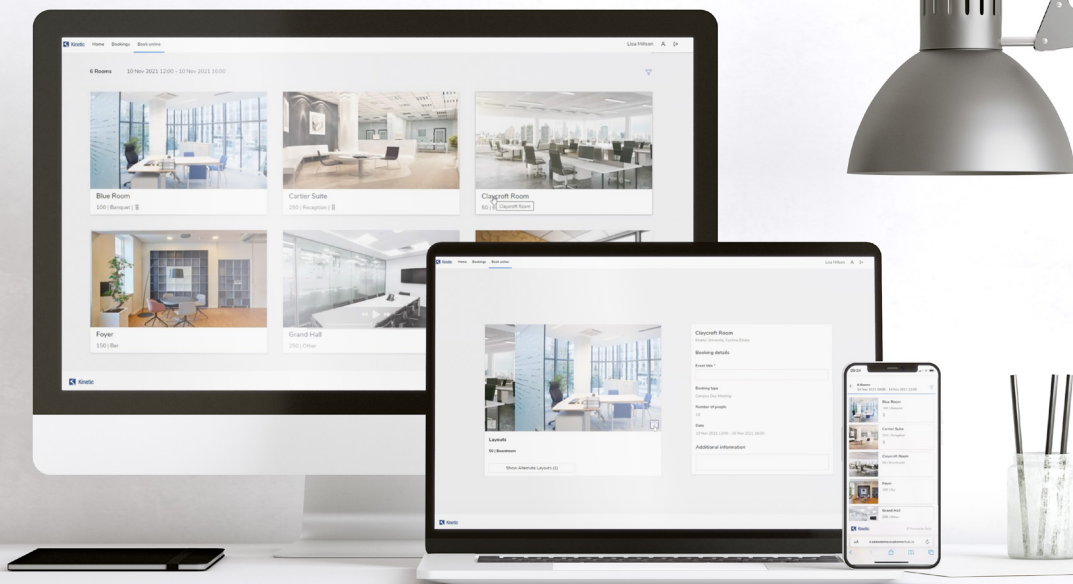# Kinetic

Customer **Hub**

Connect spaces and people with ease

Meet Customer Hub: the cloud-based portal empowering self-serve space booking for your internal and external customers, so your team can focus on what matters most.

Student accommodation, wellbeing and event management software

Putting your users and customers in control

Customer Hub has been designed to make room reservations and bookings easier for your customers, and management of those bookings easier for you.

It's a cloud-based portal where your internal and external customers alike can make room bookings or enquiries any time, anywhere, through a simple-to-use interface.

Within your estate, every meeting room, suite, lecture theatre, exhibition hall and more can be uploaded for searching and booking within Customer Hub. With clear oversight of all booking statuses, and the ability to control who can book which spaces and when, administration of space booking has never been easier. And your customers will be able to find an available space that meets their needs quickly, and secure it for the time they need it.

24/7 Booking

Allow your customers to make bookings and enquiries anywhere, any time, on any type of device.

Associated Services

Easy attachment of extra services to room bookings, such as audio-visual equipment and catering.

Smart Upselling

Track customer focus on proposal pages and discover your best upselling opportunities to individual customers.

Branding

Apply your organisation's logo and corporate branding to Customer Hub for a professional look and feel.

Customisability

Segment your user types into customer groups easily, without any need for professional IT assistance.

Ease of Use

The intuitive user-friendly platform is simple for everyone to use, with no tuition required.

Accessibility

Customer Hub meets WCAG 2.1 AA standards for web accessibility.

Time-saver

Make bookings and confirmations quicker for customers, and give them clarity over their arrangements.

Admin-saver

Automate booking approval and enquiry responses, and drastically cut the admin burden of booking management.

Customer Satisfaction

Give internal and external users the seamless, self-serve experience they're looking for.

Sustainability

Digital contracts and documentation enable paperless operations, cutting your carbon footprint.

Resource Costs

Any device can be used to access the system, removing the cost of dedicated computers or phones for booking management.

Take booking management to the next level

The ethos behind Customer Hub drives an ecosystem that leaves no stone unturned and covers every facet of space booking and administration. While other products cover some functionality, none are as comprehensive and inter-connected.

These four groups illustrate the full functionality of Customer Hub that we're rolling out. Collectively, they'll give you the benefit of increased automation and integration into your bookings and related management.

These features are being rolled out in four groups:

1 **Booking and admin**

This feature group eases the stress of booking administration. Users will be able to make bookings online with little or no admin from commercial sales teams, as well as making minor changes, requesting major changes, and being able to see price quotes.

- Self-serve enquiries
- Self-serve bookings
- Change requests
- Quotes
- Basic edits

2 **Finance and formalities**

With this group, we fulfil one of the biggest innovations our customers have demanded: the ability to move the issuing, signing and filing of contracts fully online. With associated functions like invoicing, deposits, payments and proposals also online, admin is made easier, while users can quickly get detailed booking information and make payments as required to see price quotes.

- Online contracting
- Payments
- Online invoicing
- Online deposits
- Proposals

3 **Enhanced administration**

This group adds further ease of use to the booking process, allowing users to book catering needs or other equipment, and automatically upload further information like delegate and room lists. This information can then be used to enable contactless check-in.

- Document uploading
- Delegate and rooming list upload
- Catering booking
- Meeting room and equipment booking
- Contactless attendee check-in

4 **Feedback**

This final group incorporates the ability to create pre-event and post-event surveys, so that you can track successes and areas for improvement, and benchmark against competitors of your choice.
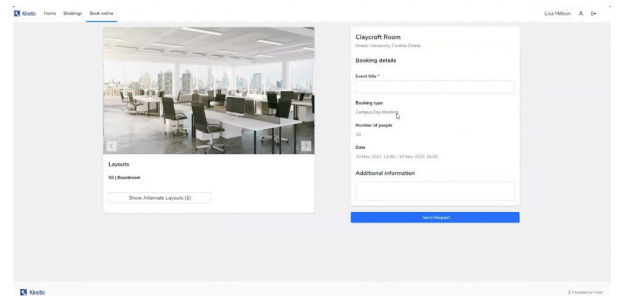
- Feedback
- Benchmarking

Kinetic Pulse: enabling easier operations in the cloud

Customer Hub is one of a number of products that run on Pulse: our new cloud platform underpinned by the power, security and dependability of Amazon Web Services.
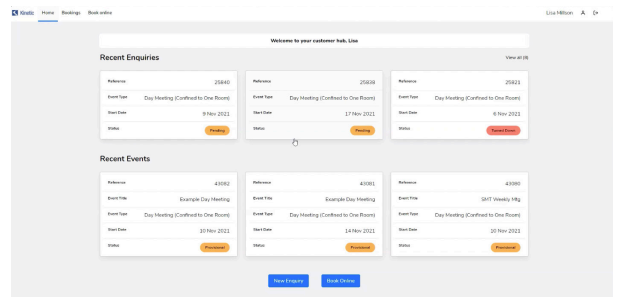
We are continuously improving our Conferencing solution on Pulse, which cloud-enables and evolves our existing on-premise KxConferencing product. Going a step further and adopting Customer Hub alongside Conferencing brings together customer-facing innovation and easy administration into a single, inter-connected ecosystem.

Pulse also connects with your existing Kx database, meaning that your existing system can run concurrently with your new cloud solutions, with data automatically synchronized between each.

Only with this combination of cloud technologies can you cut the red tape out of bookings and space management, and reduce your demand on admin staff and IT. What's more, it's the best way to ensure that the whole ecosystem is accessible to every user and every administration, wherever and whenever they're working, and whatever device they're using.

Book rooms via the online portal

Manage all of your bookings in one place

Talk to us

Your friendly Kinetic team is on hand to help you explore the move towards the cloud, and understand the scale of what's possible at your organisation. Get in touch with your account manager and they'll be happy to help.

Alternatively, you can get in touch with the customer success team via;

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