NEXUDUS · SPACES
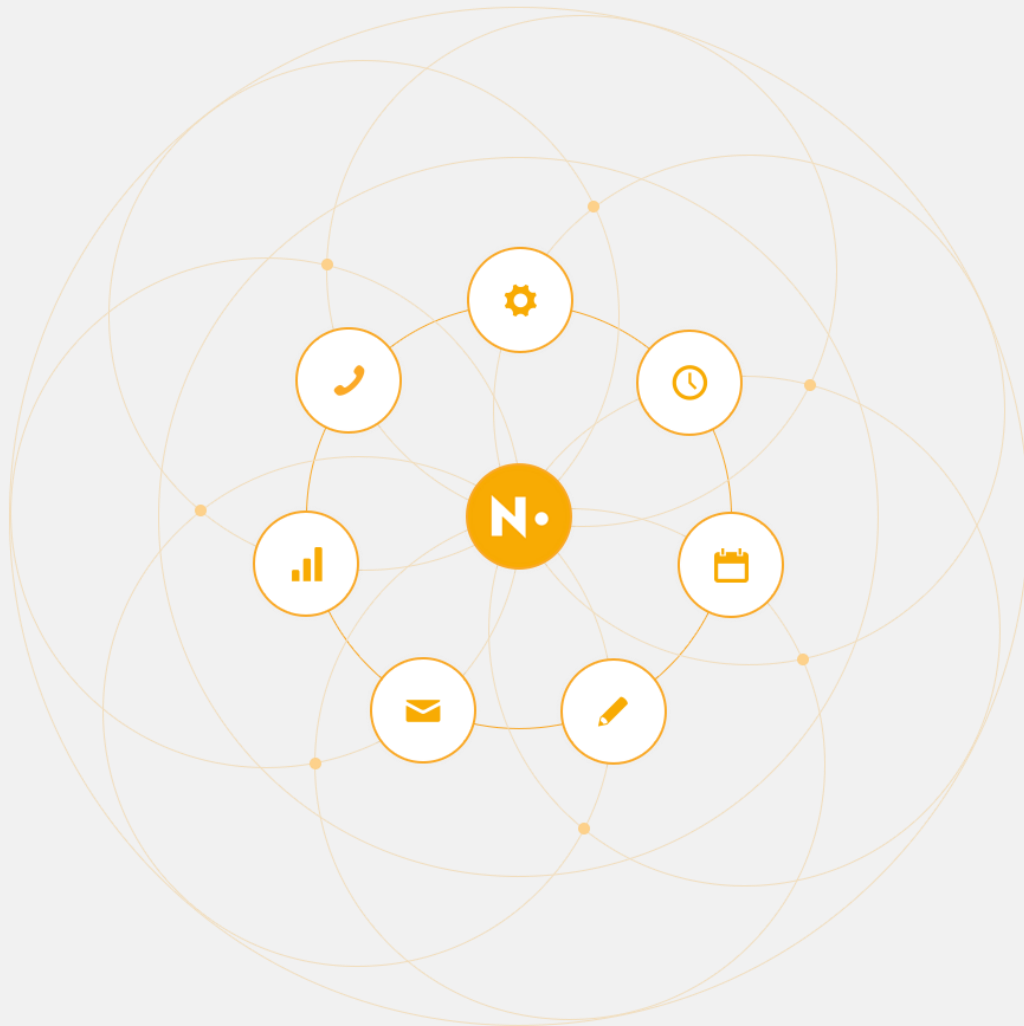
"The white label tool
*to **manage** your **coworking** or*
*shared workspace"*

- ## *What's Nexudus Spaces?*

[Nexudus Spaces](#) is the **white-label platform** built to help you **manage and promote coworking or shared workspaces**, make your client network grow and build a professional community.

Using a simple **Administration Panel**, Nexudus Spaces **automates** many of the tasks found in these types of workspaces, saving time to you and your community. Nexudus Spaces combines a range of tools for provide smart solutions for **billing**, **accounting**, **lead** tracking, member **on-boarding**, **community** management, **event ticketing** and much more in a single platform.
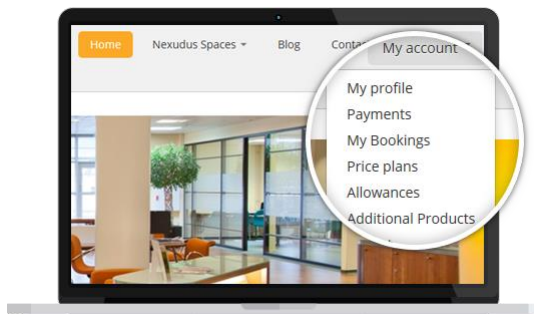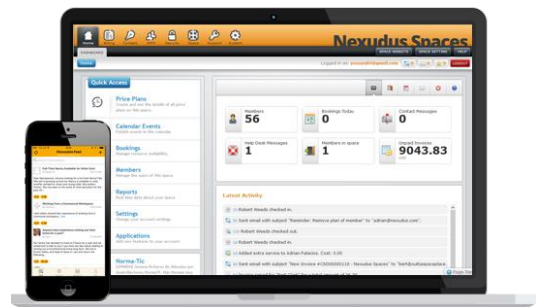
Each account comes with a white-label website: **The Space and Members site.** It allows your community to make **bookings** for any of your rooms or event spaces, **purchase tickets** or RSVP to your events, pay or **download invoices** and publish their professional profile on a **members and company directory**. By using the **help desk** feature, members are able to report problems in the space and track progress while they are resolved. This site also includes a **blog** engine, a **calendar** for events, a **contact form** page and a **newsletter** module.

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Many of these features are also available on **native mobile app** which opens a direct communication channel from you to your members and between members themselves. From the app, members can request any of your services, such a booking for one of your rooms, browse and search for specific skills in your community as well as direct message specific member or join one of the forum-like community boards.
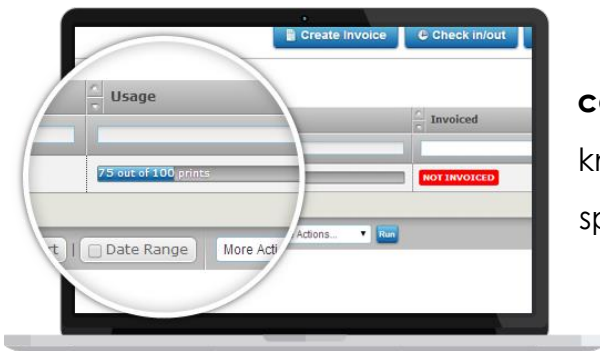
Nexudus Spaces can work with your **access control** system and IT network infrastructure to know when members are in and out of the space and also track printer and phone usage.

A flexible **API** system allows you to pull and push data in your account and extend the system to work with many other providers.

Billing, payment collection and reconciliation is **fully automated**, even for variable charges such as events, meeting room usage or printing Thanks to a connection with 80+ payment providers worldwide, if you run multiple locations, even if you have presence in different countries and using different providers or merchant accounts, Nexudus only needs to ask for payment details once to your members. In the UK, Europe and the US, Nexudus also support ACH and Direct Debit schemes, optimizing your costs per transaction when collecting rent or membership fees.

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- *Which are the features of Nexudus Spaces?*

- Operations:
  - Flexible price plan system with pro-rating and auto-renewal policies
  - Automatic invoicing, payment collection and reconciliation.
  - Member on-boarding and profile management, including custom signup and profile detail forms.
  - Calendar and online booking system with a flexible room rates system. Full two-way Google Integration.
  - iPad/Android room reservation tablets.
  - Wireless and RFID card check-in. Physical access control integration.
  - Printer management.
  - Event ticketing and RSVP.
  - Multi-site support, including multiple currencies, languages and merchant accounts per location.

- Communication with your members
  - iOS and Android native app with messaging, bookings and directory features.
  - Email monitoring
  - Automatic reminders based on system events (renewals, signups …) or fixed dates.
  - Tasks Lists.
  - Custom fields to store as much information as you need about each member
  - Newsletter and bulk messaging with MailChimp integration.
  - Helpdesk

- CRM/MRM
  - Enter and track progress through leads and opportunities.
  - Custom fields
  - Implement workflows and pipelines with key milestones to complete by your team.
  - Canned/Template Response messages.

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- Space Marketing and Content Generation
  - White-label / open-source space website and members area.
  - Native white-labelled mobile app
  - Blog with categories and post scheduling
  - Events Calendar / RSVP & Ticket sales module
  - Members and Company Directory. Fully searchable.
  - Members Account
    - Account and billing details management
    - Online payments and bills history
    - Plan concessions and usage history
    - Professional profile with any custom fields.
- Connectivity
  - Fully documented API
  - Full Zapier support
  - Out of the box connection to access control providers, RFID card systems, printer management solutions
  - Xero integration
- Security
  - Fully PCI compliant.
  - Based on Amazon Web Services / worldwide infrastructure.
  - EU/US data segregated.

New features are released about every 2 weeks and you can see the latest set of changes here:

http://docs.nexudus.com:8090/display/NSKE/Latest+Features+and+Changes

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- *Does it scale? Can it run multiple locations and networks?*

Nexudus Spaces runs today in over 1200 locations, in over 40 different countries and in over 20 different languages. The AWS infrastructure we run on allows us to quickly scale up in those geographical areas we need to and keep adding more computing resources when and where needed.

Networks with multiple locations are easily implemented using a hierarchical location structure ensures that shared content, products and services available at multiple locations doesn't need to be published several times. Likewise, you can implement shared customer databases to ensure individuals and companies are tracked singularly across all your sites, minimizing data duplication.

Reporting also uses this hierarchy to ensure you can run reports based on a single location or by area or network.

- *How does it compare to other options?*

The best way to describe how we compare to other workspace management software is to use the words of those who have used the platform for years.

The two biggest benefits to Nexudus are:

1) They have been around a long time and this has given them years of knowledge and information. They have added so many unique features and capabilities that can only be learned (IMO) from years of listening and responding to customers' needs.

There are newer, sexier platforms out there, but I worry that they will lack the years of experience and testing that Nexudus brings to the table.

2) They are always willing to listen to and implement new feature requests, or let me know if the system already does what I'm looking for and how to utilize it. This is hugely important for us as we continue to grow and expand. I feel

confident that as the market continues to change, and we continue to pivot and change with it, Nexudus is going to be able to support us.

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Moreover, one of the unique key features of Nexudus Spaces is its truly white-label features. Many other providers claim to be white-label, but this is restricted to changing colors and uploading logos.

Nexudus Spaces gives you full unrestricted access to edit, change and upload new HTML, CSS and JS files, giving you full control of every single aspect of the sites your members and customers will interact with.

- ### *How much does Nexudus Spaces cost?*

Nexudus Spaces pricing is based on the number of active members of your space. An active member is considered that in a price plan or those contacts who have been invoiced or made a booking in the last 30 days.

You can find the up-to-date pricing at http://nexudus.com. You don't need to choose a subscription level up-front. Based on the number of members in your space every month, you will be billed for the cheapest subscription supporting that number of members.

- ### *How does it look like?*

The members facing part of Nexudus Spaces, is built on top a completely white-label framework. This means that, even when we provide a fully functional site, you will be able to customize every element of it and make it really your own.

Many existing customers have customized their own portal already. Here you can see some basic examples of 3 of the available modules: member directory, community boards and the booking calendar. If you'd like to see additional examples or how a particular feature looks like, let us know at info@nexudus.com.

Members Directory: lists all members who have decided to publish their profile online. Each member profile page can display any information from their profile, including any custom fields you ask during the on-boarding process.
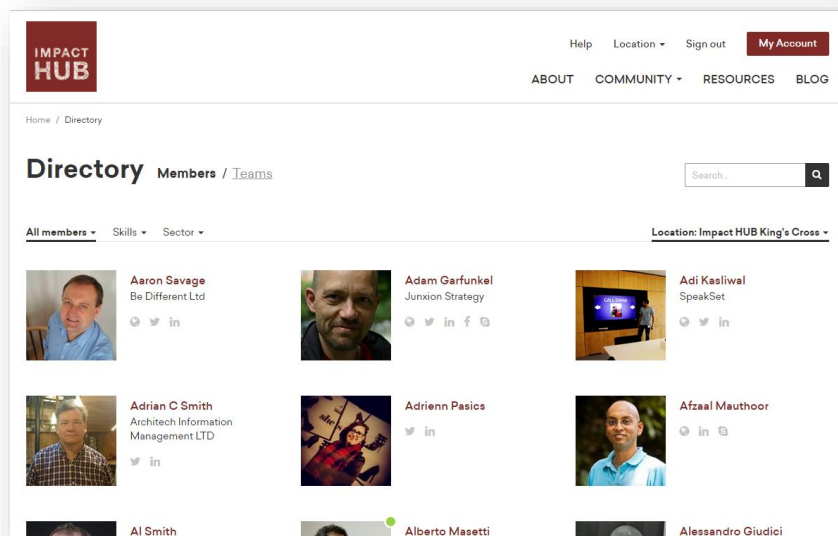
The directory can be searched by any content in the member's profile, including skills, company name, email address or any of the custom fields you have created.

In addition to the summary each member can publish, you can also display information and links to their social network, pull their Twitter timeline and show members with related skills.

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Community Board: keeps your community of members up-to-date with what's going on in your space. Smart daily digests ensure people is notified only about relevant topics and a like, follow and mute systems keeps people subscribed to the boards by making sure they can choose which conversations to join and follow.
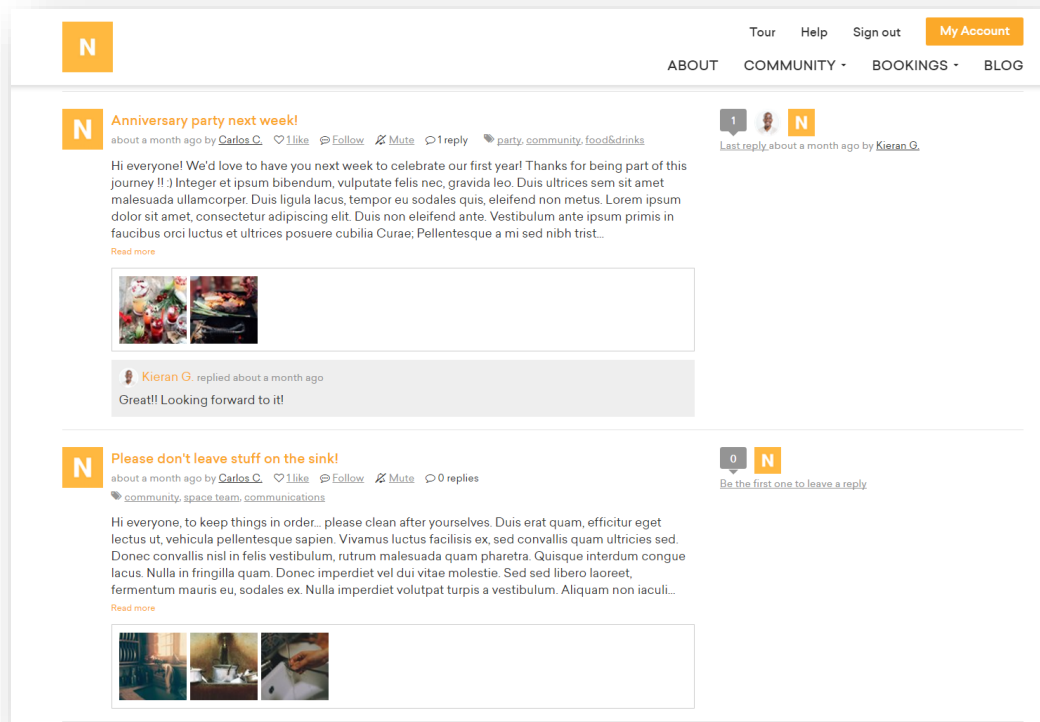
Booking Calendar: shows the real-time availably of each of your rooms as well as allows members to make and manage their own bookings.

![Nexudus Spaces logo]

The booking request form, not only allows members to request a room, but also select which additional products or services they would like to use during their meeting, such as a projector or catering.

Make a booking

Resource

Gallery ▾

Date:

Tuesday, 14 March 2017   📅

Start Time   End Time (60 minutes)

4:30 PM   🕐   5:30 PM   🕐

Select the items you will require during this booking

0 ▾	Events - Catering - Large Canape Selection - £16.67
0 ▾	Events - Catering - Small Canape Selection - £11.67
0 ▾	Events - Sweet Tartles - Small - £3.33
0 ▾	Events - Sweet Tartles - Large - £4.17
0 ▾	Events - Bar Snacks - Small - £75.00

Sign-up Forms: accept new member sign-ups directly online by publishing and customizing a sign-up form. New members can provide all their details, select a membership, **additional products** and even **pay online**.

N

Personal details

| ① Personal details | ② Subscription plan | ③ Additional products | ④ Payment Details |

Your Personal Details

Full name *

> Required

Email *

> Required

| **Phone** | **Mobile** | **Gender** |
| Optional | Optional | - |

Your photo

Choose file No file chosen

File smaller than 10MB and at least 400px by 400px.

Your Contact Details

Address

> Your personal address

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Your Payment Details

1 — Personal details
2 — Subscription plan
3 — Additional products
4 — **Payment Details**
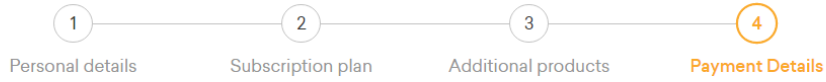
Please choose how you would like to pay for your membership.

Pay by Credit/Debit Card

First name
Adrian

Last name
Palacios

Card Number / Security Code
Card Number   CVC

Expires

Billing Address
Not Available

City
Not Available

State
Not Available

Zip / Postcode
Not Available

Country
United States

Submit payment details

But, quite literally, Nexudus can be made to look however you want. Here are some example of our recent work:

- https://accelerateplaces.com
- http://www.jonparkinson.co.uk/ Digital/I-designed-a-co-workin g-space-s-booking-platform
- http://www.gatherrva.com
- http://theworkingcapitol.space s.nexudus.com/en
- http://www.dojobali.org/
- http://events.ec.co/
- http://www.fibercove.com/
- http://woolfworks.sg/
- http://www.soho.dk/en

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These are the different price brackets we offered at the time of producing this document:

For up to 150 members = > 185 USD
For up to 160 members = > 190 USD
For up to 170 members = > 200 USD
For up to 180 members = > 210 USD
For up to 190 members = > 220 USD
For up to 200 members = > 230 USD
For up to 210 members = > 240 USD
For up to 220 members = > 250 USD
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For up to 360 members = > 385 USD
For up to 370 members = > 395 USD
For up to 380 members = > 400 USD
For up to 390 members = > 405 USD
For up to 395 members = > 410 USD
For up to 450 members = > 450 USD
For up to 500 members = > 500 USD
For up to 1000 members = > 650 USD
For up to 2000 members = > 870 USD

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- *Need an additional service?*

Below you can find some of the most common additional services we can offer. Depending on your location it may be also possible to commission some of these services to a local partner.

Task description	Price
Set up account with space details (price plans, rooms, services...)	**Free**
Data import/export from another systems (bookings, members…)	**Free**
Basic **space and members website** customization – logo, colors, removing / relocating sections, basic functional changes	**Free**
Full Space and members website customization	**$450/day***
Graphic design services	**$350/day***
Custom Apps development	**$600/day***
On-site training or **on-site** technical support**	**$1750/day***
Training via Skype/Hangouts/Phone **(2 first sessions Free)**	**$175/hour***
IT infrastructure setup – Wi-Fi / Routing / Network**	**$1750/day**

* all prices are show without tax.

** travel/accommodation expenses not included.

- *What technical support do Nexudus Spaces offer?*

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We'd like to call it **real technical support**. We don't use different support lines or tiers, if you speak to one of us, you will be speaking to someone who knows the system inside out, ready to give the best advice for your particular case.

We will listen and learn how your space works and offer our best advice to make the most of your account, always.

Our clients can contact us or report issues through the following channels:

- o   Directly from the **Admin panel** at
  https://spaces.nexudus.com/#&tab-nexudus-support
- o   Via e-mail at support@nexudus.com
- o   Arranging a call over Skype or Hangouts.

Please find additional information about Nexudus Spaces SLA at here.

Kind regards,

Adrian Palacios & Carlos Almansa
(co-founders of Nexudus)