

Service description

System Rooms

Room booking and meeting room displays

09/2025



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1 What is System Rooms?

Make meeting management truly easy

Digitalize room bookings with System Rooms. Book the right room from your calendar or the door display and optimize the use of your spaces.

Forget about hunting for available rooms. Display screens by the doors provide information on the room's booking situation, on who is using the space and when, and give you the option of making your reservation directly on the display. The displays also enable you to make reservations for other facilities linked to the service.

- **Use your own calendar:** Connect to the Microsoft 365 environment or Google Workspace and make bookings from your mobile or desktop calendar.
- **Book directly from the display:** Ad-hoc bookings with one tap and editing of your own bookings.
- **See available spaces at a glance:** The color of the screen and the LED lights tell the occupancy status of the space from afar.
- **Data secure use:** Booking information is not displayed online, but the display's operation is based on a separate secure application.

With us, it's not just about software and hardware. Our operations are built on lasting customer relationships, where we deliver value at every step of our shared path, from design to implementation, support, and development. We understand your needs, implement the best possible solution, and take responsibility for our services – now and in the future.

2 Who is System Rooms designed for?

Are you using the Microsoft 365 environment or Google Workspace and want to improve your work environment and help your employees stay productive and happy? If yes, then System Rooms is a great match for you.

In a modern office, having a meeting room booking system that complements the functionality of your calendar is essential. System Rooms is a comprehensive solution that covers all aspects and use cases of meetings. It seamlessly integrates with Microsoft Outlook and Google Calendar, extending their features and functions, and providing users with a unified experience for efficient and effective meetings.

Whether your needs are large or small, we've got you covered! Systam Rooms is suited for everyone who wants to create a better working environment and increase productivity.

3 Key benefits

- **More efficient use of spaces:** Room displays help optimize space usage, allocate resources properly, and save costs.
- **See available rooms at a glance:** The displays use color codes and real-time updates to show whether a room is reserved or available. This reduces unnecessary door-checking and saves time.
- **Smoother daily operations:** Booking rooms is easy from your calendar or directly from the display, and the right rooms are found without confusion.
- **Happier employees:** When room booking status is clearly displayed, spaces aren't double-booked, and meetings aren't interrupted unnecessarily.
- **Secure bookings and exceptional reliability:** Operation of the service, like many others, is not browser-based, but its own separate secure native application, with outstanding fault tolerance.
- **Simplified management:** Manage all your device settings, brand identity, energy policies, and integrations effortlessly through our Systam Studio web dashboard.

4 Service content

4.1 Service delivery and customer success

Signing the paperwork will not get rid of us; we will continue to care. In addition to solutions of the highest quality, our service also includes constant maintenance and development, as well as outstanding support services.

Delivery and deployment

- A kick-off meeting and defining an individual solution based on your needs.
- A designated customer success manager for direct contact and easy transactions during the project.

Support services 8:00 a.m.–4:00 p.m. (UTC+2)

- Your support requests are answered by our own staff, the very people who know our services inside out.
- On-site supplies and device replacements can be included in the solution.

Development and updates

- We are constantly developing our services so that our customers get the best possible solutions for their needs – now and in the future.
- System Rooms is updated automatically using OTA updates.
- Updates take place generally after normal business hours without user interaction.

4.2 Software as a Service (SaaS)

System Rooms is a complete solution consisting of:

- SaaS platform and infrastructure with required integrations.
- Meeting room display application.
- Web dashboard (System Studio) to handle the initial onboarding and control the settings of the solution and attached displays.
- Optional devices.

System Studio is where you can easily add the necessary Microsoft 365 or Google Workspace resources and onboard the displays. It contains the means to download the application package and to add new displays, modify display settings, and delete displays. System Studio is also where you can link devices to their room resources.

The meeting room application supports both horizontal and vertical use of the displays and changes the built-in LED lights on the hardware to visualize booking status.

The information displayed consists of the name of the room, the event date and length, and the name of the person who has booked the room.

The application keeps itself up to date using OTA updates.

The supported languages include Finnish, English, and Norwegian.

4.2.1 Application features

Use your own Outlook or Google Calendar

- Plan the meeting and book the space; the reservation information is automatically updated on the displays.
- Edit or delete your own reservations.

Operate directly from the screen

- Make a quick booking for 15, 30, or 60 minutes with one click.
- Plan your future booking through the on-screen calendar view.
- Vacate the space after the meeting ends early.
- Extend your reservation as the meeting goes on.

Free unused bookings automatically

- You can enable a feature that frees up the space if the booking is not confirmed from the display.
- If confirmation is not done 15 minutes after the meeting start time, the space is released, and the display turns green.

Energy saver

- You can enable a feature that turns the display brightness to zero outside your custom set working hours. With this setting, your displays will use 50% less energy outside working hours.

Support for multiple displays in one meeting room

- Devices in the same meeting room are synchronized with each other. So, if a reservation is started from one display, it is immediately visible on another screen as well.

Branding

- You can customize the appearance of the application (how your displays will look) by changing the logo and background image on the devices.

4.2.2 Basic setup

- 1 Attach System Rooms to your Microsoft 365 or Google meeting room resources by using “service account” or admin consent. We’ll provide you with detailed instructions and assistance if needed.
- 2 Acquire licenses for the displays. We’ll provide you with assistance if needed.
- 3 Attach displays to a network by using a network cable (PoE supported).
- 4 Type the specific PIN code when powering up the display.

4.3 Optional devices

We’ll provide you with high-quality displays:

- 10-inch top-quality touch screen
- Suited for use 24/7
- LED indicator shows the booking status.
- PoE support
- Automatic updates
- Vertical or horizontal use
- Device-specific settings and branding with logo and colors



You can also use your own hardware. Supported meeting room display hardware are:

- Philips 10BDL5051T
- Philips 10BDL4551T

4.3.1 Operating environment requirements

- **Temperature:** The device should be used only in environments with a temperature range of +5°C to +35°C.
- **Humidity:** The relative humidity of the operating environment should remain between 20% and 80% without condensation.
- **Dust:** The device should be operated in a dust-free environment or in a reasonably dusty space where dust does not accumulate inside the device.

- **Lighting and placement:** The device should be placed so that it is not exposed to direct sunlight, which can cause fading or overheating. Additionally, the display should be positioned to minimize reflections, improving user comfort and reducing eye strain.
- **Ventilation:** Ensure that the monitor's air intake and exhaust vents are not obstructed. Adequate ventilation is essential for proper operation and to prevent overheating.
- **Power supply:** An incorrect power supply can damage the device and void the warranty.
- **Physical placement:** Avoid placing the device on uneven surfaces or areas where it might experience mechanical stress.

5 Network connection requirements and recovery from interruptions

The service is produced from our SaaS platform and is automatically backed up. Displays must have a functional network connection. We recommend a fixed cable connection as a network connection. For convenience, the network connection delay should be low (less than 100ms).

In case of a network connection issue, the display shows error information. The display will return to use immediately when the network connection is restored.

In the rare event of serious disruption on the platform that would completely prevent the use of the service, the customer is notified immediately. After such a malfunction has been rectified, operations will resume immediately for meeting room display devices as well as any integrations.

Problem cases are recorded and actively monitored. The time spent on resolving problems is recorded, and processes are used to further develop the solutions.

6 Version management

We use internal version management so that all previous versions of all our software are always on hand and can be rolled back into production if a new version has a flaw not found during the testing phase.

All deliveries are based on the same core of the service, but the architecture also allows customization of the software. This can be implemented so that every update can still be delivered to customers at the same time to ensure that all customers are always using the latest version of the service.

7 Data security

- System Rooms is developed following the industry's best practices for data security and the system is maintained by System Oy personnel.
- Booking information is not displayed online, but the display's operation is based on a separate secure application.
- We do not track or redistribute information collected through the service.
- The service is provided by an ISO-certified access service provider in the EU region. Our data security has been extensively audited by an independent operator.
- We continuously monitor the availability of the service.
- All communication between the user, devices, integrations, and the service is strongly encrypted.
- A more detailed security description is available on request.