

PRODUCT GUIDE



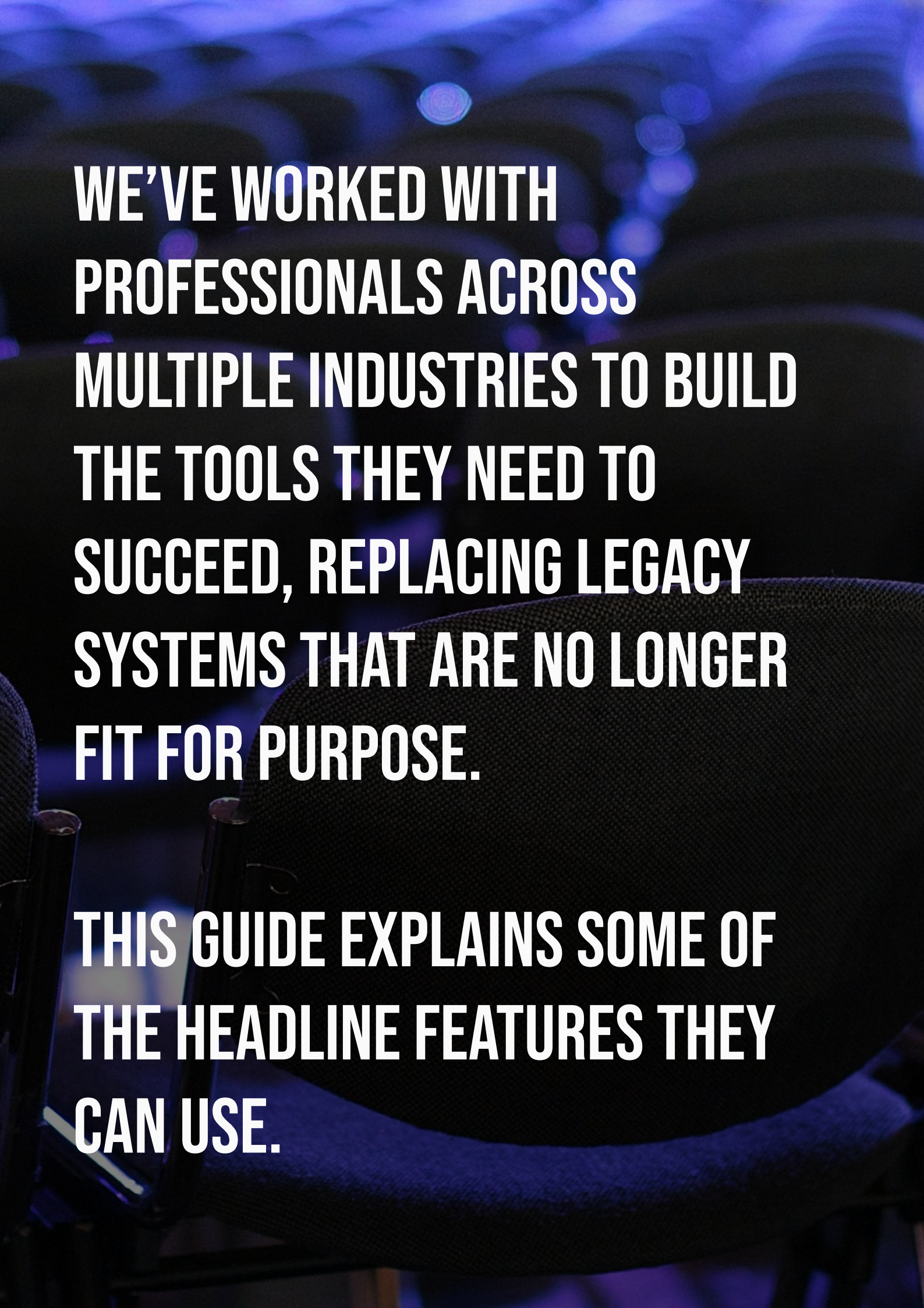
HM Government
G-Cloud
Supplier

**SWITCH IS A CLOUD BASED,
MODERN EVENT MANAGEMENT
PLATFORM, DESIGNED FROM THE
GROUND UP TO SIMPLIFY &
STREAMLINE YOUR BUSINESS
OPERATIONS.**

**OUR CUSTOMERS EXPERIENCE
INCREASED REVENUES & MORE
ACTIONABLE DATA.**

**OUR COMPANY IS ON A MISSION
TO BUILD THE WORLD'S BEST
BOOKING PLATFORM, BY
DELIVERING VALUE & ADVANCED
FEATURES TO EVERYONE THAT
NEEDS IT.**

JOIN US...



**WE'VE WORKED WITH
PROFESSIONALS ACROSS
MULTIPLE INDUSTRIES TO BUILD
THE TOOLS THEY NEED TO
SUCCEED, REPLACING LEGACY
SYSTEMS THAT ARE NO LONGER
FIT FOR PURPOSE.**

**THIS GUIDE EXPLAINS SOME OF
THE HEADLINE FEATURES THEY
CAN USE.**

SOPHISTICATED & CUSTOMISABLE FEATURE SET

FOR EVERYTHING YOU DO...

Switch helps you promote your services.

Celebrations

Ticketed Events

Training Courses

Outdoor Activities

Formal Functions

Build booking journeys for anything you can think of, now & in the future.

TAKE ANY KIND OF BOOKING...

Our tech makes it easy for staff to accept any type of booking imaginable.

The screenshot shows a booking form with the following elements:

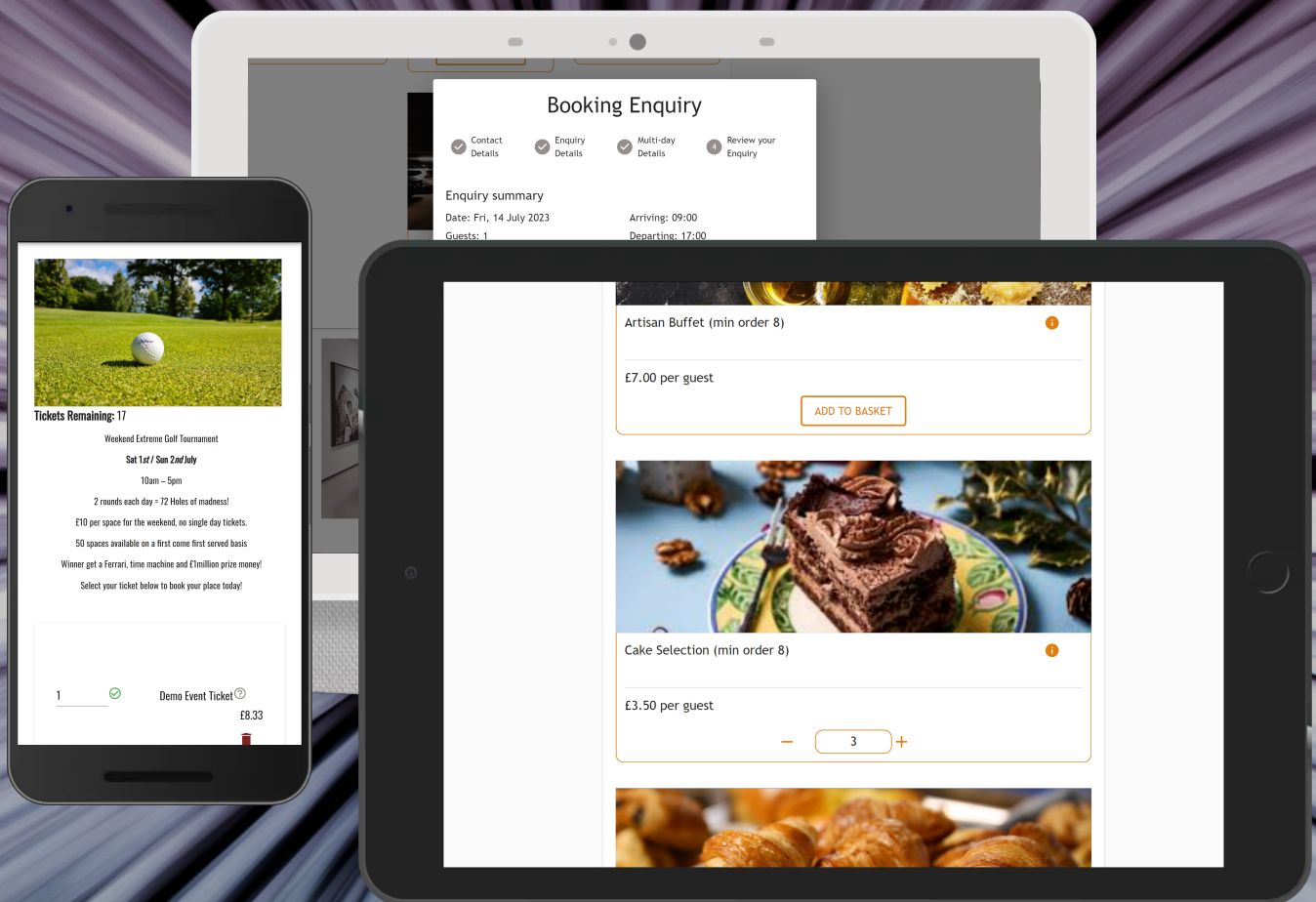
- Multi Day Booking?**: A toggle switch that is currently turned on (yellow).
- Date**: A text input field containing "23/10/2023" with a calendar icon to its right.
- End Date**: A text input field containing "20/10/2023" with a calendar icon to its right.
- Start Time**: A time selection field showing "10:00 AM" with a clock icon to its right.
- End Time**: A time selection field showing "04:00 PM" with a clock icon to its right.
- Booking Type:** A section with three radio button options: "Block Booking" (selected), "Repeat Booking", and "Ad Hoc Booking". A yellow question mark icon is to the right of the "Ad Hoc Booking" option.
- Filter Week Days**: A toggle switch that is currently turned on (yellow).
- Allowed Days Of Week**: A row of checkboxes for the days of the week: Mon (checked), Tue (checked), Wed (checked), Thur (checked), Fri (checked), Sat (unchecked), and Sun (unchecked).

Single or multi day?
Every 2 weeks on a Tuesday?
Last day of the month?

NOT A PROBLEM FOR SWITCH!

OR LET YOUR CUSTOMERS DO IT...

White labelled tools guide users to enquire or book via your online channels.



Data is captured directly into Switch, saves your staff time spent on data transfer.

**FLEXIBLE RULES THAT
AUTOMATE PROCESSES**

PERFECT PRICING

Switch's rate cards provide instant, accurate & bespoke pricing for your customers.

☰

Rate Card: Grand Meeting Room

🔄

📅

📧 14

📧 56

📧 9

📧 99+

📧 34

👤 Adam Thomas

Dashboard

Activity

Calendar

To Do Tasks

Bookings

Enquiries

Event

Mail

Budgets

Rentals

Customers

Resources

Resource Groups

Rooms

Food and Drink

Equipment

Accommodation

Tables

Parking

£ Rates & Payments

🌐 Booking Sites

☕ Catalogue

2

Period
Hour

?

Rate Type
Time

?

REMOVE

Customer Type Restriction
Loyal Customers

?

Occasion Restriction
Event & Function Spaces

?

Tax Rate
VAT

Unit Cost (£)
50

Free Spend Value (£)
300

?

Minimum Spend Value (£)
200

?

Minimum Quantity *
1

?

Maximum Quantity
30

?

Leave Empty for no limit

Available Days

☒ SUN

☒ MON

☒ TUE

☒ WED

☒ THU

☒ FRI

☒ SAT

☒ MultiBuy Enabled

?

Trigger Quantity *
10

Discount Quantity *
1

Number of Guests / Items required to trigger the Discount

Number of Guests / Items to be discounted

Discount Type *
Percentage Off

Discount Value *
10

Max Number Of Applications
1

Value or Percentage Discount

Maximum number of times to try and apply the discount

3

Period
_8Hour

?

Rate Type
Time

?

REMOVE

Sell faster & save hundreds of hours in preparing quotes.

AVAILABILITY MANAGEMENT

Every resource in Switch can work on its own timescale.

Availability: Term Time (Commercial)

Dashboard

Activity

- Calendar
- To Do Tasks
- Bookings
- Enquiries
- Event
- Mail
- Budgets
- Rentals
- Customers
- Resources
- Rates & Payments
- Booking Sites

Catalogue

- Venues
- Occasion
- Availability
- Users
- Roles

LIST DUPLICATE SHOW

	SUMMARY	ENTRIES	OVERRIDES
Entries			
1	Week Day Mon	<input type="checkbox"/> Is Available	REMOVE
	Start Time	End Time	
	12:00 AM	12:00 PM	
2	Week Day Tue	<input checked="" type="checkbox"/> Is Available	REMOVE
	Start Time	End Time	
	05:00 PM	10:00 PM	
3	Week Day Wed	<input checked="" type="checkbox"/> Is Available	REMOVE
	Start Time	End Time	
	02:00 PM	10:00 PM	
4	Week Day Thu	<input checked="" type="checkbox"/> Is Available	REMOVE
	Start Time	End Time	
	05:00 PM	10:00 PM	

Weekdays only?
Closed Weds AM?
Bank Holidays?

SWITCH TAKES CARE OF THAT.

INTELLIGENT RULES

Make capacities, restrictions & requirements easy to manage.

(MON) 10/07/2023(TUE) 11/07/2023(WED) 12/07/2023(THUR) 13/07/2023

Room	The Dungeon (150 guests)		Start: 10:00 End: 13:00	£150.00	ⓘ
FoodAndBeverage	Afternoon Snacks - Morning (150 guests)	The Dungeon	Start: 10:00 End: 11:00	£450.00	✓

Net: £2,100.00Discount: £0.00Tax: £60.00Gross: £2,160.00Damage Deposit: £0.00Total: £2,160.00

Paid To Date: £864.00Outstanding Balance: £1,656.00Additional Payment: £1,656.00

The Dungeon: [Wed Jul 12 2023] Insufficient capacityThe Dungeon: [Thu Jul 13 2023] Active booking at selected times

☐ Ignore availability

CANCEL EDIT

BACK

SAVE CHANGES

Switch intelligently informs users if it spots an issue.

AUTOMATE YOUR PROCESSES

Event driven workflow engine
to automate processes.

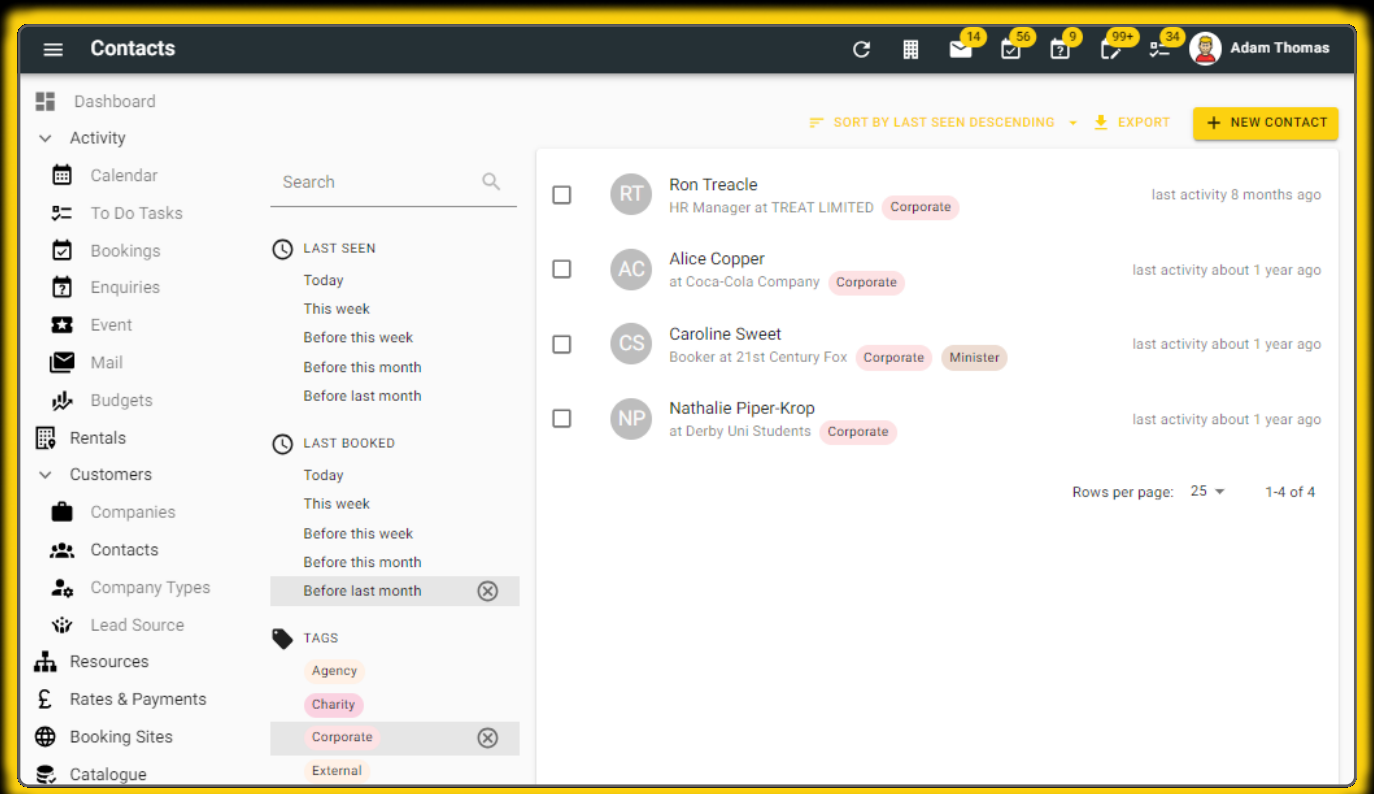
Booking confirmations?
Payment reminders?
Feedback requests?
Setup & clean down?
Reports to management?

Switch handles the repetitive &
time consuming tasks so you
can focus on customers.

MEANINGFUL & ACTIONABLE INFORMATION

DEEP CUSTOMER RELATIONSHIPS

Powerful CRM that lets you truly understand your audience.



Segment customers.
Track activity, behaviour & preferences.

DON'T MISS A THING

Full activity logs of who did what and when.

Booking: DEM-B-2085						
<div>Dashboard</div> <div>Activity</div> <div>Calendar</div> <div>To Do Tasks</div> <div>Bookings</div> <div>Enquiries</div> <div>Event</div> <div>Mail</div> <div>Budgets</div> <div>Rentals</div> <div>Customers</div> <div>Resources</div> <div>Rates & Payments</div> <div>Booking Sites</div> <div>Catalogue</div> <div>Files & Templates</div> <div>Budgeting</div> <div>Reports</div>						
<div>SUMMARYTEAM NOTESGUEST DETAILSACTIVITY LOGCONTACT DETAILSinvoICESDOCUMENTSMENU SELECTION SUMMARYQUESTIONS</div>						
Date Start		End Date		Source	Action	Reviewed
Time stamp ↓		Source		Summary		UserReviewed
<input type="checkbox"/>	Friday, 7 Jul 2023, 16:47:44	venue		Send Invoice : DEM-INV-166		ross✓
<input type="checkbox"/>	Friday, 7 Jul 2023, 16:47:42	system		EMail Sent		External User✓
<input type="checkbox"/>	Monday, 3 Jul 2023, 10:32:14	venue		Confirmed		Ben✗
<input type="checkbox"/>	Wednesday, 28 Jun 2023, 20:50:19	venue		Send Invoice : DEM-INV-166		Ben✓
<input type="checkbox"/>	Wednesday, 28 Jun 2023, 20:49:22	venue		Finalise Invoice : DEM-INV-166		Ben✓
<input type="checkbox"/>	Wednesday, 28 Jun 2023, 20:49:07	venue		Create Invoice : DEM-INV-166		Ben✓
<input type="checkbox"/>	Wednesday, 28 Jun 2023, 20:48:23	venue		Send Contract Version: 1		Ben✓
<input type="checkbox"/>	Tuesday, 28 Mar 2023, 07:44:56	venue		Equipment : Microphone Added to Booking		ross✓

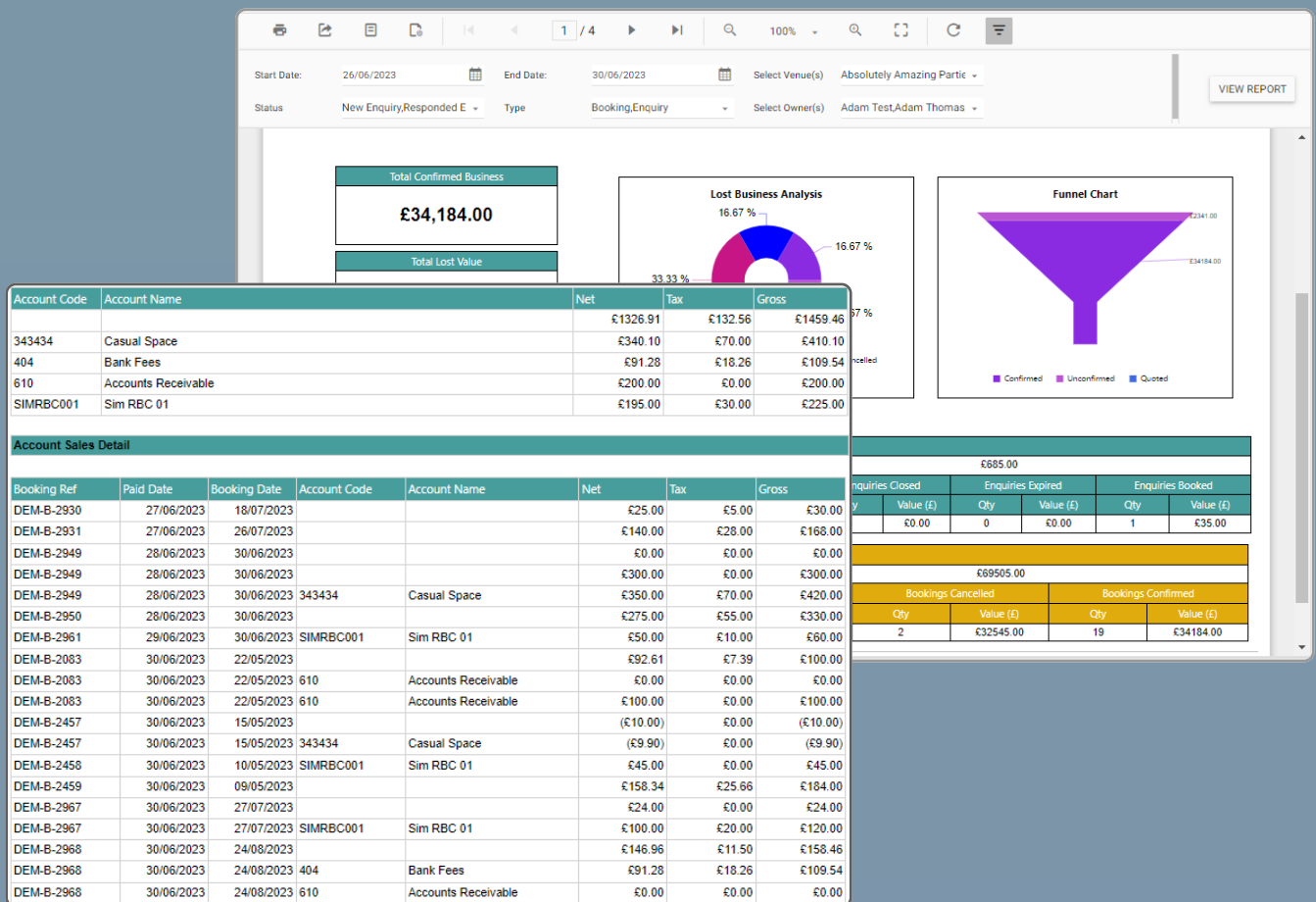
Who updated the guest numbers?

When did the customer pay?

When was the last contact?

HOW ARE YOUR NUMBERS LOOKING?

In-depth reporting suite for
operations, sales & finance

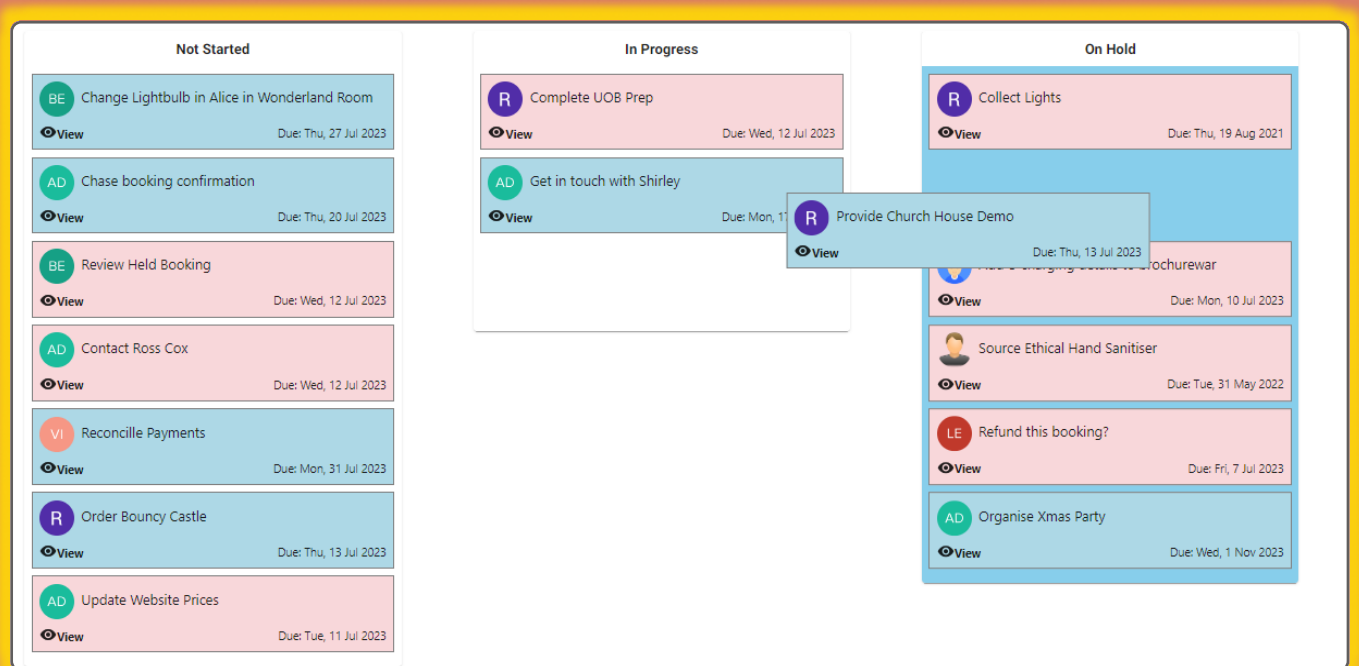


Get the data you need, when
you need it.

WORK SMARTER, NOT HARDER

STAY ON TOP OF YOUR GAME

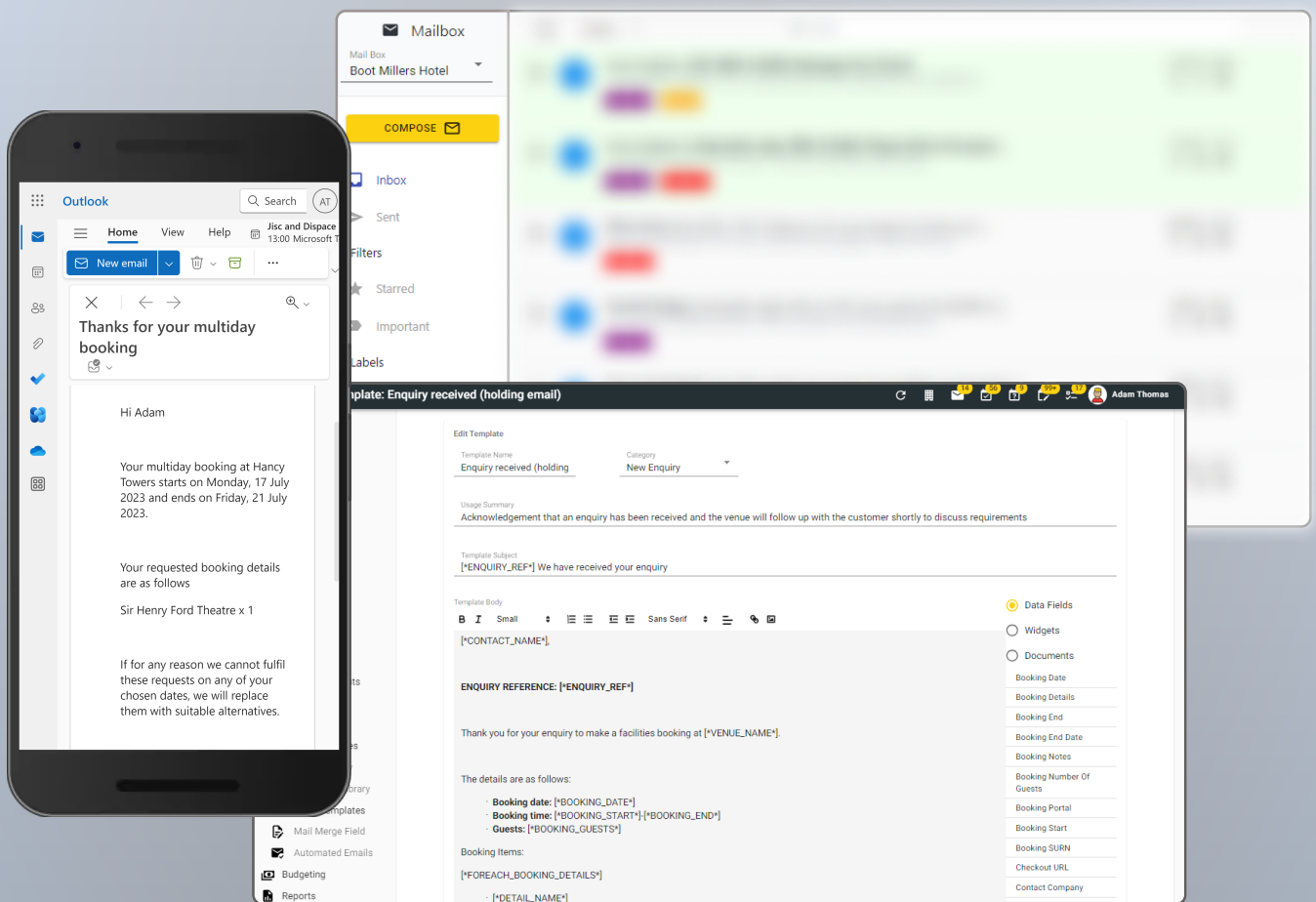
Drag and drop task management.



Create tasks.
Assign owners.
Set deadlines.
Store notes.
Track movement.

YOU'VE GOT MAIL (AND SMS).

Manage all your comms in one place.



Speak your language with custom email & sms templates, with auto-generated content.

JUGGLE LIKE A BOSS

Manage multiple locations through a view that works for you.

The screenshot displays a resource management software interface. At the top, there are tabs for 'Setup', 'Cleaning', 'Maintenance', 'Show Around', and 'Syndicate Rooms'. Below the tabs, a date range 'Jul 10-16, 2023' is shown, along with view options: 'Agenda View', 'Day', 'Week' (selected), 'Month', 'Quarter', 'Year', and 'Task View'. The main area is a calendar grid with columns for each day from Monday to Sunday. The rows represent different locations or resources. The 'University of Boot Conferenc' section includes 'Boot Conferencing' and 'Rooms'. The 'Ibrox' row shows 'Art Class' on Tuesday and Thursday, 'Monthly Arts F...' on Wednesday, and 'Project Rex Str...' on Friday. The 'Hampden' row shows 'School Holiday...' on Wednesday, Thursday, and Friday. The 'Easter' row shows 'School Holiday...' on Wednesday, Thursday, and Friday. The 'Firhill' row shows 'School Holiday...' on Wednesday, Thursday, and Friday. The 'Pittodrie' row shows 'School Holiday...' on Wednesday, Thursday, and Friday, and 'Event Tech Liv...' on Thursday. The 'Boot Millers Hotel' section includes 'Boot Conferencing' and 'Rooms'. The 'Burns' row shows 'Maintenance' on Tuesday. The 'Fleming' row shows 'Engineering Fa...' on Tuesday. The 'Miller' row shows 'Cleaning' on Tuesday. The 'Bedrooms' and 'Sports' sections are also visible at the bottom.

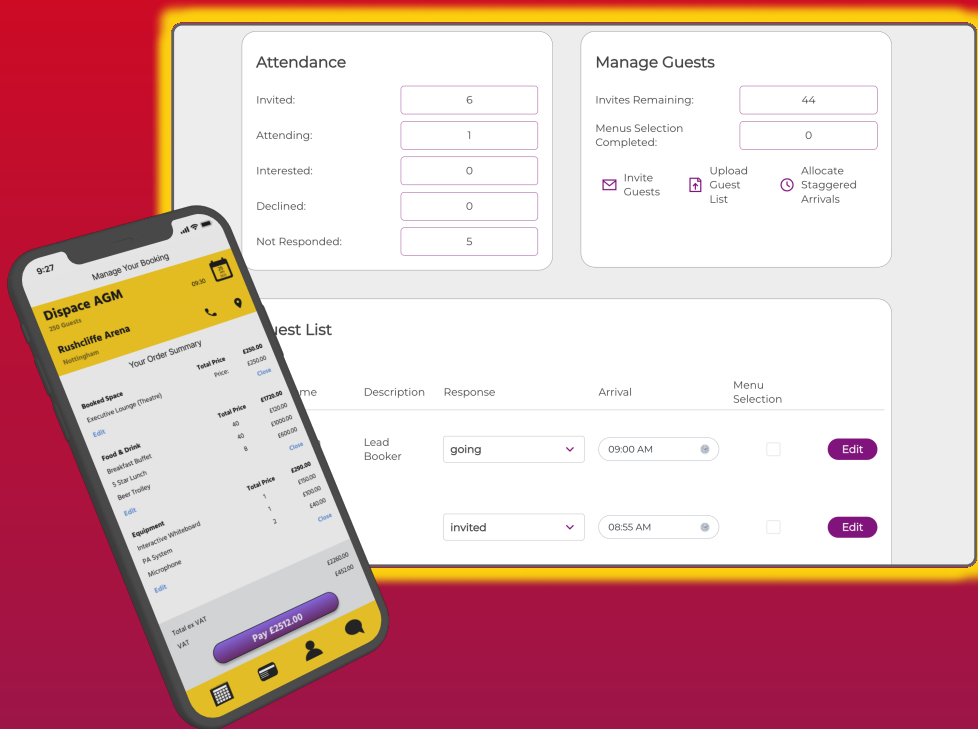
Resource Name	Mon 10/7	Tue 11/7	Wed 12/7	Thu 13/7	Fri 14/7	Sat 15/7	Sun 16/7
University of Boot Conferenc							
Boot Conferencing							
Rooms							
Ibrox		Art Class Cleaning	Monthly Arts F... Cleaning	Art Class Cleaning	Project Rex Str... Poppyfields De...	CLOSED	CLOSED
Hampden						CLOSED	CLOSED
Easter			School Holiday... Cleaning	School Holiday... Cleaning	School Holiday... Cleaning	CLOSED	CLOSED
Firhill			School Holiday... Cleaning	School Holiday... Cleaning	School Holiday... Cleaning	CLOSED	CLOSED
Pittodrie			School Holiday... Cleaning	School Holiday... Event Tech Liv... Cleaning	School Holiday... Cleaning	CLOSED	CLOSED
Boot Millers Hotel							
Boot Conferencing							
Rooms							
Burns							
Fleming			Maintenance				
Miller		Engineering Fa... Cleaning					
Bedrooms							
Sports							
Bedrooms							

Apply filters to display the data you need, for resources, venues & people.

EVERYTHING YOU IMAGINED...
AND MORE!

HOW CAN I HELP YOU?

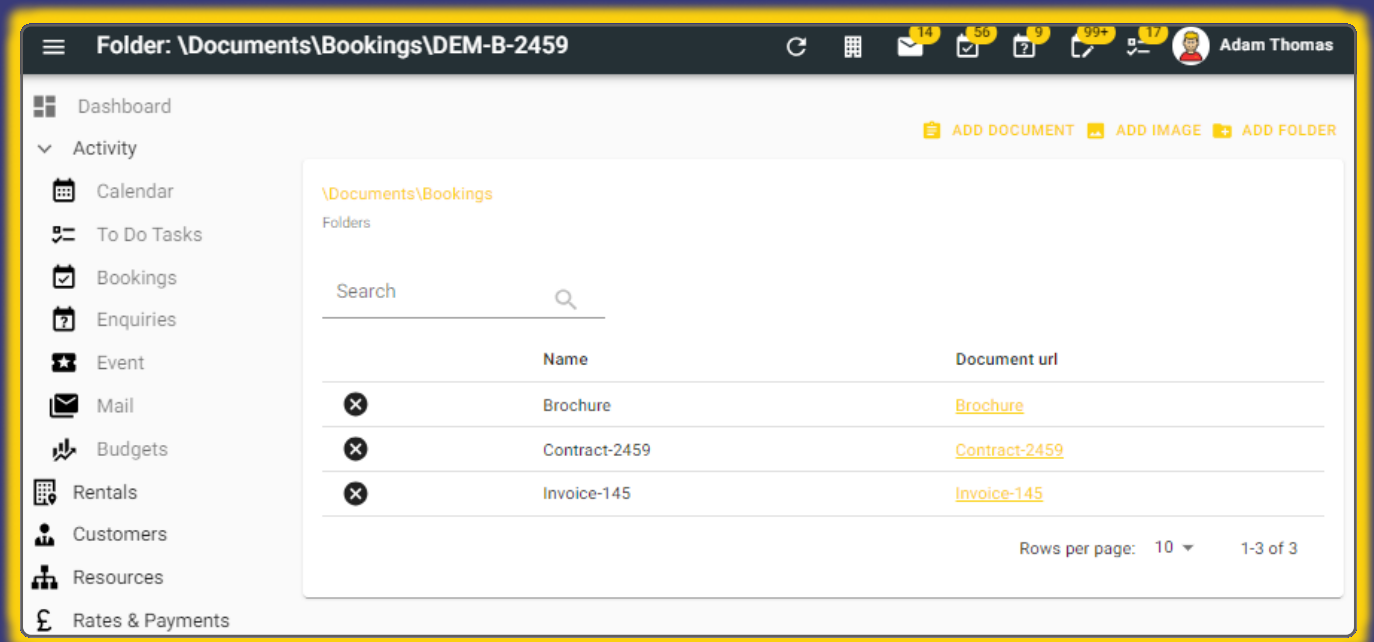
Customer centric services that keep people informed.



Customer bookings portal.
In venue display screens.
Mobile check-in.

PNG, PDF, OMG?!

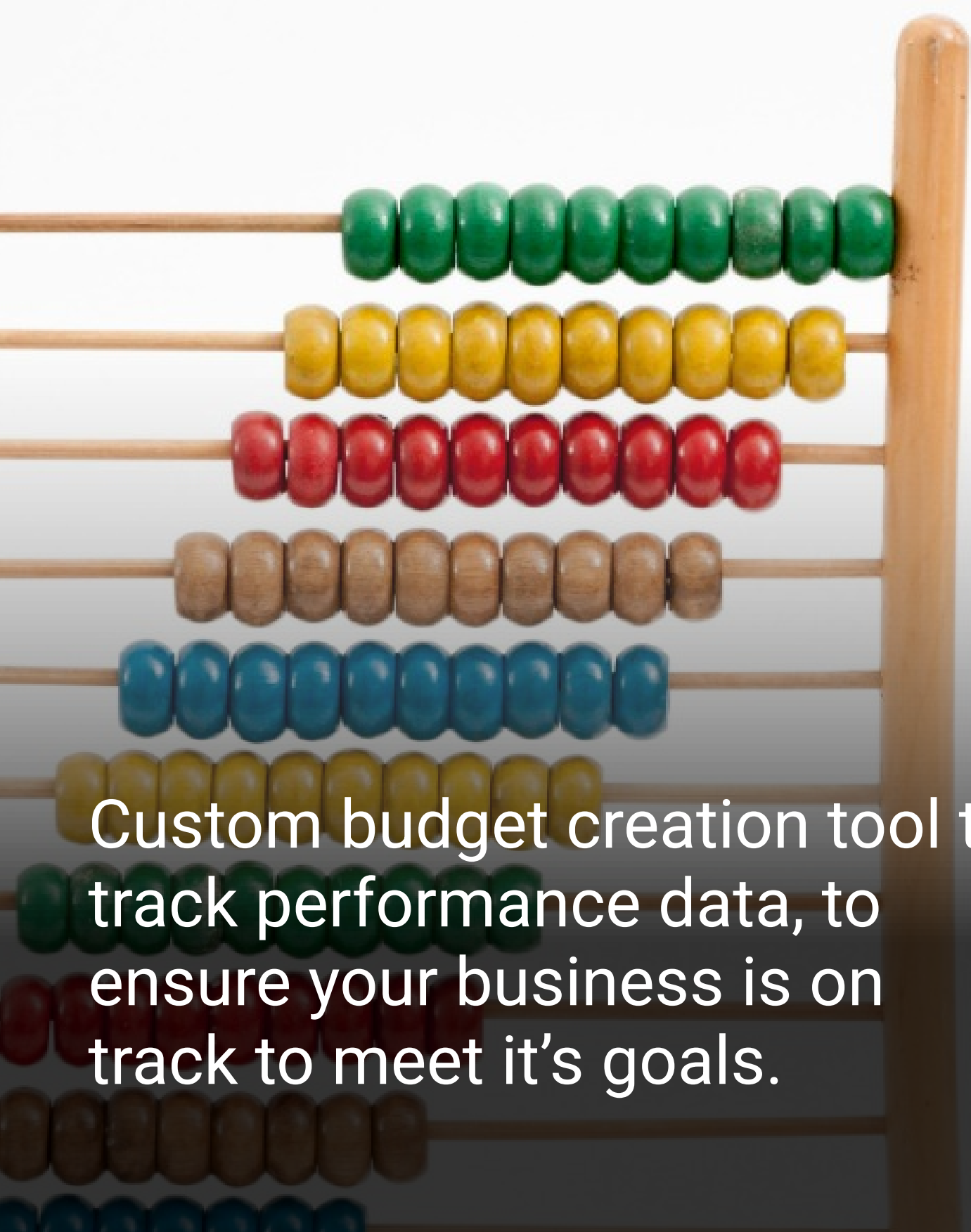
Built in storage for all your documents and images.



Store brochures, licences, accreditations, terms and conditions, waivers, anything!

IT'S MAGIC HARRY (FROM ACCOUNTS)!

Budget building wizard to monitor what matters.

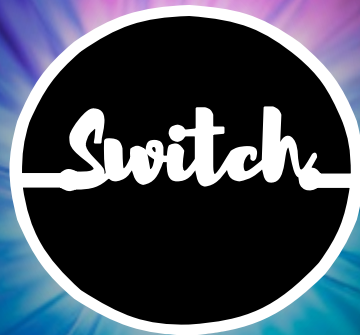


Custom budget creation tool to track performance data, to ensure your business is on track to meet it's goals.

SWITCHED ON, PLUGGED IN.

EXCEPTIONAL TECHNOLOGY

Our proprietary tech is built in house by our full time UK based development team.



Cloud based.
Reliable.
Secure.
Accredited.

WE WONT LEAVE YOU HANGING

Support tickets replied to within the hour, by our UK based support team.

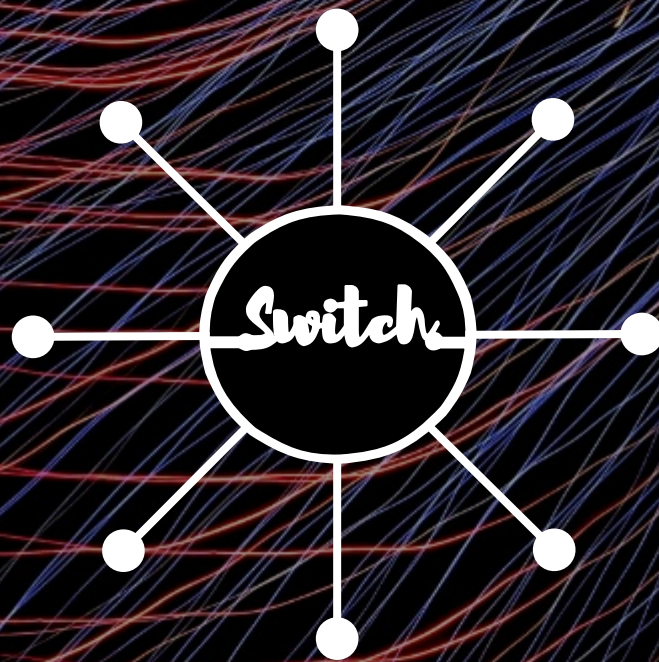
In-depth updates with each new release.

Plain English user guides in text & video formats.

Customer led product development roadmap.

CONNECT WITH US

Switch's technology can integrate with 3rd party API's to help your business.



Payments.
Accounting.
Email.
More...

**SECURE, RELIABLE & ALWAYS
IMPROVING**

SECURE, COMPLIANT & VALIDATED

Cyber Essentials Plus Certified.
G-Cloud Approved Supplier.



Customisable user roles &
permissions.
Multi factor authentication.
GDPR management.

SCALABLE TO MEET DEMAND

Cloud based, elastic technology, ready anywhere you need it.

Supports high transaction volume & concurrent users out of the box, built to scale up with your operations.

ALWAYS EVOLVING

We listen to our clients to hear their problems and build long lasting solutions.

New features, product enhancements and security upgrades all come as standard.

YOU'RE NOT ALONE

FIGURATIVELY SPEAKING

1000+ bookings a month.

82% of payments being taken online.

Over 500 automated emails a week

700+ reports sent by Switch workflows to client teams every year.

HOURS & HOURS OF TIME SAVED.



DONT JUST TAKE OUR WORD FOR IT

"I have to say the support has been exceptional. The team are responsive, understand our needs and are able to help us make the most of the system."



CAMBRIDGE
UNIVERSITY PRESS & ASSESSMENT

"Switch has completely changed how we operate. It is freeing up resource in our teams to focus on really valuable activities rather than trudging through slow and complex booking admin."



Inspire
Culture | Learning | Libraries

Steve Baker,
Ask Inspire Culture.

"It's really helped deliver our digital by default strategy by offering self-service, online booking solutions for the community and our staff."



Rushcliffe
Borough Council

Derek Hayden,
Rushcliffe Borough Council.

WE UNDERSTAND YOUR BUSINESS

Switch engages with industry bodies to enhance our product & further our knowledge.



HM Government
G-Cloud
Supplier



techUK
FOR WHAT COMES NEXT

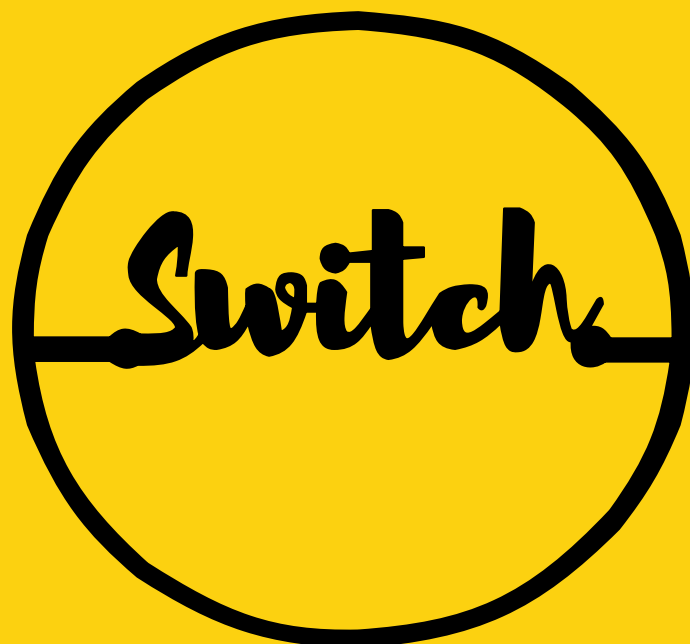


WANT TO KNOW MORE?

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