

FaMe® Condominium Management

More than just a
administration tool

Include a CREM and ERP-
module

FaMe's® System Suite Administration Communities

The administration of buildings or properties, which are assigned and used from more than one owner, is a complex task. Guidelines required by law have been prepared for these communities which can be found in the special proprietary laws (STRATA). The FaMe® solution not only administrates residentials. Similar constructs are required for mixed used objects like offices or shopping centers.

The special requirement for this task is: That the whole processes of Facility Management (commercial, technical, infrastructural) must be available in the solution. Also functions for Corporate Real Estate Management (CREM) and accounting (ERP) are required as well.

FaMe® is using for this task the FaMe® functions of the classic Facility Management, the FaMe® CREM modules (f. e. Lease Management, Contract Management), the FaMe® ERP modules (Enterprise Resource Planning) f. e. Invoice, Accounting, Financial. Modules for the Customer Relationship Management are also available, f. e. creating offers, Sales Agent Management and Agent Accounting.

Facility Management

The module for the organization of maintenance- and inspection is one of the core business. All maintenance and inspection schedules as well operation and inspections by law are organized and controlled in the

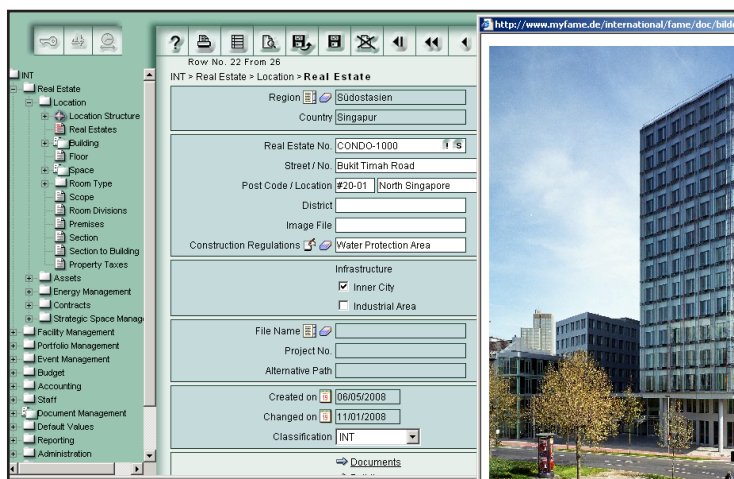
system. The service provider automatically gets an info from the system about all necessary maintenance tasks via the internet. The service completion is receipted in the system. The management of the property has automatically an overview about the current status of all tasks at all time. A further aspect is the cleaning of the shared using space. Also this function can be organized and monitored with the system. The security management (FaMe® Access Control Module), the waste disposal (FaMe® Waste Management Module) or repairs (FaMe® Serviceline) could be handled by this way. The monitoring of warranties over the System is also possible. The building manager is automatically informed over the status of warranties, he can check the equipment before the guaranty is expired.

CREM Administration

The Lease Management Module is one of the modules of the FaMe® CREM Suite. The payment of the housing allowance is also managed by this modules. The system monitors the incoming Invoices and payment from the tenants. The FaMe® contract module in general is used, to monitor the contract durations of service- and supplier contracts. The administrator is automatically informed about expired contracts. A protocol program is also a part of the system. The minutes of the required owner council meetings are comprehensible documented.

ERP System (Enterprise Relationship System)

The data of the contract management and the operation can be sent to the FaMe® ERP modules. The monitoring of incoming and outgoings payments are possible. Maintenance- and reparation invoices, also the management of operations funds can be administered with this module. FaMe® offers a general ledger aligned to the Real Estate and Property Management tasks. The chart of accounts could be customized individually. The yearly required financial management report can automatically be reported from the System. FaMe® can provide ONLINE interfaces in the case the customer use already an ERP system, f. e. SAP®, ORACLE Financial®



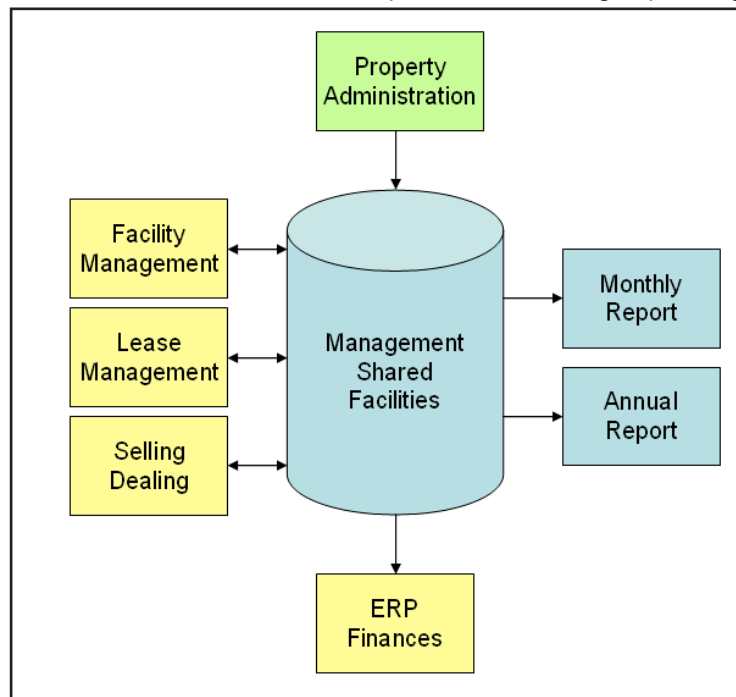
or Microsoft/ Navision®.

CRM System (Customer Resource Management)

The FaMe® tool for Client Management can optional be utilized. The property units on sale or lease are registrated in the FaMe® system. All necessary information for the selling task like location, size and kind of unit, as well as photos and additional technical information can be provided to the agent via internet. The agent finds via internet an ideal workframe to deal with the properties. Further Extension For Operating „Green Buildings“

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A further application for the property manager is imagine. All Information of the managed properties from each building or each community can be stored in the FaMe® central database. Every single building is connected over the worldwide network with the database. The 100 % FaMe® web- based solution is again a huge advantage for this task. All information of all connected buildings are consolidated. F. e. for the negotiation for contracts for the delivery of electrical power for all buildings. The same task for waste, cleaning or maintenance service. This is a huge potential for savings operating costs.



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