



Integrated Solution for Properties Management

TotalObserver is an integrated software solution designed to assist in managing properties, office space, equipment, assets, vehicles, etc. With characteristics such as modularity, security and robustness it presents a user friendly tool to enable the processes of space management, assets management, resources management and maintenance management.

www.totalobserver.com



TotalObserver

Integrated Properties Management Solution

TotalObserver

consists of large number of different modules fully dedicated to meet certain needs of property management team, maintenance team and others that are part of the process. Although modules can be separately treated and used, each have great interaction with others in a way to make all needed data available and easy accessible. Following modules should meet your daily needs in managing of facility:

Core Module

Core Module provides means for structuring of the complete property. TotalObserver enables the user to enter and create space structure, to organize the space, to associate the space to tenants, to track the payment etc. In short, TotalObserver provides the means for establishing the relationship with tenants and users of space.

Also, in TotalObserver, the user can associate the equipment (HVAC, fancoils, lighting, etc.) to space and track usage and maintenance.

TotalObserver also tracks the expenses related to the property.

Among others, following features are provided in TotalObserver Core module:

- possibility to create different sites (buildings) and other entities like parking
- possibility to record and maintain the physical structure, as it is built: floors, rooms, toilets, etc.
- possibility to group and organise space for rent
- possibility to associate and track different equipment according to type, manufacturer, model, warranty and other important data as well as to track maintenance history
- possibility to add reminder on each equipment and to establish scheduled maintenance or just to have information when warranty is about to expire
- possibility to add entity parking and to associate tenants - further on, usage of parking can be tracked via separate module within TotalObserver
- possibility to track main details as well as rent payments and deposits for each tenant - these details are further used during invoicing
- possibility to track incidents reported by each tenant - this functionality is further covered by maintenance module
- possibility to track employees for each tenant - this is further used by reception module

Maintenance Module

Maintenance Module provides tools for effective management towards the maintenance of buildings and equipment. This solution enables users to enter the equipment, to structure it, to track scheduled and on-demand maintenance, to monitor alarms and to distribute them via email or sms to involved parties, to establish a calendar of scheduled actions, to create and track work orders, to track internal and external teams of workers, etc. TotalObserver Maintenance Module provides means for the establishment of efficient maintenance processes within a property.

Maintenance module includes powerful reports that have the ability to assist the management team in properly defining the budget, the different costs involved, to target different companies, etc.

Among others, following features are provided in TotalObserver Maintenance module:

- possibility to track all the issues related to equipment
- possibility to schedule maintenance
- possibility to schedule events (like when insurance period expires, etc.)
- possibility to create work order, describe the problem, track problem history for certain equipment - establish best practice
- possibility to add expenses related to work order and to associate it to tenant
- possibility Added Work to be handled
- possibility different reports to be created related to maintenance: upon tenant, equipment, problem type, equipment type, time period, etc.

Reception Module

Reception enables security team to track all visits to the building. Through simple and intuitive interface important data about visit to tenants is collected and stored for further use and analysis.

Among others, following features are provided in TotalObserver Reception module:

- possibility to track all visits to facility
- possibility to issue access cards to guests and track usage
- possibility to create different reports related to visits, employees, etc.
- simple, intuitive and fast interface ready for personnel that have basic knowledge of computers

Tenant Communication Module

Communication with tenants is a critical effort related to maintenance of building and equipment. TotalObserver Communication module provides functionality that moves this communication to the web: every tenant has its own web page (protected with username and password) with all the important information like consumption of energy, bills for energy and water, payments history, etc.

Also, on this page tenant can fill-in the form and report the accident or a problem with some equipment. This information is automatically distributed to maintenance team via email and sms. Via this interface tenant can further on track the process of solving the problem or can just request more services from landlord.

Among others, following features are provided in TotalObserver Communication module:

- possibility full communication with tenants to be established via simple software interface
- possibility incidents and problems to be reported via internet form and further to be tracked
- possibility Added Work Request to be generated by tenant and further handled with TotalObserver Maintenance Modul

CRM Module

This module provides basic customer relationship module integrated in TotalObserver software solution. Present,

past and future tenants; contacts, contracts – all range of information is stored here to provide marketing team and others to do their job in simple and efficient way.

Among others, following features are provided in TotalObserver Warehouse module:

- possibility all the tenants to be tracked: present, future, past, potential
- possibility full communication with clients to be tracked fast and easy interface that should help in fast access to information
- connection with Document Management module - contracts and other documents are available during telephone talk or meeting

TotalObserver provides means for establishing the process for the management of buildings and equipment. It also enables the maintenance team and tenants to support staff in accomplishing their jobs in an appropriate and efficient manner.

Warehouse module

Warehouse that holds the goods that are used daily within one property is a must of this kind of a system – available amount of goods and amount of spare parts must be tracked permanently. This information is critical to in-time maintenance of property and for running of property in efficient way with happy tenants. TotalObserver provides functionality for monitoring of few different warehouses (multi-site), setting of alarm of goods (if amount is less then 10 then send warning email or sms), establishing of warehouse structure, tracking of usage of goods (with information who and when used some good), etc.

Among others, following features are provided in TotalObserver Warehouse module:

- possibility any number of warehouses to be created and usage different equipment, spare parts and other goods to be tracked
- possibility amount related alarms to be triggered automatically
- robust, secure and easy to use data model with user friendly interface
- full integration with other modules in TotalObserver

Document Management Module

Storing and keeping the documents that are connected with property is important due to a importance. This module is fully integrated with the rest of solution and provides interfaces for storing, keeping, managing, searching and sharing the documents in secured and easy way. All the documentation is available on single place, accessible in efficient way.

Among others, following features are provided in TotalObserver Document Management module:

- possibility all the important documents to be stored in single, secure and robust system
- all the documents that are created by TotalObserver (like invoices, work orders) are automatically stored in Document Management module
- easy access to documents from other modules in TotalObserver
- automatic backup of documents, high security model



Case Study Airport City Belgrade

Airport City Belgrade - Enterprise facility with about 60.000 m² (when finished 186.000 m²) of office and tenant friendly retail space (www.airportcitybelgrade.com). Space within building is organised in a open way providing the possibility to be organised upon the wish of each tenant. These premises attracted most demanding clients.

The goal of integration of TotalObserver was to meet all the needs of this facility regarding maintenance management, space management, security, financial activities (invoicing and reports) energy management, communication with tenants, etc. The whole solution is tailored to meet all the needs of landlord as well as of tenants and to provide easy to use web based interface that covers all the operative actions as well as to provide data needed for strategic decision making. Client requested custom tailored solution that is going to meet all their specific needs.

TotalObserver Business Model:

TotalObserver solution can be purchased according to monthly fee license agreement.

Integration:

displayed price of integration includes all the needed efforts for installing and setting the solution to work properly in user's local network. Integration relates to single processor. Additional cost may appear due to different country related expenses.

Monthly license:

monthly fee for usage of module, up to 10 users (accounts).
At least 2 updates of software per year

Monitoring of work of solution,

maintenance of application during agreement, periodical backup of data. Database and content within database is property of user of application.