- The Freespace Employee App is a tool making it possible for employers and employees to manage the return to the workplace. It provides flexibility, pre-planning and collaboration opportunities, information and assurances that workplaces are safe to use, cleaned and sanitized, and more. Find out more about the Freespace Employee App on the technology page or contact our sales team to discuss opportunities for your organization.

- All Freespace clients have access to our dedicated 24/7 support team through the helpdesk, after logging into their client account. The helpdesk is a portal that puts you in direct contact with our global support experts, who help answer your question(s).

- If you are an employee of one of our clients, and you’re experiencing difficulties with the Freespace app or its features, your best point of contact will be your local support administrator or company’s ‘central go to person’. Your company’s ‘central go to person’ is your designated help and can advise and help you solve the difficulties you may be experiencing. If you’re not sure who this person is, you will need to ask management.

- The Freespace Employee App makes it easy for colleagues to return to the office and work collaboratively alongside their team and others. From booking desks and meeting rooms to managing their work schedule and more.

Want to see the mobile app in action? Request a demo with one of our experts. You can explore the features of the Freespace Employee App on the technology page.

- Contact your local support administrator or your company’s ‘central go to person’ and they will help you reset your password. If you’re not sure who this person is, you will need to ask management.

- You will receive a prior notification from the Freespace Employee App when you try to book a space, to let you know that there are no desks available for the day. To book your return to the office for another day, repeat the space booking process.

Find out more about the features of the Freespace Employee App by requesting a demo or speaking with our sales team.

- Contact your local support administrator or your company’s ‘central go to person’ as they will help you with accessing the Freespace app. If you are not sure who this person is, you will need to ask management.

- Yes. The Freespace Employee app allows administrators, team leads, and colleagues to reserve desks or workspaces for each other. As long as the person you are trying to book a seat for is in your circle or shares your team, you can reserve a desk or workspace on their behalf through the Freespace Employee App. For effective collaboration within available working environments and easy scheduling and management of in-office days for flexible teams.

- The Freespace Index is a tool providing office use statistics from around the world thanks to innovation in sensor technology. Providing workplace intelligence to businesses, to track the transformation towards a new optimized working environment and experience. You can find out more about the Freespace Index under the Resources section of our website.

- The Freespace Index can be found under the resources section of our website. Join business leaders and department heads using space availability data to establish the best working environments to support employees!. View our professional services to find out how Freespace Index insights can be enriched and tailored to benefit your organization. Speak to our sales team about your workplace optimization goals.

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- Contact your local support administrator or your company’s ‘central go to person’ as they will help you with accessing the Freespace app. If you are not sure who this person is, you will need to ask management.

- Yes. As a Freespace client, you can generate reports for your tailored solution and access your dashboards at any time, via the Freespace Analytics portal. Find out more about the Analytics portal on our technology page. If you need help, you can get in touch with our dedicated 24/7 support team after logging into your client account.

- As a Freespace client,​ you’ll already have various dashboards providing unique insights across your solutions, but if you’re looking to add another dimension to your analytics portal, you can! Explore our professional services. You can contact our support team to discuss your requirements, once you log into your client account.

- From the moment you become a Freespace client, you can access the Freespace Analytics portal. Please get in touch with our support team if you need help accessing the portal. Once you log into your client account, you will be able to navigate dashboards, providing invaluable insights about your workforce against your floorplan.

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- If you’re looking to get in touch with a member of our team, you can head to our contact page to find the best person to answer your question(s) – whether you have a general enquiry or you’re looking to submit an RFP, request a demo or talk through your requirements with a member of our sales team.

- Freespace User Network (FUN) Events are quarterly opportunities for Freespace customers to connect and discuss topical subjects, industry trends, developments in technology and more. From webinars to panel discussions, networking and speaker sessions with SME’s, to trade shows and expos. FUN Events are both digital and physical – attendance is by invitation only.

- Our dedicated 24/7 support team are ready to help clients with their accounts, just get in touch through the helpdesk and share your updated floorplan. Our team will take care of the rest. You will receive confirmation from our support team, after your floorplan has been updated on your account.

- You can stay up to date with new technology, trends and insights generated by occupancy data from around the world and news, events and more, by becoming a subscriber. Sign up to receive email updates and join the Freespace mailing list today.

- The Freespace Index can be found under the resources section of our website. Join business leaders and department heads using space availability data to establish the best working environments to support employees!. View our professional services to find out how Freespace Index insights can be enriched and tailored to benefit your organization. Speak to our sales team about your workplace optimization goals.

- All Freespace clients have access to our dedicated 24/7 support team through the helpdesk. The helpdesk is a portal that puts you in direct contact with our global support experts, who help answer your question(s). You can access the portal after you log into your client account.

- Yes. Freespace clients benefit from full training for each technology solution relevant to their contract, led by the onboarding team after becoming a client, to allow effective management and use of the features available and more. Get started with Freespace and speak to our sales team about your requirements or submit an RFP, and our experts will be in touch to recommend the best solution for your organization.If you are an existing client and you would like to get in touch with our 24/7 support team, you can do so via the helpdesk once you log into your client account.

- You will receive a prior notification from the Freespace Employee App when you try to book a space, to let you know that there are no desks available for the day. To book your return to the office for another day, repeat the space booking process.Find out more about the features of the Freespace Employee App by requesting a demo or speaking with our sales team.

- A: Yes. Access is flexible and controlled on a user-by-user basis. Clients can tailor and restrict access to modules to meet security requirements. For help with permissions, log into your client account and get in touch with our dedicated 24/7 support team.

- The time required to onboard new integrations is dependent on the complexity and therefore determined case-by-case. When developing, testing, and deploying a new integration, it can take up to a minimum of 30 – 45 days. For integrations that already exist, we assure configurations in a few days. You can see our current integrations here. Please get in touch with our team if you would like to discuss a new integration.

- One of the major merits of our integration process is that we don’t store or use the data of our customers/clients. And this is how we ensure privacy throughout our process. You can learn more about our ambitions and standards in our Data and Security Charter and Client Commitment Charter.

- Integrations help to automate two systems in achieving a desirable outcome. To reduce manual efforts and solve business problems. To integrate something is to bring different components or resources together into one place for ease. Freespace technology connects workplace applications such as Google, Office 365, Workday, and more. Interconnecting critical systems such as HR management, Locker systems, and panels and indicators. In addition to the proactive management of building infrastructure and resource allocation through occupancy-led automation. Discover our current integrations or contact our experts to find out how you can integrate with Freespace Technology solutions.

- Yes, we have integrated with many systems! You can find out more about integrations on the technology page, or get in touch with our sales team to discuss your requirements.

- Integration results in numerous benefits for a future-proof system. Integrating two systems (internal or external) generates uniformity and brings life to the concept of connected workplaces. Some of the significant merits of integration include:- Automation Privacy Accuracy Real-time data Better insights Flexibility. Get in touch with our sales team to discover more benefits.

- Freespace Cleanreader™ scanner is a handheld cleaner tool that assigns cleaning tasks. It is a device designed to improve efficiency, suited to your workplace cleaning requirements and policies.

You can find out more about the Cleanreader™ scanner or talk to our team of experts to see how you could benefit from this workplace technology.

- The Cleanreader™ scanner is a technology solution for Freespace clients. The handheld cleaning devices are shipped to clients with the Cleanreader APP already installed. The scanners are ruggedized devices capable of supporting all operations required.

Discover how the Cleanreader™ integrates with other Freespace technology solutions on the technology page.

Contact our experts to discuss how the Cleanreader™ can help your organization.

- Yes. All the cleaning-related functionalities of the device will work as expected when offline. Once a connection is re-established, the data on the device will be synchronized automatically without any user intervention.

Contact our team of experts to discuss how you would like to use the Cleanreader™ scanner. If you are an existing client and would like to discuss this further, log into your account and create a ticket to contact our support team.

- Yes. The Cleanreader™ technology solution works without sensors. In sites that do not have sensors, there are two methods of application:-

1.Category-based:- we can create automatic time intervals for each type of space – for example, a washroom having an hourly job card created.

2.Schedule-based:- you can allot one fixed time for cleaning the entire floor/office.

Contact our team of experts to discuss an efficient cleaning technology solution for your organization.

- Yes. Spaces that already have a SPOT Tag installed can be cleaned and recorded on the Cleanreader™ scanner – even if they are not on the job list. The job will still be recorded for auditing purposes but instead as a “non-scheduled” job.

Contact our team of experts to discuss the Cleanreader™ technology solution.

- Freespace clients can access cleaning reports via the Freespace Analytics Portal, found under the operations/cleaning section on the left-hand menu bar.

If you are a current Freespace client, you can log into your account now from your browser.

- Occupancy sensors provide real-time data that can be actioned to improve processes across facilities, office space, workplace management, real estate and more. Some of the benefits of occupancy sensors include:-

Creating more practical workspaces that meet employee’s needs, based on demand data.

Ensuring hygiene and maintenance is efficient and kept to a high standard at all times, throughout your estate.Identifying vacant spaces then reducing costs and waste, by controlling lighting and temperature.

Creating a better working experience for employees by managing desk and meeting room usage, improving productivity and gaining visibility over conference room or workspace availability.

To find out more about the benefits of occupancy sensors and the insights they can provide for your organization, contact our sales team and share the details of your project.

- Occupancy sensors can be installed in workspaces, conference rooms, break rooms, storage rooms, private offices, restrooms, lobbies and more. To discuss a solution tailor-made to your organization’s requirements, submit an RFP and one of our experts will be in touch or contact our sales team to discuss your requirements.

- No. Freespace sensors do not have cameras and do not visually record people or output video footage. All of Freespace sensors are anonymous by design, and capture movement, heat or temperature change, humidity, light, noise, air quality or count when someone enters or exits a space. You can find out more about Freespace sensors on the technology page.

Contact our sales team to discuss your workplace sensor requirements, or request a demo to find out more.

- To find out more about workplace sensors that we have available and to compare the differences between them, you can visit our sensors page. You can also request a demo with our product experts or talk to our sales team to find out more about Freespace sensors, and the insights they can provide.

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To find out more about the benefits of occupancy sensors and the insights they can provide for your organisation, contact our sales team and share the details of your project.

- We have various sensors each playing their part in tailor-made business solutions to monitor everything from space occupancy to in-demand areas and air quality of the office environment, and more. You can find out more about each Freespace sensor on our technology page, or submit an RFP and one of our experts will be in touch to discuss the opportunities for your organization. Don’t have an RFP? Get in touch with our sales team.

- Yes. We work collaboratively with our clients to share ideas and help maximize the effectiveness of their solutions. To make changes to signage screens, add new features and more, get in touch with our dedicated 24/7 support team via the helpdesk. A ticket will automatically generate after you have contacted the team, and one of our global support experts will be in touch.

- The main types of Wayfinding signs used by various organizations include identification, directional, informational and regulatory. These signs can be used to limit access to workspaces, guide people in the right direction and digitize important information.

Wayfinding signage types can be used with each other to create frictionless and efficient working environments. To find out more about how Freespace technologies integrate with Wayfinding signs, contact our sales team to discuss a solution tailored to your organization’s requirements.

If you are an existing client and you would like to find out more, you can contact our 24/7 support team via the helpdesk once you log into your client account.

- Yes! Signage provides real-time information to those who need it. Signage assists employees, employers, and visitors, enabling them to navigate through their requirements and find the space or colleague they’re looking for quickly and easily. Get in touch with our sales team to discuss signage opportunities for your workplace.

- Yes, indeed. The most popular types of signage for a better employee experience are floor signage and lobby signage. We can design templates to include your own corporate branding and styles. Speak to our sales team to explore the type of signage to meet your requirements.

- Freespace provides commercial-grade signage displays with a range of manufacturer warranty options. Speak to our sales team to explore more.

- The SPOT platform, powered by QR codes, enables work spaces to be as flexible as possible for employees, teams and management. QR codes are installed on each desk and are individual to each space – so colleagues can check-in to use a space for the days they return to the office. You can find out more about the SPOT platform on the technology page or speak to our sales team.

- A SPOT tag is a smart-position occupancy tag that ensures a unique identity for every location at the workplace. Almost any space can be tagged and given a unique micro-location within the SPOT Platform.These can then be integrated and used in various ways:- from integrating with workplace sensors to indicate a presence to enabling cleaning teams to mark spaces as clean quickly to creating socially distanced workspaces to support return-to-office policies. Although the primary use-case for these tags is to record individual workspace occupancy and allow employees to check into a desk, the SPOT Platform is versatile and often tailored to each organization’s requirements. Get in touch with our sales team to discuss how the SPOT Platform can work for your organization or workplace vision.

- Yes. SPOT Tags are customizable. From changing the colors to meet your branding requirements to your use case. If you have any questions or would like to discuss options in more detail, speak to our sales team.

- With the help of SPOT tags, optimizing your workplaces and automating your space availability becomes easier. The specifications that are key to know about the SPOT Platform are as follows: Quick peel-and-stick installation. Use strong adhesive suitable for multi-surface adhesion. Suitable to withstand everyday wear and tear and reliability no matter your industry or application need. Reasonable and affordable. Easy and straightforward to deploy. Easy to integrate with other technologies like sensors, Cleanreader Scanner, and Freespace Employee App.

- SPOT tags can improve work-life by marking every individual space within a building identifiable – forming office neighborhoods, team collaboration areas, ensuring physical distancing, and more. The tags integrate with the Cleanreader scanner to comply with cleaning priorities too. As a baseline, the SPOT tag provides the following merits:-Space marking identification hyperlocal information Cleaning compliance You can contact our team today to find out more.

- A:- Yes. Access is flexible and controlled on a user-by-user basis. Clients can tailor and restrict access to modules to meet security requirements. For help with permissions, log into your client account and get in touch with our dedicated 24/7 support team.

- Yes. As a Freespace client, you can generate reports for your tailored solution and access your dashboards at any time, via the Freespace Analytics portal. Find out more about the Analytics portal on our technology page. If you need help, you can get in touch with our dedicated 24/7 support team after logging into your client account.

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- We utilize Secure Standardized Logging, Intelligent Threat Detection, and Isolated Virtual Private cloud services. To find out more, you can talk to our sales team. If you are an existing client of Freespace, you can log into your client account and create a ticket.

- We have a team of experts from different areas in information security working collaboratively to safeguard against threats and ensure processes and protocols are in place.Event logs, fault logs, and exception logs are all maintained on our system for governing data. For security, we have implemented controls to assure the security of information in networks and protect connected services from unauthorized access.You can find out more about our commitment to your data and security, detailed in our charter.

- Only a limited number of our support staff have access to data in line with internal policies, designed based on the principle of least privileges – find out more about Freespace data and security commitments in our charter.

- Freespace uses data stored PII only until the completion of each reservation and then deleted. Only booking data is retained for fifteen days and then anonymized. All Freespace data is stored in a leading cloud platform, architected to be the secure cloud computing environment available today, and held in secure centers located within the EU.

- Vulnerability assessment every six months and penetration testing yearly to generate a report on application and infrastructure.

- If you are interested in finding out more about our technology certifications, you can talk to our sales team. If you are an existing client of Freespace, you can log into your client account and create a ticket.

- - How can I find out more about confidentiality, integrity, and availability?

- Freespace internally identifies, regularly reviews, and documents the requirements for confidentiality or non-disclosure agreements reflecting the organization’s needs for information protection.You can find out more about our data and security commitment in our charter or, if you are a Freespace client, you can log in to your client account and create a ticket.

- To find out more about compliance documents, get in touch with our sales team.

- The time required to onboard new integrations is dependent on the complexity and therefore determined case-by-case. When developing, testing, and deploying a new integration, it can take up to a minimum of 30 – 45 days.For integrations that already exist, we assure configurations in a few days. You can see our current integrations here.Please get in touch with our team if you would like to discuss a new integration.

- One of the major merits of our integration process is that we don’t store or use the data of our customers/clients. And this is how we ensure privacy throughout our process.You can learn more about our ambitions and standards in our Data and Security Charter and Client Commitment Charter.

- Integrations help to automate two systems in achieving a desirable outcome. To reduce manual efforts and solve business problems.To integrate something is to bring different components or resources together into one place for ease.Freespace technology connects workplace applications such as Google, Office 365, Workday, and more. Interconnecting critical systems such as HR management, Locker systems, and panels and indicators. In addition to the proactive management of building infrastructure and resource allocation through occupancy-led automation.Discover our current integrations or contact our experts to find out how you can integrate with Freespace Technology solutions.

- Yes, we have integrated with many systems! You can find out more about integrations on the technology page, or get in touch with our sales team to discuss your requirements.

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- You will receive a prior notification from the Freespace Employee App when you try to book a space, to let you know that there are no desks available for the day. To book your return to the office for another day, repeat the space booking process.Find out more about the features of the Freespace Employee App by requesting a demo or speaking with our sales team.

- Yes. We have a team dedicated to adding value for our clients by maximizing their unique solution insights in formats tailored to their requirements. Discover more about our professional services for creating business intelligence opportunities.If you are an existing client and you would like to get in touch with our 24/7 support team, you can do so via the helpdesk once you log into your client account.

- - How do I optimize office space use and real estate footprint?

- Today, we’re able to rely more consciously on technology to help to optimize real estate. Integrating diverse data sets ranging from space usage to environmental analytics to make decisions based on a detailed understanding of how people use workspaces.Analytics helps to measure, manage, and also optimize hybrid spaces.Freespace technology enables a real-time, data-driven approach to space. Space planning tools, signage, and mobile apps that allow personal use of space positively drive individuals to make the best use of the space available. Real estate can be optimized on the fly – automatically, dynamically, and strategically over a period of time. Learn more about validating real estate decisions.

- Safety is a fundamental aspect of work. A workplace is far more than a place where you spend most of the day. It is a place where you work, learn, and grow. Hence, every workplace needs to affirm the safety needs of the employees.Freespace offers a variety of workplace technologies that safeguard employee safety and hygiene policies.Freespace workplace technologies are compliant to return-to-work situations, covering physical distancing regimes in workplaces and promoting efficiency and employee assurance.Contact our sales team to unlock the key to safety technology.

- Dynamic space planning tools can capture the best requirements for future workplaces.The first step is to strategize on departments in your organization are to utilize space efficiently. The next step is to focus on the flexibility of your workplace. Your workplace must provide you with the best of opportunities to adjust effectively as per the demand of the space.Smarter workplace designs accelerate ROI to a great extent – explore more ways to increase your workplace efficiency.

- Agile working is about bringing people, processes, connectivity, and technology, time and place together to create the most appropriate and effective way of working – within guidelines to complete a task without boundaries around how to achieve it. Agile working empowers people to work where, when and how they choose, delivering the best value to the organization.Contact us to discuss your workplace project and to design a tailored solution for your organization.

- Agile working helps create a productive and supportive working environment, offering maximum flexibility to employees, and can include particular areas assigned to teams instead of desks to employees. Agile working enables employees to work from wherever they choose – whether a workstation, breakout space, quiet area or even a ‘third space’ workplace (such as a café or at home).Hot desking is a core component of Agile working and is the practice of multiple people using the same workspace at differing times rather than having an assigned desk. Find out more about our hybrid working solutions.

- Businesses adopting Agile working strategies naturally see a reduction in the number of desks required for office work, benefitting from decreasing property overheads and lowering the office’s carbon footprint.Remote working is a primary element of Agile working. It can help organizations attract a more diverse workforce and help to retain top talent, promoting an autonomous culture where employees feel they can achieve more.Benefits also include increased productivity, increased job satisfaction and an improvement in trust and working relationships. Find out more about our Hybrid Working solutions and how your organization can benefit.

- Hybrid working is a flexible way of working where employees can split their time between working in the workplace and working remotely. Hybrid working patterns are where employees attend the workplace for part of their working week and work remotely for the remainder of their working week.Find out more about Hybrid working and how you can create smarter working environments with Freespace.

- The hybrid working model is the future of workplaces. It offers an entirely new way of working, combining the best of the office, home, and other remote work locations.Hybrid working provides a flexible world where we co-exist with technology and collaborate with people to get things done. Freespace provides office spaces that promote collaboration and offer teams workplaces to suit their needs. So, the pathway to enabling a hybrid working culture includes releasing unused spaces in real-time, empowering collaborative working, connecting employees, automating your workplace availability, optimizing spaces, and many more. Click here to learn more.

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