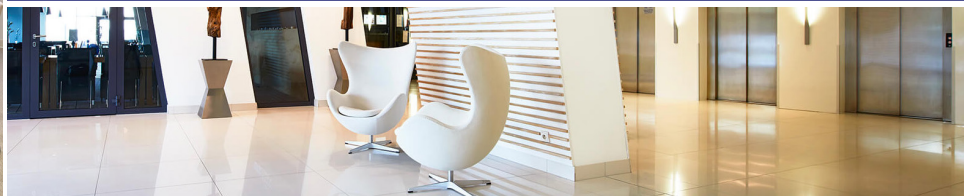




# IMPAK FEATURES



*It simply works!*

[www.impaksolutions.com](http://www.impaksolutions.com)



The IMPAK Web-Based Facility Management System contains all the features needed for property managers to efficiently organize, manage and document all maintenance-related activities for multiple commercial properties.

- ▶ Online Tenant Service Center
- ▶ Easy, Flexible Property and User Setup
- ▶ Property Operations Center
- ▶ Conference Room Reservation System
- ▶ Automatic Dispatching
- ▶ Interactive Tenant Satisfaction Scorecards
- ▶ Mobile Dispatching & Remote Access
- ▶ Automated Preventive Maintenance Scheduling
- ▶ Property Inspections with photos
- ▶ Permit/Licenses Tracking
- ▶ Categorized Project Management
- ▶ Job Quotes for Service Requests
- ▶ Purchase Order System and Materials Tracking
- ▶ Vendor Service Contract Management
- ▶ Tenant and Contractor Certificate of Insurance Management
- ▶ Online Vendor Service Center
- ▶ Billable Work Order Management with Invoicing
- ▶ Utility Meters and Energy Efficiency Tracking
- ▶ Comprehensive Operating Reports
- ▶ Property Notebook for Building Owners
- ▶ Enhanced Security
- ▶ Presentations Using IMPAK Maps
- ▶ IMPAK Mobile Tenant Portal
- ▶ Reliable IMPAK Automated Billing Export
- ▶ Tenant Collections





# ONLINE TENANT SERVICE CENTER

## Post a New Service Request

IMPAK provides building tenants with a state-of-the-art Online Tenant Service Center. Using the IMPAK system, tenants can **post a new service request** at any time. IMPAK will then automatically notify the property management staff by email, providing details including building name, tenant company name, suite number, contact information and service description.

## Review Recent Requests

Tenants may also click on a menu link to **review recent requests**. From this page, tenants can review the current status and other important information of all service requests for their own specific tenant company.

## Website Memos

If available, tenants can view online **website memos** posted in IMPAK by property managers. Website Memos are property-specific, and are easily “attached” within IMPAK by the property management staff. These documents can be in any standard format including Microsoft Word, Adobe PDF, and Digital Photo format, and more.

## Create Reservations

If available, tenants can **view the monthly calendars** for reservable facilities and resources set up in IMPAK by property managers, such as conference rooms or auditoriums. Within the monthly calendar, tenants are able to review reservation information for each facility and can also create and update their own reservations.



# /// EASY, FLEXIBLE PROPERTY AND USER SETUP

Property managers will enjoy the simple configuration methods within IMPAK that will provide all users with selections that are specifically designed for their role.

Properties are broadly defined in IMPAK as physical facilities, structures or areas, and each property in IMPAK has its own set of unique characteristics and data. **IMPAK tracks many of these detailed property characteristics including:**

- ▶ Property Type
- ▶ Rentable Square Footage
- ▶ Common Name
- ▶ Physical Address
- ▶ Geographic Area
- ▶ Property Manager
- ▶ Service Locations
- ▶ Job Types
- ▶ Equipment/Assets
- ▶ Approved Contractors/Vendors
- ▶ Permits/Licenses
- ▶ Purchase Orders
- ▶ Materials Used & On Hand
- ▶ Projects
- ▶ Vendor Service Contracts
- ▶ Preventive Maintenance Programs

IMPAK contains multiple “User Groups” appropriate for any commercial property management firm. **These include:**

- ▶ Administrators
- ▶ Property Managers
- ▶ Chief Engineers
- ▶ Call Center Dispatchers
- ▶ Technicians
- ▶ Vendors
- ▶ Leasing Agents
- ▶ Tenants
- ▶ Accountants
- ▶ Vendor Managers
- ▶ Regional Managers
- ▶ Asset Managers
- ▶ Property Owners

Each user that logs into IMPAK is evaluated and directed to appropriate content based on User Group. User Group access to the IMPAK Menu System can be adjusted as needed.



# /// PROPERTY OPERATIONS CENTER

Tenant Service Request

Property managers may review and process all open work orders from one easy-to-navigate IMPAK screen.

Proactive Inspection Work Orders

Quickly receive, document, monitor and resolve incoming submissions from tenants requesting service from the Online Tenant Service Center.

Fully Automated Preventive Maintenance

Create internal "Inspection Work Orders" to correct property deficiencies found through visual inspection of the property.

Easily builds a comprehensive and fully automated preventive maintenance program for all the critical equipment at each property.

Attach photos, Microsoft Word documents, Excel spreadsheets and other digital files to any type of work order to support your work documentation.





# CONFERENCE ROOM RESERVATION SYSTEM

IMPAK provides a shared calendar for the property management staff to keep track of reservations made for conference rooms, facilities or other property amenities.

Property managers can easily monitor multiple room schedules for multiple properties using the reservation system.



# /// AUTOMATIC DISPATCHING

With IMPAK's automatic dispatching system, assign technicians for each job type so online tenant requests will be properly assigned and dispatched **automatically**.

With auto-dispatch, property managers work with **confidence** and **assurance** that tenant work orders are delivered instantaneously to the appropriate technician for work.

Property managers can assign up to 8 technicians and 1 contractor to each job type, allowing a great deal of **customization** on to whom they want work orders to be sent.



100% Satisfaction

# /// INTERACTIVE TENANT SATISFACTION SCORECARDS

**Property managers** can review a summary of each tenant's service requests, and then send pre-formatted email to the tenant requesting them to respond to a follow-up Tenant Satisfaction Scorecard.

**Tenants** can click on a link provided in the email to connect to the simple two-question scorecard, asking for the tenant's response to the timeliness and quality of the service they received on a specific work request.

**Results** are tabulated and kept on file with each tenant service request and a special report for property managers shows all of the Tenant Satisfaction Scorecard responses for individual properties or for the entire portfolio.



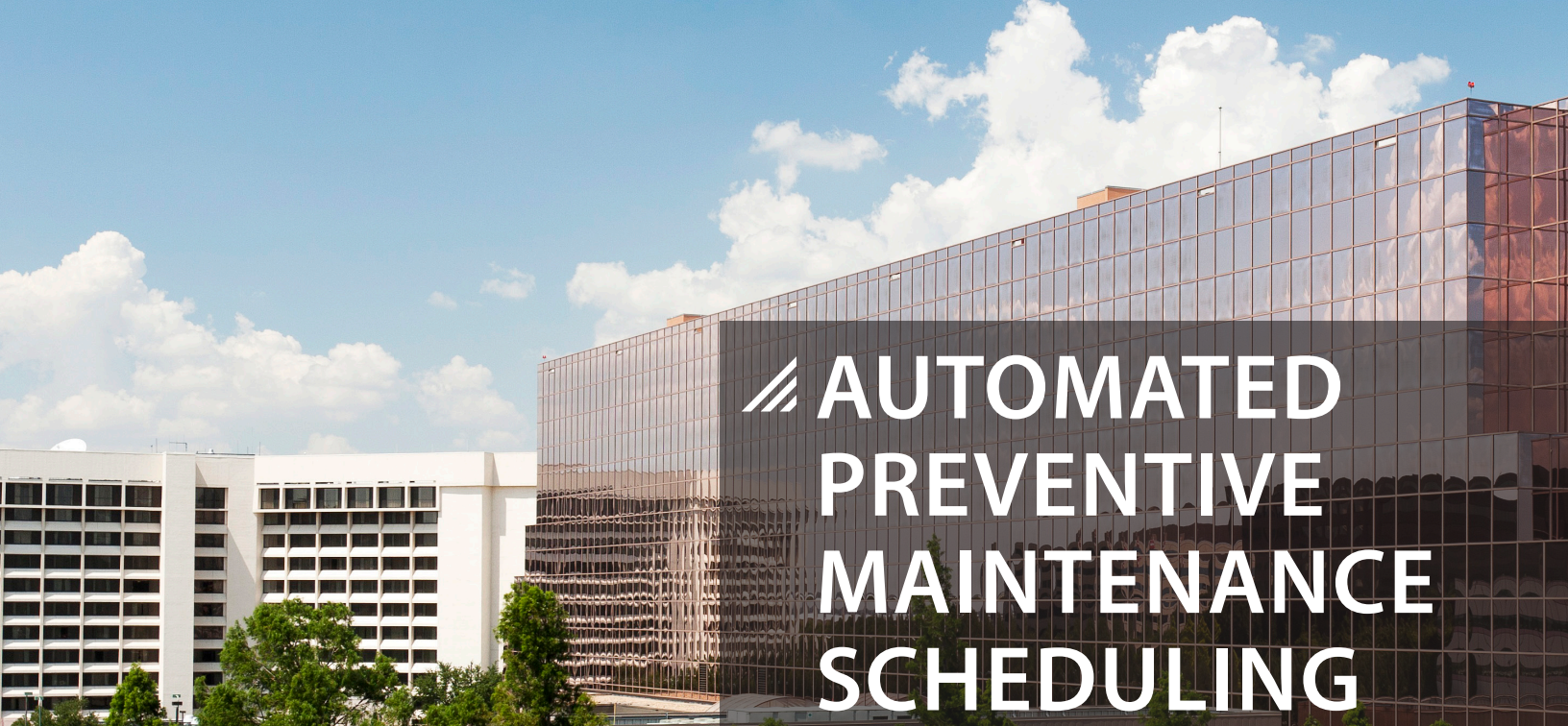


IMPAK provides for **two-way work order** interaction with your technicians via handheld mobile devices in the field, such as iPhone, Android, Blackberry or any other Smart Phone.

Any type of IMPAK work order may be sent directly from IMPAK via email to any type of remote email device in the field. If technicians are using a Smart Phone or other similar device, technicians will click on a link in any work order email they receive to connect to the IMPAK mobile tech, where a list of all work orders assigned to that specific technician are displayed. Technicians will then update each work order, providing current status, work time and work notes related to the selected assignment. Technician can also create inspection work orders on-the-go through their mobile devices.

When completed work orders are subsequently "Closed" back at the office, those work orders will automatically disappear from the technician's list.

Any IMPAK work order may also be dispatched by email to a third-party vendor for service.



# /// AUTOMATED PREVENTIVE MAINTENANCE SCHEDULING

Property managers and technicians utilize IMPAK to create a list of critical equipment items for each property. **Equipment Items** can include actual equipment units, areas within the property, or perhaps the entire property.

One or more **Job Plans** are then established for each type of equipment item (Air Handling Units, Pumps, Basement Inspection, etc.). IMPAK Job Plans are based on a frequency selection of daily, weekly, bi-weekly, monthly, bi-monthly, quarterly, semi-annual or annual performance. To provide maximum flexibility, a combination of Job Plans and frequencies may then be applied to any one equipment unit.

Once an **Automated Preventive Maintenance (APM)** schedule for an equipment item is set up, IMPAK will automatically create Preventive Maintenance work orders for that equipment item on their scheduled dates. No other action is required to generate these work orders at the specified time.

Individual **Procedure** lists provide technicians with detailed, step-by-step safety and procedural instructions for each **Job Plan**. This procedure list accompanies each corresponding Preventive Maintenance work order on printed documentation and is available to the technician via Smart Phone or other remote devices in the field.

The built-in **PM Labor Planning Report** helps property managers schedule labor resources to ensure the monthly preventive maintenance schedule can be accomplished.

**Equipment service histories** are available to track the total services performed on each equipment item over time.

**Equipment readings** (oil pressure, voltage, etc.) can easily be incorporated into the automated preventive maintenance schedules and these readings are then captured by building engineers via Smart Phone or other mobile devices in the field. Captured readings are also displayed in the equipment service histories.





# /// PROPERTY INSPECTIONS WITH PHOTOS

IMPAK enables your organization to manage, track and take corrective action on all types of property inspections. You can design multiple inspection “templates” that will prompt property managers and inspectors to follow your specific requirements through the cycle of inspection performance and management review, including automated inspection reports.

**IMPAK Mobile** enables field engineers and property managers to take photos using their iPhones, Androids, iPads, etc., and then easily uploaded them into the IMPAK system! There are no camera-to-computer connections to make, and photos are automatically sorted and displayed into the proper inspection category when uploaded from the field.





# Permits/Licenses

## /// PERMITS/LICENSES TRACKING

Using IMPAK's **Permits/Licenses** feature, store and track all of your property's government-required licenses and permits. Create a record in IMPAK for each permit or license and attach a copy of the actual permit.

Build your own **customized list** of permit types to best fit your situation. Possible types include:

- ▶ Building Permits
- ▶ Change of Use Permits
- ▶ Contractor Licenses
- ▶ Demolition Permits
- ▶ Elevator Permits
- ▶ Fire Prevention System Permits
- ▶ Generator Permits
- ▶ Sign Permits

Prior to the ending date of any permit or license, property managers will have opportunity to replace current permits/licenses before they expire. **Built-in email notification** methods make it easy for property managers to update expiring permits/licenses as needed.



# // CATEGORIZED PROJECT MANAGEMENT

IMPAK **Property Projects** differ from work orders in that they may extend for weeks or months before completion is achieved. Projects may also involve multiple vendors, bids and other information that can be stored separately in this area.

Multiple property managers and other staff personnel may contribute to the body of information, making each project a collaborative event that eliminates duplication of effort.

Project **categories** may be established as needed for project reporting and filtering purposes.



# JOB QUOTES FOR SERVICE REQUESTS

When tenants request a quote for service, creating a work order and an invoice can be time consuming and unnecessary if the tenant decides to decline the service. However, using IMPAK's **Job Quotes** feature, quickly prepare, print and review job quotes that you're able to deliver to the tenant with ease.

With Job Quotes, create quotes that are billable to the tenant or to the property and include information such as the GL Account Number associated with quote items and the quantities and prices of each item.

Create work orders or projects **directly** from the job quote, providing efficiency and ease of use for property managers.

From the information already captured in the job quote, IMPAK provides simple methods to **create a professional-grade invoice** when the billable work order related to the job quote is processed.





# /// PURCHASE ORDER SYSTEM AND MATERIALS TRACKING

Property managers will enjoy the robust nature and flexibility built into IMPAK's **Purchase Order System**. Purchase Order line items may be selected from the property's **Materials List** or items may be added to purchase orders as needed by simply typing in the quantities and descriptions of the items being procured.

Having a separate materials list for each property helps identify exact specifications and costs for light bulbs, filters, belts, etc. that are unique to that property. Or, in cases where multiple properties utilize a common storeroom, properties may be configured within IMPAK to use a common storeroom's materials list.

Materials are easily selected and quantities documented on any type of IMPAK work order as they are used in the performance of the work.

Built-in **Materials Usage** and **Materials On Hand** reports track monthly materials cost and current inventory value based on quantities purchased via the IMPAK Purchase Order System and used during work order service.



# /// VENDOR SERVICE CONTRACT MANAGEMENT

Each of your properties may utilize third-party service providers for routine maintenance of landscaping, pest control, parking lot sweeping, window washing, etc. IMPAK provides property managers with clear methods to assign vendors, document costs and even store digital copies of **Vendor Service Contracts** for each property.

IMPAK **flags** any Vendor Service Contract which has less than 30 days before the end of the contract.

By periodically reviewing the list of Vendor Service Contracts, property managers will have ample opportunity to renew the existing contract or to solicit bids from other service providers before the current contract ends.



# /// TENANT AND CONTRACTOR CERTIFICATE OF INSURANCE MANAGEMENT

IMPAK provides the perfect, centralized storage place for scanned copies of tenant and contractor Certificates of Insurance for each property.

This central storage area eliminates the need for Excel spreadsheets or other internal tables that currently may be scattered on various computers throughout your enterprise.

IMPAK **flags** any certificates of insurance that will expire within 30 days (shaded in yellow), or that have already expired (shaded in red).

By reviewing IMPAK's lists of tenant and vendor Certificates of Insurance, property managers will have the opportunity to replace the current certificate before expiration. **Built-in email methods** make it easy for property managers to request new certificates as needed.





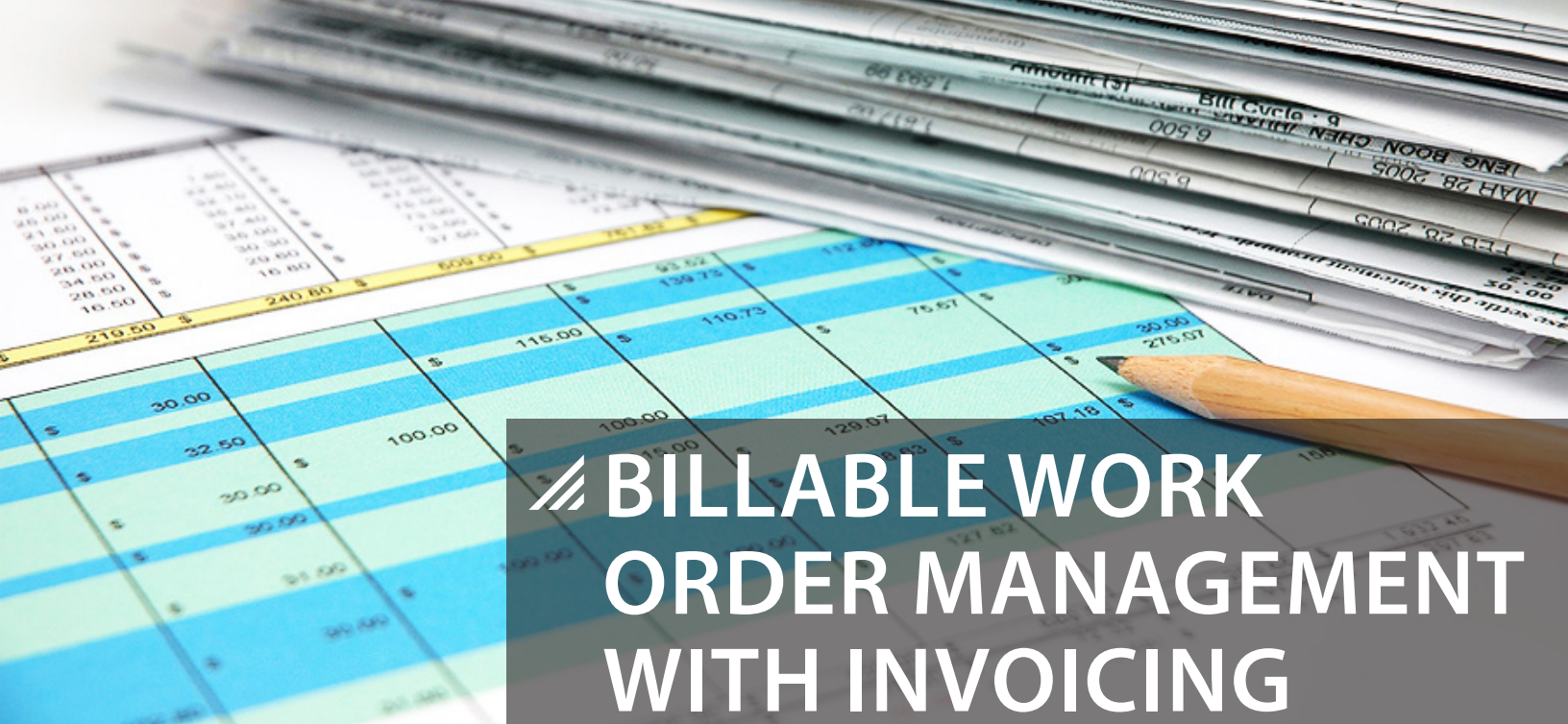
# ONLINE VENDOR SERVICE CENTER

## Contractors

**Contractors** may log in to IMPAK to update any work orders that have been assigned to them by management. The contractor user, from their own office, may utilize the IMPAK Online Vendor Service Center to change work order statuses, provide start and completion dates and times, add work notes, and provide a dollar amount of the invoice generated to complete the work orders assigned to them.

## Property Managers

**Property managers** will immediately see changes made by vendors as the vendors process their own assigned work orders. This process eliminates the need for follow-up phone calls to check on vendor progress and service completion.



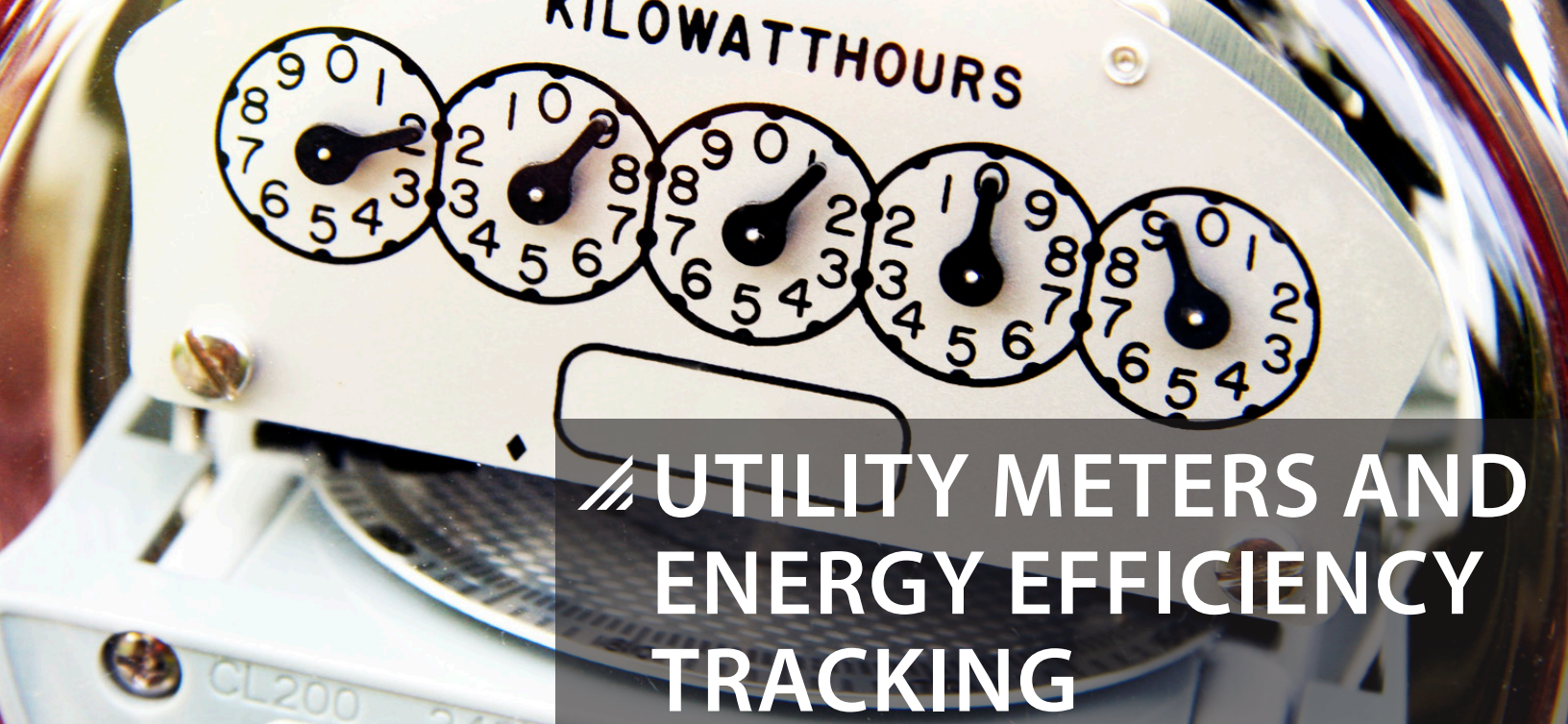
# /// BILLABLE WORK ORDER MANAGEMENT WITH INVOICING

Any **IMPAK work order** can be charged back to the responsible party with a click of the mouse. Tenant Service Requests may be charged back to the tenant or to the property owner. Inspection Work Orders and Preventive Maintenance work orders may be charged back to the property owner only.

During processing, IMPAK work orders may be designated as “billable”. These designated billable work orders are then displayed in the property manager’s monthly **Billable Work Orders** report.

From the information **already captured** in each billable work order, IMPAK provides simple methods to create an invoice that can be printed on a company letterhead and presented to the responsible party for payment.

IMPAK invoices are **flexible**, and property managers may always easily adjust any line item on any invoice, or add additional items as needed.



# UTILITY METERS AND ENERGY EFFICIENCY TRACKING

## Utility Meters

**Utility Meters** for electricity, water and natural gas can be set up in IMPAK as equipment items, and monthly readings can be captured by technicians on location via mobile devices such as an iPhone or Android. This program is especially valuable where tenant sub-meters have a physical reading taken each month for billing purposes.

When property utility bills are received from the utility provider, the amount of usage and total costs are recorded by property managers in IMPAK. This program then provides an **ongoing record** that may later help property managers pinpoint spikes in energy usage at any property.

## Energy Efficiency Report

IMPAK's fully automated **Energy Efficiency Report** provides an "apples-for-apples" comparison of energy usage between properties for the entire portfolio, based on utility usage per rentable square foot.





With IMPAK, property managers can generate and print useful and essential reports within seconds!

During work order creation and processing, IMPAK automatically categorizes each work order by work order type, property, tenant, job type, technician and contractor. This categorization provides the basis for over **75 reports** which are available in real-time.

- ▶ **Open Work Order Count**—Provides a summary count of all currently open work orders, categorized by property and work order type.
- ▶ **Complete Work Order History**—Provides a summary count of all work orders, categorized by work order type.
- ▶ **Job Type Report**—Provides a comparison of work order production and work hours for each job type.
- ▶ **Work Hours Report**—Provides a comparison of work order production and work hours for each technician.
- ▶ **Complete by Due Date Report**—Provides a percentage of work orders completed by their due date.

Many IMPAK reports contain an expanded capability to produce an Excel spreadsheet, pie chart or bar graph, and a great amount of IMPAK report data can be easily copied and pasted into an Excel spreadsheet for further manipulation.



# /// PROPERTY NOTEBOOK FOR BUILDING OWNERS

IMPAK provides building owners with **real-time visibility** into property operations via the **IMPAK Property Notebook**. Professionally presented in read-only format, the Property Notebook is simple to navigate and requires no training or knowledge of how IMPAK works.

Perfect for building owners and upper company management, the IMPAK Property Notebook may **completely replace** the need to deliver customary thirty-day paper reports back to building ownership that today are considered time-consuming, environmentally unfriendly and after-the-fact.

IMPAK extracts information from normal IMPAK maintenance operations, so there's **no duplication of effort** by property managers to produce the Property Notebook. Owners can select a property from an index of their buildings and then review the property profile, tenant list, recent work orders, equipment list, preventive maintenance schedules, projects and service contracts. The Property Notebook also includes reporting that summarizes the completion rate for tenant requests.





# ENHANCED SECURITY

IMPAK servers are located in the RackSpace Data Center in Richardson, Texas. RackSpace offers top-rated data centers in eight different locations in North America, Europe and Asia.

## Guaranteed

RackSpace managed colocation delivers expertise, around-the clock support and industry leading SLA's.

Comprehensive solution that manages IMPAK devices, network and data center.

Redundant worldwide network utilizing 5+ Tier-1 providers and high bandwidth only.

Dedicated Support Team available 24x7x365 supporting IMPAK and our infrastructure.

Dedicated Network Architect and Deployment Engineer for planning and managing IMPAK servers' growth.

24x7x365 on-site remote hands providing expert support.

100% Network Uptime Guarantee.

100% Critical Infrastructure Guarantee.

1-hour Hardware Replacement Guarantee.

## Physical Security

Keycard protocols, biometric scanning protocols and round-the clock interior and exterior surveillance monitor access to every data center.

Only authorized data center personnel are granted access credentials to data centers. No one else can enter the production area of the datacenter without prior clearance and an appropriate escort.

Every data center employee undergoes multiple and thorough background security checks before they're hired.

## Precision Environment

Every data center's HVAC (Heating Ventilation Air Conditioning) system is N+1 redundant. This ensures that a duplicate system immediately comes online should there be an HVAC system failure.

Every 90 seconds, all the air in data centers are circulated and filtered to remove dust and contaminants.

Advanced fire suppression systems are designed to stop fires from spreading in the unlikely event one should occur.

## Conditioned Power

Should a total utility power outage ever occur, all data centers' power systems are designed to run uninterrupted, with every server receiving conditioned UPS (Uninterruptible Power Supply) power.

The UPS power subsystem is N+1 redundant, with instantaneous failover if the primary UPS fails.

If an extended utility power outage occurs, the routinely tested, on-site diesel generators can run indefinitely.

## Network Technicians

All IMPAK contracted networking and security teams working in RackSpace data centers are certified.

The Certified Network Technicians are trained to the highest industry standards.





First impressions are everything, right? When making sales presentations to building owners, you always want your presentation tools to be **top-of-the-line**. So instead of pulling out old-school printed flyers and maps, why not start your next presentation with an **impressive visual display** of all the properties you currently manage?

Using IMPAK maps, easily view an **interactive map** of each property in your portfolio. Simply click on a building marker to bring up a photo of the property, the property name, address and property type.

By showing the entire portfolio of your properties on a map and then drilling into these details, you will instantly create a sense of **confidence** and **support** from your audience that can't be achieved the old-fashioned way.

To set up your IMPAK MAPS Portfolio Presentation, just login to your account and click on **IMPAK Maps Setup**. You can also use our step-by-step User Guide, or contact us for live support.



For **long-term tenant satisfaction**, you know that it has to be easy for tenants to effectively communicate their needs to your team. IMPAK long ago offered a desktop solution that over the years has become an industry standard—the IMPAK Tenant Portal, where tenants can submit service requests, review recent requests, reserve conference rooms, download forms, and read memos from your property management offices. IMPAK brings that same familiar web portal with all of its features **formatted perfectly** for your tenants' smartphones and tablets!

This technology has helped solve another previously challenging issue—how to capture a photo of the reported problem. With a smartphone or tablet in hand, a tenant can now **seamlessly** take a photo to include with their service requests!

All tenants can immediately begin to use the **IMPAK Mobile Tenant Portal** on their smartphones and tablets by navigating to their regular IMPAK web address and entering their regular username and password. It's all ready to go!



# RELIABLE IMPAK AUTOMATED BILLING EXPORT

Clients **consistently rave** about the IMPAK invoicing system which makes it quick and easy to create professional invoices to send to tenants and property owners. But did you know IMPAK also makes it easy to export a file that can be imported to Yardi, MRI, or your preferred accounting program?

The **IMPAK Automated Billing Export** utility can export all invoices in one batch file on a daily, weekly, or monthly basis. The exported file is pre-formatted and it only takes a few seconds to import the file directly into your accounting system.

The original IMPAK invoice and work order numbers are then **automatically attached** to every invoice created in your accounting program, making it easy to later track and reference requests from your accounting software back to IMPAK.

By setting up IMPAK to export your invoices on a regular basis, you will save time, eliminate duplication of data entry, and reduce the risk of invoicing mistakes—which can frustrate your tenants and lower tenant satisfaction.





# /// TENANT COLLECTIONS

Your firm's accounting program keeps track of rent payments and other outstanding balances on each tenant account. IMPAK supplements your accounting program with a **Tenant Collections** feature that provides managers and collection agents with a **collaborative tool** to document every collection action for the duration of each tenant lease.

IMPAK already holds key tenant data elements that make this IMPAK feature fast and easy to use, but the real effectiveness of the system lies in management's ability to later produce a **diarized history** of telephone calls, emails sent, promises made and other up-to-date, key information pertaining to the payment collection process for every tenant company.

In addition, IMPAK provides methods for management users to upload supporting documents with each collection record. Receipts, memos, letters and any other legal documents that support the collection process can now all be stored in **one convenient location**.

Like many other IMPAK features, the information stored in the **Tenant Collections** program can be easily shared with new property managers, outside collection agents, property owners or other legal representatives.

Take complete control of your collection processes by using the **Tenant Collections** feature in IMPAK!



IMPAK **Responsive Property Websites** are designed to bring your building's marketing, leasing and management activities into one powerful platform! Designed to work perfectly on all phones, tablets and desktop computers, your sleek and elegant IMPAK Responsive Property Website will immediately elevate your building's image and provide a warm and content-rich experience for your tenants and visitors!

Special events and building announcements can be featured on the home page, and tenants can review a complete tenant handbook, access the IMPAK work order system, download management forms and search your neighborhood for restaurants, banks and other nearby conveniences.

If your building uses the IMPAK work order system, you will have an option to display the selected, positive tenant "reviews" —derived from IMPAK's Tenant Satisfaction Scorecard programs on the website. And property managers and leasing agents will use IMPAK to easily update available suites that will include up-to-date photos and floor plan PDF's to be displayed on the property website.

The development process is fast, normally about two weeks. IMPAK Responsive Property Websites are separately priced with a deep discount for IMPAK clients. Please contact your IMPAK Support Team representative for more details!