

# Tenant Management

## Installation & User Manual

Document revision 1.2

## Overview

Thank you for purchasing this solution. This document will explain how to configure and use Tenant Management solution into TEOS as an administrator and as a user.

# Requirements

- Feature available from Manage for TEOS 2.1 with big improvements in 2.2
- From Version 3.0, CLOUD offer is available which can bring a lot more flexibility for the access part
- Mobile for TEOS App or web browser for booking
- Please refer to the Release note of the latest Manage for TEOS Version to check the latest Android apps available
- Booking is done from the web interface, on tablet side, room viewing is supported
- Access to Manage for TEOS Server from the internal network, by VPN or NAT.
- Licenses for Employee/Mobile/Outlook Add-in app are the TEM-SL20.1,3,5Y with after a selection a difference for 1/3/5 years. The license can be used for 20 users.
- For TEOS Web access into the admin platform, and usage of room booking tablet use TEM-TA10 licenses or new licenses TEM-ALxY
- This solution has been designed and tested with Calendar for TEOS.

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# 1. Tenant Management Purpose

This solution is targeting **Coworking/Collaborative/ space rental areas**, where a company want a platform where customers can do booking of the spaces by themselves, and where the company proposing spaces define a **number of hours of usage of the space per month and per year**.

Thanks to **statistics automatically generated** on the usages, the tenants manager will be able to have a clear view on the usage per customer to take actions afterwards. All the workflow has been designed and tested based on **Calendar for TEOS**



A tenant manager into TEOS will be the company who want to rent his spaces and will be the administrator user with the possibility to:

- Create/edit his own site configuration where users/tenants will be able to have a specific access
- **Create room booking spaces using Calendar for TEOS (recommended)**
- Create/edit tenants with some details to insert such as the hours per month allow before getting an email with the threshold define
- Get all the Tenants Statistics on Manage for TEOS dashboard
- Enable a general condition acceptance page (after login) with general condition text editable per language.

A tenant user into TEOS will be able to:

- Login with general conditions to accept to be able to book rooms (a downloadable file can be added to read all the conditions; all the conditions are shown depending on language of user)
- Book spaces allowed by the administrator (can be done from Employee app with additional licenses or via Manage for TEOS interface)
- See own statistics into Manage for TEOS interface
- Get automatically a monthly email and an email if the number of hours is reached.

Spaces are still bookable even if the limit defined is reached.

## 2. Create a new site environment in Manage for TEOS

Manage for TEOS enables building and site management. For this usage the workflow is to create a Site Management environment.

TEOS takes into consideration the following spaces:

- Company (higher group level with company name)
  - o Site (which contains Buildings)
    - Building (containing floors)
      - Floor (containing different spaces)
        - o Meeting Room (can contain, room booking, display, device control or just resource)
        - o Reception (can contain reception, Signage, device control)
        - o Restaurant (can contain Signage, device control)
        - o Open Space (can contain Signage, device control)
        - o Closed Office (can contain Signage, device control)
        - o Common Area (can contain Signage, device control)
        - o Desk (agenda management)

Depending on each space you will get different features.

Go to Site Management and Site Configuration. In Site Configuration click on " Add device group"

When adding a new device group, you can:

The screenshot shows the 'Edit' form for creating a new device group. The form is titled 'Edit' and has a subtitle 'On this page you can create or edit your different groups, such as buildings, floors, etc. which will be used in TEOS.' The form is divided into several sections: 'General', 'Tenants', 'Default schedule', 'Travel times', 'Device and catering', and 'Incident Management'. The 'General' section is currently active and contains the following fields:

- Name:** A text input field with the value 'Sony'. A callout points to this field with the text 'Define the name for the group'.
- Parent:** A dropdown menu. A callout points to this field with the text 'Select a Parent of the group'.
- Group type:** A dropdown menu with the value 'Company'. A callout points to this field with the text 'Define the group type (example: Company, building, desk)'.
- Monthly Quota report email:** A text input field. A callout points to this field with the text 'You can define here the Monthly Quota email to be sent to TEOS Admin'.
- Active Directory Group:** A text input field.
- Maximum Occupancy:** A text input field.
- Image/logo:** A section with 'Browse...' and 'Remove Image' buttons. A callout points to this section with the text 'You can add a specific image (for logo in the Site Overview) and define the address information'.
- Time Zone:** A dropdown menu with the value '(UTC+01:00) Brussels, Copenhagen, Madrid, Paris'.
- Address:** A text input field.
- Zipcode:** A text input field.
- State/province:** A text input field.
- City:** A text input field.

A callout at the bottom left of the form states: 'Time zone address and longitudes are used when you are in multi-site and multi country management. Longitude can be used for the wayfinding module map'.

We recommend creating the following hierarchy as it is detailed in the example below. Of course, the hierarchy is decided by each customer depending on their needs.

- 1<sup>st</sup> level - Company



- 2<sup>nd</sup> level - Site



- 3<sup>rd</sup> level - Building



- 4<sup>th</sup> level - Floor



- 5<sup>th</sup> level - Spaces



Meeting Room



Open Space



Desk



Reception



Closed Office



Desk Zone



Restaurant



Common Area



Parking

## 2.1. Create Meeting rooms in site configuration

When Creating a Meeting room group type In Site Configuration there is additional information that is needed for the meeting rooms to be visible in the Employee App.

Edit your meeting room and go to "Meeting Room" tab.

With this tab, you can add a description for the meeting room visible in the Employee App. You can define the room capacity, add a check-in-time before the meeting starts and cancel time for check-in after meeting starts (for room booking).

You can add an incident email address and allow special services (catering) defining the default email address to receive the request.

Add the equipments link with the meeting room (visible In Employee App filtering and resources). Equipment can be created in the administration tab and equipment management. An image of the equipment can be added. You can also define the user groups that can see the room (by selecting the group having access to the meeting room)

The content part is linked with the Room Booking tablet, the calendar of the room (O365, Microsoft Exchange, Google Calendar, Calendar for TEOS), for the calendar the domain of the calendar must be accessible from TEOS. You can link a room control interface and define the BRAVIA interface for the room.

For this tenant management solution, all the logic has been done and tested based on Calendar for TEOS

**Edit**  
On this page you can create or edit your different groups, such as buildings, floors, meeting rooms, etc. which will be used in TEOS.

General **Meeting Room** Default schedule Travel times Service and catering Incident Management

**Settings**

Active ☒

Room type

Description

Capacity

Early check-in and cancel  ?

Cancel time  ?

Unavailable after each meeting ☐ ?

Allow special services ☐

Special services mail address

Equipment

- ☒ Projector
- ☒ Videoconferencing
- ☒ Board
- ☐ Vibrating Massage Chair

**User Groups / Roles**

- ☐ Administrator
- ☐ Power User
- ☐ Facility Manager
- ☐ IT Manager
- ☐ AV Manager
- ☐ Communication Manager
- ☐ Content Creator
- ☐ Dave Role

**Content**

Room booking presentation

"Find another room" base localization  ?

Meeting room calendar

Export calendar events

Room control presentation

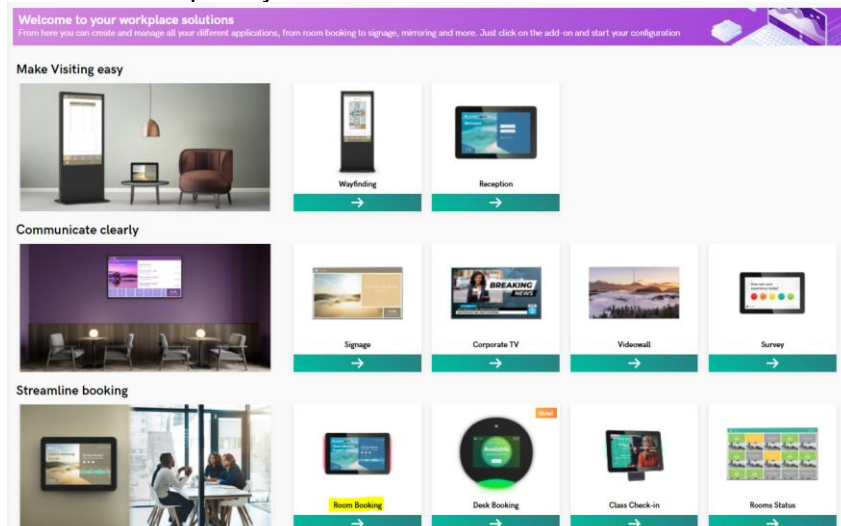
Mirroring Template

Meeting Interface

Meeting Display

Back Save

Go to Workplace Solutions and Room booking add-on. Click on create new, add a name and select the template you want to start with. Click save.



Click on "New meeting room" to create a new Room booking interface

Workplace Solutions / Room Booking

**Room Booking**  
On this page you can create and edit room booking content, for your employees to easily book meeting rooms from a tablet, find other rooms, call for help and much more.

Translations

Order by: Last modified

Search

**New room booking** Rights

- EU Council for Gael
- New template
- New Blue 2
- New Brown 2

Insert a meeting room template name and select a template by default. The template can be customized later. Book for TEOS interface can be used in vertical mode, for select the vertical template. You will have to go later in the signage settings of your tablet and select the rotation you want to have (90° or 270°) for the usage in vertical mode

**General**

Name: Meeting Room Sony

Room booking type: Single room booking

Template: [Carousel of 4 templates]

Interaction by: Everyone

Employee names: Not forced

Enable multiple languages: ☐

Enable screensaver: ☐

**Save**

Select the type of interaction you want:

- Everyone, no authentication to do before doing an action in the tablet
- Organizer only, authentication with an RFID reader is required

Select if you want to force user to put real name when booking:

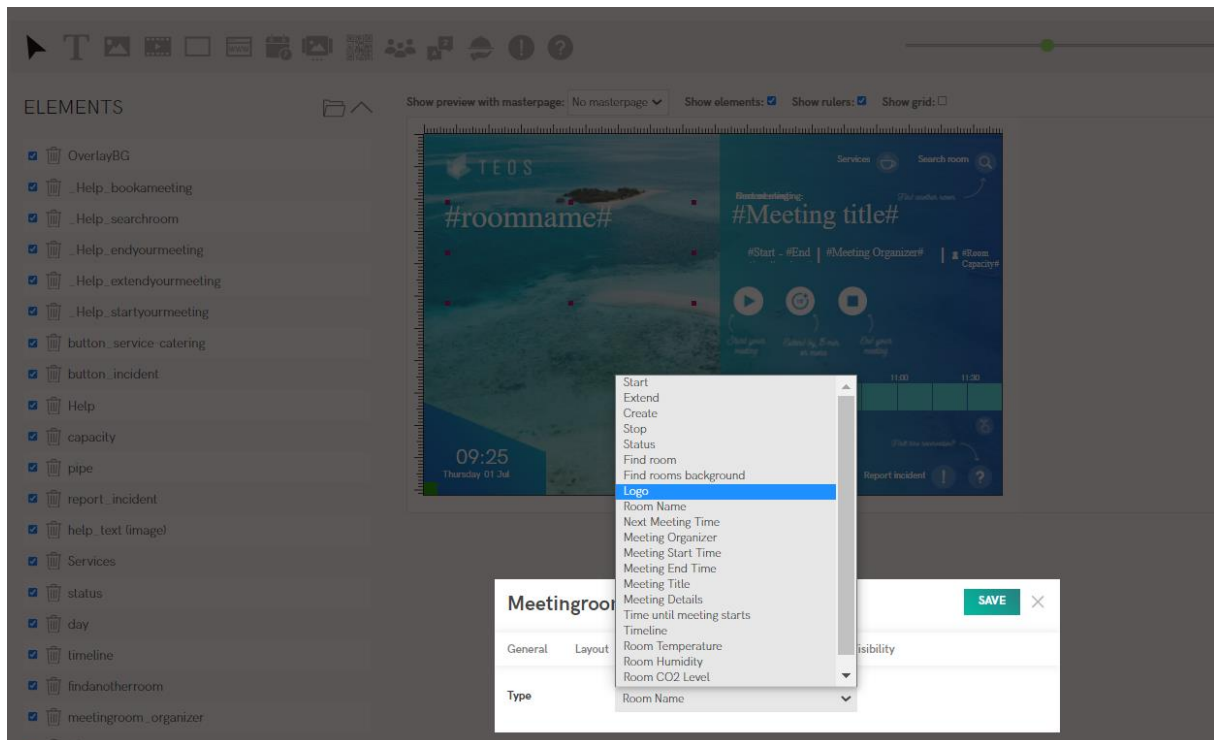
- Not forced, no authentication is required
- Organizer only, authentication with an RFID reader is required (ID identified in TEOS)

For Tenant management usage all the workflow and tests are based on a room viewing, where in the tablet Room booking interface, no buttons are available. The idea is only to inform the tenant when in arrives into the space, because the booking should be done before using the web interface or Mobile App.

From TEOS Version 2.2, other options in the meeting room element has been introduced. The most interesting for Tenant management purpose is the possibility to automatically replace the logo defined into the Tenant created into the logo area.

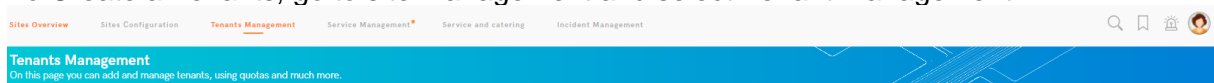
- 1) Logo: this option will allow you to affect a logo by default and when using the tenant management module, when a tenant will book a room, his logo/background will be automatically affected in the tablet during is booking time.
- 2) Room name is now from the site configuration room name and not from the datasource agenda
- 3) Next meeting time is the time automatically generated by TEOS using the time format from the device
- 4) Time until meeting starts, this data automatically generated by TEOS can be also shown in the tablet template



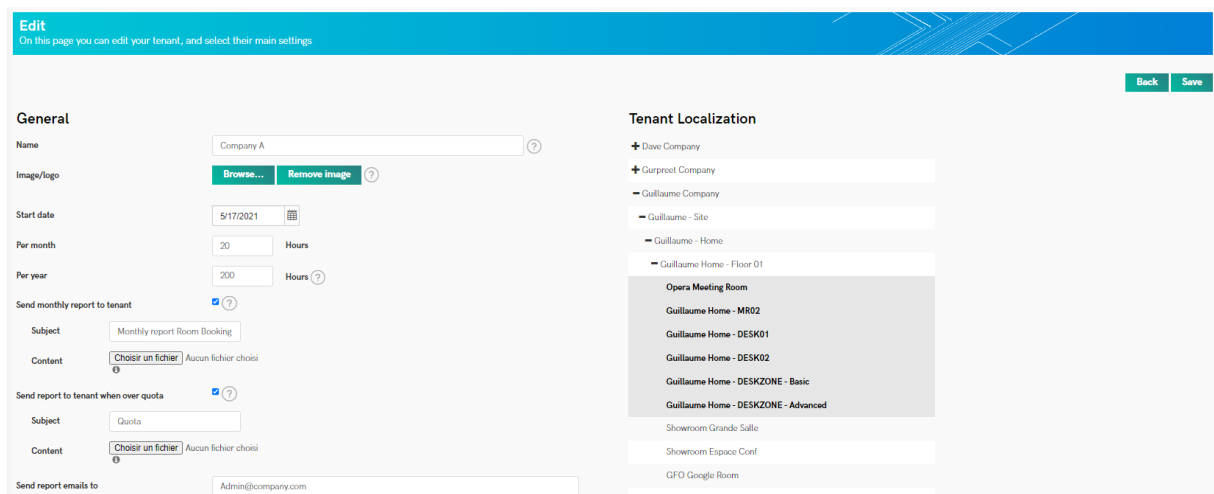


### 3. Creating Tenants

To Create a Tenants, go to site management and select Tenant management.



Click on “add tenant” and insert a name of company.



On this section you can setup:

- A logo of the tenant, when configured in the room booking interface, it will be shown in the interface with the company logo who booked the space
- Start date of space rental, for the system to be able to calculate the number of hours define from a start date
- Per Month, define here the number of hours the tenant will use per month
- Per year, define here the number of hours the tenant will use per year
- Send Monthly report to tenant to enable if you want TEOS to send automatically an email



to the tenant

- Define the subject
  - Upload an ehtml type email that you can fully customize. Contact us for more details
- Send a report to tenant when over the quota
  - Define the subject for that purpose
  - Upload an ehtml type email that you can fully customize. Contact us for more details
- Define the email of the Tenant who will receive the report
- Within Tenant Localization, select the part of the site your tenant will be able to see and use

When you have created you tenant you can create users which will be linked to the tenant created for them to be able to book spaces or see the statistics under TEOS.

For that go to administration and user management:

**User**

**General**

Name: Company A

Email: Company@sa.com

Phone number:

Language: English

Default Localization: Guillaume Company

Tenant: Company A

Role: Administrator

User type:

Password:

Confirm password:

Can create users in their group: ☒

Disable access to TEOS Manage platform: ☐

Enable lockout: ☐

NFC / RFID ID: 0418C0D24D5D80

Uses user appli license: No

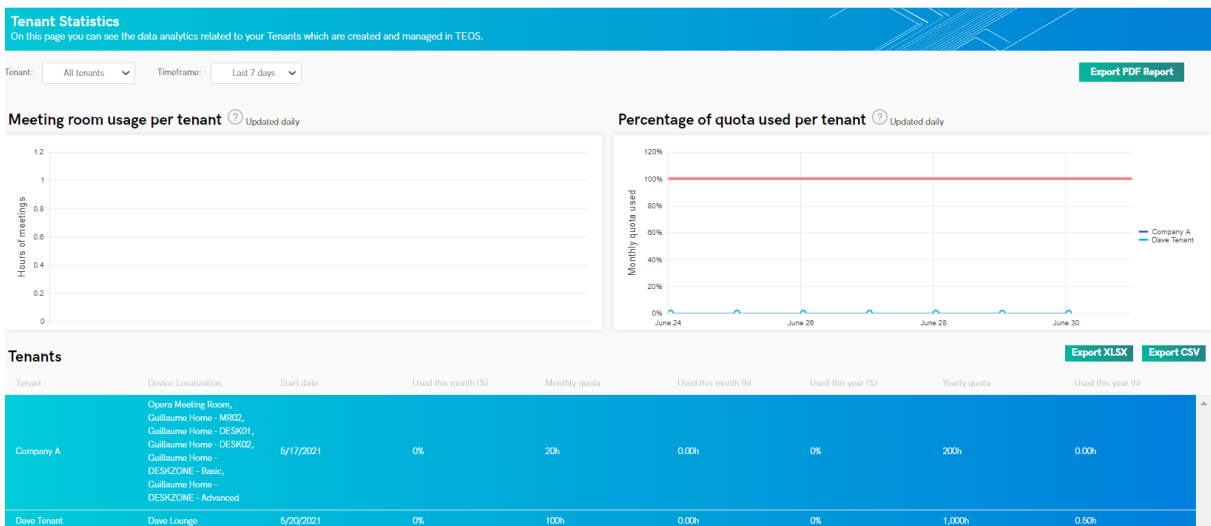
**Device Localization access**

- + Dave Company
- + Gurpreet Company
- Guillaume Company
  - Guillaume - Site
  - + Guillaume - Home
    - + **Guillaume - Office**
- + John Company
  - Hendrik Company
    - Hendrik Site
    - Hendrik Building
    - HTU - Floor
  - Meeting Room

[Back](#) [Save](#)

## 4. Getting Tenant statistics

When you go to Dashboard – Tenant Statistics. When you go to this tab you can see how many hours this tenant has used already for the month and for the year. If the tenant uses more than the set quota then an email is sent to the set email address.



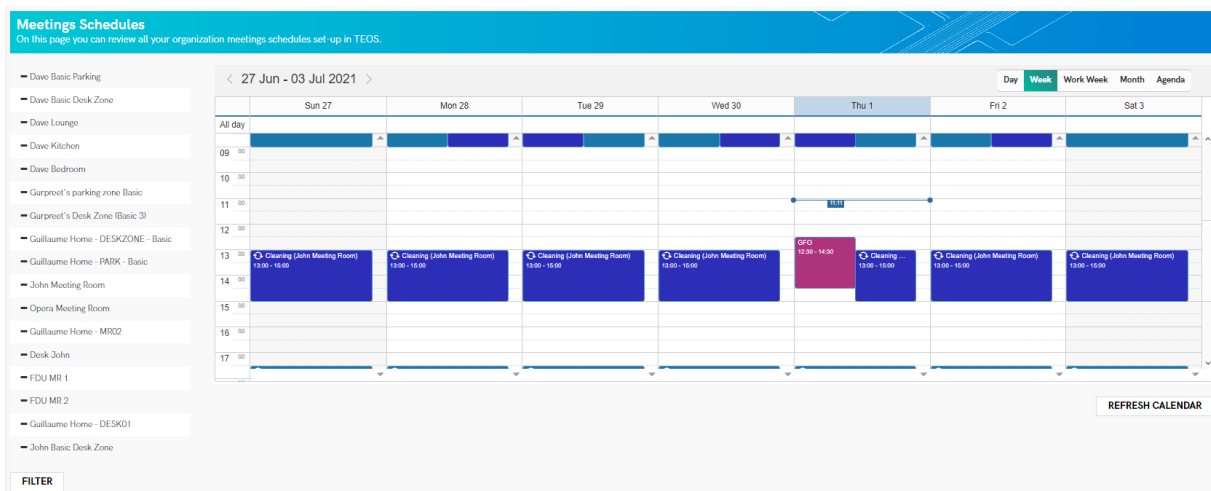
An administrator will be able to see all the tenants statistics when a tenant will only be able to see his own statistics.

The statistic Tenant page presents:

- Meeting room usage per tenant in a graph bar
- Percentage of quota used per tenant in a graph bar
- A table which contains an overview of the usage.
- Export the statistics in pdf, xlsx or csv.

## 5. Book using the Meeting schedule interface (only for admin)

To be able to book spaces you need to go to inside Manage for TEOS interface and select Schedules and alarms section. Go to Meetings schedules



If you want to book, just double click on the time in the agenda you want to book.

When double clicking you will be able to select the meeting room, insert the meeting title and the name of the booking. You can change again the start and end date and time and select if you want to create meetings with recurrence.

When booking, the other tenants will not be able to see your booking details into this interface.

## 6. Book Using the Employee App

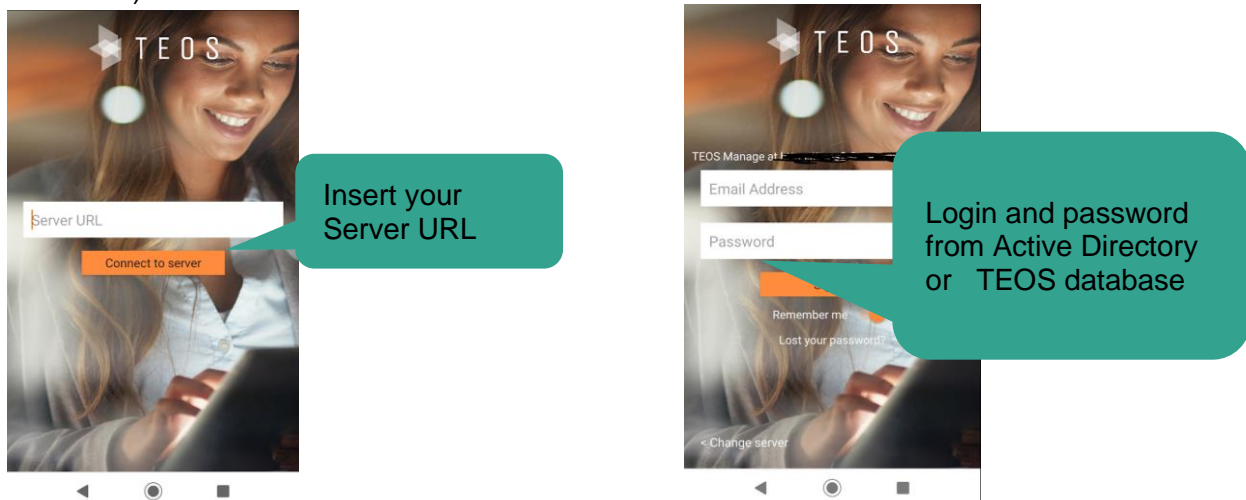
This section will explain how to use the Employee App after creating all the structure and defining the user and rights in Manage for TEOS. The Employee App can be accessible depending on the company's network architecture and configuration.

### Using an Android or iOS device

Go to the Play store and download the Mobile for TEOS Android App version 1.2.4+. You can also get the Mobile apk from our website <https://pro.sony>, you will be able to deploy the apk via MDM or just install it manually in your smartphone using the unknown App installation. If in the meeting room you use Connect for TEOS, you can also download Connect for Mobile for TEOS Version. TEOS mobile App is also available in iOS from version 12

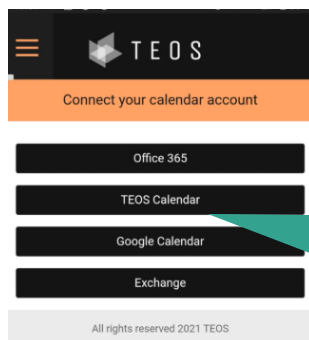
#### 1. Opening the TEOS App for the first time

Make sure that the device has access to the TEOS server, using the internal network (via WIFI or using mobile data, if the TEOS server has public access). When you open the app for the first time you must put the TEOS Server URL, when adding the URL, you must put a login and password defined on TEOS (in user management, via Active Directory or from TEOS Database).



#### 2. Synchronize with the user's agenda

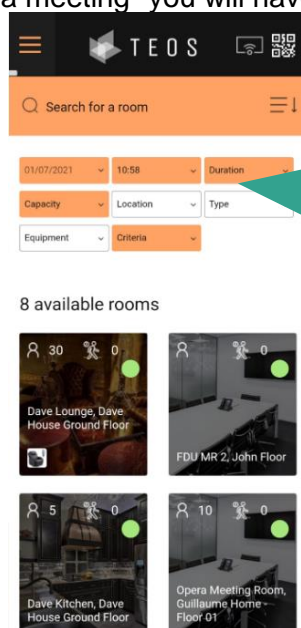
After adding your login and password, you will have to synchronize your agenda from the App being to add your own meetings, invite other people etc. When your agenda is synchronized



The synchronizable agendas are:  
Calendar for TEOS  
Google Calendar  
Office 365 calendar

### 3. Booking a meeting room

When you access the app you will be able to book a new meeting room. When you press "Book a meeting" you will have the possibility to apply filters to find the room you need.

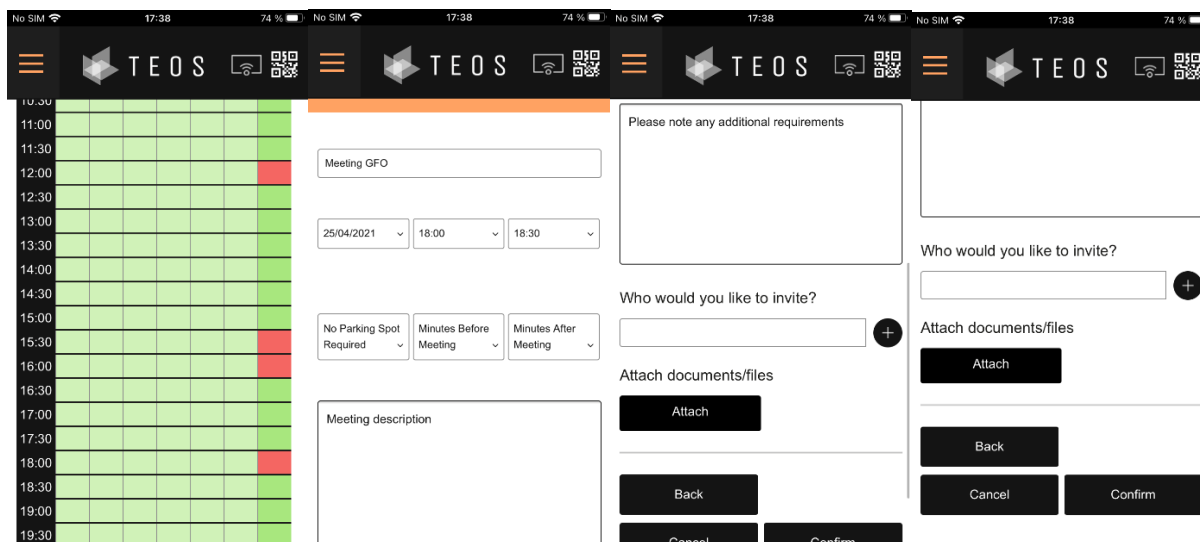


Filter by:

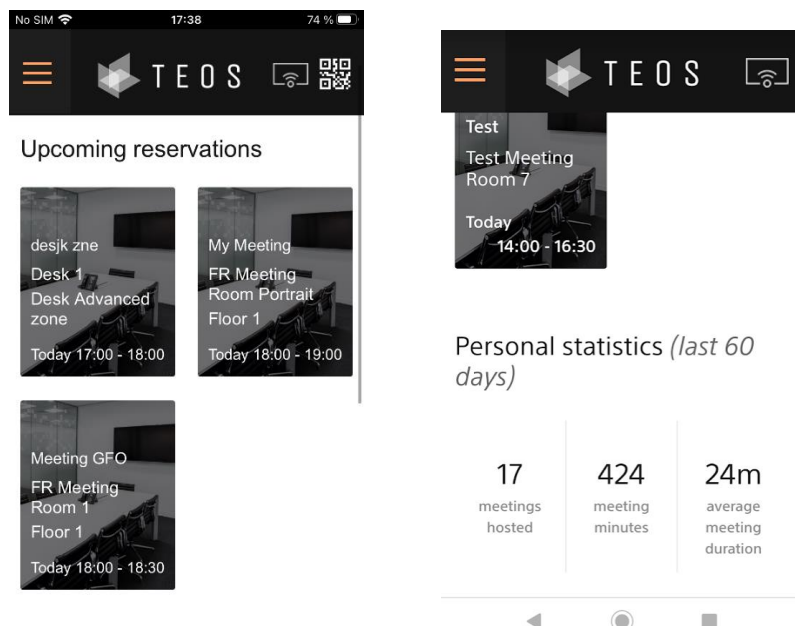
- Time schedule
- Duration
- Capacity
- Location
- Equipment
- Criteria

TEOS will show you the rooms based on these filters

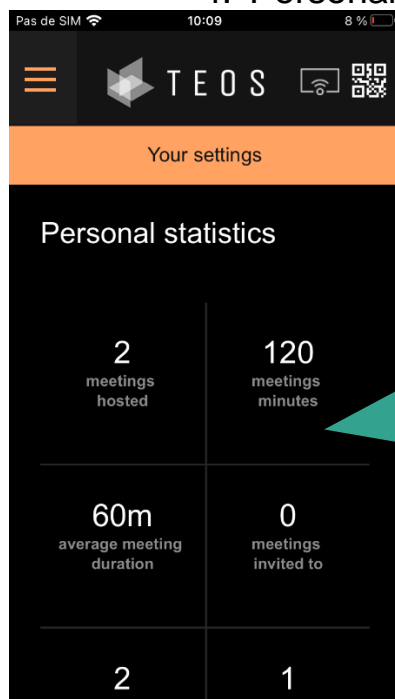
When you select a meeting room, you will have to select in the calendar your meeting schedule. When selecting you will go automatically to the page to put the meeting name, meeting description, invite other people and attach a file to the invitation. Press "confirm" to finalize the booking.



When booking is done, it can be found in upcoming meetings as well as personal booking statistics.



#### 4. Personal statistics

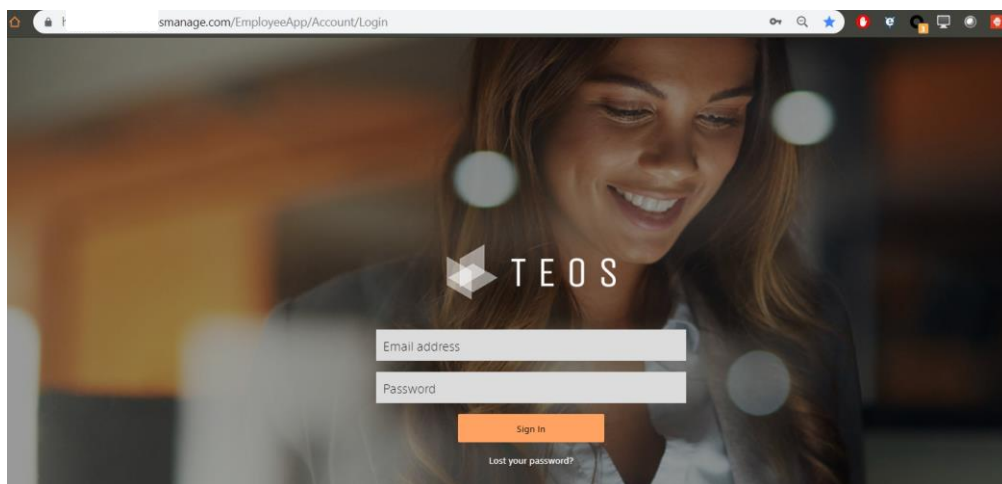


TEOS provides statistics for users to assess their meeting activity.  
For this case, the statistics are:

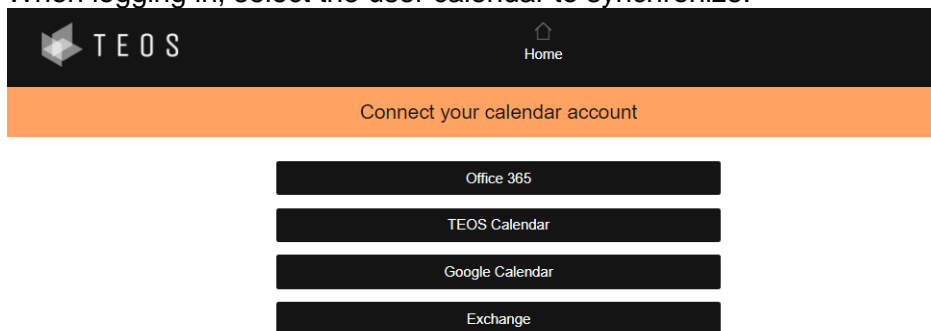
- Meetings hosted
- Meetings time (minutes)
- Average meeting duration
- Meetings Invitation

## 6.1. Using web browser

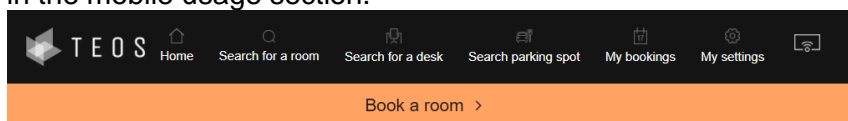
All the booking features presented for the mobile application are also available on the web browser. For that just go to <https://yourteosdomain/employeeapp>



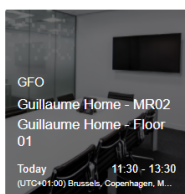
When logging in, select the user calendar to synchronize.



When synchronizing the calendar, you can start booking the room and desk as it is explained in the mobile usage section.



### Upcoming reservations



### Personal statistics (last 60 days)

6  
Reservations total

94  
Minutes reserved

15m  
Average reservation time

SONY



For more information  
visit **pro.sony/TEOS**

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