EQUIEM

2023

Equiem
Product Tour

Melbourne
Level 4, Rialto South Tower, 525
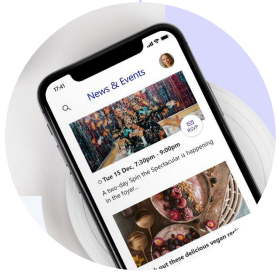Collins Street, Melbourne,
VIC, 3000, Australia

Sydney
Level 16, 44 Market Street, Sydney
NSW, 2000, Australia

Brisbane
Suite C, Level 14, 300 Adelaide St,
Brisbane 4000

New York
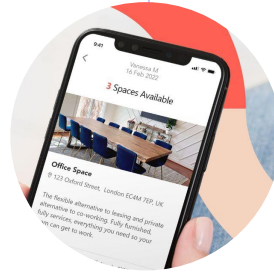Level 4, 450 Lexington Ave
New York, NY 10017, USA

London
Mindspace c/o Equiem, Level 8, 9
Appold Street, London, EC2A 2AP

Equiem's **all-in-one model**

Experience

→ Comms and content management

→ Content Segmentation

→ Event programming

→ Sentiment & surveys

→ Ecommerce marketplace & deals

Operational efficiency

→ Access control provisioning & delivery

→ Flexible space & amenity booking

→ Visitor management

→ Request management & contractors

→ Parking solution integrations
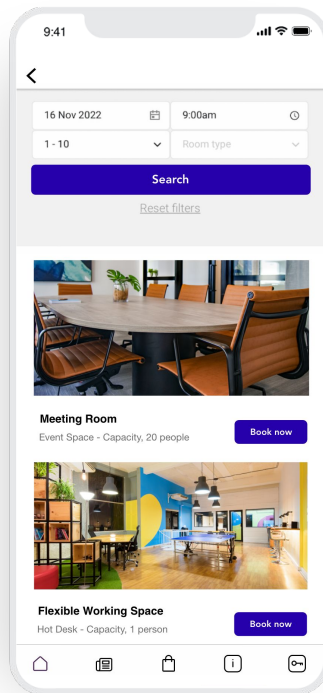
Intelligence

→ Data & Insights

→ Tenant Retention Strategies

→ ESG

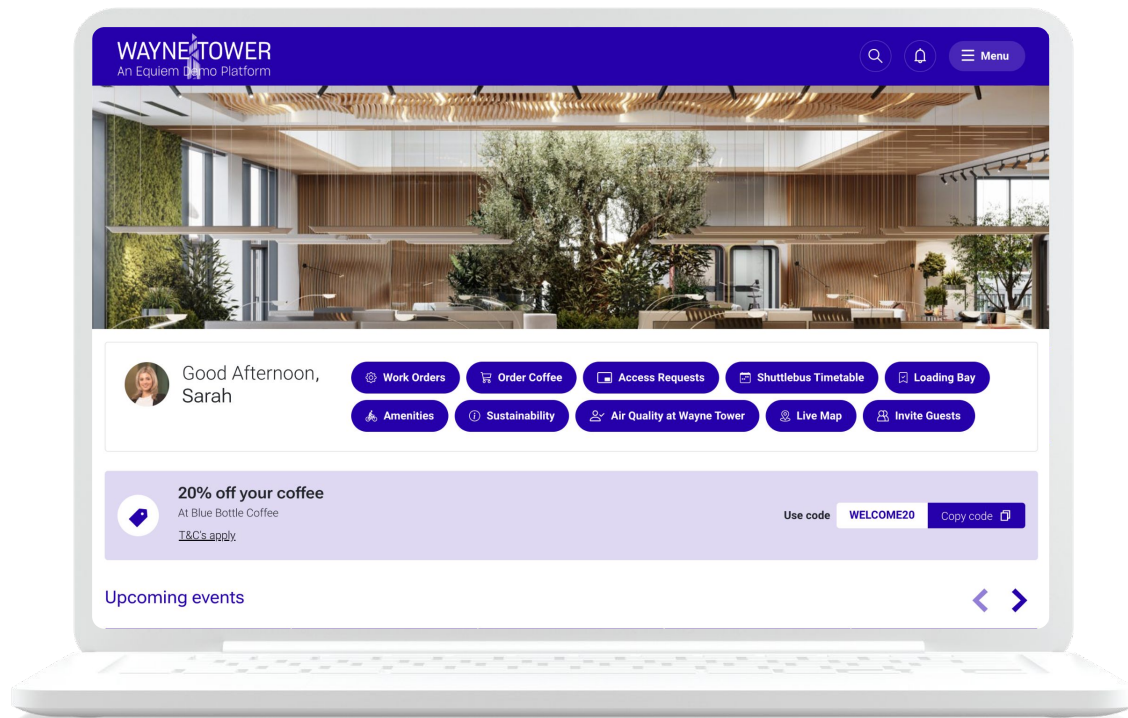→ Smart Systems & Sensors

Web and Mobile

The Equiem Mobile App

Equiem's bespoke tenant experience mobile app enables office tenants, residents, visitors or even public realm guests, the ability to access building information, services, amenities and more, all in one place.
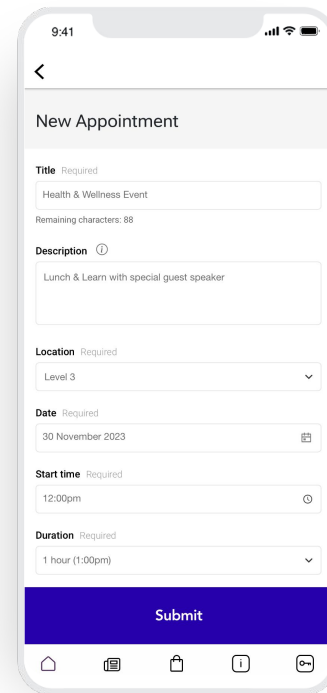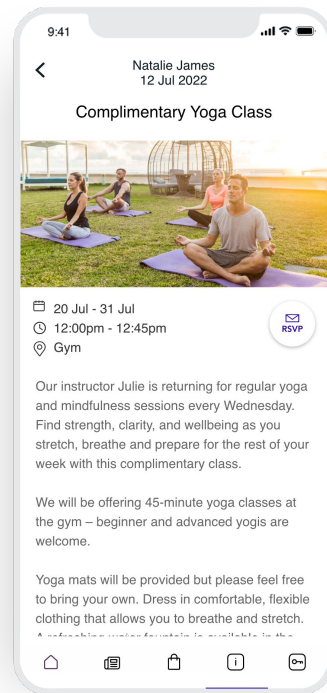
The Equiem Web App

Visualise your brand with Equiem's web app, enabling quick and easy access to all the tools available to the tenants within your building.

WAYNE TOWER
An Equiem Demo Platform

Menu

Good Afternoon, Sarah

Work Orders
Order Coffee
Access Requests
Shuttlebus Timetable
Loading Bay
Amenities
Sustainability
Air Quality at Wayne Tower
Live Map
Invite Guests

20% off your coffee
At Blue Bottle Coffee
T&C's apply

Use code
WELCOME20
Copy code

Upcoming events

The Equiem One Interface

Access Equiem's suite of backend tools through a single, streamlined hub, with unique views for different stakeholder roles – Property Manager, Workplace Manager, and Receptionist.

✓ Access to the CMS

✓ Access to all building ops tools

✓ Shortcuts for common actions

✓ Customisable quicklinks

✓ Widgets including snapshots of building performance and user behaviour
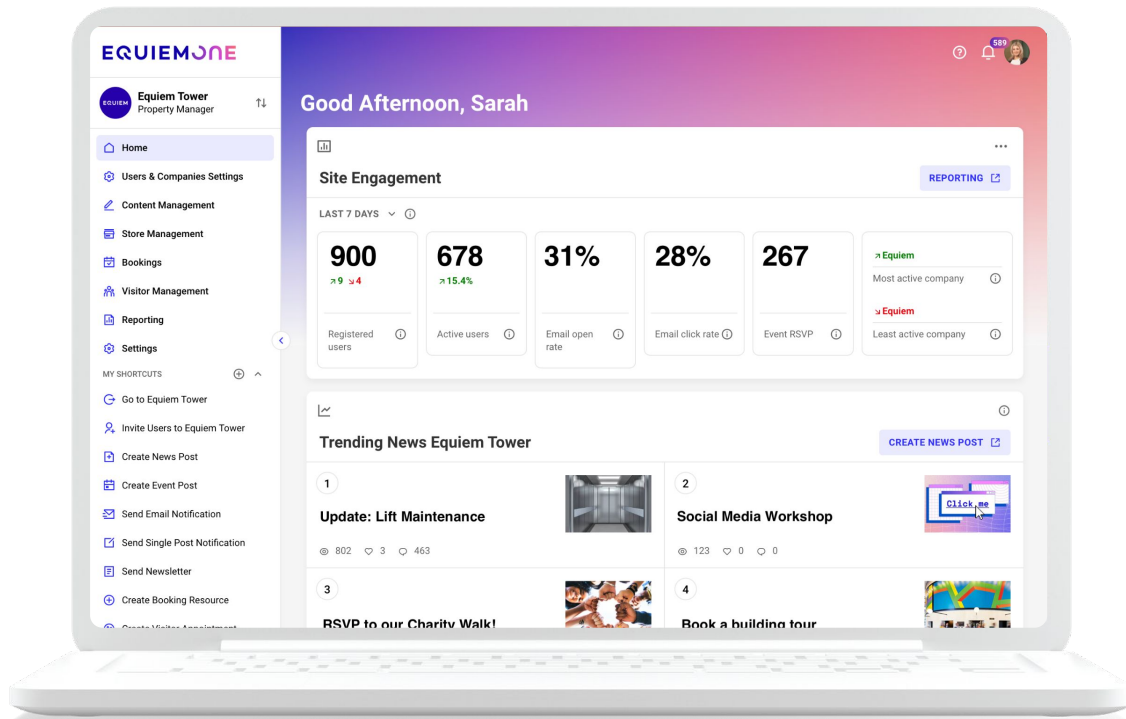
Content Management System

Manage end-to-end tenant communication on our CMS, built specifically for the real estate industry.

- ✓ Schedule news, events, building information, polls, NPS, CSAT surveys and more, across multiple buildings.

- ✓ Access hundreds of pre-written, high quality editorial and building content templates.

- ✓ Produce and release email newsletters, announcements, push and SMS notifications to your users.

- ✓ Coordinate the content management and distribution process via workflow statuses.

- ✓ Group content pieces together into a cohesive and sequential campaign, and track engagement.

- ✓ Manage to-do lists, have defaults for different content types or assign new tasks to a particular person.
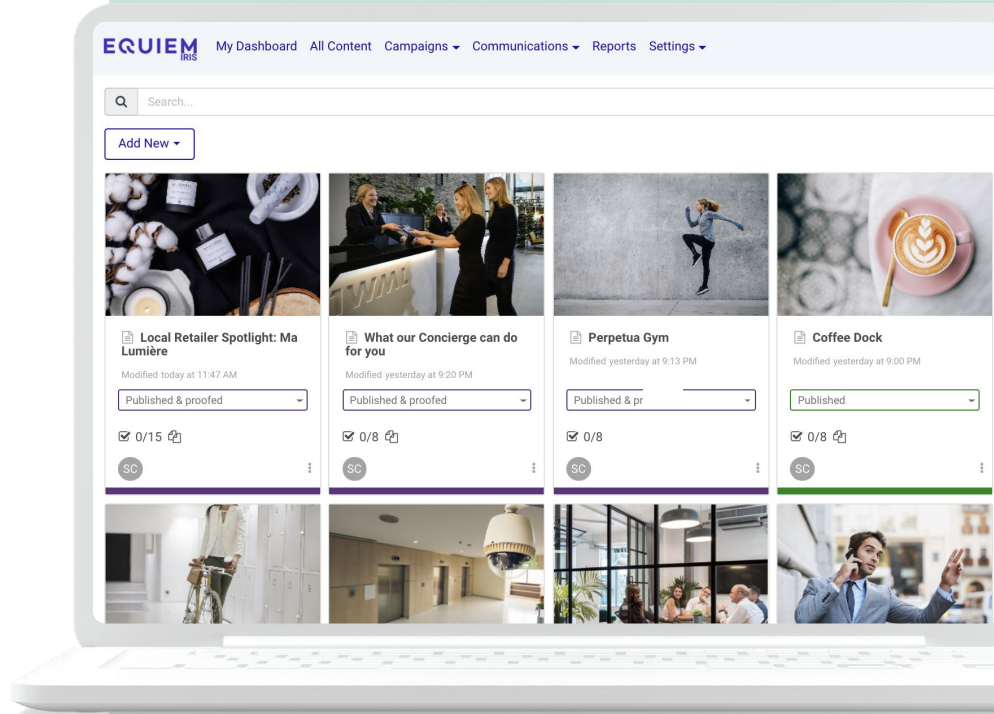
Content Segmentation

Segment content quickly and easy, enabling you to surface the information most relevant to your customer groups.

✓ Personalise interactions and curate bespoke experiences for your customer verticals.

✓ Segment news, news, building information, deals, products, services, important announcements, email communications, push notifications and more.

✓ Segment content to your users by roles, interests, building, level, and even apartment.

✓ Gather insights to better understand segment sizes and activity, as well as as customer preferences and interests.

✓ Enable prospecting access to support your leasing strategy.
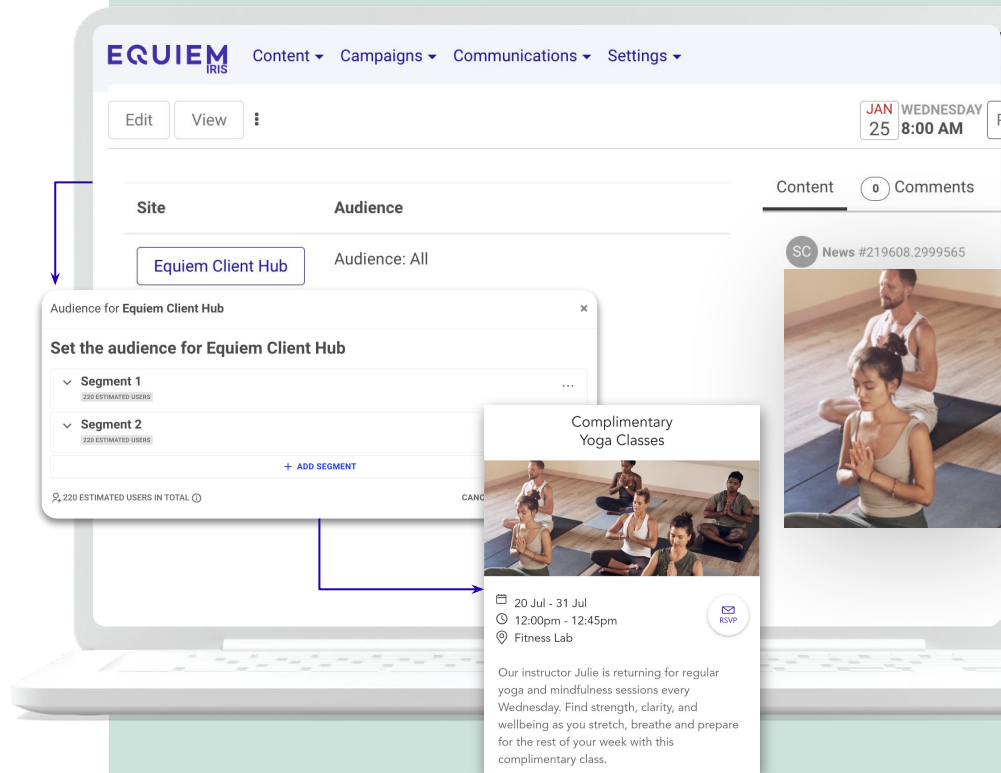
Event Management

Create, edit and promote event information hosted by your building or the wider city.

✓ Create, schedule, and publish all kinds of events - free and ticketed - such as functions, VIP events, fitness classes, fire warden training and more.

✓ Allow users to RSVP directly to events, and check-in upon arrival, making tracking attendance rates and measuring ROI simple.

✓ Allow users the opportunity to add events to their personal calendars, such as Outlook or Google.

✓ Benefit from our Google Maps integration and the ability to also link out to external ticket vendors if required.

✓ All events data is fed through to your Analytics Dashboards so you can review and make changes to your strategy.
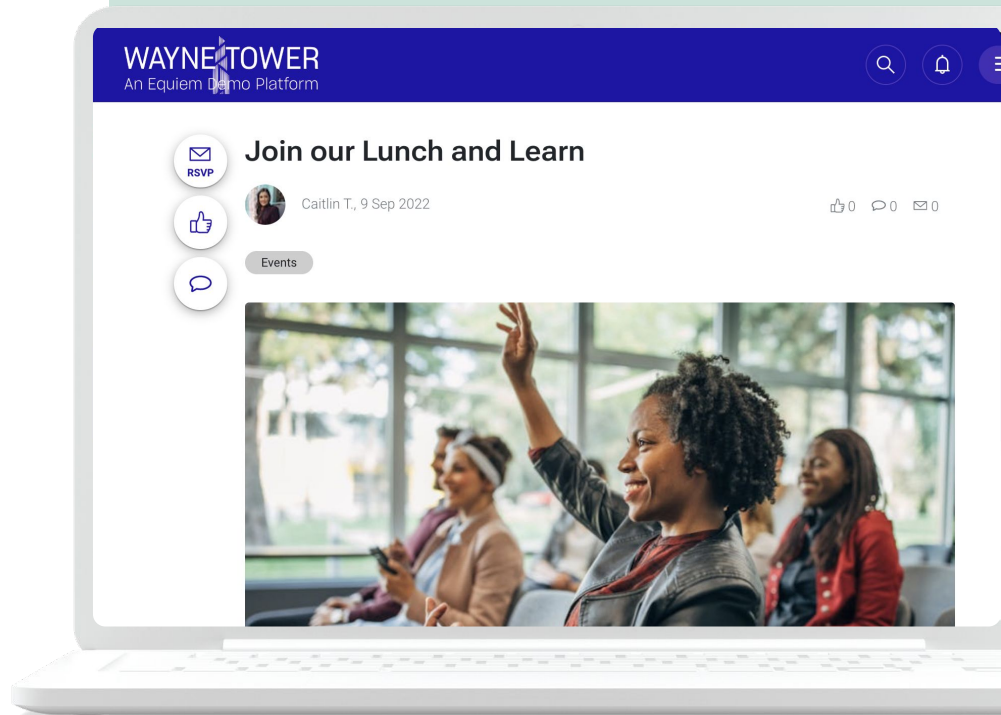
Polls & Feedback Tools

Uncover deep user insights via custom polls, surveys, feedback and NPS tools within the Equiem CMS.

✓ Quickly and easily collect feedback from your users and create a two-way-communication channel.

✓ Measure the success of your customer experience, and gather insights into satisfaction, to better guide your ongoing strategy.

✓ Customise your polls, survey and feedback tools with your brand colours to ensure a consistent brand experience for your users.

✓ Create your own polls or choose from our library of available templates, to gather user insights.

✓ Publicise poll results, or opt for anonymous data.

WAYNE TOWER
An Equiem Demo Platform

🔍 🔔 ☰ Menu

Have your say here.

What Green Travel Initiatives would you like to see in your building?

🕐 Closes in 4 months

Additional bike storage	☐
Electric vehicle charging points	☐
Car share schemes	☐
Subsidised travel and discount schemes	☐
Building cycle group	☐

Submit
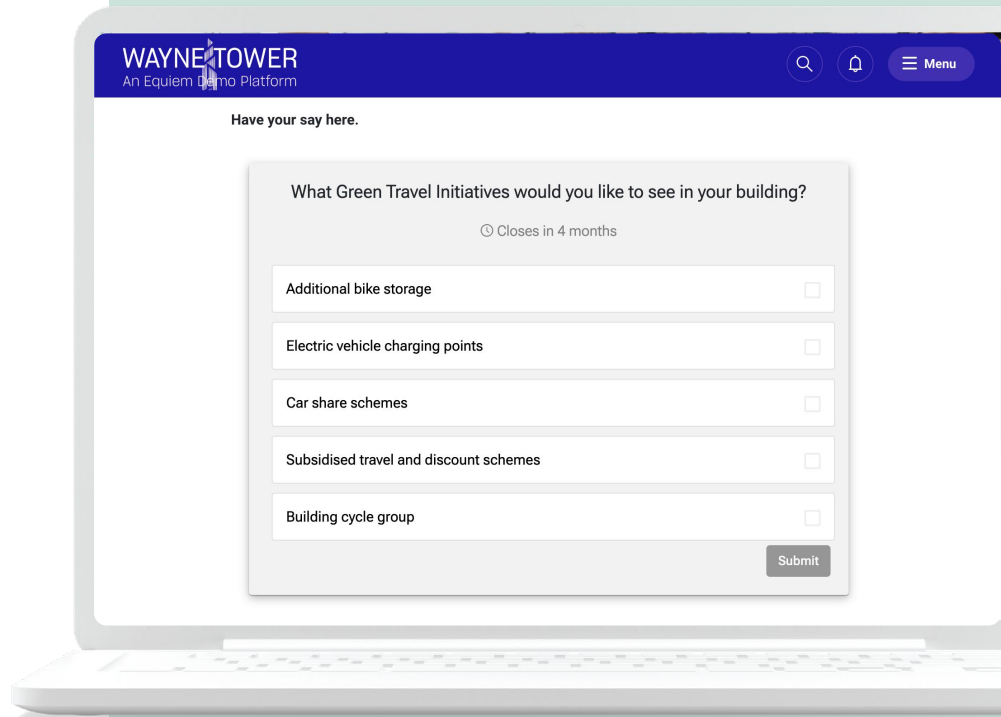
Vendor Management System

Supercharge retailers, unlock new revenue and connect your community to product and services.

✓ A self-service retailer portal enabling vendors.

✓ Vendors can offer products, services, deals, offers, bookings, subscriptions and coupons.

✓ Enable retailers to connect to third party ordering and delivery apps, such as Deliveroo and Uber Eats.

✓ Quick and easy to set up catalogues and to manage orders with a provisioning screen and vendor reporting.

✓ All transnational data also flows into Equiem's Analytics Dashboards, enabling visibility into retailer performance for property teams.
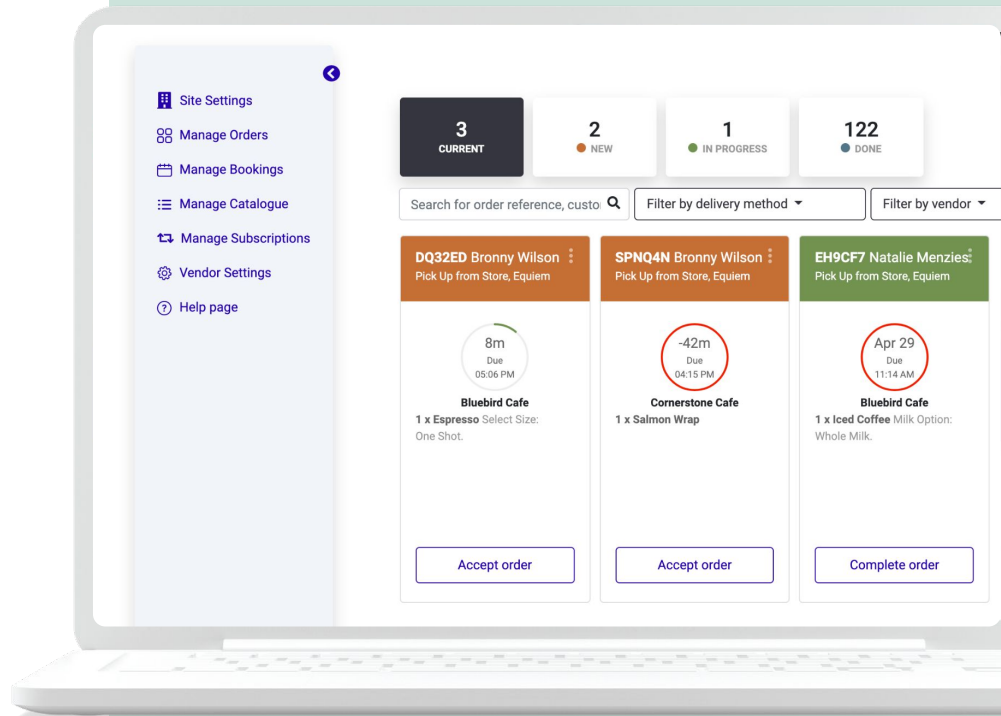
Bookings

Manage your bookable spaces, amenities and resources all within Equiem One.

✓ Streamline your space and amenity booking processes.

✓ Available amenity types such as EV charging stations.

✓ Intuitive user-interface.

✓ Increased backend productivity and reporting.

✓ Simple booking process for end-users.

✓ Control resource visibility with content segmentation.

✓ Synchronise your data and enable bookings analytics to be surfaced alongside your engagement data.
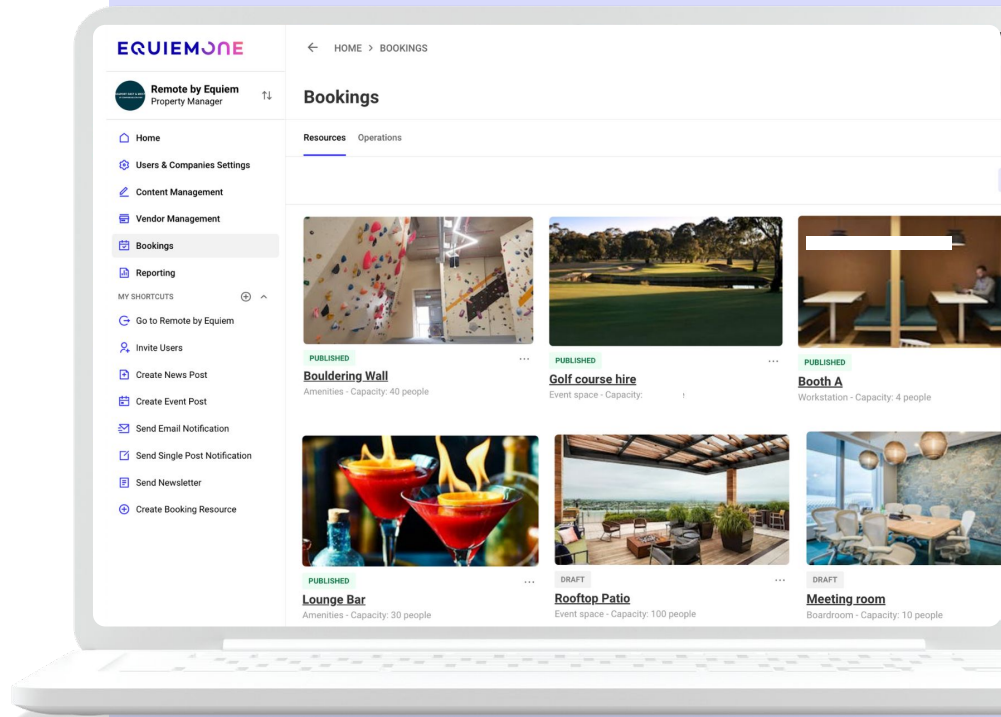
Visitor Management

Streamline visitor processing in secure buildings.

Visitor management automation that's natively integrated with your property's tenant experience app and operations workflows.

- ✓ Provide an added level of security for your buildings.
- ✓ Any occupiers/staff you authorize can create invitations.
- ✓ Automated invitation/orientation notifications to visitors.
- ✓ Optional automated visitor access provisioning.
- ✓ Automated arrival notifications to hosts.
- ✓ Reception UI with check-in, walk-in features.
- ✓ Badge printing option.
- ✓ Keep track of who's on site, monitor visitor trends.
- ✓ Easily retrieve and re-invite previous visitors to the building.
- ✓ Add notification capability to improve customer experience.
- ✓ Improve reception team visitor booking process.
- ✓ Save reception team time.
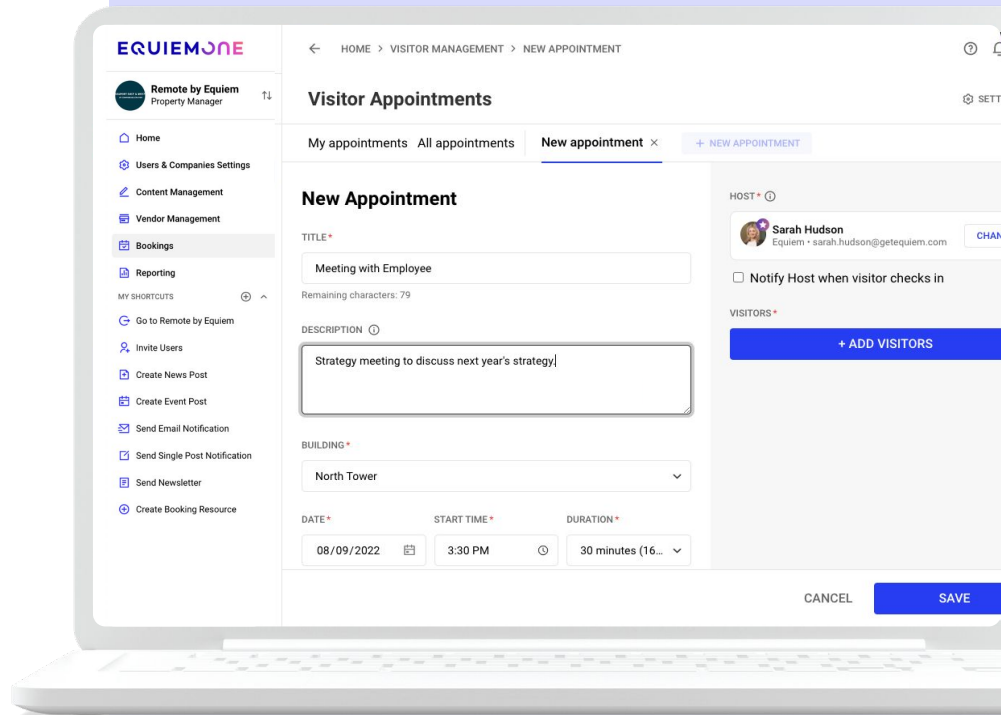
User Onboarding

Optimize new user onboarding and increase registration rates.

✓ Easily invite new users to your platform and pre-assign roles for segmentation purposes.

✓ Monitor who has registered and who still needs to join, all from one convenient location.

✓ Bulk upload users to invite with a CSV or excel file.

✓ Send friendly reminders to those who still need to join.

✓ Workplace Managers that invite a user using their personal email address, can bypass or speed up account approval.
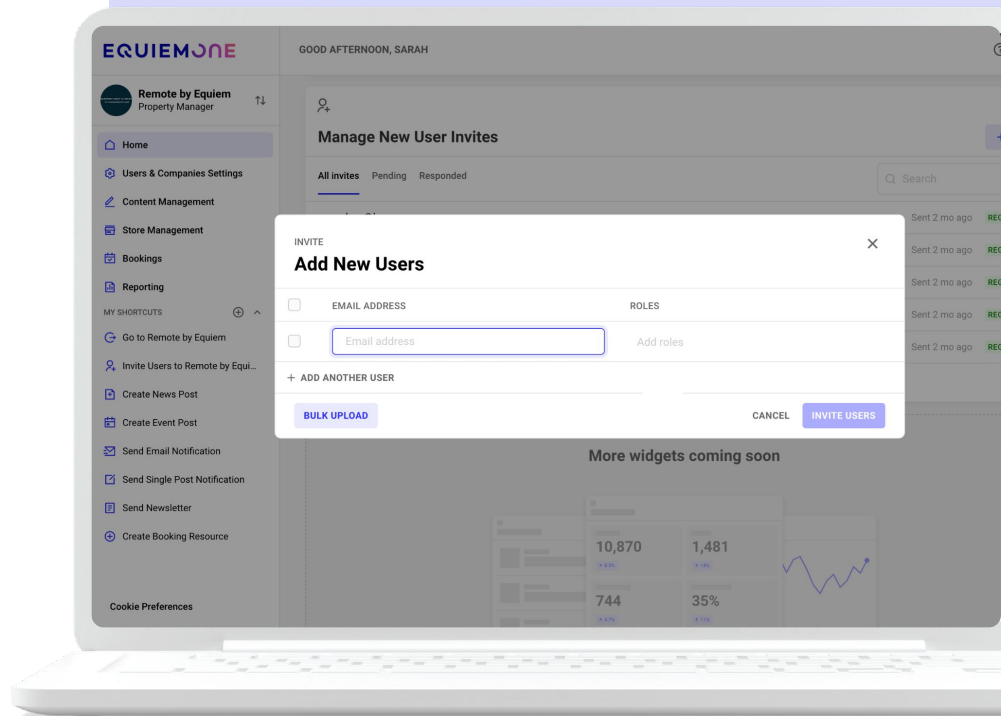
Access Control

Convenient and secure mobile-enabled building and space access.

✓ Touchless access helps to keep your building population as safe and secure as possible, while also allowing efficient movement throughout the building.

✓ The Equiem Platform has a portfolio of access control partners, and we can integrate with most major access control hardware, software, and system vendors.

✓ Users can use their phone as a key card, storing their mobile credentials within the Equiem app to enable access.

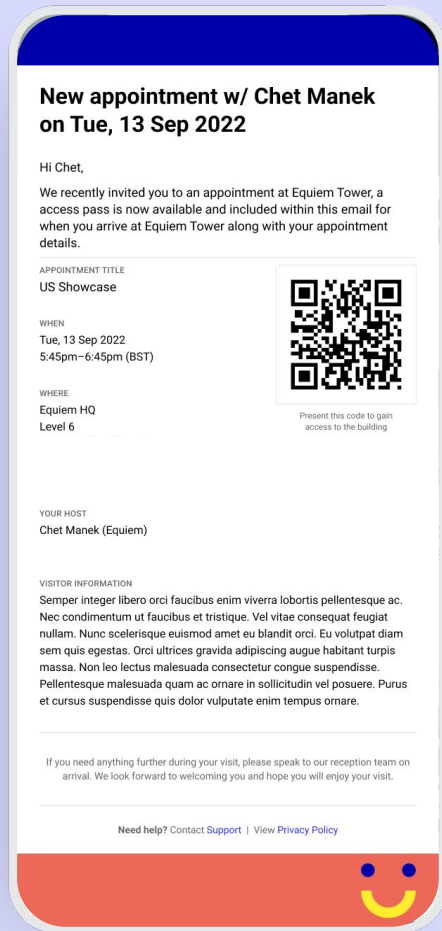✓ The Equiem Platform can facilitate access onboarding and offboarding.

New appointment w/ Chet Manek on Tue, 13 Sep 2022

Hi Chet,

We recently invited you to an appointment at Equiem Tower, a access pass is now available and included within this email for when you arrive at Equiem Tower along with your appointment details.

APPOINTMENT TITLE
US Showcase

WHEN
Tue, 13 Sep 2022
5:45pm–6:45pm (BST)

WHERE
Equiem HQ
Level 6

Present this code to gain access to the building

YOUR HOST
Chet Manek (Equiem)

VISITOR INFORMATION
Semper integer libero orci faucibus enim viverra lobortis pellentesque ac. Nec condimentum ut faucibus et tristique. Vel vitae consequat feugiat nullam. Nunc scelerisque euismod amet eu blandit orci. Eu volutpat diam sem quis egestas. Orci ultrices gravida adipiscing augue habitant turpis massa. Non leo lectus malesuada consectetur congue suspendisse. Pellentesque malesuada quam ac ornare in sollicitudin vel posuere. Purus et cursus suspendisse quis dolor vulputate enim tempus ornare.

If you need anything further during your visit, please speak to our reception team on arrival. We look forward to welcoming you and hope you will enjoy your visit.

Need help? Contact Support | View Privacy Policy

Request Management

Request Management within Equiem One provides a central location for each member of the building ecosystem to make and manage requests.

✓ Stay up to date with tenant needs through notification of new requests, updates and resolution.

✓ Request escalation, assignment and tracking through to resolution.

✓ Configure and manage the system to ensure that requests are lodged according to building layout and configuration.

✓ Access reporting on request history and resolutions.
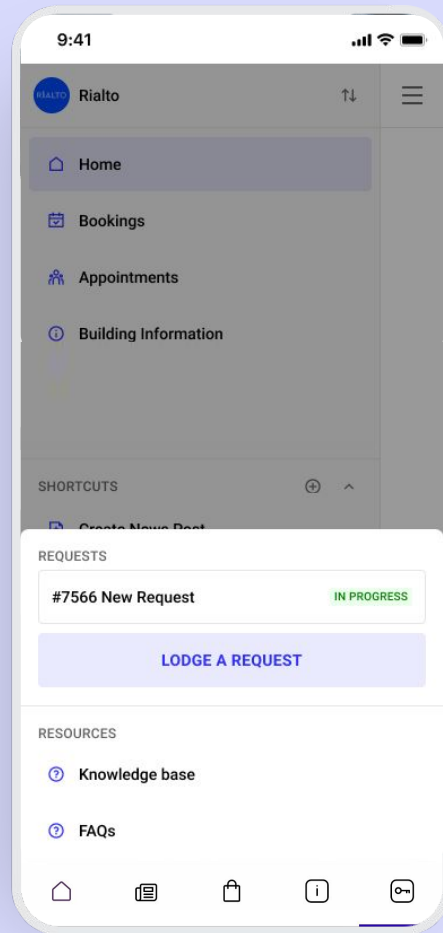
Integrations

The Equiem Integration Framework provides our platform the capability to extend our features and workflows through integrations with other third-party systems and services.

The framework makes it easy to integrate third-party services in the following ways:

✓ Extend the mobile experience with hardware specific capabilities like access control and IOT.

✓ Integrate third-party web experiences into our workflows.

✓ Extend the platform to provide easy approval workflows, via forms and emails.

✓ Integrate the notification needs of external systems like visitor arrivals, work order status.

✓ Synchronisation of tenant specific data between systems, such as events, directories, usage.
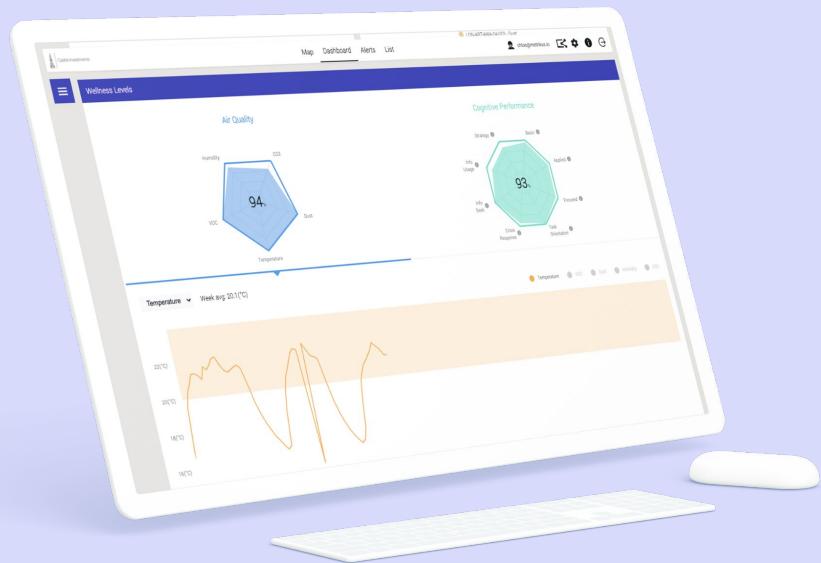
Data Analytics Dashboards

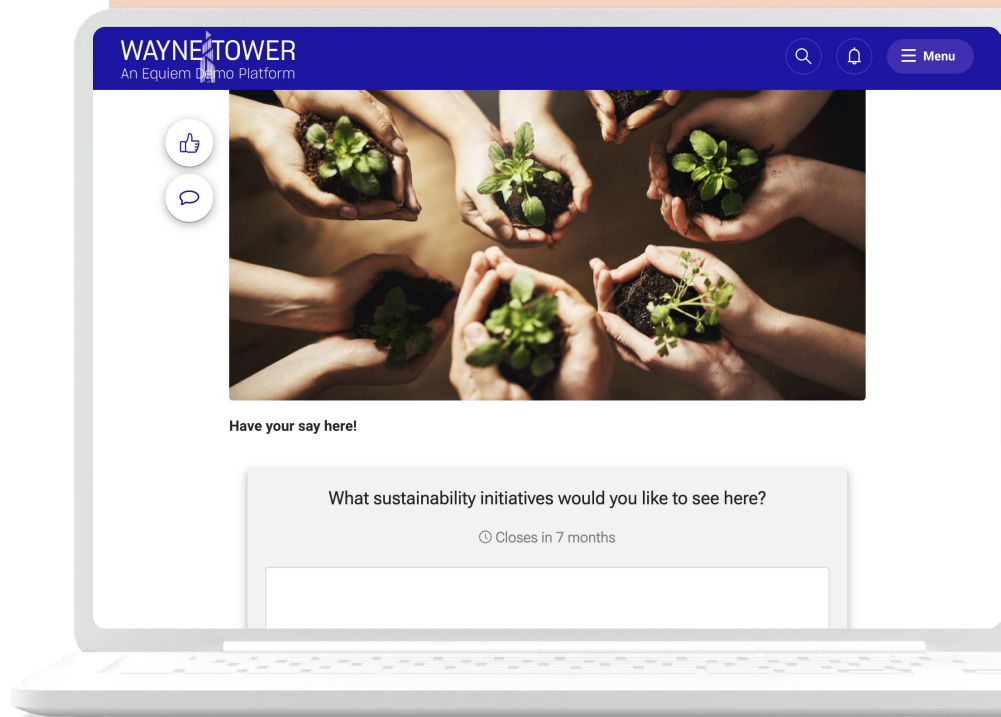## Access increased visibility into user behaviour across your entire estate.

✓ Over a hundred custom visuals relating to engagement, tenant data, user segmentation, sales revenue, and more.

✓ Compare assets side-by-side, across a wide range of key metrics, letting you pinpoint your highest and lowest performing buildings in terms of engagement.

✓ View user behaviour trends over time, across all your buildings, helping you diagnose how your strategy is impacting all of your users.

✓ View the statistics for your entire portfolio combined, with easy-to-digest tabled data tracking metrics month-on-month to better inform your strategy.

✓ Equiem has completed the due diligence to ensure that all of our practices and data policies adhere to GDPR, and all data is securely hosted using enterprise grade encryption.
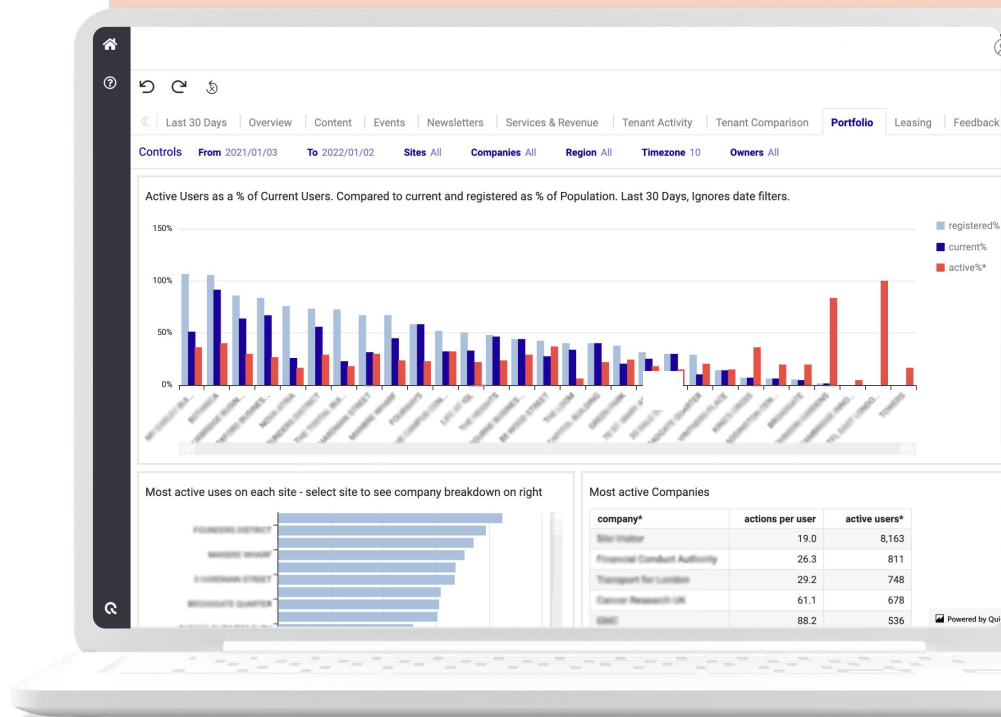
ESG

## Launch, execute, and support a comprehensive ESG strategy.

✓ Promote ESG events through the CMS and increase awareness of onsite initiatives.

✓ Utilise building information pages to share qualifications such as GRESB, WELL, and BREEAM, to keep your community informed.

✓ Gather insights around ESG initiatives and what your users would like to see, through the use of polls, surveys and feedback tools, and shape your ongoing ESG strategy.

✓ Track amenity utilization and employ energy saving tactics.

✓ Host charity drives, and communicate with your community to secure involvement.

WAYNE TOWER
An Equiem Demo Platform

☰ Menu

Have your say here!

What sustainability initiatives would you like to see here?

⏱ Closes in 7 months

Retention Strategies

Track renewals and build occupier profiles with our intelligent leasing dashboards, and work with our team to develop effective retention strategies.
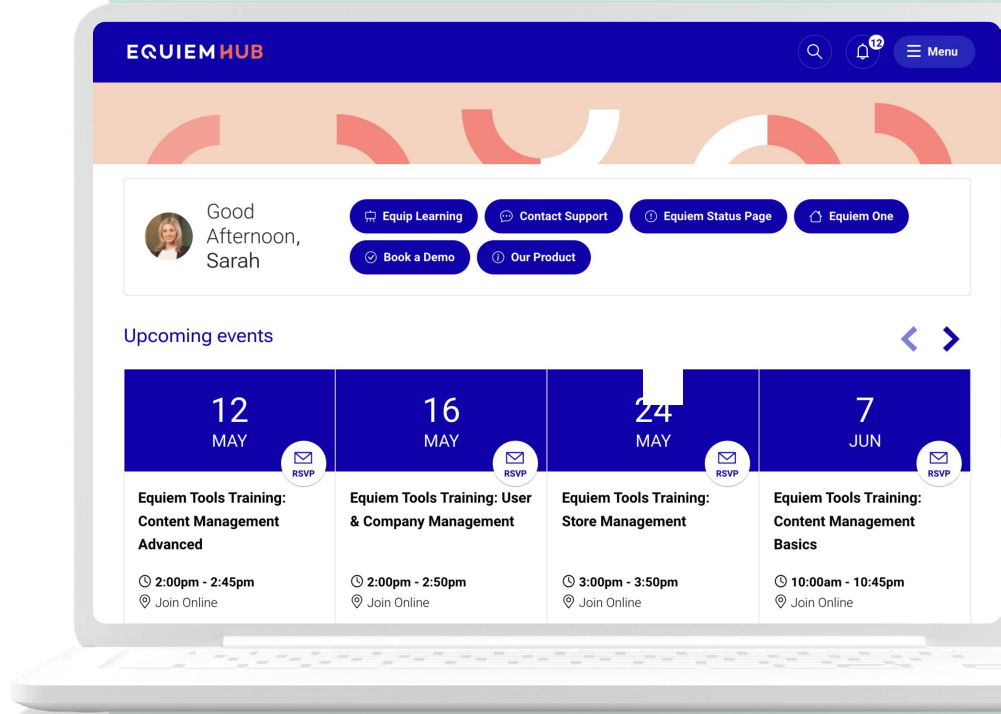
✓ Layer occupier behaviour data over your leasing data, enabling deeper understanding into occupier sentiment, renewal risk, utilisation of space & amenities and more.

✓ Proactively tailor engagement efforts for a specific tenant with upcoming renewal.

✓ Act on their feedback from surveys and demonstrate care for their wellbeing and happiness in your space.

✓ Increase popular attended events and push communications on underutilised amenities.

✓ Provide exclusive discounts and offers for retailers, partners and special events.
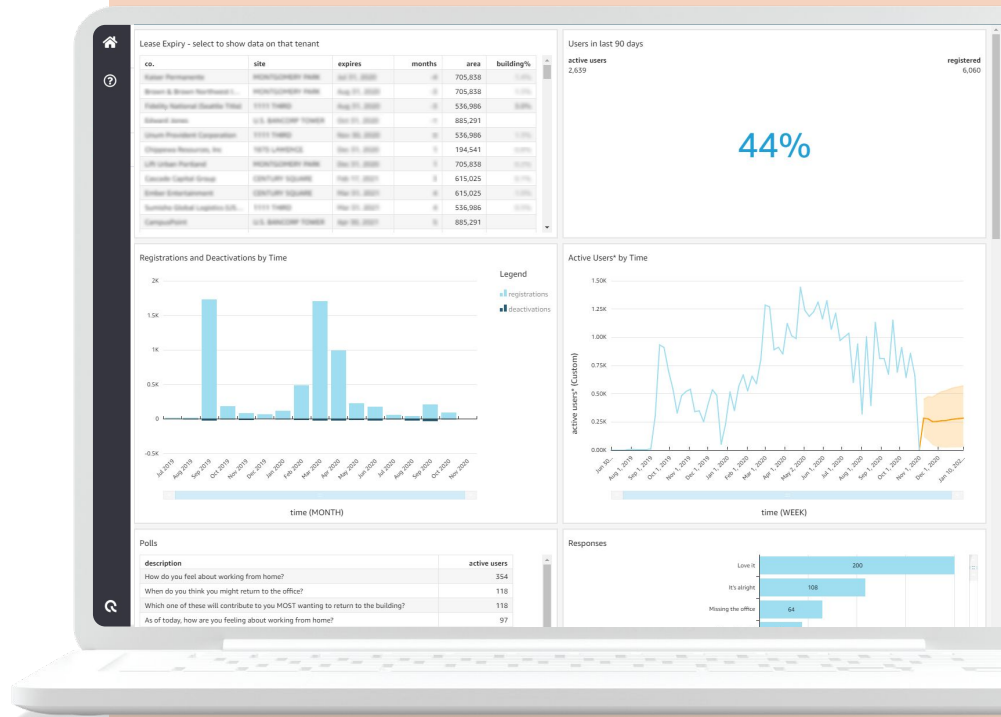
Equiem Customer Hub

Your customer experience platform.

✓ Easily accessible via Equiem One.

✓ Product tools, tips and tricks to help you to feel equipped when using the Equiem platform.

✓ On-demand help and resources to guide you through content and engagement execution.

✓ Book training sessions to improve your knowledge with a member of our team.

✓ Submit a product and feature requests to help shape our platform to meet your needs.

✓ Lodge support tickets for any problems or bugs you might encounter.

✓ Access our Status Page to keep up-to-date with the latest application statuses.

EQUIEM

Making the workplace work for you.

getequiem.com