



100% Web-Based Tenant Retention Program

Enables collaboration among your tenants,
your maintenance staff and your property managers



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Executive Summary

The IMPAK Tenant Retention Program is specifically designed for property management firms to increase short and long-term organizational profits, and to immediately reduce operating and maintenance costs. This advanced Internet software plugs directly into your firm's existing website. The program's pages and forms are customized at installation so they visually blend with the themes and colors of your firm's current site. Your tenants will then be able to place service requests online and view the progress of those service requests through their own password-protected portal.

The integrated back-office module is a fully automated system that generates, dispatches and tracks all work orders from the time service is requested through work completion and tenant notification. In addition to the direct tenant features, the system also integrates inspection reports and provides automated methods for preventive maintenance scheduling. By using the IMPAK Tenant Retention Program, property managers can monitor and manage the daily workflow at single or multiple properties in real time. The system generates a variety of service performance reports that provides critical data for management's detailed analysis. And the IMPAK Tenant Retention Program fosters a collaborative atmosphere that promotes staff accountability, accuracy and a faster response to your tenants' needs.

Property management firms use the IMPAK Tenant Retention Program to efficiently:

- Eliminate lost work orders and relieve scheduling hassles;
- Reduce administrative workload;
- Optimize maintenance staff productivity;
- Document site inspections;
- Schedule and automatically generate preventive maintenance work orders,
- Respond to tenant service requests more accurately and promptly;
- Generate comprehensive job performance reports from the gathered data;
- Dispatch jobs directly to a selected PDA;
- Outperform their most discerning tenants' expectations;
- Post and distribute documents, such as memos, to specific buildings or tenants;
- Send hundreds of tenant notices and memos by email in seconds!

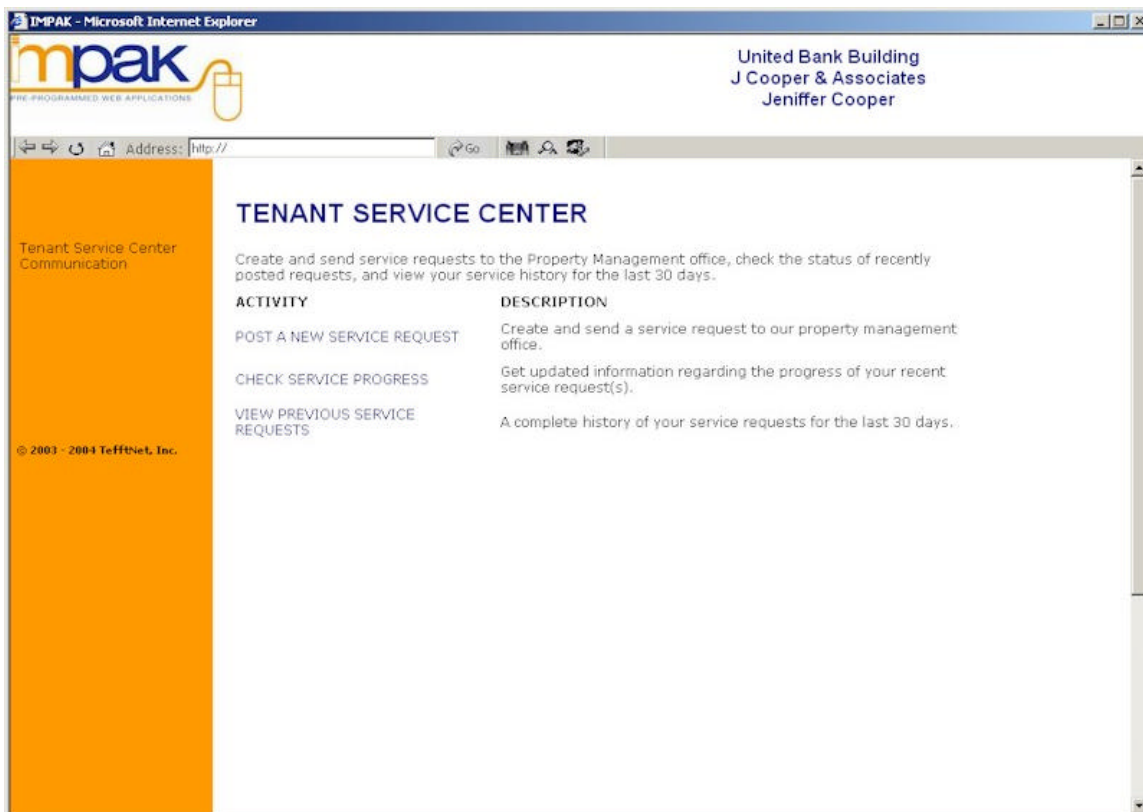
The fully automated IMPAK Tenant Retention Program is sure to make an immediate, positive impact on your firm's tenant satisfaction, retention and long-term occupancy rates.



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Program Features

TENANT SERVICE CENTER (Front Office for Tenants):



From their own private, password-protected Tenant Service Center on your firm's website, your tenants can:

- Post service requests,
- Check for progress made on their service requests that are still open,
- Read the maintenance technician's notes regarding the completion of their specific service request,
- Review all the details of every service request they have posted within the last 30 days,
- Send an email directly from the website to the property management staff for further clarification, modification or cancellation of their currently posted service requests,

- Read proprietary memorandums, notices and announcements posted from the property management office,
- Conduct communications with the property management staff at any time and at their convenience, and
- Retrieve forgotten passwords by automated email.

SERVICE RESPONSE CENTER (Back Office for Maintenance Technicians):

OPEN WORK ORDERS						
✓ Total - 16		In Progress - 4		Complete - 7		Received - 4
Scheduled - 1						
WO#	Date	Building	Problem Description	Emp/Contr	Status	Requestor
24	5/5/2003	NTBC Building	The light bulb burned out in the receptional area.	Aaron Wilburn	In Progress	Barbara Watson
21	5/5/2003	All State Insurance Building	Suite # 108 ** Please clean the kitchen carpet with soap. Too much coffee stain. -- Jerry Murphy; 713-271-4300; jmurphy@totalsafety.com	Aaron Wilburn	Received	Jerry Murphy
12	4/18/2003	Wells Fargo Bank 2	Suite # 104 ** The room is too dirty. -- Robert Lee; 713-688-3455; robert@compexlegalservice.com	Aaron Wilburn	In Progress	Robert Lee
10	4/17/2003	Wells Fargo Bank 2	Suite # 104 ** light out in conf room -- Robert Lee; 713-688-3455; robert@compexlegalservice.com	Aaron Wilburn	Complete	Robert Lee
8	4/17/2003	Wells Fargo Bank 2	Suite # 104 ** Too cold -- Robert Lee; 713-688-3455; robert@compexlegalservice.com	N/A	In Progress	Robert Lee
4	4/16/2003	Wells Fargo Bank 2	Suite # 104 ** The room is too hot. -- Robert Lee; 713-222-5656;	Aaron Wilburn	Complete	Robert Lee

From their own private, password-protected Service Response Center on your firm's website, your maintenance technicians can:

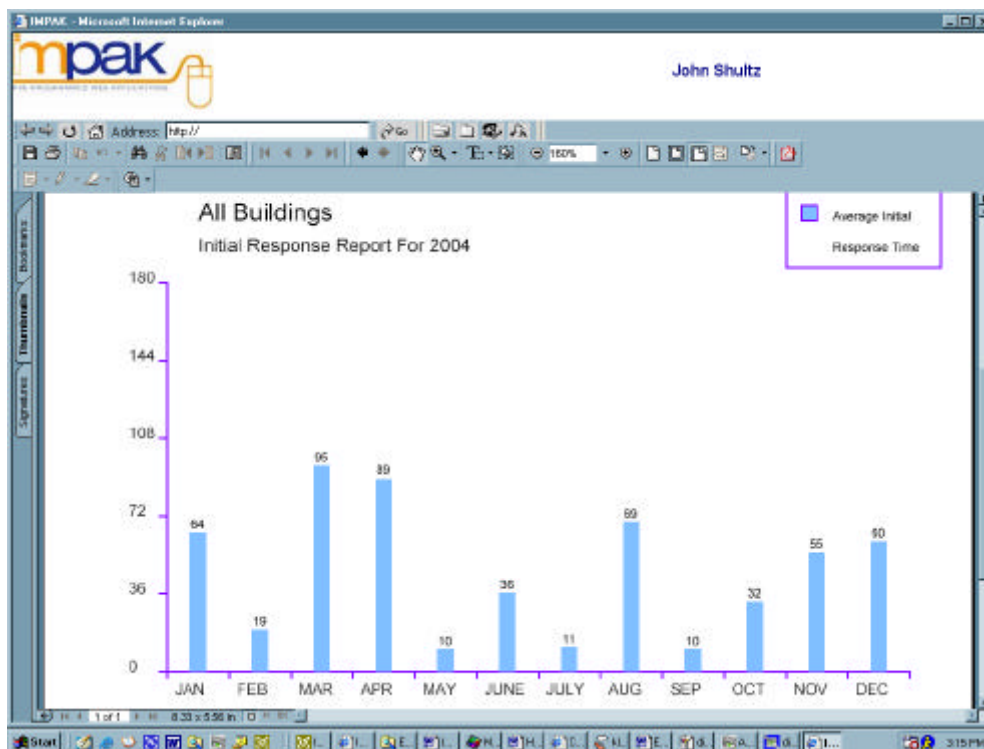
- Automatically view a list of Open work orders assigned to them, including any service requests posted directly by tenants,
- Receive tenant service requests immediately after tenants post them in your website's Tenant Service Center,
- Receive Inspection/PM work orders immediately after the property manager posts them. Optionally, maintenance technicians can create Inspection/PM work orders to document work that is being done "on-the-fly", and
- Describe the work that was required to complete the work order, and change the status of the work order from "Received" to "In Progress" to "Complete" as the work progresses. Tenant service request information is immediately displayed in the Tenant Service Center for the specific tenant that requested the service.

Note: When a tenant service request is completed, a previously formatted email can be automatically sent to the requesting tenant stating the date, time and work details regarding the completion of the specific service request.

PROPERTY MANAGEMENT ADMINISTRATION (Back Office for Supervisors):

From their own private, password-protected Administration Center on your firm's website, your authorized management representatives can:

- Create/add new tenant records and tenant users to the database through a simple web form,
- Modify and/or delete tenant and tenant user records as required,
- Provide new users with their User ID and password through e-mail, directly linked from the New User form,
- View and edit sorted lists of open work orders with the current status and notes made by the maintenance technicians,
- Enter inspection work orders and generate preventive maintenance schedules,
- Enter tenant service requests directly into the system from telephone calls and fax messages received,
- Easily browse and upload Microsoft Word and Adobe PDF documents for viewing by tenants,
- Send hundreds of email memos or notices to tenants in seconds,
- Modify property records, employee records, contractor records and job types in the database through simple web forms,
- Trend and evaluate the performance of individual members of the maintenance staff by generating the Labor Hours Report for any date range,
- View and print detailed and summary reports depicting recorded response times and completion times for all Tenant Service Requests submitted during any date period,
- View and print other helpful reports that trend service requests received by tenant, by general location, by the day of the week, and even by the time of day.





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Why Choose IMPAK?

1. Fully Automated Property Management System

Unlike many web applications that receive and send tenant service requests by email, IMPAK collects and dispatches all service requests through multiple database tables. This feature enables factual collaboration among tenants, property managers and the maintenance staff by providing prompt, personalized information, and by connecting front-and back office functions into a single, tenant-centric operation. Unlike the telephone, fax or email, service requests made through the Impak Tenant Service Center are never lost or misplaced. All service requests and maintenance notes are permanently stored in the database. The system can also automatically generate cost and performance reports, useful for multiple management purposes.

2. 24/7/365 Remote Access to the Program by All Parties

IMPAK is a 100% web-based tenant retention program. Using their regular Internet browsers, tenants, property managers and your maintenance staff can easily submit service requests, update work notes and monitor job progress from their own password-protected platforms anytime of a day. No more busy signals or answering machines for tenants requesting service. No more repeat phone calls to update tenants on the progress of a single service request. This system is proven to reduce labor costs while increasing overall tenant satisfaction.

3. User-Friendly Application Requires only Minimal Training

Although we provide free training to our clients, the IMPAK Tenant Retention Program is so easy to use that no significant training is necessary. Unlike competitors' packages, all IMPAK applications are very simple for end-users to navigate. And because the database infrastructure is expertly designed, the system can automatically handle multiple and complex job tasks simultaneously. Your tenants, the maintenance staff and property managers can submit service requests, update work orders and create reports by simply clicking on the buttons!

4. Broadcast Memorandums and Notices to All Tenants

At the stroke of a mouse-click, you can turn the daunting task of sending memos to all your tenants into a fast and easy job. We've included and integrated our IMPAK Email Broadcasting System (a \$499.00 value) into the TRP! You can direct your memos and notices to all your tenants, or to tenants in a specific building, or even to a specific tenant. Send hundreds of notices in seconds! You'll never want to use your fax machine again.

5. Expert Hosting and Data Backup Services

Your configuration worries are over! The IMPAK TRP can be hosted on our fast and efficient web servers, and access to the program is granted through passwords, which you can assign yourself. Routine database maintenance and weekly complete data backups are also included with our Basic Hosting Service.

6. Seamless Integration

IMPAK TRP is customized to visually match your existing website or Intranet styles, colors and themes. Or let us customize our pre-programmed template for a complete, instantly deployable, professionally designed property management firm web site.

7. Easy Administration

Property managers and authorized personnel always have full and easy access to administer every aspect of the IMPAK Tenant Retention Program through the built-in administration module. Property managers can easily set up passwords for tenants and the maintenance staff, monitor work progress on all or specific service requests, supervise and dispatch the maintenance staff, and create multiple reports. Anyone at your office can administer the program easily! No special computer programming skills are required.

8. Customizable Application

The IMPAK TRP is a feature-rich program offering online service requests, service request response management, employee performance reports and much, much more. However, if you really need some specific “adds on” that are unique to your business and designed for your specific daily management operations, Impak is easily and economically customized. And since you have purchased the software from us, you are entitled to our CPRFC (Custom Programming Rate for Favored Clients). It’s our belief that new technologies should bring an immediate and positive impact on your business, and we strive to deliver the best solution!

9. Proven Technology

The IMPAK Tenant Retention Program and other web-based programs developed by TefftNet, Inc. are currently being used by Fortune 500 corporations and municipal organizations for high-profile facilities such as Bush Intercontinental Airport, Hobby Airport, Reliant Stadium (home of the 2003-04 SuperBowl), Chevron-Phillips Chemical Company headquarters, the Houston Rockets’ new Arena (Toyota Center), Travis Tower (Houston), Atlanta Plaza (Atlanta, GA), Anchor Centre (Phoenix, AZ) and Spalding University (Louisville, KY). In the last three years, the IMPAK TRP has already proven itself to be the leader in cutting-edge technology for the commercial property management industry.



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Frequently Asked Questions

What is the Impak Tenant Retention program?

The IMPAK TRP is an Internet application that empowers your website to collect and dispatch tenant service requests, to update your tenants with service-related information and to help property managers evaluate maintenance staff performance. This web-based software connects front-and back office functions into a single, tenant-centric operation. And it enables collaboration among tenants, property managers and the maintenance group by providing prompt, personalized information from multiple data sources and work processes.

What hardware and software is required to run Impak on my PC?

IMPAK software is installed on an Internet server, so any computer connected to the Internet can enjoy all the features of the program at no additional cost. There is no third party software or extra hardware needed to run the IMPAK TRP on your company's computer systems.

How long will it take to install the IMPAK TRP?

In most cases, IMPAK software is installed and made operational within 5 working days.

Do I have to devote any extra clerical resources to use this system?

Absolutely not! The program is so easy to navigate that the regular employee who currently takes incoming phone calls for your firm can simply type the service requests into the system while she/he is on the phone. And since all tenant information is stored in the system, the tenants won't have to repeat their suite number, contact person or phone number when requesting service. Best of all, tenants will use this convenient method to submit their service requests instead of repeated phone calls. The IMPAK Tenant Retention Program will reduce your labor cost on clerical and maintenance personnel even as you double or triple your building occupancy rates!

Do you provide software training for the back office functionality? How long will it take for my tenant service representatives to learn to use the system? Does it depend on his or her technical background?

Yes, we provide personal software training, but it usually takes only 4 hours for your tenant service representatives, maintenance employees and property managers to begin conducting more efficient operations online using the IMPAK TRP, regardless of their technical background.

Do you offer any customization?

Yes. If you need any customization of IMPAK software, please contact us. Our business consultants will tailor a specific programming proposal for you based on our CPRFC (Custom Programming Rate for Favored Clients) rates.

What is included in the purchase price?

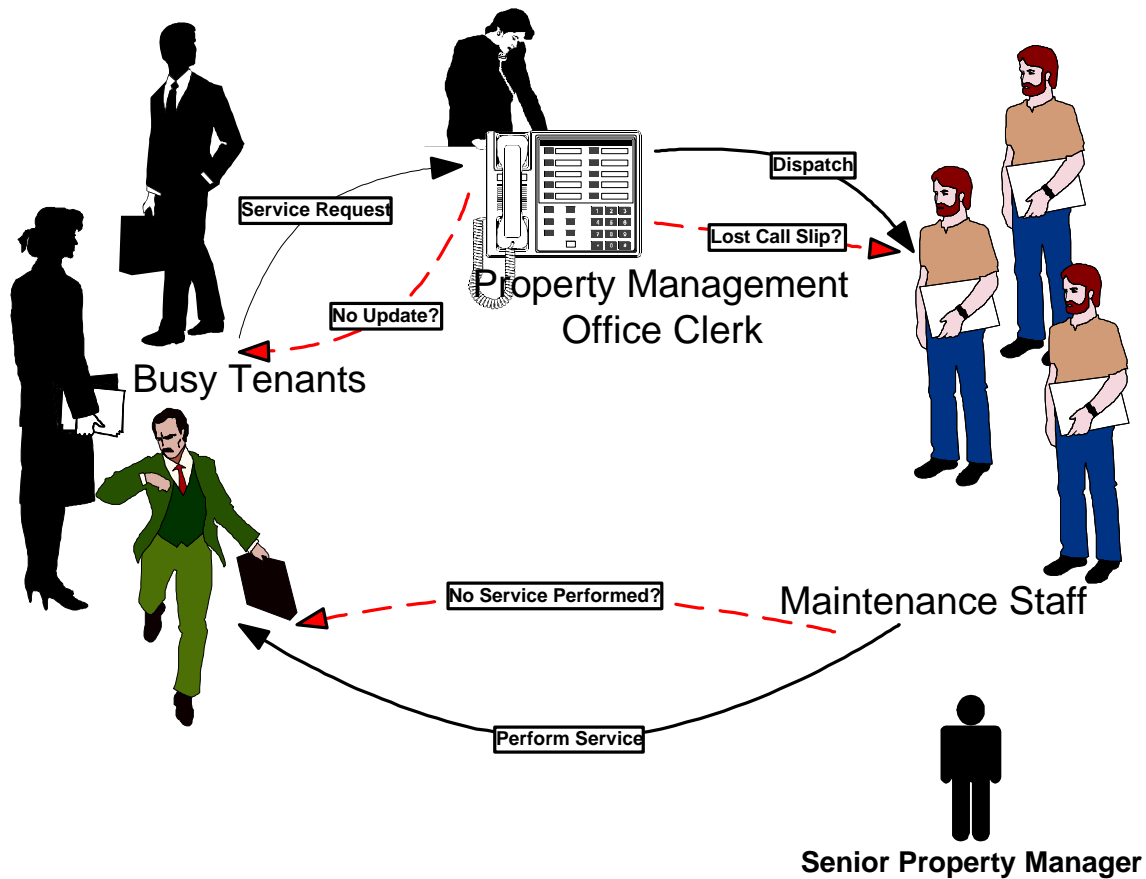
The IMPAK Tenant Retention Program, installation on our web server, SQL Server database configuration for the program, the Administrator's User Guide, an IMPAK TRP PowerPoint tutorial, free technical support for the first 30 days and up to 8 hours training. There are no renewable licenses, no user fees and no additional costs for third party software.



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Process Flow Diagram #1

Possible Breakdowns in Current Process Flow



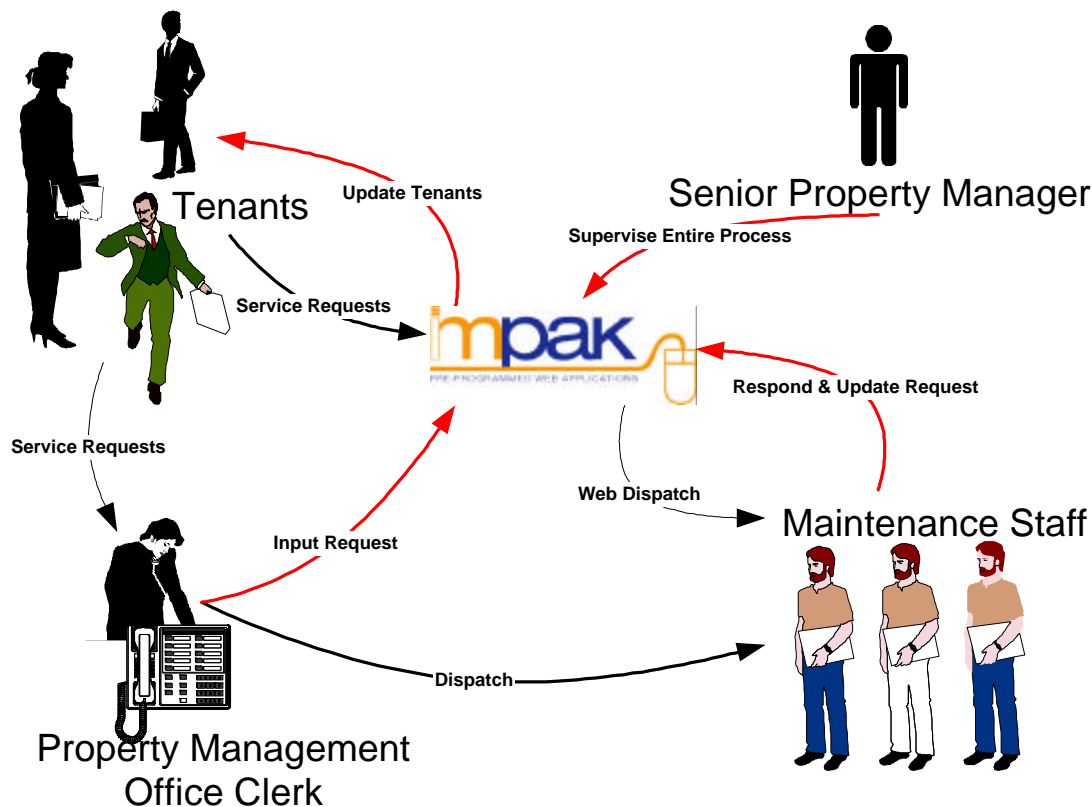
Tenants expect a fast response when they place service requests to the property management office, and become frustrated if they aren't updated with current information about their request within a reasonable time. This is especially true if the maintenance staff doesn't respond as quickly as they expect. Tenants become unhappy if they have to make repeated calls to the office to find out what is happening with their request. Property managers are often left completely out of the loop until called on to solve a tenant relations problem.



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Process Flow Diagram #2

How Impak Completely Handles the Process Flow



With Impak in the center of the process flow, tenants can check the current status of their own service requests, without calling the office. The maintenance staff updates the database as work progresses through completion, further reducing the “bottleneck” of information typically required to flow through the office clerk. The entire process is instantaneously visible to managers and supervisors, who can quickly react to deficiencies.



Fact Sheet

TefftNet, Inc. is an advanced Internet programming firm, focused on helping property management firms meet revenue, cost and timeline objectives through web-based information gathering, collaboration and analysis. TefftNet's high-performing specialists and experienced database programmers have developed complex applications and data structures that are in use today at major airports, energy facilities, professional sports stadiums, university campuses and high-profile office buildings. The firm develops, produces, customizes and supports implementation of the "IMPAK Tenant Retention Program" for its clients.

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Organization TefftNet, Inc. is a Texas Corporation, chartered 2000
Certified WBE, Women's Business Enterprise Alliance
Certified HUB, State of Texas

Profile The professional staff at TefftNet is comprised of business management specialists and senior computer programmers who are skilled and experienced in creating custom, web-based dynamic programs, data entry forms and on-line database reports.

Strengths TefftNet's forward-thinking web applications have had an immediate impact on its clients' profitability by enabling employees to share and participate in many management processes, such as work scheduling and documentation. Built-in, automated tracking programs provide the metrics necessary to implement best practices and continuous improvement models. The overall result is a dynamic system that promotes accountability for each employee's work productivity, efficiency and accuracy.

The firm thrives in challenging and complex circumstances where positive results can pay huge dividends for its clients' management in terms of increased revenue and/or decreased costs.

Experience Within the past three years, TefftNet has developed custom web applications, including the IMPAK Tenant Retention Program, for the following organizations and others:

- CenterPoint Energy
- Reliant Energy

- Houston Airport System
- Jones Lang Lasalle
- Patrinely Group, LLC
- Tarantino Properties, Inc.
- Chevron-Phillips Chemical
- Houston METRO
- Christ Church Cathedral
- Fugro South, Inc.
- Grubb & Ellis
- The Houston Rockets
- McCord Development
- Ben Carter Properties
- Bergman Realty Corp.
- Colliers International
- Proterra Properties, Inc.
- Century Development

Web Applications TefftNet has performed custom software/database and/or Internet development contracts involving the programming of these custom web applications:

- Maintenance management systems,
- Field & laboratory testing and analysis systems,
- Employee time management & work scheduling systems,
- Collaborative project management systems,
- Web-based document libraries for file sharing,
- Remote monitoring of automated control systems,
- Purchasing and ordering systems,
- Operator meter reading forms and data structures,
- Fixed asset management systems with on-line document libraries

Areas of Expertise

- Access 2000
- ASP
- ColdFusion
- Flash
- HTML
- JavaScript
- Linux
- MS IIS 4.0
- Perl
- PHP
- SQL Server 7.0
- TCP/IP
- Telnet
- Unix
- VBScript

References

- Mike Sweatt, VP of Operations for Navisys Group. 713-860-3000.
- Gary K. Johnson, CPM, VP for Crimson Corporate Services, a division of Patrinely Group. 713-840-2700.
- David Sutton, Director of Maintenance for Tarantino Properties, Inc. 713-974-4292.
- Chris Earls, Facility Manager at Spalding University in Louisville, Kentucky for Jones Lang Lasalle. 502-585-9911 Ext. 2792.
- Wayne Johnson, Building Engineer for the Chevron-Phillips Chemical Company's global headquarters. 832-813-1590.
- Greg Poole, Facility Manager at the Toyota Center for the Houston Rockets. 832-647-4853.