Door James –
Software Documentation

CGI
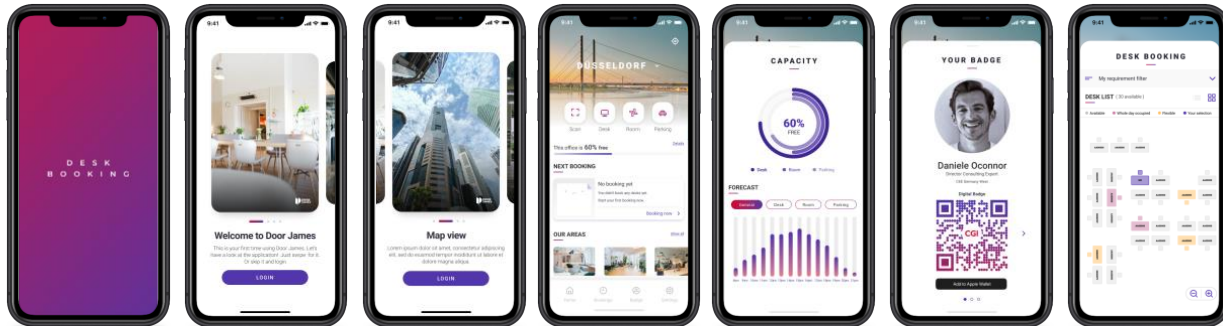
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Table of Content

Preamble

The purpose of this Documentation according to Section 1 of the General Terms and Conditions of Business of CGI Deutschland B.V. & Co. KG ("CGI") E. Software as a Service - SaaS – Subscription General Terms and Conditions (SaaS GTC) is to provide Customers with an overview of the Door James software functionality and requirements and applicable published technical and/or operational manuals based on the status quo. CGI reserves the right to make changes to its hosting and technical infrastructure, software functionality and requirements at any time. As Door James is continuously further developed within an agile development team working in two-week sprints, this Documentation might change from time to time.

Hence, this Documentation will never reach its final stage and will always be a dynamic document, which will face extensions and changes. CGI will provide the respective applicable updated version of the Documentation by informing Customers electronically or solely publishing new versions of the Documentation under:

Door James Website

The Customer is obliged to regularly – at least once a quarter - check the above weblink for updated versions of the Documentation to ensure Customer's use of the Door James SaaS Services is at all times in accordance with these SaaS GTC and Documentation.

For the avoidance of any doubt, only the most up to date version of this Documentation published under the website above is the applicable and binding version for the provision and usage of Door James. Any previous versions of the software Documentation shall be outdated, not binding and replaced by newer versions.

1   Product definition and specification

Door James is a holistic office management tool, which provides benefits for employees as well as for corporates. In a nutshell, Door James is a modern and integrated resource and workplace management solution, which supports companies with the planning of real estate capabilities, employee, and visitor management, establishing and maintaining a work-life balance for their employees throughout establishing a hybrid work model, and the compliance with local regulations regarding the maximum capacity of the office.

The capabilities of Door James go far beyond an office management tool by establishing a foundation for companies to introduce sustainable corporate benefits to their employees by offering improved work-life balance with the inclusion of a hybrid work model into the corporate culture. In the future, employees will be able to decide for themselves where they want to work from, so that Door James not only performs as an analytical planning tool, but also connects the offices of a company as well as sharing corporate assets.

2   Functions and interfaces

Door James' capabilities enable companies to bring their employees back to the office in an uncomplicated and user-friendly way that meets maximum local capacity guidelines in light of the latest Covid-19 regulations. The Software as a service is divided into 3 separate applications:

2.1 Door James Applications

- The **Door James Member App** operates as a Progressive Web App with the purpose of enabling employees to plan their workspace properly. They can book desks, meeting rooms, parking lots and other bookable assets for their office days. In addition, the application provides an overview on real-time office occupancy, thus employees can decide for themselves whether they want to work from home or in the office. The technical requirement to reach the Progressive Web App (Member App) on a smartphone is either using it on an android device or an iOS-based device with the latest version 11.3 or above. Besides that, the user can open the Member Application also using any modern browser on a desktop device such as Safari, Google Chrome, Firefox, Opera or Edge. The only restrictions are identified for Internet Explorer with versions 9/10/11.

- The **Door James Companion Native App** is an addition to the Progressive Web App, which we provide to our users an iOS and Android application. The native companion app provides the same features as the Progressive Web App with some additional benefits. First of all the user is able to activate Geofencing and allow the device to track the location in order to identify whether the user is near to the office. This is the foundation for our automatic check-in and check-out functionality. With this it is guaranteed that no user misses the check-in or check-out and the accuracy of the data is improved for organizations. The second benefit is the enablement of push-notifications. Those can be part of the check-in or check-out process, but can also be utilized for the following use-cases:
  a) Reminders about upcoming booking
  b) Information on automatic check-ins
  c) Reminders to make a booking when you enter the office
  d) If you are still checked into a booking and leave the office, you will be reminded to check out.

- The browser-based **Admin Panel** is used for administrative and monitoring purposes by office managers, receptionists, Backoffice or audit resources. The quantity of user permissions can be decided by the responsible company. The basic functionalities of the Admin Panel consist of: adding new offices which includes the creation of floorplans and bookable assets, managing these offices and assets, having a view on the office occupancy, managing visitors as well as booking desks on behalf of employees. The technical requirements to open the Admin Panel besides a valid internet connection is a modern, functional browser such as Safari, Google Chrome, Firefox, Opera or Edge and an integrated login account e.g. Microsoft Graph Login.

- The **Door James Kiosk** is developed as a native iOS Pad app for the pursuance of providing a digital and contactless check-in terminal for visitors. There are two workflows for the visitor management. First, external visitors have to be invited in advance by corporate internal employees using either the Member App or Admin Panel. Secondly, visitors can proceed with an ad-hoc check-in procedure using the Door James kiosk. The Door James Kiosk is normally placed in front of the reception. In addition, our visitor app is able to print a visitor badge directly after the check-in process. Door James recommends the use of a *Brother* printer, model QL-820NWB.

In general, a valid internet connection is needed in order to use these three Door James applications and the guaranteed SLA for the availability of Door James core functionality, such as website availability, as a Service running on Google Cloud Platform is 99,5%. For login methods, we currently provide Customers with the opportunity of using corporate Microsoft or Google accounts utilizing for instance the Microsoft Graph Login as login mechanism to re-use already implemented corporate logins. As an alternative, we can also provide One Time Password (OTP) login for our clients.

2.2   Getting started: Integration with the Active Directory

One of the first milestones for the Door James software rollout at companies is the connection to the Active Directory. As a login mechanism, we integrate "what is already there" to not only ensure we integrate the dynamic user base of our customers, but also to provide the best user experience to end users as they can simply use their day-to-day used corporate account for Door James.

In view of the previously introduced Microsoft Graph Login, a high-level abstraction of how Door James is integrated with Microsoft Azure is depict in Figure 1 as well as described briefly below:

Door James has two application registration IDs, one for the Door James App and one for the Admin Panel. It is important, that all users are synced in the Azure AD, which includes also all groups, in order to enable Door James whitelisting capabilities for the asset booking component. The flow for the Door James App and Admin Panel is equal to the Door James Admin Panel. Hence, the flow is briefly described in the following for the Door James App (simplification):

The end user is accessing the Door James PWA via desktop or mobile and requests a login. The Door James PWA initiates a standard Open ID Connect login flow, which the device of the end user is answering. The Door James PWA is communicating via HTTPS with the Door James Backend. The Door James Backend is connected to the Microsoft Graph API, via the access and refresh token acquired during the login, Door James retrieves user information, such as name, E-mail and photo from the AD.
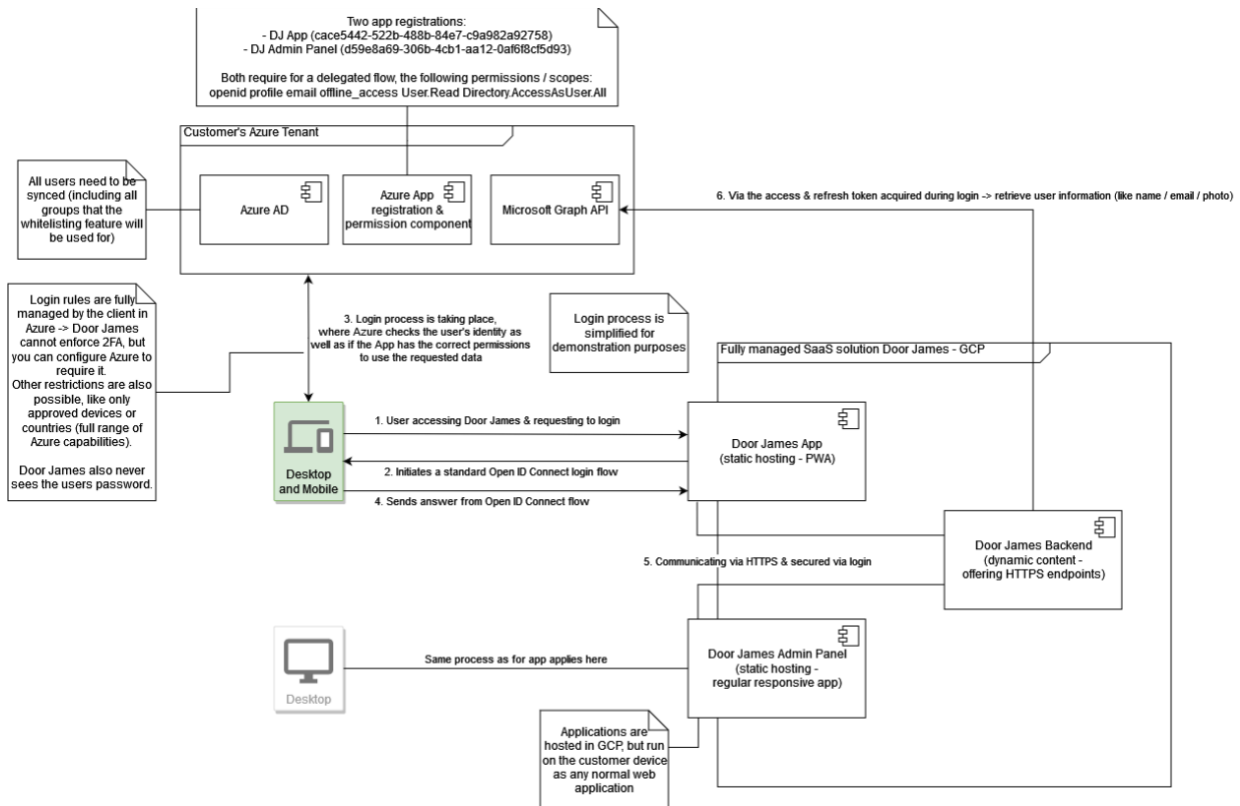

Figure 1 High level abstraction of Door James integration with Microsoft Azure

2.3   Description of features

Door James is able to connect the most important tasks in the office and visitor management. Through intertwining the three applications, the Admin Panel, the Member App and the Visitor Management, Door James offers several

features that cover new pandemic compliance regulations, easily bookable office spaces, and improvement of building safety and efficiency.

Door James is set up as a subscription model, in which a Customer can decide which components should be activated for their organization as well as which features should be activated on a location level. In addition, in case recently added features have been released, companies can decide whether they should be released for their locations or not. The SaaS comes with a modular approach, which means admins can decide which features they want per office. Hence, this enables an adjustment of each office based on the dedicated needs, governmental regulations, and local data privacy law.

2.3.1   Admin Panel

The Admin Panel offers many services that are divided into different authority levels that can be chosen for those who have access to the Admin Panel. The main menu is divided into *Overview, Asset Booking, Visitor management, event management, evacuation management* and the *Manage* menu*.

The Overview provides a generic data overview of the selected office. This overview includes KPIs such as the current capacity of the office as well as the utilization in light of bookings and check-in's.

Asset Booking provides the Administrator with a list or interactive map view of employees who have conducted a booking or are checked-in. In addition, the users of the Admin Panel can monitor and manage the facility management problems reported from Member App users within the sub-menu *Reported Problems*. In the sub-menu *Covid-19*, Admin Panel users are able to trace contacts, e.g. in case of a positive reported Covid-19 case, and contact potential contact persons anonymously to take the necessary precautions. Additionally, Admin Panel users can conduct a manual validation of the 2G, 2G+ or 3G status (a proof of a Covid-19 vaccine, recovery and/or test before entering corporate facilities) of employees as an alternative manual solution for the completion of the digital process.

The *Visitor* menu provides a list of visitors as well as the time of the visit. These visits can be edited, checked-in and checked- out. Additionally, further invitations can be created in the Admin Panel.

The Events menu provides a list of all upcoming events, the location and the date as well as the number of attendees. The events can be managed, the location and the date can be changed and the events can also get completely removed. During the event, this serves as the operational interface to manage the event.

The Evacuation Management menu contains a crisis list, which shows all of the reported emergencies, and a emergency settings, which has a guide of what to do in case of an emergency and the possibility to answer the question whether someone is in danger or not.

In the Component Management menu, you can view information on our feature portfolio. In addition, you can manage your own feature portfolio with the activation or deactivation of the features we are offering within Door James.

In the Manage menu in Door James, an admin user can set up the bookable assets for the end user base (Member App users) such as desks, rooms, and parking spaces. Furthermore, the user is able to modify these based on new requirements e.g. recent regulations. These assets can be blocked according to Covid-19regulations, made bookable in the office only or only for dedicated employees or certain member groups using the Door James whitelisting capabilities. In addition, admin users can create and allocate asset features (e.g. keyboards, screens) and allocate them to the respective desks, rooms and other assets. Furthermore, users can also maintain the area management by creating and modifying floors, areas, and sub-areas. For these (sub-)areas, the whitelisting function can also be used to make certain areas only bookable for dedicated members or user groups.

Additionally, the office is set up with the office's name, address, and a banner photo that is shown to the members in the Member App. The Member App can be shut on and off via the Admin Panel, and the checked-in questions shown in the app can be created.

The check-in questions can be Covid-19 related to ensure that the members are compliant with the current pandemic regulations and that the office provides the necessary safety for their employees.

Lastly, in the Admin Panel the Privacy Policy and GDPR settings can be modified on the location level, this was developed with the purpose of providing companies the ability to adjust the data privacy settings for each office separately in order to comply to dedicated country and region guidelines and regulations. In addition, a privacy information notice can be uploaded by the Customer.

2.3.2   Member App

The Member App enables the organization's employees to book any bookable assets in the office space, either once or for several days and weeks (recurring bookings). Additionally, in case an organization has several locations, Door James offers the users the opportunity to switch the office location depending on where they want to book an asset. The app offers a map view and a list view for employees to choose the place in the office where they want to sit. Additionally, users can use a QR code that is added to the assets to check-in and out of their booked asset at the office.

Furthermore, the Door James App offers the users the opportunity to invite visitors to the office. The users have to enter the necessary information such as name and email address and can also add a personal message for the visitor. The visitor will then receive an email with the meeting time and location and the information is passed to the Admin Panel as well for the receptionist to have all necessary information. In addition, it is optional to also add a meeting room booking to the visitor invitation.

In addition, users can report tickets which automatically creates tickets for the respective audience. On the one hand, users can create desk/room problem tickets which are facility management related and are reported to the Admin Panel. On the other hand, users can report technical problems which are then redirected to the helpdesk of Door James. The user can see the updates of the reported facility management tickets, the user can comment on the status of the ticket. Consequently, the users always stay up to date on their reports.

Moreover, companies can manage a 3G, 2G+, 2G validation process status (a proof of a Covid-19 vaccine, recovery and/or test before entering corporate facilities) for their employees using the Door James Member App, thus validating if they are vaccinated against Covid-19, recovered from positive Covid-19 case or test results. In light of this, companies can restrict the check-in for employees into booked assets without validating their Covid-19 status.

Furthermore, using the find your colleague feature in Door James, end users are able to find their co-workers in order to book the neighbor seat. Hence, enabling collaboration within office days of the new normal. It is possible to book on behalf of your colleagues by the "book this asset for a colleague" feature.

With Personal statistics users are able to win badges for achievements for different type of categories such as booking quantity or booking diversity.

2.3.3   Door James Kiosk

The Door James Kiosk is connected to the Admin Panel and the Member App which facilitates Visitor Management. It can be installed anywhere in the office, preferably in the reception area, in form of a tablet. The visitor checks in using a QR code sent to them beforehand, which notifies the host to meet them e.g. at the reception. While the visitor waits, a visitor badge can be automatically printed from an optional printer with the

date of visit and the guest's details. As a prerequisite for using the Door James Kiosk iOS iPad application, a tablet with iOS 12.4+ is required.

2.4   Integration with Outlook

Door James has the capabilities to integrate with existing calendar and resource systems, such as outlook. A high-level abstraction of the integration with outlook is depict in Figure 2 below. The integration is recommended in case such a tool is already in use for e.g., meeting rooms in order to avoid double bookings in the organization. Furthermore, the synchronization provides the advantage that also the data of Outlook bookings are captured and can be analyzed consolidated with the Door James bookings.

In view of the previously conducted integration to Azure to establish the login mechanism, the app registration needs to be updated with certain read and write permissions for calendars. For the purpose of clarification, it is important that the Door James mailbox is hosted in the cloud as only there all necessary Graph API features work immaculately. This mailbox has the right to see the free/busy status of all meeting rooms. For the interaction with this mailbox, the app authenticates itself to Azure. Finally, the Door James backend needs to be connected to the Microsoft Graph API.

Eventually, it is possible for Door James to block rooms in Outlook via bookings as well as respect bookings done via Outlook.
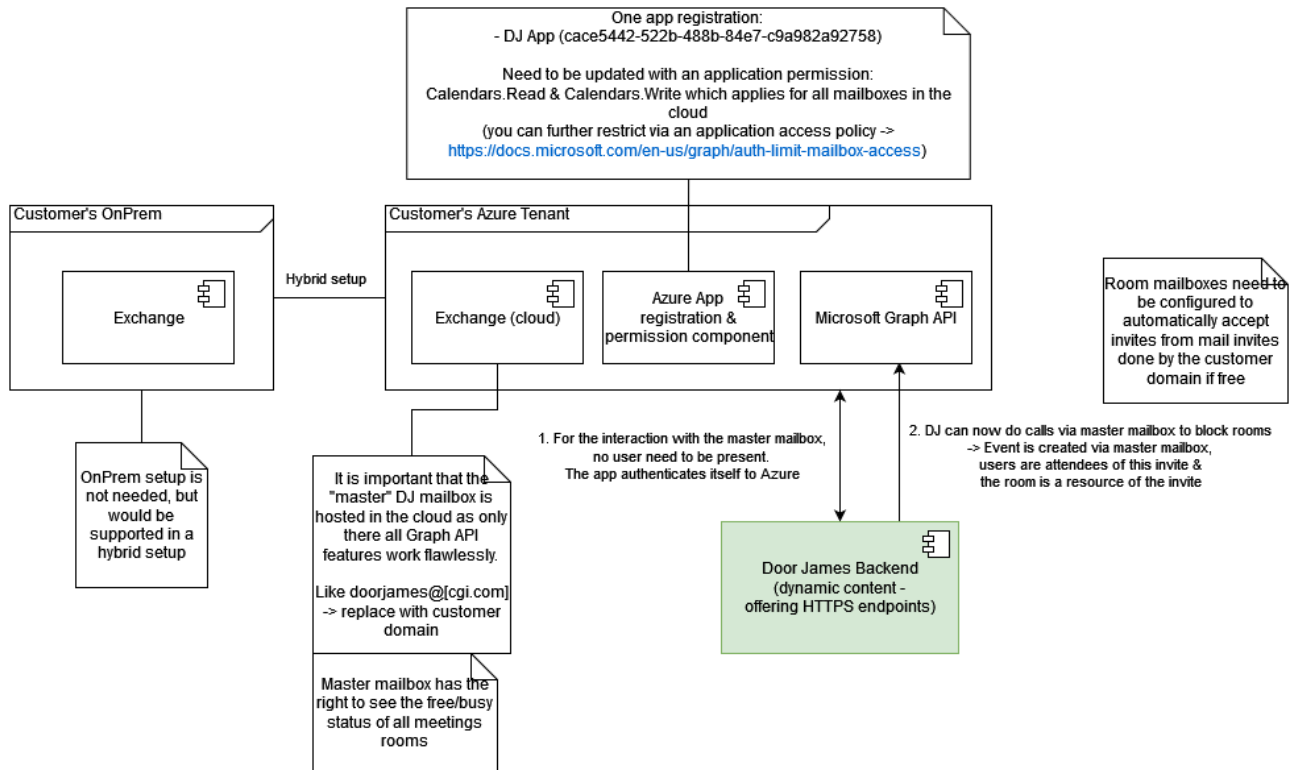

Figure 2 High level abstraction of outlook integration with Door James

3   Design

3.1   Design by Customer Centricity

The creation and maintenance of our product vision and target picture of our software is handled by our product management team incl. our internal Digital Customer Experience team, which is responsible to ensure together with our Customers that the target picture is state of the art and in line with the Customer's goals and requirements.

Once the target picture is aligned, it is transferred into our roadmap considering technical and organizational dependencies to derive meaningful milestones.

3.2   Product Presentation

We are happy to give you a live demo of Door James at any time. We also have extensive information material which we can send you per request including our Door James Magazine and Feature Videos.

4   Manufacturing

Our software is developed with the following technology stack:

Component	Technology Stack
Back End	Node.Js, MongoDB (Mongoose) und Express
Front End Member App	React, Redux
Front End Door James Kiosk	React Native
Front End Admin Panel	Angular
Native App Android	React native
Native App iOS	React native

5   Safety and Intended Use

5.1   Door James Sub processors

Our application is hosted on a Google server in Frankfurt am Main (Europe-West3) and makes additionally use of Twilio Inc. and MongoDB as sub-processors. In light of this, by commissioning these processors, a partial processing of personal data outside the EU cannot be excluded. The possible transfer of data always takes place on the basis of the order processing contracts submitted by the processors and in force pursuant to Art. 28 DSGVO as well as the corresponding appropriate guarantees pursuant to Art. 44 et seq. DSGVO (e.g. the EU standard data protection clauses pursuant to Art. 46 DSGVO or binding corporate guidelines Art. 47 DSGVO).

The specific applicable order processing contracts, guarantees and additional measures taken by the processors, if any, with the aim of achieving a level of protection corresponding to the GDPR can be found at:

https://www.twilio.com/legal/data-protection-addendum

https://www.mongodb.com/cloud/trust/compliance/gdpr

https://cloud.google.com/privacy/gdpr

In addition, the GDPR settings of Door James were developed with the purpose of providing companies the capabilities to adjust the GDPR settings for each office separately in order to comply to dedicated country guidelines and regulations. The privacy policy must be created and published by the Customer and is their sole responsibility. The Door James team may also support Customers in providing information for the Privacy Information Notice. To avoid any misunderstanding, the Customer shall be responsible and accountable for the Privacy Information Notice which is published in Door James.

5.2   Data Retention and Data Anonymization

Concerning data disposal Door James provides the Customer the opportunity to decide when the user data should be anonymized and when the obsolete data should be completely deleted. These settings can be configured in the Admin Panel in the GDPR sub-menu within the Manage menu. Moreover, these data retention settings can be modified for each component separately, e.g., for asset booking data, visitor data and report a problem data.

5.3   Service and Repair of Technical Product and its Safe Disposal

CGI provides the Door James Software as a Service to Customers within a subscription model. Thus, CGI is dedicated to continuously improve the software and develop further features in Door James which either get added to the existing subscription model at no further costs or will be part of the *Door James*+ license model. Door James main component is the Asset Booking functionality. Additional services such as visitor management can be easily added or removed. Moreover, future features like event management can easily requested to be activated by reaching out to your Door James support.

5.4   Door James Integrated Support

5.4.1   Support Overview

Door James provides all Customers ticket support in two languages: English and French. The support is available 24/7. For this purpose, there are two main feedback channels implemented for end users:

- The first feedback channel is via the Member App, where users are able to report bugs, issues or request support by clicking on "report a problem". With this feature, end users can easily create a ticket to our helpdesk while using the application.
- The second feedback channel is via the Admin Panel, where the admins can access the Door James Helpdesk to search for answers by investigating the knowledge base or to report issues by opening new tickets.

In addition, all Door James end users can access our helpdesk by visiting https://help.doorjames.com, where they are able to open tickets as well as investigating the knowledge base.

The tickets submitted by end users will be answered directly by our 24/7 agents. The first investigation and analysis shows, whether the issue is to be considered a Severity 4 operational issue, which will be covered within the scope of our agents to work against a resolution on best effort bases. For all other queries, e.g., bug reports our agents are trying to gather additional required information from the user and forward the incident to our development team. Furthermore, the development team will investigate the issue and incorporated the resolution in the recurring sprint planning meetings.

5.4.2   High Level Support Scope Description

Door James Incidents are events affecting the availability or usage of the Door James SaaS services in the production Door James environment. Solely for internal quality assurance and development purposes, Door James is classifying incidents according to the following Severity Levels.

SEVERITY 1

The usage of the Door James is severely impacted for a variety of users, directly resulting out of unavailability of Door James or Door James key features (e.g. elemental procedures not available, software not available).

SEVERITY 2

All technical incidents that are not covered by Severity 1 or 3 (e.g. sub-optimal user experience) caused by a bug in the software or non-vital functions of the application (e.g. data analytics) are not available.

SEVERITY 3

All operational incidents

The below figure 3 outlines the target response time and resolution time of incidents according to their severity level for internal quality management:

Severity	Response Time	Resolution Time	Service Time
1	4 business hours	16 business hours	Business Hours CET/CEST
2	8 business hours	To be incorporated in the recurring sprint planning meetings	Business Hours CET/CEST
3	8 business hours	7 workdays	24 / 7

Figure 3 Severity level and associated internal target service times

For the avoidance of doubt, this classification and objectives serve solely as a foundation for our internal Door James quality assurance and development purposes and shall neither be considered as a binding commitment/obligation in any way nor as a service level agreement. Not complying with these classification and objectives will not constitute Performance deficiencies according to Section 4 SaaS GTC. Sections 4, 7 and 10 of the SaaS GTC remain fully unchanged hereby.

Binding service level objectives will require the the conclusion of a separate written agreement subject to additional fees to be paid by Customer.

6   Quality Assurance

The continuous development of Door James follows an agile approach within two-week sprints and structured testing and release schedules. Owning this fact, our new features are properly tested prior to including them into a release.

Our process is in line with key aspects of Scrum as well as the Agile Unified Process (AUP). Core elements of our working and quality culture are:

- The strict prioritization of the product backlog along the project goals and/or product vision

- Our clear focus of the development team on these priorities

- Close monitoring of our progress

By following these principles, we are able to continuously and quickly adapt to changing plans, circumstances, and Customer priorities.

7 Appendixes

During the rollout procedure of our Door James software in your organization, the Door James team provides you with profound guidelines and manuals which supports your employees in operating Door James applications.

7.1 A1: Door James Admin Panel Guide

7.2 A2: Door James App Guide

7.3 A3: Door James Visitor Management Guide

7.4 A4: Door James Rollout guide