

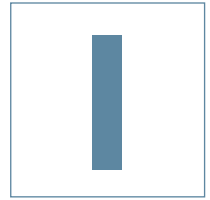
IT'S ALL ABOUT INTELLIGENCE



**THE INTELLIGENT WORKPLACE
MANAGEMENT SOLUTION (IWMS)**

MANHATTAN 

MESSAGE FROM THE VICE PRESIDENT



MANHATTAN SOFTWARE'S INTEGRATED SOLUTION OFFERS YOU THE OPPORTUNITY TO TAP INTO THE POWERFUL INTELLIGENCE OF STRATEGIC WORKPLACE MANAGEMENT.



By implementing our Intelligent Workplace Management System (IWMS), users have saved millions of dollars by reducing their occupancy costs while aligning their real estate decisions with their business strategies. They can now measure their workplace performance by using internal and industry benchmarks and systematically align their spending targets. Manhattan is anxious to share with you our Industry Intelligence, Business Intelligence, Product Intelligence and Service Intelligence. We invite you to browse through this brochure, which is an example of our Product Intelligence, and contact us for more information on our Intelligent Workplace Management Solutions.

NANCY JOHNSON SANQUIST

Vice President, Marketing Manhattan Software

MANHATTAN SOFTWARE'S INTELLIGENT WORKPLACE MANAGEMENT SOLUTION (IWMS) WAS DESIGNED AS A STRATEGIC AND TACTICAL PORTFOLIO PLANNING AND MANAGEMENT SYSTEM TO INTEGRATE INFRASTRUCTURE DATA ACROSS THE ENTERPRISE AND WITH OUTSIDE SERVICE PROVIDERS.



Solution Goal

Management of the workplace requires making informed decisions on a complete and detailed view of performance across the entire infrastructure of an organization, both real estate and other assets in an organization's portfolio. These decisions are both strategic, determining where, when and how much capital is deployed for each property (real estate portfolio management) and tactical, determining how these facilities are managed and maintained on a daily basis (facility management).

The Manhattan application was designed to provide accurate and complete information about the enterprise's infrastructure to enhance business decisions, provide required transparency, manage total costs of occupancy and release capital back to the business. At a time when companies are extremely cautious about any investments of capital, innovative executives have found the required funds to invest in new technologies and their implementation, which enable the business to eliminate inefficiencies and reduce costs. One of these key technologies is Manhattan's Intelligent Workplace Management Solution.

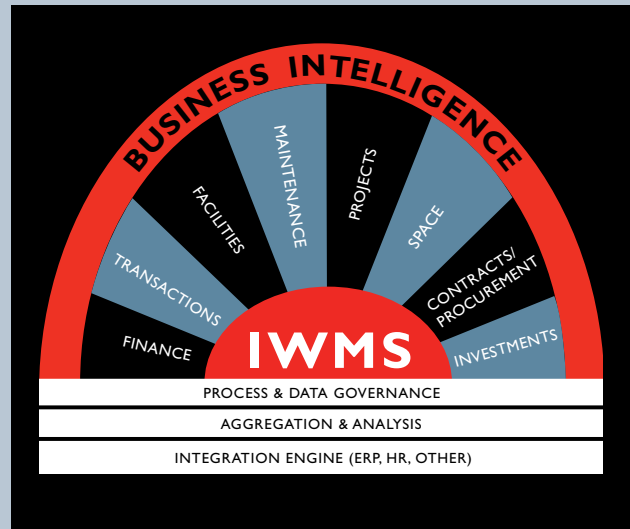
Solution Strategic Vision

Manhattan Software is a leader in Gartner's Integrated Intelligent Workplace Management Solutions space, which includes the fields of facility management, real estate management, portfolio management and enterprise asset management. The company is connected to the latest research and benchmarking through involvement in industry professional organizations (CoreNet, IFMA, PISCES and OSCRE), university research (MIT, University of Reading, and the Pratt Institute), and the global Manhattan user community. Manhattan Software has also made substantial investments in research in the vertical markets in which Manhattan has been embraced, especially the financial services community, the oil and gas sector, energy, and the utility industry. They are aligned with vertical industry knowledge specialists who help them to better understand the real estate and facilities implications of what is happening in those markets.

Solution Set

The goal of Manhattan is to integrate the management of all of the critical resources an organization needs for the workplace, including people, processes, places, and things. The software applications are presented in the following solution sets:

- Manhattan Foundation • Financial Management • Transaction Management
- Facility Management • Project Management • Space Management • Maintenance Management • Contract/Procurement Management • Investment Management • Business Intelligence



Manhattan Foundation

Manhattan is a fully integrated suite of software delivering an Intelligent Workplace Management Solution to corporate real estate and facilities professionals. The foundation of Manhattan is our 'Base Management Module,' which is the primary location for all data and attributes associated with location, occupant, and relationships.

BASE MANAGEMENT

- The "Heart" of the Manhattan Solution—Owner, Landlord, Site, Land, Property, Tenant, Customer, Occupant, Lease, and Broker relationships
- Handles complex corporate and data structures and hierarchies
- Associates organization, site, building, tenant, and lease/own relationships with clauses, dates, activities, as well as operational and financial data

- Unmatched flexibility through user definable Field Heading Management
- Ability to create user defined sub-screens
- Advanced security features throughout
- RDBMS independent (typically Oracle or MS SQL)
- Advanced technology—Services Oriented Architecture, Web2 and AJAX
- Operates in Java or Microsoft environment

DIARY/TICKLER SYSTEM

- Intelligent and event driven with warnings and ticklers
- Built-in escalation workflow
- Integration with 3rd party mail applications like Microsoft Outlook

ORGANIZATIONAL BREAKDOWN STRUCTURE (OBS)

- Unique to Manhattan—report against any hierarchical tier
- User definable organizational and physical hierarchy and structures with up to 9 levels and multiple attributes
- Supports one-many relationships

REPORT WIZARD

- Simple "point & click" reporting and analysis with direct Microsoft Excel output
- Ad hoc or repeat use queries

DOCUMENT / IMAGE STORAGE AND RETRIEVAL

- Store and retrieve graphical images and documents (photos, floorplans, maps, and leases)
- Multiple versions for historic analysis
- Integration to 3rd party document management applications



FINANCIAL MANAGEMENT INCORPORATES SEVERAL CRITICAL MODULES IN THE MANHATTAN SUITE WITH A FIXED ASSET REGISTER, GENERAL LEDGER (WITH INTERFACES TO ERP SYSTEMS), AP/AR, BUDGETING & FORECASTING, AND TENANT RENT & SERVICE CHARGE ACCOUNTING.

Financial Management

GENERAL LEDGER

- A powerful, multi-company consolidation system that fully integrates with all other Manhattan sub-ledgers
- Supports an unlimited number of ledgers that can be set up for use with one or more companies to provide a multi-dimensional structure and consolidation capability
- Supports the export of transactions to third party ERP systems (e.g., Oracle, SAP, Lawson) and import of transaction results

ACCOUNTS PAYABLE/ACCOUNTS RECEIVABLE

- Fully integrated AP/AR modules
- The AP includes a vendor database (usually synched to the corporate database), payable rents, operating expense accounting and percentage rent
- The AR includes receivables accounting, receivable rent, service

charge/expense apportionment and recovery, rent invoices, and statements

CAPITAL AND OPERATING BUDGETING AND FORECASTING

- Budgets can be held on an integrated basis against properties, units, and leases for rent, rates, and services charges
- Budget figures can be easily updated as a forecast, usually quarterly, which represents the latest estimate
- Full integration with the Base Management Module for building and lease level budgeting
- Enables detailed variance analysis with drill-down capabilities

TENANT RENT AND SERVICE CHARGE ACCOUNTING

- Allows rents, operating expenses and any other charges held against the lease database to be generated automatically

- Allows the transactions to be previewed and checked prior to processing
- Rent runs can be generated by various criteria (i.e., property, tenant)
- Accounting runs can be generated by the OBS criteria (e.g., manager, department, region)
- Users can specify at the time of generation what type of accounting run is being created to use one screen for generation of payable and receivable rent, OPEX and other items.

FIXED ASSET REGISTER

- Supports recording of assets with serial numbers, locations, cost centers, etc.
- Provides integration with Planned Maintenance and Help Desk for reactive maintenance purposes
- Supports depreciation accounting for capital assets with appropriate allocations

Transaction Management

MANHATTAN HAS DEVELOPED THE CAPABILITY OF CONTROLLING THE OPERATIONS INVOLVED WITH ALL ASPECTS OF LEGAL TRANSACTIONS OF REAL PROPERTY, INCLUDING FULL OR PARTIAL ACQUISITIONS AND DISPOSALS.

ACQUISITIONS AND DISPOSALS

- Operates at the land, property/building and individual lease levels
- Full workflow support enabling standardized processes to be followed
- Shadow assets can be created for analysis purposes then converted if the transaction closes
- Histories can be maintained for analytical purposes

Facility Management

MANHATTAN PROVIDES FACILITY MANAGEMENT CAPABILITIES TO DO MAJOR AND MINOR MOVES, DEPLOY A SELF-SERVICE PORTAL AND PROCESS WORK ORDERS.

MOVE MANAGEMENT

- Manhattan workflow manages the various processes and stages of any proposed capital project or moves/adds/changes (MAC) project.
- Automates the tasks involved in moving, building, and/or changing assets

PURCHASE ORDER PROCESSING

- Allows work orders to be placed with suppliers
- Monitors delivered goods/services against the orders with matching capabilities
- Integrated with the Manhattan Help Desk and Accounts Payable

EMPLOYEE SELF-SERVICE (PORTAL BASED)

- Provides a portal interface that enables employees to access a range of real estate and facilities services, as well as non-facility services
- Typically used for Help Desk, Conference Room Bookings, Workspace Reservations, Services Bookings (food, audio/visual) and Reprographics
- Effectively monitors asset and space usage and allocates the appropriate charges to business units

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Project Management

FACILITY AND REAL ESTATE PROJECTS CAN BE TRACKED THROUGH THIS MANHATTAN MODULE WHICH IS LINKED TO OTHER MODULES OR INTEGRATED WITH EXISTING PM SYSTEMS, LIKE MS PROJECT.

- Manhattan controls the initiation and start-up of a project, project communications, tasks, budgets and resources against a project template, works package, or sub-works package
- These projects could range from simple moves or space fitouts, to activity tracking, through full construction projects and intensive capital works programs
- Commitment accounting and variance analysis is at the sub-contract and line item level
- Integrated with MS Project, as well as other key Manhattan modules such as Budgets/Forecasting, Help Desk and Purchase Order Processing

Space Management

THESE MODULES ARE DESIGNED TO ASSIST IN THE OVERALL ALLOCATION AND USAGE OF THE OCCUPIER'S PHYSICAL SPACE IN ORDER TO MAXIMIZE EFFICIENCY, AS WELL AS TO FORECAST REQUIREMENTS AND DEVELOP SPACE PLANS.

This is a comprehensive solution that provides for multi-tier consolidation of space and rollup of space attributes by physical, regional, and organizational dimensions. Any number of space variables can be accommodated as well as multiple space standards. Multi-level apportionments and conditional apportionment strategies are supported. This enables full recharging, either through integration with a corporate financial system or through automated processing, by the Manhattan Lease Administration and Financial modules.

SPACE MANAGEMENT

- Integrated with CAD to show current or as-built space allocations
- Attributes within Manhattan port to CAD via Manhattan Plug-in
- Security features control the system of record for edits and updates
- Included is a Manhattan CAD Viewer for non-AutoCAD users
- Integrated stacking plans

SPACE PLANNING AND FORECASTING

- Manhattan allows users to capture business unit annual plans with forecasts for headcount or equipment via a portal interface and converts these into real estate and facility plans
- It supports co-location strategies

within a business and across departments to maximize efficiencies

- Users can 'shop' within the portfolio for available space before going to brokers to acquire new facilities

CAD AND GIS INTEGRATION

- Full bi-directional interface to AutoCAD
- Allows CAD drawings to be linked to Manhattan attributes to ensure completeness and accuracy of information between the two systems
- Interfaces to the leading GIS tools (MapGuide, MapInfo, Google and Arcview), where locational searches can be made for existing or new space

Maintenance Management

MANHATTAN HAS FULL MAINTENANCE MANAGEMENT CAPABILITIES TO ALLOW MANAGEMENT OF BOTH REACTIVE AND PLANNED MAINTENANCE.

A portal-based Help Desk allows everyone in the organization to record problems or reserve rooms and services. EHS/OHS items can also be tracked and tied to maintenance schedules.

PLANNED/PREVENTIVE MAINTENANCE

- Provides full control of cyclical maintenance and decoration schedules
- Integrated with Condition Assessment, Budgeting and Procurement
- Can be used for the management of simple assets to major capital plant and equipment
- Resource scheduling and charge allocations

HELP DESK (REACTIVE MAINTENANCE)

- Portal based which enables prompt, efficient management of reactive maintenance calls with subsequent response monitoring and analysis
- Integration with Purchase Order Processing, Contract Management, Project Management and Planned Maintenance, as well as property, tenant and lease details
- Includes resource scheduling and ability to charge allocations from a workshop pool

CONDITION ASSESSMENT

- Condition surveys can be taken either online or with PDAs with a direct feed to maintenance scheduling
- Operates for a variety of asset classifications including both internal and external buildings and structures, as well as plant, equipment, and mechanical and electrical systems
- A Facility Condition Index (FCI) can be associated with each asset

ENERGY MANAGEMENT

- Monitor meter recordings and statistics as well as generate cost comparison analyses
- Import data from readings and interface this with third party energy products

Contract/ Procurement Management

This suite enables the recording and processing of tenders from initial Request for Information (RFI) and Request for Proposals (RFP) through to the selection and contract stages, and provides on-line integration for comparative purposes, historic analysis, and actual reporting.

Business Intelligence

MANHATTAN KPIS

- Allows each user to configure their own metrics and KPIs from Manhattan data
- Helps users work more efficiently and collaborate in and across communities in an environment that is tailored to the needs of each individual and each group
- Fully integrated with the executive dashboard for high level monitoring and reporting

EXECUTIVE DASHBOARD

- Allows each user to configure their own customized dashboard
- Ability to drill down to underlying details in a matter of seconds
- Integration with leading BI tools such as Business Objects, COGNOS, Crystal, and MS Access

MANHATTAN SOFTWARE, INC. IS A FULL SERVICE CORPORATE REAL ESTATE, FACILITY MANAGEMENT AND ASSET MANAGEMENT SOFTWARE COMPANY FOCUSED ON THE SUPPORT OF FORTUNE 500 CORPORATIONS, INSTITUTIONS AND GOVERNMENT ORGANIZATIONS.



Manhattan offers an Intelligent Workplace Management Solution (IWMS) to support the full real asset lifecycle, from tactical field operations to strategic corporate reporting and KPI analysis. Manhattan's open architecture offers ready integration with third party applications driving operating efficiencies. See www.manhattansoftware.com for recently authored white papers on IWMS for the CFO, CIO, and CRE.

Manhattan Software has a worldwide network of offices covering 5 continents—with each local office staffed by teams of highly-experienced local specialists in real estate, facility management, asset management, project management, systems implementation, business management, and training.

The company's substantial user base of over 150 multinational organizations—many with multiple locations around the world—includes blue-chip clients in sectors as diverse as retail, oil and gas, telecommunications,

automotive, investment, transport, banking, finance, utilities, and government organizations.

Manhattan has achieved market leadership in many countries. After conducting extensive market research, Manhattan was launched in 1989 as a groundbreaking modular system that could easily be tailored to users' specific requirements. For the first time, clients were able to add modules in line with their growth and changing needs.

Since then, Manhattan Software's insight, experience, and innovation—coupled with a heavy emphasis on R&D, quality assurance, system testing, and customer support—has made us a leading global provider of targeted Intelligent Workplace Management Solutions for large investors, corporate occupiers, asset managers, service providers, governments, and institutions.

With over 20 percent of annual revenue being reinvested in research and development, Manhattan Software continues to set new industry standards. Ongoing advances are being achieved in consultation with our global user group, leading universities and industry bodies, and our worldwide network of offices—continually moving real estate technology functionality forward to meet the global requirements of our user base and incorporate evolving Best Practices. Manhattan is the intelligent solution for managing the 21st century workplace.

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