existing space. So, whether the business cycle demands cost savings, rapid expansion to keep up with new business, or you want to save money now and be prepared for the next upswing of business, hoteling for mobile workers is a concept for all seasons.

Why Desk/Flex?

Desk/Flex software has been designed specifically to interface with Nortel Networks PBXs to both enhance and simplify your hoteling concept. While hoteling comes in many varieties, the common threads are to

- 1) save money and maximize flexibility and
- 2) keep it simple and reduce the hassle factor for employees.

To save money and maximize flexibility, management needs to keep a close eye on occupancy. A term borrowed from the hospitality industry, occupancy indicates how often desks are used. Consistently low occupancy indicates further cost savings are possible. Excessive occupancy means a problem finding space and the possible need to expand. Desk/Flex eliminates the guesswork with its comprehensive reports package.

The hassle factor appears most frequently



Leveraging the strengths of its Developer Partners and their Compatible Products, the Developer Program has become a key contributor in the success of Nortel Networks by broadening its reach and responsiveness in meeting the needs of its channels and customers. Each Nortel Networks Compatible Product has met established requirements for integration, functionality and stability, further reducing total cost of ownership.

Hoteling

Desk sharing among mobile workers is known by several names: hoteling, hot-desking, virtual office, etc. It's simple and powerful. Mobile workers, like sales representatives, consultants, auditors, and even telecommuters, are often out of the office more than they are in. Hoteling maximizes utilization of space by sharing fewer office resources among more people.

The Concept of Office Sharing

In all phases of the business cycle, companies need to focus attention on better use of resources. With greater and greater computerization of office functions, more and more people have an "office on the go". They move from one customer site to the next without lengthy desk time in the office.

when it's difficult to find a vacant desk because occupancy is high, two employees dispute who "owns" a desk for a particular day, or people violate office standard practices by leaving their space dirty or retaining space when they are actually leaving the office.

Desk/Flex avoids all these problems with its easy to use reservation system, reports, and PBX interface. Employees use the Desk/Flex kiosk near the reception desk or the Desk/Flex Web interface over the company intranet to view a floor map of existing desks. Red dots indicate occupied desks and green dots identify available work spaces. Just click on a green dot. When you check-in, Desk Flex updates the PBX so your phone number resides on your desk *du jour*. Message waiting lamp and other phone features are set up for you.

In a campus environment where a single PBX administers phones in multiple buildings, a single Desk/Flex unit can cover multiple floors and/or multiple building, and move your extension to any hoteling phone within the campus. Even if your campus covers multiple geographic locations, one Desk/Flex can administer hoteling for all buildings that are controlled by a single PBX.

Key Features and Benefits

Desk/Flex helps companies reduce real estate expense while mobile workers stay productive.

1. **Check-in** is quick and easy; takes less than eight seconds. Check-out in less than six seconds. Point and click. Desk/Flex keeps track. No arguments.
2. **Management Reports** allow accurate measures of occupancy in total or by type of desk; perhaps more offices are needed, but fewer cubes. Desk/Flex reports let managers track usage and optimize space based on data instead of testimonials.
3. **Advance Reservations** allow workers to pick a desk in advance, thus minimizing disputes and enabling workers to pick their desk before leaving home. The floor map feature highlights the open desks, reducing the frustration of finding a desk when occupancy is high.
4. The **Locate Feature** allows the receptionist to find a mobile worker's desk location or allows people to reserve desks near their teammates to maximize productivity.
5. **Phone Features** are ported to the desk *du jour* via Desk/Flex's command line interface with the Meridian 1 PBX. An easy change allows the phone number, call

restriction, CPND, and message indication to personalize today's phone, even across different phone models.

6. **Class of Service** hierarchy allows designation of which workers can rent which types of space. Enforce and audit seating controls for better efficiency.
7. **Global Restore** resets all desks overnight for people who forget to check-out. Space is not canceled for a multi-day assignment, so it is not necessary to waste time checking-in each day during a continuing reservation. Better control and efficiency.
8. Desk/Flex's **Flexible Architecture** is responsive to office size and needs, servicing small business to enterprise environments. The client server model scales to allow a check-in station (DF Kiosk) at the reception desk, on every floor and at the back door. The Web interface allows unlimited access as long as users can connect to their company's intranet.

Company Information

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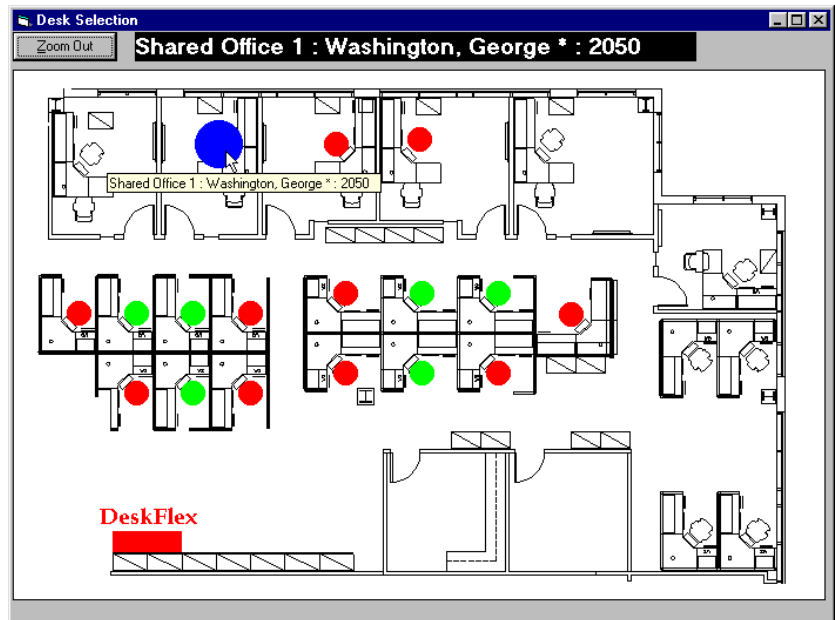
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For all inquiries on this product, please provide the following reference code: PRMNDP



Compatibility Information:

The Desk/Flex Release 10.3.2 was verified as compatible in a controlled laboratory environment. For complete compatibility details, including specific Nortel Networks platforms and releases, please refer to the Certificates of Compatibility at:

www.nortel.com/prd/dpp/product/prodpages/z5705.html



www.nortel.com/compatible

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