



Marketing Solutions, Information Technology and Consulting Services

Rental Property Operations and Management System

January 2007

Rental Property Operations and Management System

**Full fledged system for Property Owners and Managers.
User friendly Interface, Simple to Use.**

Who should use RPMS

- Large organizations (owning / managing properties)
- Medium organizations and professionals (owning / managing properties)
- Individuals / families who own multiple units

Why use RPMS

- Fast, reliable, easy to understand system
- Provides full visibility to the Owners, Management team, Employees regarding properties, prospects, leases, receivables, costs, inventory, maintenance schedules, and more
- Ensures Tenant Satisfaction
- Increases Return on Investment (ROM) by proactively managing the property vacancies
- On-line, Real time Reporting

Summary of Features

- User friendly interface
- Definable, Role based menus (to ensure Need-to-Know basis access)
- Supports multiple companies / legal entities
- Supports data inputs via on-line and off-line sources
- Provides multiple definable user roles and privileges
- All Look Up lists (drop down values) are user definable
- Comprehensive Reminder System
- Configurable Report Data Contents
- Most of the business rules are driven from database
- Extensive Transactional / Operational Reporting
- Advanced Analytics / Metrics / History / Trend Reporting
- Graphical Presentation of Key Reports and Metrics
- Report data downloadable to Spreadsheets, MS Word, PDF files
- Full Audit Trail for security
- Optional Web Services / Enterprise Middleware Integration
- Support modes: Online / Internet self service, telephone, email and fax

Technology Features

- Microsoft Dot Net 2.0 based, C# Language for scripting
- Microsoft SQL Server 2005 database
- Tabbed menu and Tree menu structure

RPMS Business Functions

Module	Functions
Property Setup and Maintenance	<ul style="list-style-type: none"> Properties Buildings Units Managers Owners Employees Assets Vehicles Reporting
Online Vacancy Listings	<ul style="list-style-type: none"> 100% of the vacancies listed on web site Automatic, immediate posting – no manual entry
Sales Activities	<ul style="list-style-type: none"> Prospects / Lead Management Vacancy Updates to Web Portals / Advertisers Contacts Maintenance Sales Activities Applications Applicants Screening / Credit Checks Lead Analysis Reporting
Lease Management	<ul style="list-style-type: none"> Tenants Leases / Contracts Move Ins Rental Schedules Payment Collection / Deposits eReceipts ePayments Exception Handling Move Outs Reporting
Operations – Tenant Support	<ul style="list-style-type: none"> Tenant Support Requests Tenant Relationship Activities Letters / Reminders Complaints Handling Reporting
Operations – Maintenance	<ul style="list-style-type: none"> Work Order Management Schedule Tracking Crew / Contractor Tracking Assets and Vehicles Issue Tracking Preventive Maintenance Seasonal Maintenance Subcontracting Reporting
Operations – Warehouse Management	<ul style="list-style-type: none"> Asset Management: Receipts, Issues, Inventory, Maintenance Fleet / Vehicle Maintenance: Arrivals, Departures,

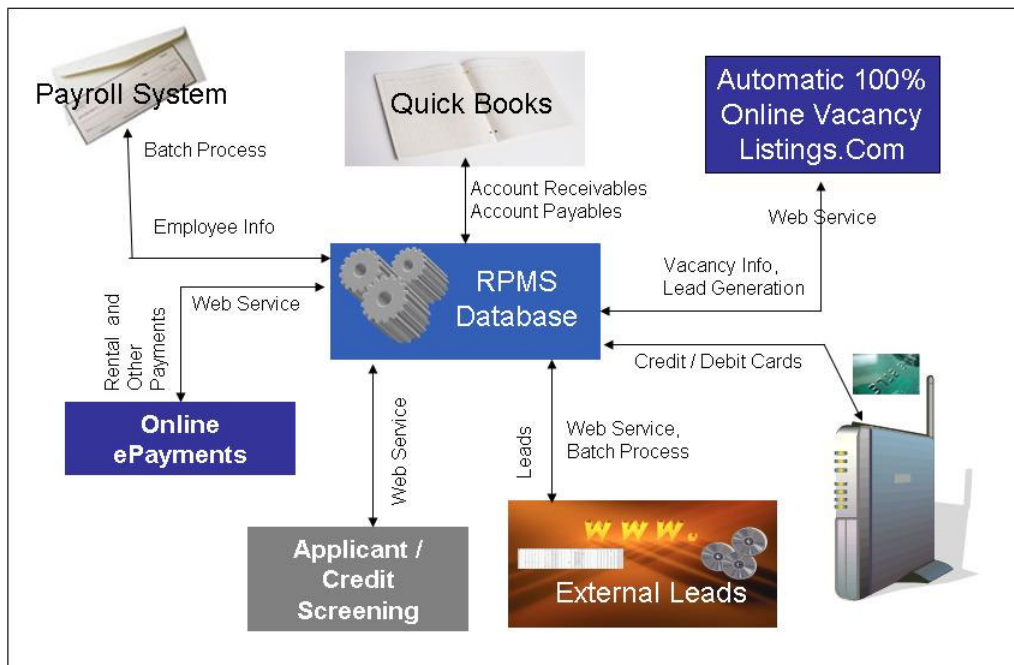
	Inventory, Parts, Service & Maintenance, Licensing & Regulatory Monitoring and Compliance Materials Management: Purchase Requests, Receipts, Issues, Damages / Write-offs, Inventory Maintenance
Human Resources	HR Database Maintenance Skill sets / Licenses / Training Resource Allocation Schedule Tracking
Sourcing	PO Requests Processing, Inventory Tracking Requirements Forecasting Subcontracting
Analytics Reporting	Accounts Receivables Account Payables Revenue Reports Expense Reports Problem Tenants Problem Properties Repetitive Maintenance Issues Occupancy / Vacancy Analysis Asset Inventory, Utilization and Status Materials Inventory Status Exception Reporting
Regulatory Operations	Property Tax Details Mortgage Details Insurance Details City / State / Federal Requirements
Interfaces	Interfaces to Financial System (Payment Receipts, POs, Expenses, Payroll, etc.)
Add-on Interfaces	Applicant Screening (Credit Check, Public Records, etc.) Electronic Rental Receipts (service providers) Electronic Lead Inputs (from web sites) Electronic Vacancy Outputs (for web sites)

System Overview

The RPMS system incorporates several internal components and external interfaces to other systems and service providers. The preferred method of interface is using Web Services technology. Where required other appropriate technology will be used.

Following chart summarizes the components and external interfaces to the Property Management System.

Property Manager - System Overview



ANAGHA GROUP

Feature Description

Feature	Description
Easy to Use	Simple, intuitive User Interface and easy to follow processes. Extensive validations are incorporated in order to capture right and minimize error during the data entry by the user. Dot Net 2 framework is leveraged to provide rich functionality.
eLibrary	Serves as a Knowledgebase, Stores Electronic Documents, Manuals, Operating Procedures, Marketing Collaterals (such as literature, logos, images, advertisement copies, and banners), Company Events Information, News Updates, etc.
Message Center	Can be used as a secured email center. Helps share / send messages / business information. Attachments can also be stored and viewed.
Service	Helps to handle service tickets from Customers / Tenants. Can be used for Issue Tracking and Escalation Management.
Administration	Helps manage application Users, Employees, Profile Maintenance, etc. Roles and Security management functions are handled by this module, providing total flexibility to the property owners / managers.
Data Interfaces	Definable / flexible data interface templates for importing external data such as leads, and POs, and exporting data from the application to other systems or tools. Multiple formats (CSV, XLS, ASCII and XML) are supported.
Security	Each use sees what they need to and can be assigned to one or more roles. Roles are definable and new roles can be created whenever necessary. Full audit trail is maintained.
Zip Code Locators	Reference databases for Zip Codes (for USA) and Postal Codes (Canada) are integrated into the application. This helps error free address entries with inbuilt validations and locator functions.
Downloadable Reports	All lists (such as leads, tenants, leases, contacts, sites, services, assets, items, and activities)
Analytic Reports	Analytic reports provide drill down and slice & dice functionality. Key information reports are provided in graphical representation. Analytic Reports can also be downloaded to Adobe Acrobat, MS Word or Excel formats.

About Anagha Group

Anagha Group provides a range services in Marketing, Sales, Operations and Customer Management and Service arenas. The portfolio of services includes strategic marketing, marketing research, and support services. Rebates programs administration, loyalty programs management, co-op programs execution, integrated marketing and fulfillment services are delivered to the customers using flawless delivery methodologies. Backed by an experienced, strong technology team and global delivery capabilities, Anagha Group helps customers achieve significant cost reduction and enhance profitability.

Several technology tools and customer centric solutions are offered in on-demand (Software as a Service or on-demand) or on-site models. These tools help handle day to day marketing related operations efficiently, measure and analyze benefits in terms of ROI and aid in decision making by effective utilization of marketing dollars. These tools also provide valuable business intelligence reporting in marketing, sales, operations, administration, service and customer data management areas.

Anagha Group offers consulting, best practices and allied services in data management, customer data integration initiatives, global data exchange programs among trading partners, portfolio management, quality improvement programs and technology consulting in marketing, fulfillment, sales and operations business processes.

Anagha Group provides its services to a cross section of the industry, including consumer packaged goods, marketing services, retail, franchising, healthcare, life sciences, building materials, finance, mortgage processing, banking and insurance, property management, automotive and other manufacturing industries. For more information on services offered, please visit www.AnaghaGroup.Com.

The logo for Anagha Group features the company name in a blue, sans-serif font. The text is centered between two solid blue rectangular bars of equal length, one positioned above and one below the text.

ANAGHA GROUP