

Designing and Running an Automated, Welcoming Coworking Space

A Guide for Coworking and Flex Space Operators

As a coworking space operator, designing your workspace correctly is a vital part of starting out on the right foot.

You can give yourself a greater chance of success if you offer a broad range of space and membership types to attract people with different financial means and workspace needs. Maximize the available market that you can serve.

On the expense side, automating the operation of your workplace will make your business easier to run and require less staff, freeing your existing staff to concentrate on the components that will increase retention: building community, making a welcoming space and planning events.

Your management software should make all of this easy by enabling fast and flexible product creation, automatically tracking usage against different membership plans and quickly giving you the insights you need to make good decisions.

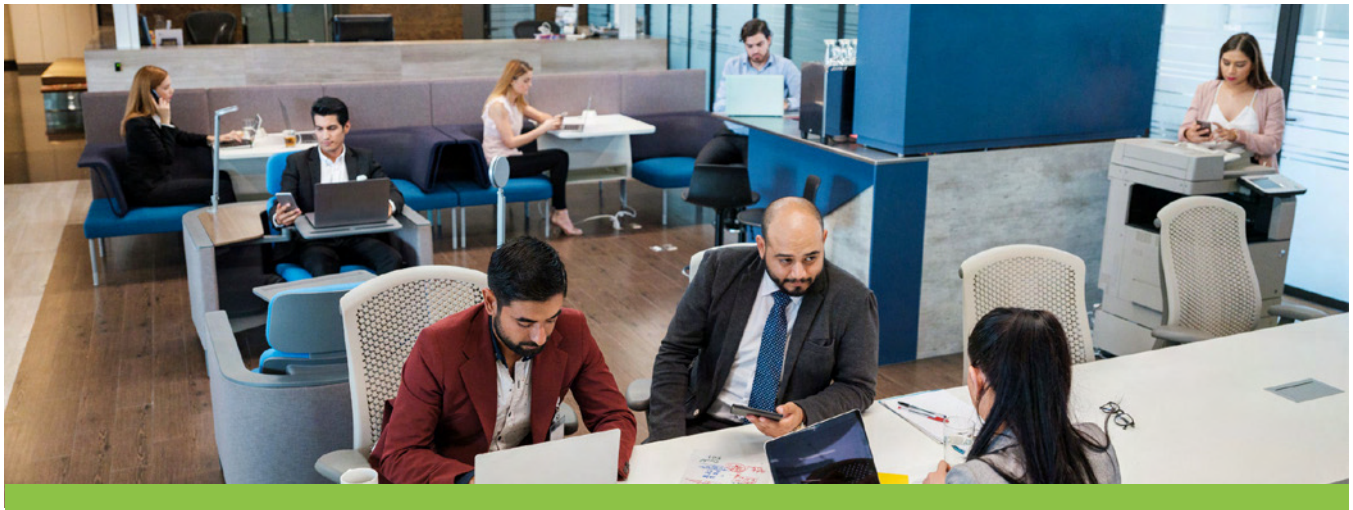
Our experienced team has been running coworking spaces since 2009, and we've learned a lot along the way. In this comprehensive guide, we will walk you through our best practices for designing and running an automated and welcoming coworking space. These tried-and-tested methods will help you build a more profitable and sustainable coworking space.

Here's what we'll cover:

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Questions? We're here to help!

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10 Tips for Designing Your Coworking Space

With over 15 years of experience launching and running Satellite Workplace locations, our team has proven strategies. Here are 10 of our best tips for getting the design of your shared workspace right.

1. Offer both wifi and wired connections

Some people need a hardwired connection. Others, especially in open coworking areas, are fine with wifi. Offer both options to appeal to a broad range of professionals.

Pro tip: You can charge more for offices and desks with hard-wired connections.

2. Plan for storage in the design of your space

Some of your members will need locking storage. Others will have everything they need on their laptop or portable device. Offer locking storage options for those who want to store items at the space.

3. Don't put all your eggs in one basket

As a workspace operator, you're renting space from a landlord, making a commitment for a large space over a long period of time, and chopping it up into smaller bits on very short-term commitments.

In order for that to work financially, it's very important that no one entity/member is responsible for too big a portion of your income. This way, if you lose one person or company, the impact on your business is manageable. You stabilize your income by not relying too heavily on one or two entities.

4. Create a courtyard feel

One of the important design elements of a coworking space is having a courtyard feel, with the open coworking area as your central hub. This creates a vibrancy in the space and prevents your private office members from being isolated. People are in a coworking space because they want vibrancy and connection, so avoid designing a space with long, dark hallways.

5. Create a welcoming and spacious-feeling space

People want to feel like they're in an open, welcoming workspace. One way to do this is to add human elements, such as plants and art, and a few comfy, cozy seating areas. Remember that you will have people working close to each other so be sure you've selected space with high ceilings — typically 10-15 feet — especially in your open coworking area. High ceilings create a sense of space and openness and make it much more comfortable to work with less square footage per person.

6. Get your workspace dimensions right

To create an efficient, sustainable coworking space, you need to design appropriate workspace dimensions. People will gravitate to the type of space and membership plan that give them the room they need for how they like to work. The more types of space you offer, the more types of professionals you can attract. Here are the basic modules and sizes used in Satellite Workplace locations:

Coworking station: 3-4' wide x 2' deep. The 2' dimension can be reduced down to 20-22" to leave more open space. (2' is a standard dimension, but if you're making furniture, you can reduce this.) The smallest coworking area we'd recommend is 20 inches x 36 inches if configured in a "library table" set-up, with power down the middle of the table, but 22-24" in depth of table feels better.

Dedicated desk: 2' x 5' with locking storage. Dedicated desks typically include a small locking filing cabinet attached to the desk.

Workstation: 6' x 6': Workstations have locking storage and a hardwired connection. They shouldn't be over 4' tall in order to maintain openness while giving some privacy. Workstations also include a file cabinet underneath the desk and sometimes one cabinet overhead, as well. They should also be able to have a VoIP phone connected, so be sure you have a wired connection for this. As a side note, it's unusual to have workstations of this nature in coworking spaces, but we find them desirable. They're a step between a dedicated desk and an office.

Offices: Although you will frequently see smaller offices in coworking spaces, we work with 8' x 10' for a 1-2 person office and 10' x 12' for a 3-4 person office. Team rooms, for larger groups, are important as well.

7. Know your furniture needs before shopping

Avoid shopping for workspace furniture before knowing what you're looking for. Know the dimensions of what you need for each type of workspace and the distribution of workstations in your coworking space. You don't want to buy furniture just because it looks good or you like it — you want to buy furniture that fulfills a specific need and purpose in your space — and is also comfortable and looks good!

8. Design for light in your coworking space

If you have an office with a window, you can charge a lot more for it. But, if you take all your windows for offices, you make your coworking area very unpleasant. Prioritize the distribution of light throughout your space to make every area appealing and bright.

9. Create a neighborhood feel with different areas

Try not to make just one big open space. You want people to feel like they're in neighborhoods. Create areas with library rules and others where people can be noisier; create designated break areas; create designated kitchen areas. These things all add variety and work options for members.

Pro tip: *Don't forget to create space for your printer area, phone cubes, Community Manager, reception and mailboxes.*

10. Provide plenty of electrical outlets

It's very important in a workspace that you provide access to electricity everywhere. Members won't stick around if they can't conveniently keep their computers and devices charged. Be sure you have outlets anywhere someone may be sitting. Library-style tables make this a lot easier. The power can be run down the table, and many people in open coworking areas prefer this kind of seating.



Workspace IT: an Overview

For new shared workspace operators, information technology (IT) can be challenging. If you have a dedicated IT person, great. If you don't, you'll need a crash course before you open your space.

Jay Smith and Ken Meshke, who manage IT and facilities for Satellite Workplaces and Deskworks, shared their best tips for getting top-quality IT in a shared space.

Bandwidth

Bandwidth — the type and speed of your internet service — is top priority for a shared workspace. Or, as Smith puts it, “The number one, two and three things are bandwidth, bandwidth, bandwidth. You're absolutely nothing without bandwidth.”

Bandwidth is determined by your internet service provider (ISP). A general rule is to have a minimum of 5 megabit per second (Mbps) of download per active user on site at any one time.

There are different types of circuits: copper, which is the Comcast, Time Warner-type service; then Ethernet Over Copper (EoC); then fiber, which is the best. You may be stuck with whatever's available in your area. If you're fortunate enough to have fiber available to you, your bandwidth will be noticeably better.

Get the fastest bandwidth you can get, and can afford, in your shared workspace. To run a space with more than 10 people, you need a minimum of 100 Mbps down, 20 Mbps up.

When you begin discussions with an ISP, get a static IP address and consider a block of several (usually five) IP addresses. The block of IP addresses costs very little and could prove very valuable when a security conscious client needs their own IP address, not the one you share with all your other members. At the very least insist on a static (as opposed to a dynamic) IP address. It makes it easier to work with VPNs, VoIP communications, and remote IT support.

The IT Basics

For IT in a shared workspace you'll have:

- a primary Internet Service Provider (ISP) circuit
- a modem, probably provided by your ISP
- a router for your IP addresses with a built-in firewall
- a managed network switch

- a controller based wifi system: wifi controller and wifi access points

You can scale up from there by adding more access points and switches for more ethernet points.

Get Gigabit Speed Products

Your components need to be spec'd for gigabit speeds for the internal networks, routers, switches and access points. All of the ethernet of the network needs to be gigabit. We're moving into what's called the hyperweb, which is even faster internet than what we already have. You're going to need equipment that can handle those speeds.

High-quality Router

With copper circuits, you'll get an all-in-one router from your ISP that has an access point, gives you all the IP addresses and has a firewall built in. The quality of these is often not high enough for shared workspaces so you'll need to buy your own router. (More on routers later!)

Use Trusted Hardware

We're fans of Ubiquiti and MikroTik products for our networking. We like MikroTik mainly for it's robust Linux based "RouterOS" that allows us to fully manage our networks on small form factory routers (rack mounted), all the way up to dedicated network servers. This allows us to manage all types of networks, large and small. We combine the MikroTik router with Ubiquiti switches and wireless access point controller systems. All of this lets us remotely manage our full IT infrastructure in each location.

Dedicated IT Person

You should have a dedicated person to handle IT in your space, even if it's an on-call service. Having someone who is always available makes a difference. There are so many little things that can require attention, so you want to have an expert who can respond immediately. This person or company can operate remotely, if you build remote access into the design of your system.

In addition to an expert, be sure you have someone at your center who is comfortable moving wires around, turning things on and off, etc., so they can be the hands for an IT person on the other end of a phone line. This can save an awful lot of money by avoiding house calls.

Pro tip: Add a lighted rack mount bank of on/off switches, so a Community Manager can easily turn a device on and off for troubleshooting with your remote IT service people.

Battery Backups

Make sure you have battery backups in case of a power failure. Most fiber connections don't need electricity to work, but if the power goes out for the network, no one can use the internet. If you have a battery backup and you have a fiber connection, you can run your entire network for as long as the batteries last.

Update Your IT Infrastructure

If your space has been around for awhile, you may need to update your IT infrastructure — in particular, your wifi integration. In the last few years, 80 MHz channels have become available. This will give you faster wifi connections.

The standard has been 40 MHz, so going to 80 MHz is like going from a five lane freeway to a 10 lane freeway and the data rates go anywhere from 300 to 600 or 1300 megabits per second. Those insanely fast rates are going to let data move much faster.

Access Point Locations

The ideal location for wireless access points has to do, in part, with the square footage and layout of a space. It also has to do with the construction of the walls and the building itself. Sheetrock is different from brick or glass in terms of transmission, and the R Factor for the insulation makes a difference. Glass is particularly difficult for wifi signals to pass through. If you have a lot of glass, you may need to add additional access points, but you can test for this in real life.

You can get antennas to direct the wifi signals. There are many different types out there for different applications and deployments. You may require a high or low dB antenna to conform to the wifi signals for your needs and space.

Know Your Surroundings

Depending on other radio frequency (RF) signals in your neighborhood, your signal may get drowned out. You can also send a signal too far. If the decibel level is too strong, you can blow the signal out of your space so anyone who is close doesn't see the signal very well because it was being pushed too far. In that case, get a smaller antenna to bring the signal back inside.

Tune Your Wifi Frequencies

Spend time learning which frequencies work for the area you're in, whether urban, suburban or rural. Some frequencies are better than others.

Set Up Bandwidth Shaping

Bandwidth shaping (also called traffic priority), regulates network data transfer. Doing so ensures that some users don't use more bandwidth than others, leaving little for the rest of the users on the network. For example, if people are streaming HD videos, it affects the flow of traffic in the network and VOIP phones may experience network jitter. This results in echoes and dropped calls. Bandwidth shaping is done within the router.

Use a Managed Switch

A switch splits one connection into multiple connections. With managed switches, you can give people their own network on the same shared internet connection, while keeping the different networks secure from one another.

Invest in Your IT

Don't skimp when it comes to IT in a shared workspace. Give your members the best you can offer. Your IT infrastructure is carrying your business. If you don't invest in it, you'll end up paying for it later.

Have IT questions?

Deskworks is here to help. Our experienced team has been running high-tech coworking spaces since 2009. Give us a call at 888.379.2865 or email us at contact@mydeskworks.com for a free 15-minute consultation.



Choosing a Printer for Your Coworking Space

What's the best printer for a coworking space? There are lots of choices, but the most important thing is to have a printer that is sturdy, intuitive and easy to operate. Be sure to purchase a commercial printer, not a home office model. And get real life demos! Some of the most common printers on the market are difficult to operate.

And yes, you do need a multifunction printer (MFP) that can scan, copy and print in black and white and color. It needs to handle letter size paper (8.5 x 11 in), as well as legal size paper (8.5 x 14 in) and ledger size paper (11 x 17 in) The latter two sizes will be a small proportion of your printing, so be sure you can handle those sizes on a built-in bypass tray.

The best commercial printer for your space will have two essential features:

1. The ability to give each person a printer code so you know what they've printed. Members of your coworking space will use their code when they make a copy or scan. This code is also embedded when members download drivers so they don't have to enter their printer code manually each time they print. The code will also let you pull a usage history report for billing purposes to determine how many prints, scans or copies a member has made and whether they're black and white or color.
2. The printer needs to be dead easy to use for anyone who walks up and needs copies or scans, whether a member, a daypasser or a drop-in. People are busy and on-the-move. They want to print, copy or scan and get on with it.

It's questionable whether you need to include fax provisions anymore. We've stopped providing faxing through our new MFPs. You can set up a virtual fax system through your VoIP phone provider.

Keep It Simple: Get a Workspace Printer that is Easy and Reliable

Most commercial printers have a customizable front panel. Simplify this as much as possible. You can get rid of all the extraneous stuff. Just display the basic functions: print, scan to email, copy, and maybe fax.

When there are too many buttons, it's easy to overlook the basic functions. You don't need "scan to workflow" or other confusing functions.

Printer Drivers and Updates

The biggest pain with a new printer in your coworking space is loading drivers. Deskworks helps

simplify loading drivers. Just put the driver links in the sidebar where members can grab them at any time. You can also put instructions in the sidebar under a “Member Resources” tab. This also allows you to easily update drivers for everyone in one place.

Printer Integrations for Coworking Spaces

To simplify printing for your team and members, you may want to use a cloud-based print server program, such as ezeep (www.ezeep.com) or PaperCut (www.papercut.com). With integrations to your management software, when you create a new member and have them automatically be given permissions in the print server — which means one less thing you have to do in onboarding. Members simply print directly or email their document to the print server. They can even print from home and have the document ready when they arrive.

Printer Billing Made Easy

With Deskworks, you simply map to the printer’s Usage Report and to your products and pricing in Deskworks, so the system knows how you want to charge for prints and copies.

For example, you can set the rate at \$0.10 for up to 100 copies, then \$0.08 for any additional pages. You can charge different amounts for scans or faxes, and you can choose to give a number of free copies, prints or scans based on a membership plan.

Pro tip: Some cloud-based print server programs only count prints from computers — not copies or scans made directly on the device. Deskworks lets you post both the report from the print server program (for prints) and the one directly from your MFP (for copies, scans and faxes), so you can capture all of the usage.

Choosing the Right Printer Model for Your Workspace

The least expensive commercial multifunction printer will work for most coworking applications — and be the simplest to use. At the commercial tier, all the printers will have what you need. Don’t pay for all the bells and whistles when you simply need a sturdy printer that can copy, scan to email, print and perhaps fax.

The cheapest printers will operate at about 25 pages per minute. That’s fine in a coworking space. Don’t spend the money on 50 or 100 page per minute printers. The printer should also have two drawers for paper and be wifi enabled.

Pro tip: Don’t try to use a home office printer. It will cost you a fortune in toner and it’s not built to withstand the use it will be put through in a coworking space.

Leasing a Printer for Your Coworking Space

When you buy a commercial printer, buy it on a five-year lease. Printer technology changes fast. You can get the lease down to about \$100 per month. Be sure to get a service plan as it’s expensive to have a technician come out as a one-off call.

Most printer maintenance companies will have you pay a flat amount for a number of black and white and color copies per month, then pay for any overages. Your rate for this should be around one cent for black and white and 6-8 cents for color.

When you lease a printer, you keep it for five years. There are two types of contracts: a dollar buyout, which costs more per month, or a fair market buyout, which will require some negotiation at the end of the lease period. Be sure you read the contract carefully and ask all your questions before you sign.

At the end of the lease period, get a new machine and give the old one back.



Router Basics for Coworking Spaces: Efficiency, Simplicity and Cost Effective Choices

Choosing the best router for a coworking space isn't as exciting as choosing furniture, art or a coffee machine. It is, however, high-priority. If you don't have a strong, stable internet connection, you won't have members.

Coworking Space Router Basics

A router communicates and routes traffic between the internet and the devices in your workspace that connect to the internet. In a coworking space, it's important that, regardless of how many people are using the internet at any given time, you have the bandwidth to manage your members' needs.

Your router should never be a bottleneck or your wifi (and members) will suffer. Your router needs to process all the data your coworking community needs processed.

Choosing a Router

Your IT manager, whether internal or external, will probably be selecting your router as part of their initial design, but it's helpful if you understand the basics and the unique requirements of coworking. You'll need to know how large your space is, the average and the maximum number of people in your workplace, and the speed and service level from the internet provider into the building. Your provider will tell you what speeds they have available.

If people edit video in your space, fast upload and download speeds are essential. If the majority of your members aren't streaming, working with video, or doing other high-bandwidth tasks, you can choose a scaled-back commercial plan. So it's important to know the needs and intended needs of your community.

Don't sink extra money into blazing fast internet if you're not going to use it, but be aware that slow internet will be a deal-breaker for people. No one has ever complained that the internet was too fast. Get the fastest speed you can afford.

Unique Challenges of a Coworking Space Router

Video editing and livestreams are the most demanding bandwidth activities. As livestreams, video calls and virtual events become increasingly common, this is – or will be – a challenge for you in your space. Choosing the right router depends on the size of your space, how many levels you have, and your wifi access points, which can overload and become bottlenecks themselves.

Recommended Routers for a Coworking Space

We use MikroTik routers in our spaces. They are less well known in the United States, but are well priced, high quality and don't have monthly fees or annual renewal costs. Be sure you check the annual costs for some of the more commonly used routers in the coworking industry. MikroTik has done a very good job of providing a broad mix of services within their routers, such as their implementation to RADIUS servers. Deskworks uses MikroTik and RADIUS (essentially, a cloud-based authentication system) to provide Automatic Check-In, which includes a host of automation features.

Quality of Service and Load Balancing

One of the most important factors with routers is the quality of service (QOS). This balances the load between all users and devices so everyone gets the bandwidth they need. You don't want any one person or device using all the available bandwidth. QOS and load balancing through your router helps keep your network running smoothly.

Failover ISP or not?

If you get fiber service, it will typically come with a five-nines guarantee: service uptime is guaranteed at 99.999% of the time. You can make a decision as to whether you feel the need to have a secondary backup based on this.



Coworking Access Systems: Ins & Outs for Space Operators

As a workspace operator, you may be working with minimal staff. Being able to access your space remotely and give members and guests access through mobile connected devices becomes high priority.

There are a number of reasons to have an automated access system for your coworking space. Here are three big ones:

1. Life happens. You'll get a call that someone accidentally locked their dog in their office and can't get back in. Or they've locked their keys inside a meeting room. When these things happen, having remote access to your space enables you to solve the problem with a click rather than having to go to the space to open the door. You'll save time and be able to provide a higher level of customer service.
2. Members change their plans. Today, Jane is an open coworking member; from tomorrow, she's taken Office 3. You're on vacation. With an automated system, you can change her access level and program her access fob (or phone, or card) to open Office 3 quickly, without being on site, right from your phone or computer.
3. You can easily remove access for non-paying members. If someone isn't paying their bill, you can remove their door or office access with an automated access system. Locksmiths are expensive—removing access remotely is not.

Questions to Ask Before You Buy

There are a number of considerations to think about before deciding which access system will work best for you. Salto and Kisi are the go-to access system providers for the coworking industry, but there are other players, including Doorflow, who have really good products. We use Paxton door locks in our workplaces.

Are you in a building that already has an access system? That's typical of commercial buildings. Your landlord likely has one for the building, including your front door. If this is the case, you can work with their local supplier first. Determine what additional doors you want to control and get a quote from them. Maybe you've got a quick, easy solution. Don't worry about integrations with your coworking management software at this point. It really doesn't take much to enter a new member into a standard access system—may-

be a minute—so you may decide that minute is a lot cheaper than a new system or one charging a monthly per-door fee. If you are controlling a lot of doors, the systems that charge a monthly fee per door may be a non-starter for you.

If the buildout is new, consider installing a wired system, since your walls are probably open during construction. That means running wires to each door. With this setup, you have a card reader at the door and then an electric strike on the door. The benefit of having a wired system is that you won't be replacing batteries every year or two, and the material cost is about one-third less than a wireless system (although the installation costs will be a little higher.)

How many doors should you provide access to through your system? Some spaces only fit out the main entrances. Satellite Workplaces have access readers on every door, including phone booths, offices and meeting rooms, so we can see who enters any space, and easily charge for use of conference rooms and other private spaces.

Access Integrations

When choosing an access system for your coworking space, think about how many members you expect to have and what your staffing levels are. If you will be adding several new members a day with minimal staff, you might want your access system to be integrated with your workspace management software, so that any time a new member is created they are automatically added and given access permissions. Deskworks is integrated with industry-leading providers, and can easily be integrated with almost any other system, as well.

If your access system doesn't integrate with your workspace management software, it should still be fairly easy to give people access through the software that comes with the access system, monitor activity via door swipes, and revoke access when someone leaves. Make sure your space access vendor and workspace management software provider offer good, responsive service. Do your due diligence: be sure that your rep and provider will be there when you need them.

Access System Challenges and Support

When it comes to maintaining your access system, there will be technical issues: a broken lock, a bad reader, a software bug. Have someone on staff who understands how your system works and can teach others.

You'll need to call your provider's customer service occasionally, so make sure you're working with a vendor that prioritizes customer service and responds promptly when you do have issues.

Access Systems in the Cloud

In the past few years, workspace access systems have evolved into app-based tools that members can access through their mobile phone. This eliminates the need for fobs or swipe cards. If the app is cloud-based, a member's phone can take several seconds to activate the door when presented at the swipe pad. If it operates on bluetooth or NFC (Near Field Communication), it can open a door much more quickly.

Timing is Everything

If you set up an access system that limits people's door access to their reservation time, be careful. If someone gets to the space or meeting room five minutes early and can't get in, they're not going to be happy. If someone leaves their bag in the room and can't get back in to retrieve it, they won't be happy. An easy solution is to put a 15-minute access buffer on either side of the reservation, which can easily be done in Deskworks.

Security Solution

Access systems can also be linked to CCTV security systems. This way, when someone accesses the space, office, room or booth, the system captures a 10 second recording on either side of the “event.” Most access systems offer this option and it’s a great way to give members peace of mind and add an additional layer of safety and security to your space.



Guest Wifi Access in a Coworking Space

What's your strategy for giving guests to your coworking space access to your wifi? Writing the password on a wall? Sending login details via email? There's a better way.

What if a unique wifi code was automatically generated when someone purchased a day pass, reserved a meeting room, or books one of your workspace amenities?

Pretty nice, right? Now, what if the wifi code was only valid for the time they reserved, plus 30 minutes on either side of the reservation? See how this automation could speed up the entire process for you and your customers, and also free up your community managers to focus on managing their community?

Automated Guest Wifi Access

Deskworks, when linked with our patented automated check-in, has this built into every reservation. Daypassers, event attendees, meeting hosts and their participants can all access your wifi with unique logins that have been automatically generated just for them.

A More Sophisticated Solution

Your members and users are becoming more sophisticated and more security conscious. Using one password for everyone is a less-than-ideal solution that opens your members up to security risks and a potentially sluggish network.

Having separate networks and logins for members and guests is slightly better, but you then have to share the guest login every time someone joins, makes a reservation, or attends an event. And you're also not showcasing your great wifi network to guests, i.e. potential members.

The Best Solution: Automated Check-In

The best solution is to use the Deskworks guest wifi automation that is built into our workspace management software. This feature eliminates an unnecessary to-do and provides enhanced security so people can't stand outside your space and log on to your wifi.

Pro tip: In addition to day pass and reservation-specific access codes, Deskworks automatically generates an Access Code of the Day. This allows operators to share a single-day code with visitors who may fall outside the scope of your product offerings.



Putting It All Together: Infrastructure for Automating Coworking Spaces and Running a 24/7 Business

Providing 24/7 access to a coworking space is critical to many of your potential members. Whether they come in at 2 in the morning or not, they want to know that they can if they need to. If you are an 8 am - 6 pm operation, and there is a 24/7 workplace within 10 miles, they will get the business.

To maximize revenue, you need to offer safe and secure access, while only staffing spaces during business hours. At Satellite Workplaces, we created a way to do that.

Set up a Camera System

If you have a camera system that covers open space, front and back doors, and any hallways leading to private offices, you're pretty well covered. Cameras can be linked to your access system, so every time a door is opened you can see what happens 10 seconds before that event to 10 seconds after it.

Set up a Door Access System

Satellite Workplaces incorporate door access systems—typically radio-frequency identification (RFID) or bluetooth—on every door, including private offices, conference rooms, and front and back doors.

The initial costs may be higher than a standard keyed door lock, but you never need to deal with locksmiths and changing locks when someone leaves. You can add or remove access for someone on the fly, and open a door remotely if someone locks their key inside. These systems allow you to use a card or fob you can attach to a keychain, or your smartphone. Every time someone scans at a door, their scan is logged in the access system software, so you have a real-time record of activity.

Have Rock-Solid IT Infrastructure

As Satellite Workplaces CEO, Barbara Sprenger explains, “You have to have rock-solid, secure, business-class IT infrastructure so your members have confidence that they can always get their work done efficiently.” The infrastructure has to be transparent to members and the place has to be dead simple to run. “Everything,” she adds, “has to be obvious to operate.”

Your technology infrastructure should also include:

- A business-quality, easy-to-use printer
- A simple access/camera system
- Top-quality broadband
- A center that self-locks during non-staffed hours
- Motion sensors on your lights so you don't waste energy
- Coffee makers that are easy to operate.
- Smart conference room screens, with casting enabled
- Extra monitors for day users
- Mailboxes
- HEPA filter air purifying units
- Wifi-enabled thermostats with remote access

Tying it all together: Software

The biggest challenge of 24/7 access and running with minimal staff is revenue leakage. You can provide a benefit to your members, but if you can't track it, you've just given up its benefit to your bottom line. To avoid this, you need software that tracks who is in the space, tracks that usage against the plan you have sold them, and automatically bills them for any overage.

Your management software should enable members to be self-sufficient: signing up for their own plans, making reservations, updating their own credit card information, and connecting with other members.

It should automate communications, billing, reservations and reporting – and anything else you decide you want to do to truly make the workplace your workplace.

The Deskworks team has been running coworking spaces and flex offices since 2009. We built Deskworks to run Satellite Workplaces efficiently and effectively, using automation wherever possible. Contact us and we'll show you how Deskworks can help you run a more efficient and profitable workspace.

Call us at 888.379.2865

Email us at contact@mydeskworks.com

Learn more at www.mydeskworks.com