

Implementation Guide

Setting up for a successful implementation



Your guide to a successful XY Sense launch



Shivaun Ryan
Head of Customer Success
XY Sense

Congratulations on choosing XY Sense, we're delighted to have you on board!

Your XY Sensors offer you real time data to help you futureproof the way you plan, use and monitor your office space.

We've put together this handy guide to walk you through the process of getting your XY Sensors up and running and what to expect throughout your journey with us.

We understand every office is unique and each project may have different requirements. To aid us in getting you set up efficiently, we've also created a simple template for you to fill out, that will provide us with the information we need for a smooth rollout.

[Please download the template here](#)

The implementation timeline

01. Pre Installation

- 01 Project Stakeholders identified
- 02 Accurate Floorplans with scale provided
- 03 Confirm Site Address and details
- 04 Space Types Provided
- 05 Groups Provided
- 06 Space names and Capacities Provided
- 07 Setup Business Hours (optional)
- 08 Setup SSO (optional)
- 09 Setup API access (optional)

02. Site Live

- Customer can login
- API will be available
- Users added to the platform to login
- Analytics will start to gather

03. Ongoing

- Customer Support
- Training
- Updates to floorplans
- Updates to spaces; type, group, name, capacity
- Regular Business Reviews

01. Stakeholders

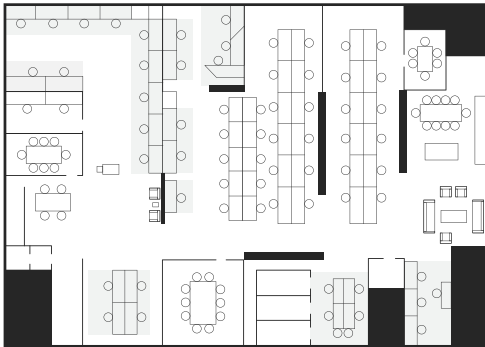
Please list the main stakeholders from your organization who will be involved in the project rollout and what they are responsible for during the implementation. You can list the stakeholders in the [template here](#).

02. Accurate & Up-to-date Floorplans

Accurate analytics relies on up-to-date, accurate floorplans and space details. Analytics is generated based on geofenced mapping of spaces on the floorplan. Any discrepancies between the real floor plan and the mapped floor will cause inaccurate data, so it is paramount that the mapped spaces reflect the real layout.

It's good to be mindful in the future that if you change your floorplan to let us know so we can also update it in the XY Sense app. You can simply send any new plans to support@xysense.com and we can get this updated.

Please let us know what date the change has been effective from, as we can backdate as required.



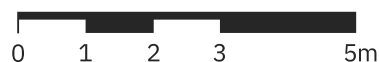
2.1. Floorplans in png, jpeg or pdf

The XY Sense platform supports image formats for plans (png, jpeg), but you can provide PDF files and we can convert these. We prefer to have floorplans without markups, as these plans will be displayed in live views through the XY Portal. The resolution should be less than 10,000 x 10,000 pixels.

2.2. Scale

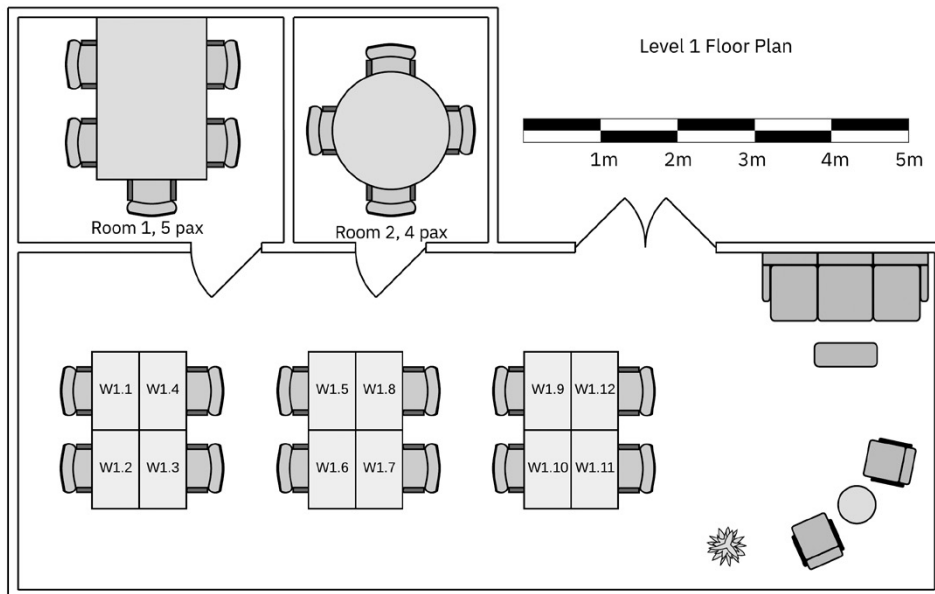
We need you to provide us with a floorplan with an accurate scale as this is very important for the accuracy of the readings of the sensor. Please ensure that the floorplans have a scale similar to the below which is a measurement scale, not a ratio scale.

[See the guide here](#)



Sample scale required on the floorplan

2.3. Example of a good floorplan file



*Sample floorplan with clear desk marking,
no additional markups and with the required scale*

03. Confirm your site address

We use Google Maps to reference each site location, so having an accurate address for your sites is important. The local timezone is also established by the site address location.

3.1. Building Names and Floor Naming Conventions

In our Analytics our filtering references your building names and floors. If you have a specific naming convention that you want applied, please let us know in the [template here](#)

A common convention is for example, 'L02'.

04. Space Types

We start the mappings with Space Types. This is the minimum classification of a space. Our analytics separates single occupancy spaces (workpoint) and then collaboration spaces (project space, breakout space and meeting room).

Our default space type names are workpoint, project space, breakout space and meeting room. If you require unique space names please list them in the tab Space Type in [template here](#)

In the XY Sense platform we can configure space types, space names, space capacities and the dates when these are activated from.

4.1. Workpoints

We categorize a single workstation or desk as a workpoint. These are single occupant spaces which are usually labeled with a number, however, we can individually name these if you want to identify a workpoint in the analytics e.g. W1.1.

4.2. Collaboration Spaces

Collaboration Spaces are any spaces that have occupancy greater than one. Our standard collaboration space types are Project Space, Breakout Space and Meeting Room. If you have custom space types you can enter these in the [template](#). For collaboration spaces, we need a space name and capacity.

What to do Where

Only users with Manage Spaces permissions can edit space details.

Level 2
105-115 Dover St, Cremorne
As at Today

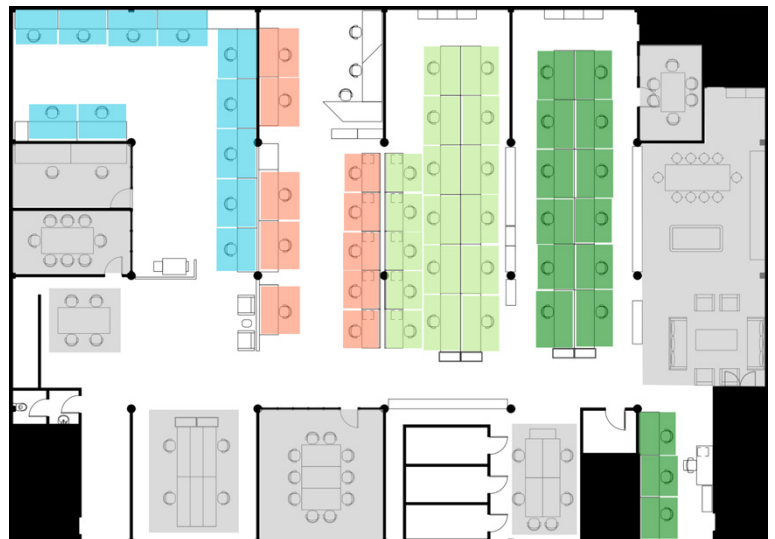
Color by

Space Types

Workpoint	53
Breakout Space	1
Meeting Room	5
Project Space	3

Groups

HR	11
IT	10
Marketing	17
Sales	15
No Group	9



This floorplan shows the mappings of workpoints and collaboration spaces. The workpoints are a single occupancy and the collaboration spaces are mapped as a zone. The colors indicate the groups that are also assigned. These are configurable through the XY Sense Portal with Manage Spaces Permissions.

05. Space Groups

Each Space can be assigned to a group - groups can be neighborhoods, departments or any other grouping. A group can be assigned to multiple spaces and space types.

5.1. Group Ratios

Some organizations don't have a 1:1 ratio of staff to desks, you can let us know what ratios you use are. These can then be used in our simulation dashboards.

06. Floor and Space Capacities

For every collaboration space we will need to know the space capacity. If you are implementing Entry Sensors we will need the capacities of the floors and/or areas that the entry sensors are covering. Please provide capacities in the [*template here*](#)



07. Business Hours

We usually gather analytics during business hours, this is default Monday - Friday, 7am - 7pm for the timezone of the building. If you need to alter these hours please provide these hours in the [*template here*](#)

08. Single Sign On

We have the ability to authenticate users using Single Sign On so users don't need to login using username and passwords. We currently support Okta and Azure. Link your SSO administrators this guide to get started or put us in touch with your SSO administrators.

[Go to guide](#)

09. API Access

XS Sense provides a GraphQL API and Webhooks, which may be used independently or together in order to integrate your Space, Floor Sightings, and Occupancy data into third party platforms. If you are looking to integrate XY Sense with any other technologies - we would suggest sharing this below guide with the technology partner. In most cases technology partners ingest XY Sense data via the Occupancy API to receive headcount and occupancy status every 2s.

[Go to guide](#)

10. Users

Please list all users who need to be added to the XY Sense system for Access. Please note with your subscription there is no limit to the amount of users to be registered.

We have many different permission levels which can be granted. By default we usually choose at least one admin user, this account can add more users as required.

[Go to guide](#)

FAQs



What happens when the site goes Live?

We will work with the installation partner to get all the sensors up and running and gathering data. Once we have all the sensors online, we need to activate them to start gathering data. We usually activate the analytics to start collecting data the day after the site installation has been completed. This gives us our first day with a complete full day's worth of data.

How do I log on?

You will have received an invitation email from XY Sense with user credentials, the temporary password is valid for 7 days so please ensure that you login and reset this password.

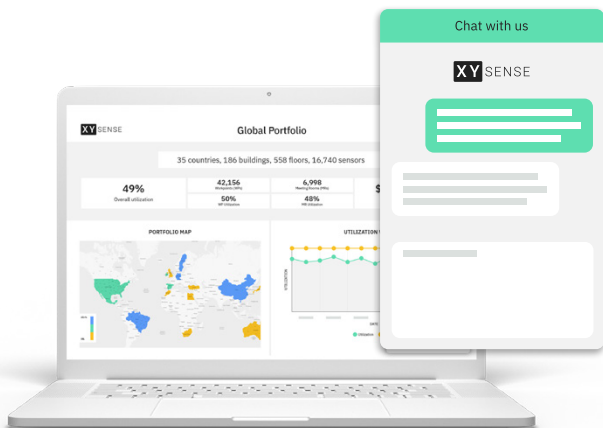
You can log in at any time by visiting <https://app.xysense.io/>

When can I look at the analytics?

We suggest that you let the sensors gather data for at least a week. After this first week we will book in your first training session and go through best practices of gathering insights from your data. It is more meaningful to review the dashboards and data for your own building(s).

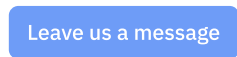
How do I get support

You can access our support via the help button on the bottom of the XY Sense Portal, this will allow you to search our online knowledge base by typing in keywords relating to your question. We recommend using this tool if you're looking for guidance on how to do something. You can also contact our support team by using this help button or by emailing support@xysense.com or visit www.xysense.com/support to access our full online knowledge base.



Help Button that is displayed in the XY Sense App

Once you type in a keyword(s), if you don't seem to be able to locate what you're looking for, please click on "Leave us a message" and fill out the required fields. Your request will come to the support team and they will be able to assist.



Leave us a message button that is displayed in the pop up in the XY Sense App

If you have questions or require further support email support@xysense.com or contact your nominated XY Sense representative who can assist.

www.xysense.com