

# About iTendant

## Who We Are

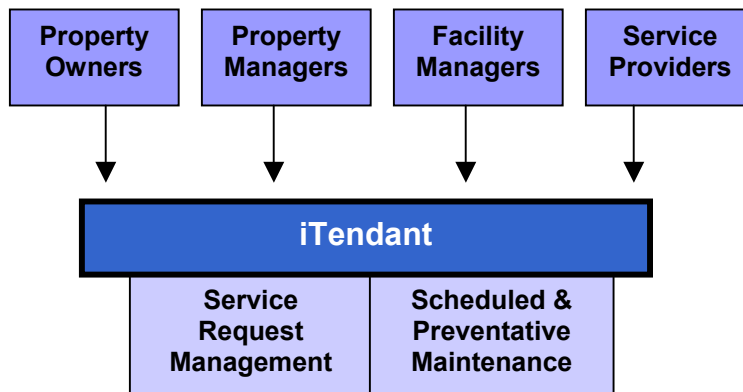
iTendant is the leading provider of service request and maintenance software using innovative web and wireless technology. Our solution helps real estate owners, managers, and service providers ensure the highest levels of tenant satisfaction with the lowest operating costs.

Never before has a software company made the hard-to-quantify concepts of tenant satisfaction and process efficiency a measurable reality. We don't just help you improve operations, we allow you to focus on more strategic issues - like keeping your tenants happy.

## Our Solution

Unlike any other solution in its class, iTendant is a collaborative workflow and reporting engine that enables you to more accurately measure, report, and act on service issues and process inefficiencies.

Our product, the iTendant Platform, is a suite of integrated applications that connect all the internal and external relationships that are crucial to your property.



Our applications are used by and customized for many different constituents to improve tenant service: property owners, property managers, facility managers, and service providers.

The iTendant Platform is also customized to suit your type of property: office, retail, industrial, residential and/or mixed-use.

## Applications

### Service Request Management

Create, track, and measure all service requests from request through completion & follow up. Requests are entered directly online through the Web and are then routed to the appropriate party for approval or completion (engineering, management, or service providers).



Below are a few of our capabilities:

- Audit trail on all transactions including comments and notes
- Wireless device access to service requests
- Automated workflow (SmartRoute™)
- Analytical & graphical reporting of any metrics, trends, etc. (SmartReports™)
- Duration based warnings and re-routes for overdue requests
- Track # pre-emptive requests (vs. tenant-generated)
- Track # re-works
- Portfolio level management of all properties

### Scheduled & Preventative Maintenance

Building engineers and other service providers can schedule, track and manage preventative maintenance activities, facilitating easier remote management and faster dispatch. With iTendant's PM application, you can integrate both general and preventative maintenance tasks into one, complete system. Our system automates the planning and execution of regular, routine maintenance tasks while streamlining the scheduling process and easing the planning and processing of all service tasks for your maintenance staff.

## Components

The iTendant solution consists of three tenant-focused, productivity-enhancing components:

### Collaboration

Improve communication by connecting building owners, managers, and engineers with tenants and service providers – reducing costly “administrivia” for all parties.

### Workflow

Speed service to tenants and better utilize your invaluable staff with an automated workflow engine customized to fit your approval hierarchy and process flow.

### Analytical Reporting

Make more informed decisions with our SmartReports, which allow you to analyze trends and track any transaction down to the most specific detail.

## Value Proposition

### Property Owners & Asset Managers

Take responsibility for the one tenant retention factor you can control: SERVICE. Our solution offers a faster, more efficient way to monitor the service management function - which helps improve service to tenants and reduces turnover.

- Make more informed decisions about your operations with unprecedented visibility into your property's performance.
- Create standards for performance across your properties using our sophisticated reports to track and measure your entire portfolio.

### Property Managers

Choose the most economical way to streamline your workflow and increase productivity levels across your entire staff – which frees them up to focus on more important tasks. The operational savings are enumerable.

- Eliminate costly manual and paper-based tasks to drastically improve your service responsiveness.
- Monitor HVAC requests for actual vs. nuisance requests to lower your energy costs.

### Engineers

Reduce your administrative hassles and better service your tenants with more detailed information about service requests.

- Speed communication with your management office using wireless access to the iTendant system.
- Maximize productivity by automatically generating work orders for scheduled, routine and preventative maintenance.

### Facility Managers

Improve service to your employees and cut overhead costs by centralizing all employee requests into one system.

- Eliminate “administrivia” by consolidating requests for property management with those specifically related to your facility, such as logistics requests (furniture moves, etc.), IT requests, and conference room scheduling with building-specific requests.
- Improve communication with employees by allowing them to submit and track the status of their request online.

## Service Providers

Provide better, faster, more proactive service to the properties and customers you serve by tracking requests online and in real-time.

- Lower your operating costs and consolidate your operations by managing requests for multiple customers and properties from one, central location.
- Reduce redundant, unnecessary, or manual steps by integrating your operations with the building's operations through the iTendant platform.

## Tenants and Employees

Increase your productivity by entering your service requests online – empowering you to encourage faster service delivery.

- Eliminate the frustration of “lost” requests by creating, tracking and measuring service requests in real-time through the iTendant platform.

## Benefits

- A 50% reduction in service response times (from request through completion)
- A 90% reduction in paperwork
- A 74% increase in staff productivity
- 80% of requests are dispatched automatically
- 75% of requests don't require any action by management after dispatch
- No “lost” requests – up to 98% of all service requests are entered online, directly by tenants
- Fewer reworks - less than 1% of all requests are re-works
- More reliable – overdue requests are escalated for resolution

**Contact an iTendant Sales Representative today and learn why the best managed properties are iTendant properties.**

## Contact Information

**iTendant, Inc.**

404-879-5210

Fax: 404-879-5211

<http://www.itendant.com>

[info@itendant.com](mailto:info@itendant.com)

