

Reservation Service

Now you can offer patrons a complete reservation system, including computers, study room bookings, 3D printer time, game console use and almost any other device or facility location with minimal installation time systemwide and virtually zero maintenance. Built on EnvisionWare's revolutionary CloudNine® platform, a multi-tenant cloud service, the new Reservation Service is web-based and available as a hosted service or for local installation.

The Service includes all of the features you know and trust with PC Reservation®, our industry-leading computer management software, combined with exciting new capabilities and a completely new product architecture.

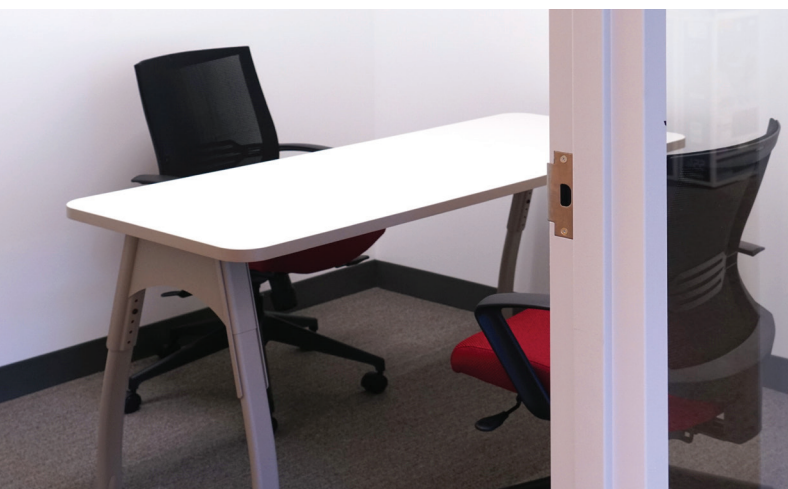
RESERVE VIRTUALLY ANYTHING. ANY TIME.

With the Reservation Service, you can manage virtually any by-the-minute or by-the-hour resource. The Reservation Service is designed to manage study room bookings, 3D printer time, game console and tablet use, as well as public computers. The administrator can create an unlimited number of unique resources and set unique use parameters for each device type.



- Offer Next Available Reservation, Advance Reservation, and queue-based booking options.
- Configure how study room reservations will start – auto start, staff start or start by a patron pressing a code on a browser screen outside or inside the room.
- Manage session time to the minute.
- Establish unique session lengths by resource type.
- Support printed receipts, email and text notification.
- Deliver a unified patron/guest login.
- Responsive design adapts easily to different devices.

The Reservation Service includes patron accessibility controls for font size, high contrast, screen height and dynamic language selection. Patron privacy is assured by use of an encrypted communication channel, destroying patron information nightly (administrator preference) and by storing data in the library's country.



COMPUTER RESERVATIONS WITHOUT THE GUESSWORK.

The Reservation Service leverages all the flexibility and features of our leading library computer reservation product, PC Reservation®, plus exciting new features and functionality. The Service is designed with input from our customers and incorporates leading-edge technology. The result is a revolutionary new product with features libraries want and their patrons need.

Patrons can login to make computer reservations in a variety of ways, using a public computer, a mobile device, or a reservation kiosk. Staff can offer patrons special long-length sessions, and users and staff can select a computer based on location. Additionally, when a patron enters their credentials, the system automatically determines whether a reservation already exists, or the user is making a new sign-up, removing any need for guesswork.

- Multiple options for booking, from Next Available, queued or scheduled reservations.
- Ability to meet diverse library policies.
- Multiple groups per branch with granular access and filtering policies.
- Robust menu options provide for font size changes, language selection, and other patron controls, as well as time remaining shown on screen.
- Alerts display to warn users when the session is about to end.
- Options to extend a session when others are not waiting.
- Works with Windows, Mac and Chromebook clients.



The Reservation Service is integrated with LPT:One™ for print management and our MobilePrint Service™ solution.



EASY INSTALLATION. VIRTUALLY ZERO MAINTENANCE.

The Reservation Service, built on *CloudNine*, is designed to completely remove the burden of updating from customers, from a single branch library to a complex consortium. Our revolutionary ZeroClient is an innovative, 'never update' approach. The ZeroClient will download all of the needed components when it starts and, as things change, downloads the new components automatically. The server is updated as needed by the Quality Assurance team. When EnvisionWare pushes out an update to the Service, every customer immediately has that update. This includes everything from small updates and patches to a major new release, ensuring that libraries are always running the latest update.

Customer service and support is also a breeze. With our *CloudNine* architecture, logs are written to the cloud service. EnvisionWare Support has immediate and comprehensive data about the behavior of every device in a customer's reservation system.

Set-up takes a few hours and is easy to implement. The service can be hosted in the cloud, on a cluster of Amazon Web Services hosts or installed on a library system's local server or servers. When purchased as a cloud service, there's no host application to install or update. Premise customers are installed and updated for the library by EnvisionWare.

- **Browser-Based Administration:** Administration occurs in a web console that operates in any browser.
- **Assign Roles and Users:** A library, consortium or library system can define permissions down to granular control at multiple levels and settings are replicated at every level.
- **Built on API's:** The Service is unique in that all its application programming interfaces (APIs) were written first and then used to develop the application. That means that the API could be used by anyone to exercise any of the functionality provided in *CloudNine*. Third parties could use the API to develop an interface to custom applications and devices.
- **Java-less:** Instead of using Java, *CloudNine* delivers clients created in each native operating system language so clients are lightweight and guaranteed compatible.
- **Client Customization:** Supports custom colors, client backgrounds, and library logos, as well as a range of screen layouts and customization settings.
- **Electronic Documentation:** Offers a new online 'manual' featuring a comprehensive series of searchable articles.

SIMPLIFIED LICENSING. ALL-INCLUSIVE SUBSCRIPTION.

Reservation Service licenses are based upon service population as an all-inclusive subscription service that includes the software and maintenance. This offers existing customers a simplified quoting and billing model and a lower up-front cost for new customers. Under this model, small libraries can offer the same technology as the largest consortia, at a fraction of the cost of a perpetual license. Existing customers under maintenance receive credit toward the migration to the *CloudNine* Reservation Service. Other than a nominal consultation fee, all other costs are built into the ongoing subscription.

*Specifications and screen designs are subject to change without notice. Features are delivered in a series of product releases. Local premise installations will require the addition of a server.