

SCHEDULE 1 – Software Service Description

Effective date: 1st October 2025

essensys Platform, elumo and Operate are cloud-based services designed to help meet your organisation's needs for revenue growth, optimisation and efficiency. This document provides detailed descriptions of the services and features that are available for these products and how they are split into individual modules.

Available Products/Modules

Product: essensys Platform

A subscription to essensys Platform can include the following modules;

- WiFi Experience & Intelligence Engine
- Network Manager
- Occupier Web Portal

Product: elumo

A subscription to elumo software can include either of the below modules;

- elumo
- elumo app

Product: Operate

A subscription to Operate is available as a single software subscription.

The Service Descriptions per product/module are described in detail below.

Modular Service Descriptions

1. essensys Platform

1.1 WiFi Experience & Intelligence Engine

Seamless WiFi authentication and high-resolution insights provided by WiFi Experience & Intelligence Engine are dependent on compatible WiFi access points (WAPs) and configuration of SSIDs on existing network tools. With the configuration in place, your tenants and guests will receive secure and reliable WiFi authentication, and essensys transforms the harvested data into insights.

Below is a high-level summary of features currently available for WiFi Experience:

WiFi

WiFi Secure Network	A dedicated WiFi network to broadcast through your spaces to provide your customers a seamless WiFi experience.
Identity Management	Control which Occupiers, Individuals and Staff have access to WiFi through your building.
WiFi Authentication	Secure WiFi authentication protocols ensuring only validated users have access. <i>(See WiFi Security section below for more details)</i>
Unique Usernames & Password	Individual credentials for each user to enhance security and to provide a single login per user for all their devices.
Instant On/Offboarding	Immediately enable/disable access to WiFi when on/offboarding Occupiers/users.
Scheduled Offboarding	Automate Occupier/User removal to WiFi access on a specified future date.
Reset Password	Reset user passwords remotely.

Guest WiFi

Guest WiFi Network	Allow temporary WiFi access for guests if your space with a segregated guest network.
Captive Portal Designer	Control the guest experience and capture the data you want.

WiFi Security

WPA2-Enterprise	Enterprise-grade wireless encryption and authentication.
RADIUS	Authentication server protocol for securing WiFi access.
802.1x	Network access control protocol used with RADIUS for secure authentication.

Branded Experience

Email Design	Fully customisable and branded emails for your customers.
Guest WiFi Experience	Design the Guest WiFi experience to your exact brand.
Platform Branding	Apply custom branding across the essensys Platform interface.

Integrations

Open API	APIs available for integrating third-party tools or systems to automate WiFi provisioning and deprovisioning.
OfficeRnD	WiFi experience has a pre-built, dedicated integration built to link OfficeRnD accounts with WiFi site accounts.

Account Management

Staff	Manage staff access to your WiFi management account.
Permissions/Roles	Assign permissioned user roles to manage access to features/sites.
Site Contacts	Assign key individuals as contact points for specific sites.

Additional Features

Support	Live chat is available for instant support and troubleshooting
Languages	Multi-language support for accessibility (LIST LANGUAGES).
Search Function	Use the search bar to quickly locate settings or data.
Dark Mode	Option to switch to a dark-themed user interface.

Intelligence Engine

With WiFi Experience set up and users authenticating on essensys configured SSID, Intelligence Engine transforms WiFi session data into insights about your Portfolio, Sites, Occupiers and individual users. Intelligence Engine includes live utilisation reporting, and historical utilisation trends.

Below is a high-level summary of features currently available for Intelligence Engine:

Configuration

Space Configuration	Configure your offices to allow Occupiers to be mapped to spaces. Occupiers with an occupancy are classed as user type 'Resident'. Those without an occupancy are 'Members'.
Access Point Mapping	Access points are added to essensys Platform and given location names to deliver mobility insight.

Occupier Management	Occupier account is equivalent to a company/tenant. It allows simple management and grouping of Users and simple contract information. All submitted data provides a richer Intelligence.
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Insights

Utilisation Score	essensys generated scores to understand how effectively your spaces are truly utilised.
Zone Mobility Score	essensys generated score to understand how users consume space within your buildings.
Utilisation Trends	Deep dive into your utilisation metrics at Portfolio, Site, Occupier and User level. Understand; - Average Utilisation over time. - How Utilisation changes through the working week. - How long Occupiers/Users are spending in your buildings. - Busiest times in your buildings and patterns through the year. - Quietest times in your buildings and patterns through the year.
Zone Mobility Trends	Deep dive into your Zone Mobility Scores at portfolio, site, Occupier and User level. - Track how movement between zones changes by time/day. - Identify most frequently used Zones in your building. - How long are people congregating in specific zones of your building.
Utilisation in Real Time	Real-time utilisation overview to give centre staff an understanding of the people in their building. Live user counts categorised by user type (Resident, Member, Roamer, Visitor, Staff). Updated every 60 seconds.
Utilisation Comparisons	Compare sites across previously described values for Utilisation and Zone mobility. Includes league tables for best and worst performing Sites, Occupiers and Users.
Utilisation Data & Export	The Table view of your Utilisation data will help understand the numbers which render the Utilisation Charts. The table view can be located by navigating to the Intelligence Engine, Utilisation tab and selecting "Table" in the toggle.

1.2 Network Manager

The Services provided by Network Manager can be categorised into 3 components; Infrastructure, Software and Marketplace Services, as each are described in paragraphs (a) to (c).

- a) Infrastructure
 - i. "Connectivity" or "Access Service" to each premise can be either a single or dual DIA circuit solution provisioned either solely by essensys, solely by Customer, or by both essensys and Customer. Each essensys provisioned circuit has symmetrical throughput of circuit capacity (typically 1Gbps) both Tx and Rx as minimum.
 - ii. essensys will provide on-premise Network Manager Appliance(s) "NMA" or "essensys equipment" which will connect up to 2 circuits as active / passive. Should the NMA detect the active circuit has failed, internet traffic will automatically failover to the passive DIA circuit for seamless failover. The NMA manages fair use traffic bandwidth shaping across networks, VLANs, down to host level. essensys does not provide any customer setup or configuration for the NMA.
 - iii. Automated 24/7 monitoring and alerting for all DIA circuits and approved hardware (including switches, access points and UPS).
- b) Network Manager software module allows the configuration, management, and provisioning of infrastructure designed to enhance commercial property experience and management.

Below is a high-level summary of features currently available for Network Manager:

Intelligence Engine – DX	Digital Experience (DX) monitoring provides insight into the end-to-end connectivity performance across the portfolio, at each site and how it impacts individual Occupiers and Users. For network connectivity, Intelligence provides deep insight into how your customer's are impacted by circuit latency, packet loss, and site down events. This allows a customer to track impacts to DX historically and track/compare how sites are performing with good resolution.
Occupier Management	Additionally to features in WiFi Experience & Intelligence Engine, provision Occupier's their infrastructure requirements, manage their network configuration, WiFi devices and telephony configuration (if applicable).
Service Provisioning	A service is any commercial element which the Customer wishes to sell to an Occupier/User. See (c) for list of common services.

Telephony Management	Manage Occupier telephony requirements via essensys Platform; Network Manager. See (c) for further information.
Pricebooks & Pricing	Services are presented as a pricebook, a list of available to purchase services per site for your Occupiers to purchase. A service may or may not have an associated price.
Switch Management	Visually manage their floor ports, placing individual ports in individual rooms. A User of the platform can manage which Consumer is configured to floor ports and configure floor port to switch mapping.
Floor Port Management	Visually manage their floor ports, placing individual ports in individual rooms. A Users of the platform can manage which Consumer is configured to floor ports and configure floor port to switch mapping.
Reports	A number of reports are available to deliver insight and manage troubleshooting of the WiFi and network at the site. Track user's via WiFi data and use bandwidth charts to understand which Occupiers/Users are consuming the bandwidth at the site.
Branding	Brand your essensys Platform account, Occupier generated documentation and customer communications.
Account Management	A Customer can manage their staff and colleagues using the Software to help manage their own WiFi, infrastructure requirements and access to the software.
Support	A Customer may raise a support case if an issue is encountered with the software or infrastructure which will be sent to the Customer Success Service defined below.

- c) Marketplace Services: available in conjunction with essensys Platform as currently available below with additional services becoming available from time to time as listed at <https://essensys.tech/marketplace/>:
- i. Voice service. In UK, Canada and United States only, Telecommunications services will include access to the essensysCloud "Unified Communications" service. The service provides standard call control features including call forwarding, anonymous call rejection, CLI presentation, voicemail, hold music, priority alert, do not disturb, simultaneous / sequential calls, speed dial. All features are available, not all are configured via essensys Platform.

- ii. Residential service. Residential service is terminated on a Polycom VVX Series handset. Polycom VVX handsets for desk use and Polycom conference phone for meeting rooms. VVX phones incorporate flexidesking, enabling users to log into any Polycom VVX handset that is licensed using unique authorization codes.
- iii. Virtual and main number services. Live virtual receptionist – Customers can have incoming calls routed through the reception who will answer and direct calls on behalf of the Customer using a custom Operator Console interface. Virtual services can then be transferred off-net to a number provided by the Customer.
- iv. Other Marketplace Services

essensys reserves the right to change the specification of, withdraw and introduce new Marketplace Services from time to time as per <https://essensys.tech/marketplace/>.

Service Name	Description
Dedicated Internet Bandwidth	Dedicated bandwidth is reserved and dedicated exclusively to that Customer. If the Customer 'max out' its connection then it will only affect that Customer. It can be instantly provided via Network Manager software and can be available in increments of 1Mbps.
Public IP Address	An IPv4 public IP address, is a globally routable unicast IP address, meaning that the address is not an address reserved for use in private networks, such as those reserved by RFC 1918, A Public IP is needed for each device that requires a separate public address.
Voice Licence	A voice licence which can be used to allocate a single DDI and voicemail
Conference Bridge	A Conference Bridge allows a number of people to participate in a telephone call from their own phone line. A conference bridge works like a virtual meeting room where participants are able to call in to a shared telephone number, enter the specific ID and PIN and be placed into a

	conference call where they can talk with all other participants.
Auto Attendant / IVR	An interactive voice response system, also known as an Auto Attendant, is a way of allowing callers to select where their calls get routed to just by pressing a number on their keypad. This helps to guide incoming calls through a menu containing voice prompts.
Operator Console (Evo)	A third party service that permits a receptionist to screen incoming calls to main numbers and forward them on to another number or VM.

1.3 Occupier Portal

essensys provides an Occupier facing Web Portal for Occupiers to self-service certain journeys/features. An Occupier portal can empower an Occupier and provide satisfaction and reduce the overhead for site staff.

Occupier portal features are dependent on which other essensys Platform modules have been purchased.

Below is a high-level summary of features currently available for the Occupier Portal:

Occupier User Management	Occupiers can add, edit and remove their own occupier users to ensure they are onboarded/offboarded as efficiently as possible. Additionally, Occupiers can self-serve on resetting their own or their colleagues WiFi password.
Bandwidth reporting	Allow Occupier's to monitor their own bandwidth consumption.
Telephony Management	Configure individual telephony requirements.

1.4 Bookings

A subset of elumo functionality (i.e. elumo - Booking) is available as a separate module which can be used as part of essensys Platform functionality, if required.

2. elumo

2.1 elumo software

elumo is a converged bookings and access platform designed for flexible, multi-tenant commercial real estate which leverages the power of mobile wallet technology.

Key features;

- **Dynamic access** – elumo aligns access to meeting room bookings to ensure no one can access a room unless they have booked that space.
- **Tap to Book, Pay, Access** – elumo's Tap-to-Book functionality allows a unique "at the door" experience where, if a room is available (as signalled by the elumo Reader's real-time availability), a user can tap, book, pay for, and access the room via a single tap, instantly.
- **Mobile wallet compatibility** (Apple / Google) – elumo utilises native Apple and Google wallet capability to provide seamless and intuitive experiences for Occupiers.
- **Real-time availability** – elumo sets itself apart with its real-time availability. Access is generated instantly with no wait time or sync delays.

Below is a high-level summary of features available for elumo;

elumo - Booking

Space Inventory	Configure your spaces and enrich with metadata to ensure a well-informed user journey for your Occupiers. Control which spaces are available to be booked, restricted bookings or ones which require an approval.
Booking Pricing	Build custom booking product with custom, per site pricing and assign products to spaces. Pricing can be set in Cash only or Credits only. Home & Away pricing can be set to offer different price point for roaming users vs local bookers and Volume Discounting is available to incentivise user to book more hours at a discounted hourly rate.
Booking Rules	Configure booking rules to ensure your spaces run smoothly. Set booking duration, min/max booking time, Increments, Start times and T&Cs.

Booking Management	elumo software includes convenient management view; Calendar or list view of bookings to understand what has been booked on each day. Make bookings on behalf of occupier and user, Edit/cancel bookings, override price, manage booking attendees and approve bookings.
Occupier management	Create, manage and remove Occupiers (companies) to group users and set access and pricing permissions at an individual Occupier level.
Booking emails	Fully branded booking communications for confirming, reminding and cancelling meetings.
Integration	With our Open API, elumo booking platform can be easily integrated with your preferred Tenant experience app or portal to utilise the sophisticated availability and dynamic control of your spaces.

elumo – Access

Tap-to-Access	Tap to access a meeting room. Our at the door hardware will only allow the booker and attendees of a meeting to be able to access the room for the duration of the booking.
Tap-to-Book	Allows a unique at the door experience where if a room is available a user can tap, access, book and pay for the room via a single tap.
Door Mapping	Map your doors to your meeting rooms to enable real time access generation.
Manage Doors	View door status, remote unlock and configure your doors with permanently locked/ unlocked, held alarm and forced alarm.
Access & Audit Logs	Understand who has opened the door and when. Understand who has changed door configuration.
Access Groups	Create and manage groups of users and doors to provide permanent access for site staff.
Credentials	Deliver digital access directly to Apple Wallet or Google wallet.

	elumo is also compatible with physical RFID cards. Software can generate access keys automatically or existing access credentials can be upload.
Integration/Open API	elumo 'access' is compatible with existing/preferred booking solutions and a convenient Open API is simple to integrate the two products to unlock elumo.
OfficeRnD Integration	elumo 'access' has a pre-built, dedicated integration built to link OfficeRnD accounts with elumo accounts.

2.2 elumo – Occupier Booking App

The elumo booking app provides best in class booking and checkout experience for tenants to self-serve managing and booking their meetings. Our app provides a real time integration with our booking product & availability API to deliver instant journeys.

Below is a high-level summary of features currently available for the Occupier Booking app:

Branded Mobile App	Native smartphone app for iOS and Android that may be configured to suit the brand of the Customer with updates automatically delivered to the Customer's Apple and Google store accounts. App can be accessed by Operator staff as well as all occupiers.
Booking Availability & Checkout	A simple booking experience to view available rooms, select a room based on your Consumer's requirements, view pricing and information about the space, add attendees and book/confirm meetings.
Booking Management	View, edit booking, edit attendees and cancel bookings all via the self-serve app.
Live Booking Notifications	Native push notifications are embedded in the app experience to alert a user to upcoming meetings, meetings that have started, meetings which are due to end and provide option to extend the meeting when time has run out.

3. Operate

3.1 Operate

Operate is a web-based sales, license agreement, billing and inventory management application that is developed, operated, and maintained by essensys, accessible at <https://operate.essensys.tech> as further described in the Operate documentation contained at <https://support.essensys.tech/operate/en>.