



Bookable. SaaS Product Description

Version 250602

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1. Introduction

This Bookable SaaS Product Description describes the specifications and functionality of the Attekus Bookable Product suite (**Bookable**).

The Bookable Product suite provides Customers with an enterprise solution for all types of Bookings and Events.

There are 5 key components to Bookable – consisting of the following modules:

- Customer
- Bookings
- Event Management
- Event Registration & Ticketing
- Integrations

The Bookable Product suite is delivered as a Software-as-a-Service (SaaS) from the cloud on the Microsoft Azure Platform-as-a-Service.

The Bookable Bookings and Event Registration & Ticketing websites are assessed to the Web Content Accessibility Guidelines (WCAG) version 2.2 AA.

2. Customer

Bookable Customer is at the core product platform that provides the centralised customer information and other enterprise services required by Bookings, Event Registration & Ticketing and Event Management. This includes the customer record, and all communications associated with the customer. It is also where the financial and debtor information resides.

Bookable Customer also provides a project and task structure that supports either ad-hoc or predefined tasks to be set up against a booking or event. For more complex bookings or events, a project can be setup to group related tasks to allow for standardisation of booking and event tasks such as pre-approvals. Bookable Event Management extends this capability further to support the generation of run sheets and detailed event management capabilities.

The dashboard and reporting solution in Bookable Customer is built on Microsoft PowerBI and contains many pre-defined dashboards and reports that can be modified or extended, provided the Customer has the appropriate Microsoft licenses.

2.1 Core Modules

Module	Description
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Customer Management (end user or external user)	Supports the internal creation and external registration of customers (individuals or organisations), key metadata and related contact details. Provide a central view of a customer's interactions within Bookable. (Previously known as Customer).
Communication (Text, Email)	Supports the definition and transmission of automated and manual customer communications via email and SMS channels including any required attachments. Template engine supports the definition of communications: <ul style="list-style-type: none">• Plain text for SMS• HTML for email• MS Word for attachments rendered as PDF
Financial & Debtor Management	Provides for the recording of all financial transactions throughout a booking or event lifecycle.
Tasks	Create, manage, and complete tasks associated with a booking or event to manage activities related to planning, setup, delivery, pack-down, and inspections.
Dashboards & Reporting	Suite of standard dashboards and reports across the Bookable solution delivered through Microsoft Power BI. Supports custom reporting through access to a provided Microsoft Power BI data model.

3. Bookings

The Bookable Bookings product provides the functionality that supports bookings across the diverse range of venues and facilities managed by customers. These include:

- Community centres, halls, meeting rooms and libraries
- Parks, reserves and gardens
- Sports and recreational facilities such as ovals and sport fields, aquatic centres, indoor sports stadiums and tennis courts
- Performing arts, conference, and other specialty venues
- Banner poles and street stalls
- Campgrounds
- Generally bookable items, such as cat traps, marquees and mobile bins
- Internal only items including pool cars and internal meeting rooms

3.1 Core Modules

Module	Description
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Venues/Spaces/Resources	Defines venues and spaces available for booking, including names, addresses, descriptions, images etc. Configure the relationship between dependent spaces and any associated resources (additional extras) that can be included in a booking. Set default and venue/space/resource level rules and controls.
Standard Bookings	Supports the standard booking process allowing for single date, multi date and repeat/recurring style bookings across one or more bookable spaces.
Application (EOI) Bookings	Supports the expression of interest/seasonal application process allowing for the invitation to, and bulk submissions of requests for date driven expression of interest periods. Submissions are then reviewed and accepted before being confirmed or rejected.
Automated Pricing and Invoicing	Manages the setup and configuration of automated pricing for bookings within pricing groups. Define fees, bonds, booking requirements, payment criteria, cancellation terms and booking constraints driven by multiple triggering criteria supporting holistic or specific pricing across all bookable items. (Previously known as Booking Pricing).
Planned & Reactive Closures	Supports the reactive closure and proactive (planned) closing of one or more bookable spaces or venues with notifications to impacted customers. (Previously known as Closures & Work Bookings).

3.2 Optional Modules

Module	Description
Accommodation/Equipment Hire	Supports overnight focused and priced bookings typically for accommodation, caravan and camping sites. Additionally supports signage, banner bookings and the hiring of other equipment. Configure controls to support minimum and maximum booking durations, check in/check out times and booking starting days.
Microsoft Calendar Synchronisation	Provides synchronisation between Bookable and Microsoft Outlook calendars, allowing calendar entries to be made through either Outlook or Bookable. Bookings made in Bookable are synchronised upstream to Microsoft calendars, and any entries made in Outlook will automatically block availability in Bookable for the same time slot.

4. Event Management

The Bookable Event Management product provides the functionality that supports the application for, and management of, large scale events and functions at major, complex venues and facilities.

4.1 Core Modules

Module	Description
Major Venues	Defines major venues such as entertainment venues (theatres or performing arts spaces), convention and function centres, civic centres, and stadium facilities where large scale and complex events are held.
Event Applications	Support the process for external parties to submit an application to hold an event and manage the review, approval and processing of subsequent venue bookings.
Enquiries & Pipelines	Restrict direct bookings and allow for external parties to submit an enquiry in relation to holding an event or function, which can then be transitioned through pipeline stages to a fully costed and confirmed booking.
Proposals & Contracts	Supports formal proposal responses to prospective customers relating to their event or function, in the form of a fully formatted and version-controlled proposal document, which can be managed through multiple iterations through to contract. (Previously known as Proposals).
Run Sheets & Event Orders	Generate run sheets and orders for distribution to internal event staff and/or external stakeholders, detailing key timing and information in relation to the management and execution of an event or function.

5. Event Registration & Ticketing

The Bookable Event Registration & Ticketing product provides the functionality that supports the registration and ticketing of events and courses. Bookable Event Registration & Ticketing leverages the key concepts that support the Bookings functionality and extends these to provide a detailed Event definition and booking system.

5.1 Core Modules

Module	Description
Events, Courses & Classes	Defines a diverse range of events, courses and classes from one-off dates, multiple repeat dates or grouped dates for courses. Supports: <ul style="list-style-type: none">• Free events• Ticketed events (registrations and optionally seated)• 'No booking required' events• Externally managed events (redirect to URL)• Secure events
Registration, Ticketing & Attendance	Defines registration and ticketing requirements for events, courses and classes. Ability to manage attendees to events including bulk updates and cancellations.

Check In	Provides manual or app-based ticket scanning check-ins for events. App-based check-ins through iOS and Android devices.
Waitlists	Defines waitlists for events and allow customer to join waitlists for sold out events. Ability to manually or automatically promote customers if tickets become available.
Event Pricing	Supports the definition of pricing for all events. Allows for the definition of multiple ticket types and categories to support free, single fee, adult/child/concession pricing and advanced pricing including: <ul style="list-style-type: none">• Date based pricing to support early-bird rates• Group purchased pricing for purchase X number of additional tickets• Customer tag driven pricing to support member pricing rules.

5.2 Optional Modules

Module	Description
Allocated Seating	Allows for seating plans and layouts to be set per venue with associated seating rules. Interactive seating maps are displayed to the customer to allow the choice of seats dependent on the configured seating rules, including support for multiple floor levels, accessible seating, and companion seating.
Gift Cards	Allows for the redemption of gift cards at the point of checkout when purchasing tickets. Administrators can access tools for managing gift cards, balances, and tracking usage.
Digital Wallet	Allows ticket delivery to smartphones through Apple Wallet, Google Wallet, and SMS (requires an SMS gateway). External customers can easily download and store tickets on their mobile devices, ensuring quick and convenient access at the event, reducing the need for physical tickets and the occurrences of lost email tickets.

6. Integrations

The Bookable Product suite is designed to form part of a customer's IT Ecosystem. The Bookable Integrations functionality provides a suite of Integration components to integrate with many core systems and processes to deliver internal efficiencies by removing manual processing and double handling of data.

6.1 Core Modules

Module	Description
ERP Integration	Supports integration between Bookable's internal ledger and a commercial Enterprise Resource Product (ERP) or financial system general ledger.

Journal Extract	Generation of a simple journal extract that can be used to prepare and manually enter a manual journal (or similar data entry) into a finance system.
TechnologyOne	<p>Automated integration utilising TechnologyOne Extract, Transform and Load (ETL) capability to source transactions from Bookable, generate a document file and post directly to the TechnologyOne general ledger. The customer requires the appropriate license for TechnologyOne ETL. A dashboard to show reconciliation to Bookable transactions is also provided.</p> <p>Two-way integration with TechnologyOne Enterprise Cash Receipting (ECR) to facilitate front counter payments against Bookable receipts.</p>
Infor Pathway	Automated integration to generate debtor accounts and pass debtor transactions and payments from Bookable to Infor Pathway debtors. This includes two-way integration with Pathway receipting to facilitate front counter payments against Bookable receipts.
Civica	Generation of Civica supported general ledger import file for manual import into the Civica general ledger.
Microsoft Dynamics	Generation of Microsoft Dynamics supported general ledger import file for manual import into the Microsoft Dynamics general ledger.
Oracle Cloud Financials	Generation of Oracle Cloud supported general ledger import file for manual import into the Oracle general ledger.
SAP Financials	Generation of SAP supported general ledger import file for manual import into the Oracle general ledger.
Oracle JD Edwards	Generation of Oracle JD Edwards supported general ledger import file for manual import into JD Edwards general ledger.
MAGIQ ERP	Generation of MAGIQ ERP supported general ledger import file for manual import into MAGIQ general ledger.
Datacom	Generation of Datacom Datascape supported general ledger import file for manual import into Datascape general ledger.
IT Vision (Ready-Tech)	Generation of IT Vision (both SynergySoft and Altus versions) supported general ledger import file for manual import into IT Vision general ledger.
OpenOffice (Ready-Tech)	Generation of OpenOffice supported general ledger import file for manual import into OpenOffice general ledger.

Payment Gateway	<p>Support for a single payment gateway integration utilising customer's merchant details. Supported payment gateways include:</p> <ul style="list-style-type: none">• BPoint by CBA (including direct debits)• SecurePay by Fat Zerba (previously Australia Post)• Transact by NAB• PayWay by Westpac (including direct debits)• Quickstream by Westpac• Windcave• Datacom• PayStation by TradeMe <p>Additional payment options include:</p> <ul style="list-style-type: none">• POLI Payments (New Zealand only)• BPay (TechnologyOne Financials/ECR only, Australia only)• PayPal
SMTP/SMS Gateway	<p>Supports email and SMS communication channels.</p> <p>SMTP support through Microsoft Office 365 or general (other SMTP services) leveraging customer SMTP settings.</p> <p>SMS provides integration with Twilio and Message Media SMS gateways. The Annual SaaS Fees for this module do not include the transactional costs for messaging.</p>
API	<p>The Bookable API provides access to Bookable services and data through a published Application Programming Interface (API). The use of the Bookable APIs is subject to compliance with the Fair Use terms.</p>

6.2 Optional Modules

Module	Description
Identity Management Services	<p>Supports integration with third party identity management systems for authentication and provisioning of Bookable accounts.</p> <p>The following services are supported for authenticating end (external) users and internal staff accessing the Bookable Booking and Event Registration & Ticketing websites to purchase tickets and book spaces:</p> <ul style="list-style-type: none"> • Amazon Cognito • Okta • Microsoft Azure B2C <p>Note: Microsoft Entra (Azure AD) and Okta are supported as core integrations to provide SSO for internal administration users accessing the Bookable administration portal. These can also be used by internal staff for SSO to the Bookable Booking and Event Registration & Ticketing websites.</p>
CMS Integration	<p>Supports integration with CMS (websites). Currently supported CMS's:</p> <ul style="list-style-type: none"> • OpenCities (Granicus) - providing single point of management of events within the Bookable Events module with manual or automatic publishing to the Open Cities 'What's On' capability. Customers can then seamlessly purchase tickets for these events with the Open Cities CMS. Integration with the Bookable Bookings module currently not supported.
EFTPOS	<p>Supports integration with EFTPOS devices to facilitate 'box office' style purchasing and payment for event tickets. Supported EFTPOS include:</p> <ul style="list-style-type: none"> • Linkly <p>The Customer is required to enter into an agreement with Linkly for the use of the Linkly integration services at its own cost. The Annual Saas Fees for the Bookable EFTPOS module do not include any third party costs.</p>
POS Integration	<p>Supports integration with Point-of-Sale systems to enable combined ticketing and retail transactions in a single in-person purchase experience. Currently supported POS systems:</p> <ul style="list-style-type: none"> • Swiftpos (by Oolio)

Remote Access Control Integration	<p>Supports integration with remote access (keypad entry) control systems allowing for entry to supported venues without the need for keys, swipes or fobs. Supported systems include:</p> <ul style="list-style-type: none">• Gallagher• Integriti• SecCloud• Protege GX• Salto
Custom Domain Names	<p>Allows customers to integrate Bookable into their primary website by replacing the standard Bookable domain name (e.g. customername.bookable.net.au) with custom URLs (e.g. bookings.customername.state.gov.au and events.customername.state.gov.au).</p>

7. Other Modules

Other modules are general modules that provide various functions or services to enhance the use of the Bookable product suite.

7.1 Modules

Module	Description
Attekus Academy	<p>The Attekus Academy provides exclusive online access to the full catalogue of self-paced, on demand, flexible, and interactive learning programs for Bookable products.</p> <ol style="list-style-type: none">1. Access to the Attekus Academy portal is provided on a 'per named user' basis, starting from a minimum of 5 named user licences.2. Named User licences can be allocated, changed and moved between the Customer's staff as required by the Customer.3. All available course ware is accessible under this service.4. Courses are standard and the content is non-customisable.5. Customer may at any time request to upgrade their licence pack to acquire additional named users.

8. Updates and Release Cadence

Attekus continuously invests in the Bookable product suite to add new features, develop new product functionality and new modules, incorporate technological improvements, and to rectify errors and defects. Attekus may modify the SaaS Product Descriptions above from time to time to respond to technological developments and changes to the Products and Services.

8.1 Roadmap

Attekus maintains a long-term roadmap for future product development. The roadmap consists of strategic developments to drive future growth for Attekus in line with the company strategy, and other developments that are proposed by customers. Attekus maintains strong relationships with its customers throughout the term of the agreement and provides a number of avenues for customers to have input into the future roadmap. These inputs include user groups and forums, an online customer community portal, and direct feedback through Attekus consultants and Attekus customer support personnel.

8.2 Releases

Attekus plans for two (2) major feature releases per calendar year to develop and deliver new features and functions. Within the lifecycle of each major release, there are typically minor releases to rectify defects and errors. Each major release follows a naming convention of **YYYY** and the release number with:

- **YYYY** being the calendar year the release is in, e.g. **2025**.
- **N** being the version number of the major release, starting at '1'

For example, the first major release of 2025 would be version **2025 Feature Release 1**.

MAJOR RELEASE NUMBERS AND INDICATIVE TIMEFRAMES

Release Number	Indicative Timeframe
1	March-April
2	September-October

Please note, Attekus reserves the right to alter these indicative timeframes.

8.3 Major Releases

The content of each major release is determined by the product management team and approved by the Attekus executive team. Each candidate item for a release is assessed against the strategic roadmap, customer alignment, impact, scope and risk.

Major releases are carefully planned and managed to ensure the development candidates can be developed and tested within the release timeframes. When there is a variance to the planned timeframes, corrective actions are taken to change scope or re-plan development to a future release.

Major releases are initially applied to each Customer's test environment to allow for release preview prior to production upgrades. Customers are notified when these updates have been applied, and draft release notes

are made available. Approximately 10 Business Days after the upgrade to Customer's test environment, the production environment is updated to the new release.

Customers are notified 4 weeks in advance of a major release being applied to test environments. This is supported with email notifications and posts to the customer community website, and customer webinars are delivered by Attekus product experts to walk through new features.

Release notes are provided for all major development items and functional enhancements and are made available to customers in the Bookable knowledge base and as a PDF document 2 weeks prior to the production date.

8.4 Maintenance Releases

Attekus will release patches to Bookable from time to time to rectify errors, issues and unexpected behaviours as needed. These maintenance releases are prepared and applied promptly when deemed necessary upon approval by Attekus executives. Rigorous testing procedures ensure that critical issues are addressed promptly and effectively. Attekus may exclusively notify affected customers of these releases to ensure prompt adoption of the necessary updates.

Maintenance releases are typically scheduled for the first Tuesday of each month, and Customers are notified in advance of a maintenance release being applied. Release notes are provided, and the maintenance windows is confirmed 2 weeks in advance.

For highly critical fixes that require immediate correction and to which there is no workaround, Attekus may apply a hotfix to an existing release upon approval by Attekus executives.

9. Security and Disaster Recovery

Bookable has been designed to take advantage of the benefits of true SaaS delivery to customers without compromising the security of segregation of data. Bookable is hosted on Microsoft's Azure Cloud Australian infrastructure, and all customer data resides in Australian data centres.

Bookable is delivered on a single instance of code across all production customer sites, ensuring all customers are on the same version with the latest security and functional patches and revisions. To provide additional security, each customer's data is isolated to an individual single-tenanted database.

9.1 Data Security

Attekus has designed Bookable to leverage the industry-leading security features natively provided by Microsoft Azure's Cloud platform with the following security measures to ensure the highest levels of security of customer data:

- *At Rest:* Bookable databases are encrypted within Microsoft Azure data centres and the encryption keys are stored securely within Microsoft Azure.
- *In Transit:* All Inbound and outbound traffic is encrypted with HTTPS 2048-bit encryption.

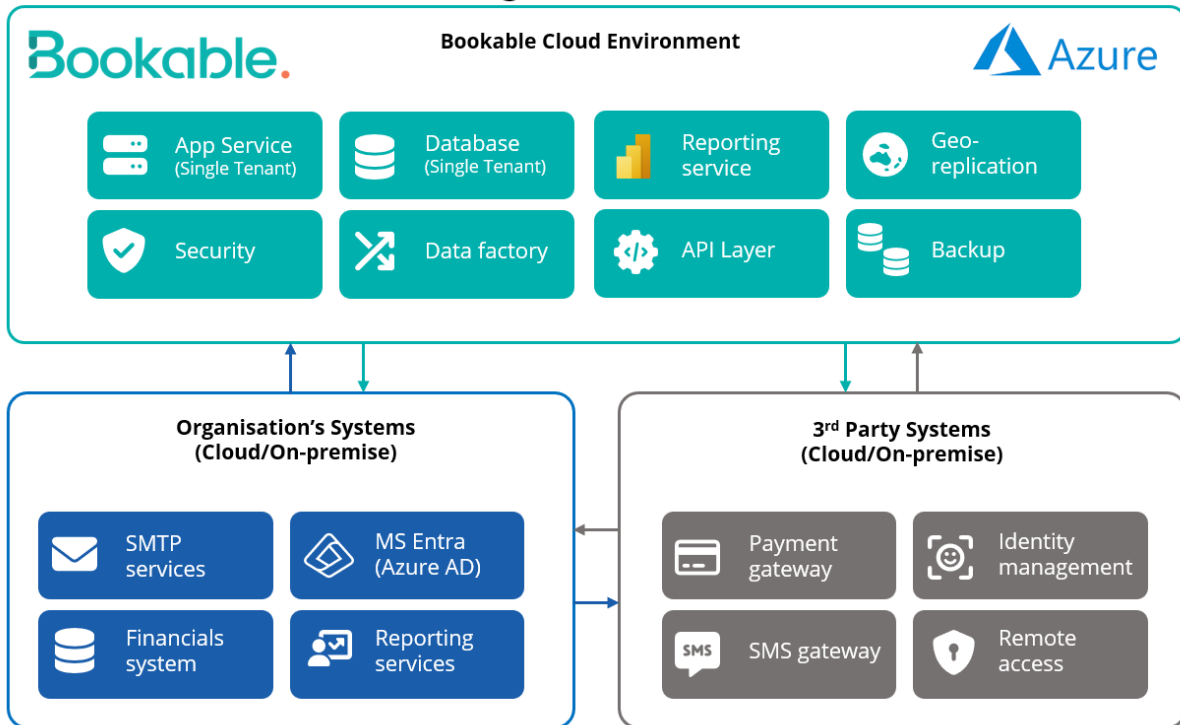
- *Other:* Within the Bookable portal, registered users only have authorised access to their own data and any attempt to access unauthorised data (e.g. via manual API requests) will be denied - for example, every booking associated to a registered user has a unique key associated to it and any attempt to access booking related data with a key that is not within the authenticated user's key set will be denied.
- *Penetration testing:* Attekus performs full, monthly penetration testing across all aspects of the application including external and authorised portions of the application.
- *Data Security standards.* Attekus is certified to ISO 27001 and PCI DSS 4.0.

9.2 Hosting, Back Up and Disaster Recovery

Bookable is hosted on the highest tier of App Service infrastructure available in Microsoft's Azure Cloud platform. This provides the following capabilities:

- *Speed and Performance:* This tier of app service provides scalable computing power for Bookable to achieve high performance, even under increased loads during busy times.
- *Up-time:* Microsoft Azure provides 99.99% uptime.
- *Back-ups:* Full, continuous, point-in-time backups of data are taken for production environments allowing the restoration of data to a specific second in time, should it be required. Weekly backups are stored for up to 10 weeks in the past. Monthly backups stored for 7 years.
- *Disaster Recovery/Mitigation:* All production environments have geo-replication included in the Bookable SaaS architecture. This provides an active secondary instance of Bookable in a physically separate data centre location, with all data only fractions of a second behind the primary instance.
- *RTO and RPO:* In terms of Recovery Time Objectives (RTO) Recover Point Objectives (RPO) for our customers, this equates to only seconds from time of failure to time of actively running on the secondary instance.

Bookable High-level Architecture



10. Fair Use

10.1 Purpose

The purpose of the Fair Use obligations is to ensure that all Customers of Bookable and the Microsoft Azure Cloud Platform use the products and services responsibly and in accordance with their intended purpose, safeguarding system performance and security.

10.2 Acceptable Use

Customers must:

- Use Bookable and the Microsoft Azure Cloud Platform only as permitted and for purposes as intended under the Agreement.
- Avoid any actions that might disrupt Bookable or the Microsoft Azure Cloud Platform.
- Refrain from using Bookable or the Microsoft Azure Cloud Platform in a way that may degrade its performance or impair its use by other users of Bookable.
- Follow the usage guidelines and limitations as specified in Attekus' Documentation and Microsoft Azure's acceptable use policies, as notified by Attekus to Customer from time to time.

10.3 Prohibited Activities

Customers must **not**:

- Engage in Prohibited Conduct (as defined in the Agreement) or in breach of any applicable law;
- Use Bookable or the Microsoft Azure Cloud Platform in a manner that:
 - exceeds any usage limitations set by Attekus in its sole discretion; or
 - creates an undue burden on Bookable or Microsoft Azure's infrastructure as determined by Attekus in its sole discretion.
- Engage in activities that could harm the functionality, security or reputation of Bookable, the Microsoft Azure Cloud Platform or related services.

10.4 Limitation of Access

Attekus may suspend or reduce access to and usage of Bookable, the Microsoft Azure Cloud Platform or related services on written notice to the Customer if the Customer does not comply with the above fair use obligations.