

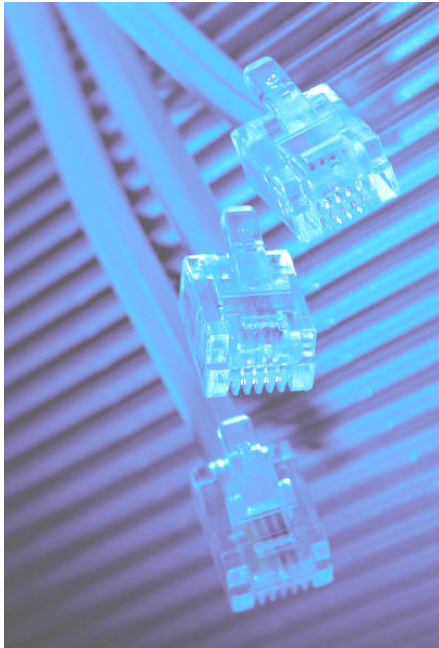


INFOWISE Corporation Limited

A Pillar To Operations Excellence

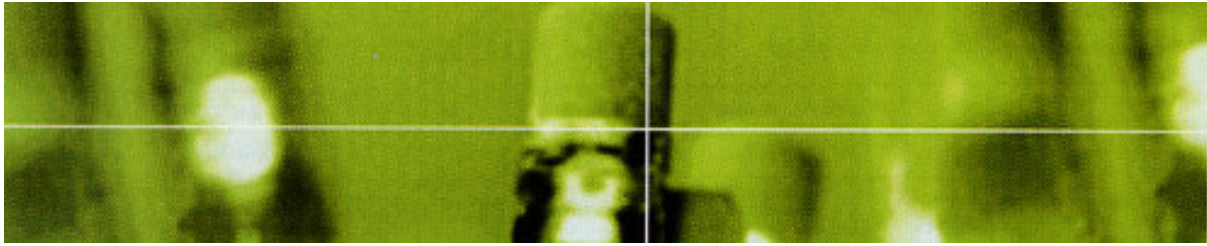
INFOWISE was established by a team of information technology professionals with support from the Innovation and Technology Commission of the Government of the Hong Kong Special Administration Region. Our goal is to put management information applications into the hands of business users and their customers by providing a general application software solution service. As a team of professionals committed to high standards of service, we are dedicated to meeting our customers' system application needs. Our team is built on a foundation of trust, open communication and excellent customer service.

Our vision is to provide an affordable Management Information System Solution that addresses requirements and expectations at the user level and has the flexibility to enable different tiers of an organization to define, control and manage integrated workflow within a business process.



INFOWISE works with customers to align business strategies with technology solutions to create sustainable value. By providing full-service consultation, customization, training and support services, we help organizations maximize the adoption of solutions across their company and drive operating efficiencies to the bottom line.

Our solution portfolio includes a broad range of estate management focused User Management Information System Modules — including Service Request Management, Work Order Management, Procurement Management, Facility Maintenance Management, Estate Resource Management, Home Service Management, Contractor Collaboration Management, Business Intelligence Management and Tenancy Relationship Management.



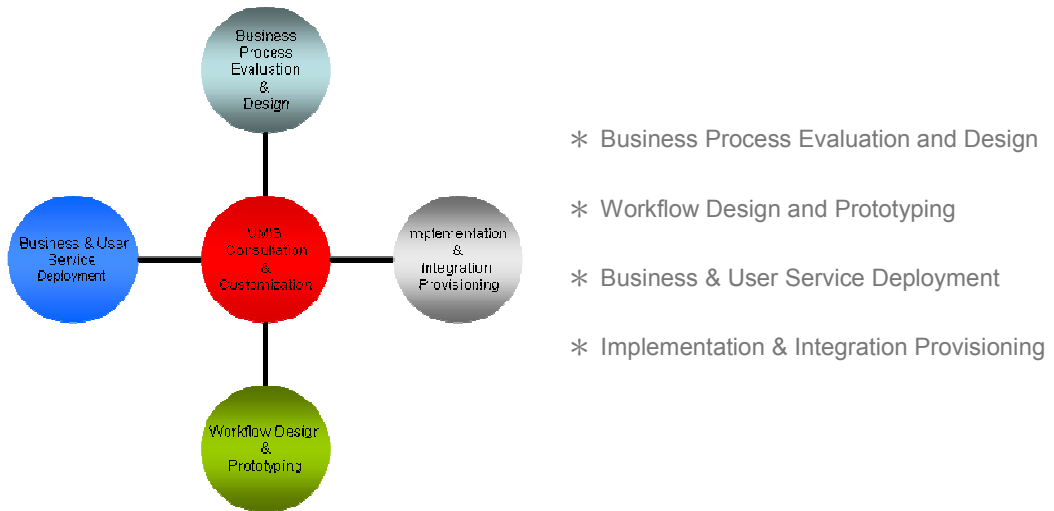
INFOWISE Deliverables

UMIS Service Flow

At INFOWISE, we take pride in the solution we deliver. We share common values and ideas with our customers which can directly benefit its user community. We work alongside you to understand your vision, business requirements and processes – to plan, manage, execute and monitor the business process and tasks. We take strategic steps to successfully integrate the expectations of your information system into your current business operations.

INFOWISE also provides customized solutions for clients with requirements outside the scope of the UMIS. In such a scenario, INFOWISE consulting will work on the client’s special requirements and develop the user specification, functional specification, business logic programming and database design - including system integration and migration.

Our consultation and customization methodology is defined in four main phases:



This service includes full documentation of specifications, system operation, and user operations as well as customized training sessions for system administrators, system management and end-users.

At INFOWISE we guarantee the customer that we will adopt our defined development methodology with comprehensive documentation in all gating process, and upgrade version at user, service operations, system operations and system engineering level.



The UMIS Portfolio

INFOWISE UMIS is a comprehensive user-focused workflow solution. It provides workflow control for information on customers, strategic partners, vendors and user applications and links all functional information for workflow processing. UMIS has extended capability for handling unstructured business process, enabling business users to integrate and manage disparate operations in a defined business process. UMIS offers modular approach introducing the product



- * Service Request Management (SRM)
- * Facilities Maintenance Management (FMM)
- * Contractor Collaboration Management (CCM)
- * Tenancy Relationship Management (TRM)
- * Estate Resources Management (ERM)
- * Home Service Management (HSM)
- * Business Intelligence Management (BIM)
- * Risk Analysis Management (RAM)

UMIS General Benefits Overview

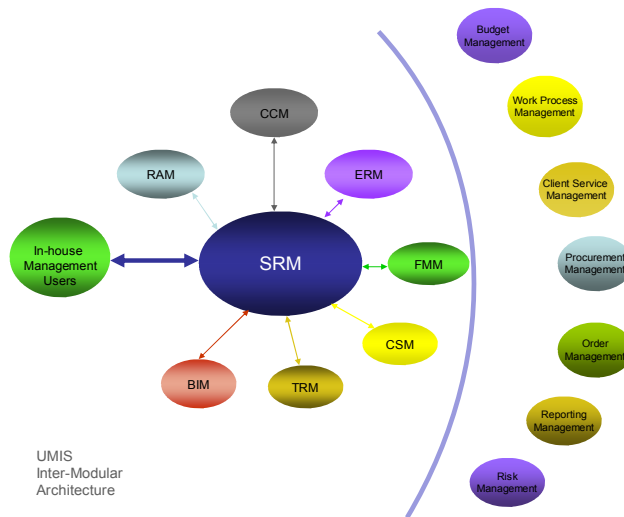
UMIS facilitates the business re-engineering process that will be necessary for substantial performance improvement of your organization and provides the following benefits:

- * **Facilitate Industry Business Process Standardization**
Provide a standard generic workflow framework that organization can easily adapt into an industry recognized business model preparing for future e-commerce collaboration.
- * **Customer Relationship Level Enhancement**
Customer would directly participate and monitor the process of its service request to sustain a closer customer relation.
- * **Better Evaluation of Performance**
A built-in performance measure mechanism with user defined workflow threshold enables a better evaluation of performance.
- * **Owner Incorporation and Management Value Upgraded**
Owner Incorporation and Management could fully utilize the service data for business evaluation and reporting for future business assessment.
- * **Electronic Payment Mechanism**
An electronic payment gateway provides user-friendly payment service for tenant management fee and other service charges.
- * **Estate Community Establishment**
An electronic bulletin board enhances information exchange within community through Internet.



The UMIS Inter-Modular Architecture

UMIS offers a modular architecture providing a flexible and efficient way to manage and automate business processes where human and system teaks interact. It provides the users with standard web based access to their relevant database and drives service deliverables along their defined workflow with optimal control.



UMIS offers specific customer value across the operation chain:

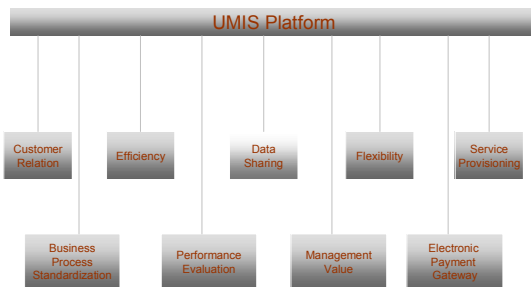
- * **Improved customer relationships**
Faster turn around times for customer service requests and regular progress updates.
- * **Enhanced efficiency and process control**
Automation of business process eliminates unnecessary steps, standardizes working methodologies and provides audit trails.
- * **Business process improvement**
Streamlining and simplification of business processes improve data sharing and information transparency.
- * **Process re-engineering gives flexibility**
Software control thresholds in a defined critical process enable operations to be re-designed in line with changing business needs.
- * **Flexible Service Provisioning**
UMIS comes with a Service License Model that enables deployment within the user's existing system infrastructure, allowing users to directly monitor performance.



UMIS Customer values and Benefits

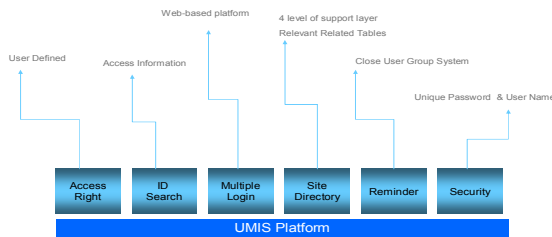
UMIS Value and Benefits

UMIS provides the benefits to the users community: the building owner, property manager, property consultants with a robust property management software solution. From a single database accessed with a standard web browser, you can view, share and update property, project, maintenance, leasing and space information providing a flexible, fast and efficient way to manage every aspect of a property portfolio.



UMIS comprehensive management module is a fully integrated workflow and operations software that links every facet of your business, eliminating redundancies and speeding the flow of information between departments.

UMIS powerful integration tools provides our customers with solutions that will work with today's technologies and continue to create value tomorrow.



The UMIS modular design means you are just getting the solution you need with the advantage of integrating modules into real-time access and simplified control which round out a complete system to transform

UMIS benefits our customer through our Web Based Technology and Philosophy. We emphasis on teambuilding and encourage communication across the operation process and our intensive training program help our customer understand the business logics behind the solution, empowering them to make improved contribution to your operations.



Web Access Service

UMIS is a web-based platform utilizing standard web browser to access that users do not need to install client software to use the system. User can work anywhere anytime by using internet, information is always within reach.

Site Directory

UMIS contains every piece of information about a Site including the information of the buildings, tenants, contractors, landlords and management; providing an easily accessible user application database.

Site ID Information Search

Users can access information on the entire system operations by a single keyword or ID search.

Access Rights

System administrators can set different access rights for user to view, comment and execute of the operations work flow.

Security

User access to UMIS system is secured by individual unique username and password. System enforced password change is available per customer security policy.

Reminder for information and action

System would notify the relevant user on the follow-up actions required or the status of a workflow transaction in accordance to the workflow operation process.

Severity Alert

Reminder are highlighted with red for action requiring special attention and change back to black or blue once the action items is addressed.

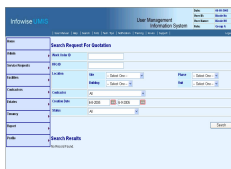
Critical Information Sharing

Key maintenance management information can be shared, viewed, and updated from the with pre-defined authorities.



Service Request Management

UMIS **Services**
Solution



The Service Request Management Module (SRM) enables organizations to establish enhanced working relationships with customers, vendors, suppliers and management. A manager can better handle resources, improve operational efficiency, reduce operating expense and minimize the possibility of human error in complex business processes through different SRM features:

- * Service Management
- * Order Management
- * Procurement Management
- * Work Management
- * Budget Account Management
- * Approval Control Management
- * Payment Management

The SRM workflow is controlled in such a way that human interactions are not only automated but also enhanced by advanced alerting mechanism, escalation procedures and a comprehensive reporting system.

With the SRM module, business users enjoy the following benefits:

- * Customer satisfaction enhanced with accurate reporting of service status whilst users are able to track down the progress of their request through Internet from anywhere in the world.
- * Enhanced capability for users and managers to monitor the business process according to define accountability with the flexibility to address ownership is improved as users can across the business process in the entire service supply chain.
- * Significant reduction in administrative costs and minimization of human error during the course of the operation.
- * Improved management of decision making through broader and a timely access to accurate, current information and provision of user-friendly reports that meet customer requirements.
- * Provision of quality service data and other statistics on work order, giving the ability to assess vendor and contractor performance and facilitate the management of individual partners in the service portfolio.



Customer Service Management

User can create customer service request, edit progress, dispatch to person in charge for follow up, and create task and categorized in accordance to request nature and severity. User can track service request and produce management reports for quality assurance.

Order Management

User can base on service nature to create service order and dispatch to pre-defined fulfillment agents. System will keep track on the quantitative and qualitative data of individual order transaction and provide search and tracking tools for user to view, sort and analyze order progress.

Procurement Management

SRM provides purchase requisition support where user can select system recommended supplier to submit quotations. SRM also provides quotation summary where user can recommend supplier for management approval.

Work Management

SRM provides user interface to update work order or procurement progress. User can also choose to update work status directly on site by means of barcode control or update through web access.

Variation Order Management

An advanced feature to manage and control of the variation order raised from the original work, providing a full picture of the work order process.

Version Control Management

SRM provides a version control mechanism to manage the quotations submitted by contractors, allowing users to check and monitor of the quotation process.

Approval Control

User can define endorsement and approval criteria for work order or procurement management control. Management can also exercise override and abortion authority in the course of order and procurement management process.

Budget Account Management

A feature allows user to pre-define budget into respective management accounts and automatic deduct approved work order value from the account for budget control.

Automatic Document Generation

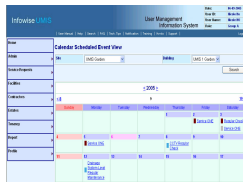
UMIS would automatically generate workflow related documentation such as Request for Quotation or Service Acknowledgement at user defined timing during the operation process and send it to customers by fax or email. This document generation feature is integrated within the workflow that all communication is documented as part of the work process.



UMIS **Services**
Solution



The Facility Maintenance Management Module (FMM) provides estate management organizations with pro-active online scheduling and monitoring for preventive and corrective maintenance functions. FMM enables the automation of complicated facilities maintenance processes through FMM intelligent features:



- * Scheduling Management
- * Contract Management
- * Quotation Management
- * Contractor Management

Within the FMM, all maintenance requests can be initiated and reviewed by the relevant service prime and assigned a new or existing work order. The intelligence capacity of the FMM also provides an alert system that notifies the users of the maintenance schedule and contract validity.

With FMM, users enjoy the following benefits:

- * Service ability is enhanced with quick access to maintenance information. Whilst mission critical schedule work can be arranged and managed in a timely manner.
- * Operational efficiency is improved with centralized control of all facilities maintenance activities across the entire estate management portfolio.
- * Management operational control is enhanced with automatic status updates and ability to identify responsibility and accountability tracking by team or individual member.
- * The value of the portfolio is enhanced with timely maintenance, shorter process cycle times and transparent management reporting.



Maintenance Calendar

Schedule meeting using the built-in feature of FMM calendar, user are automatically notified by UMIS defined dispatch logic and be able to view the service schedule and update the status.

Contractor Database Management

Directly link maintenance information such as contractor profiles, contract terms, insurance cover and ranking to site and system.

Critical Information Sharing

Key maintenance management information can be shared, viewed, and updated by users with pre-defined authorities.

Risk Management Control

UMIS record the system performance pattern and generate analytical report in accordance to user defined criteria. User can search for individual system or system in site and generate statistical reports showing the general system availability percentage and the peak hour availability over a period of time and the service deviation from the quality target as defined by the management.

Service and Contract Alert

User will be notified by UMIS on a predefined advance timeframe on the non confirmed scheduled service and expiring system maintenance contract.

System Profile Search

User can build system profile by defined category with system, module, equipment and parts differentiation and link individual system with the site profile. User can search system details by type, site, vendor, brand and supplier.

Preventive Maintenance Database

Link maintenance service information such as contract terms, insurance cover and service specification directly to a site and system.

System Service Analysis

User can search for individual system or system in site on the scheduled and ad-hoc maintenance service hours distribution that user can decide on the future repairing time that maximize system service level.



UMIS **Services**
Solution



The Estate Resource Management Module (ERM) is a back-office workflow management system facilitates its front end customer applications.

The ERM is designed for estate organizations to effectively manage and optimize the utilization of their service resources and facilities of a asset portfolio and provides the following features:

- * Multiple Site Profile Administration
- * Estate Information Administration
- * Resources Booking Administration
- * Event Administration
- * Procurement Administration
- * Payment Administration
- * Online Request Administration

The ERM Module is to empowering your organization to design and develop specialized online premium service for your multiple management sites that you can devise business strategies and provide premium online service to your selected client base creating new revenue stream and enhance the relationship of a community.

With ERM implemented, estate company would enjoy the following benefits:

- * ERM back end workflow management facilities its customer front end applications and provide automaton of the service administration.
- * Multiple Site administration reduces administrative time and cost as back office services are fully automated using customized workflow.
- * Human resources is reduced since all administration and customers front end service booking are fully automated and managed.
- * Enhanced resource availability within a real time environment as the system is designed with an optimization methodology, so resource fragmentation is largely avoided.
- * Customer relationship and service efficiency are enhanced that users have timely access to the information of the facilities availability and easily make bookings via the Internet .



Estate Information Administration

Estate company can easily create different estate notice or announcements for individual building by a single ERM platform.

Multiple Site Profile Administration

Estate company can easily manage its multiple site profiles on a single platform that the administration of the value added premium services offered are consolidated at the back end ERM module.

Multiple Resource Booking Administration

ERM provides a multiple administration system that estate company can easily administer its multiple asset portfolios for the resources booking service.

Multiple Event Organizers

ERM supports multiple events administration and management on a single platform, providing various function and events at different site.

Customer Centric Record

ERM provides interactive mechanism which record customer interaction and interaction frequency and any customer or company initiated contacts and relevant information.

Group Purchasing Volume Discount

ERM aggregates the total purchase volume from all user and empower the negotiation force with corresponding merchandise suppliers.

Online Request and Enquires

ERM consolidates all online requests and enquires from all customers under the management asset portfolios supporting multiple sites online request administration and management.

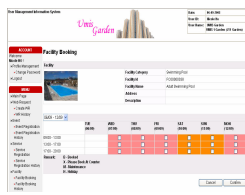
Bulletin Board

An electronic bulletin board is designed to enhance community relationship and facilitate the information exchange across the community.



Home Service Management

UMIS **Services**
Solution



The Home Service Management Module (HSM) is a customer front end applications that is designed for residential users to effectively use the facilities and resources provided by the estate company within their community.

Residential users can communicate with the management company through the UMIS HSM service and receive estate information such as estate announcement interactively; residential users can also book relevant facilities over the web such as tennis court booking and any premium services provided by the estate management company.

- * Resources Booking Management
- * Event Management
- * Procurement Management
- * Community Relation Management
- * Online Enquires Management

HSM is a tenant focus solution aiming to enhance the services provided by the estate management company and creates new revenue stream. HSM provides an platform for estate company to design value added service under its estate portfolio.

HSM looks after your customers by providing the following benefits:

- * Providing high end estate services facilitate the traditional estate management service.
- * HSM advanced features enhances customer relationships as tenants can directly communicate with the management office through the web.
- * Tenants have timely access to information about the availability of facilities and can easily make bookings or reservations via the Internet.
- * Improve customer satisfaction and service delivery efficiency as overbooking or double booking is eliminated due to real time back end administration.
- * Formation of a user community and platform as user information and communications are exchanged in real-time through UMIS over the Internet.



Resource Booking Calendar

HSM provides a user-friendly booking system on any events or facilities over the web, providing the end users an on line scheduling service over their web browser.

Online Estate Information

Tenant would receive estate announcement through the internet which enhances life style more comfortably.

Tenant Centric Record

HSM provides interactive mechanism which tenants could search his own historic record of any facilities or event booked with detailed information.

Tenant Purchasing Discount

HSM aggregates the total purchase volume from all user and empower the negotiation force that benefits all tenants.

Bulletin Board

An electronic bulletin board is designed to enhance community relationship and facilitate the information exchange across the community.

Discussion Forum

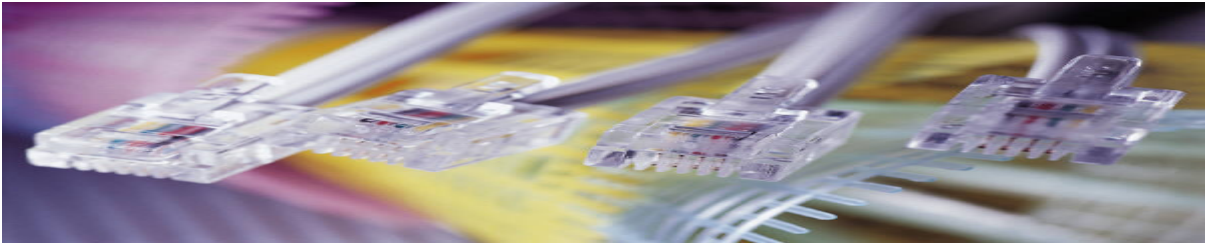
An advanced feature that any hot topic can be posted for group discussion which enhances the relationship of a community.

Online Enquires

Tenants can make any request or enquires over the web to the management company providing alternative channel of communication.

Value added Service Booking

HSM provides a platform for tenants to register any services provided by the estate company such as laundry services. Tenant would enjoy high end value added services by one click on the HSM menu.



Contractor Collaboration Management

UMIS ➔ **Services Solution**

ID#	Project Name	Contractor	Status
10000
10001
10002
10003
10004
10005
10006
10007
10008
10009
10010
10011
10012
10013
10014
10015
10016
10017
10018
10019
10020

Contractor Collaboration Management (CCM) is a B2B service platform that ensures the operation project always delivery on time, on budget and on schedule. It synchronizes internal and external teams – vendors, contractors and suppliers and gives the management immediate, ongoing visibility into project status interactively.

Infowise UMS

Home | Payment Application Search

Payment Application:

Contractor ID:

Description:

Payment Search:

Search Results

- * Contractor Profile Management
- * Tender Management
- * Variation Order Management
- * Budget Management
- * Payment Management

Our powerful CCM collaborative and workflow tools enables the managers to source, facilitate, manage and monitor the work progress more efficiently, and also to enhance the collaborability and operability amongst the management team, contractor project teams and third parties affiliates.

Through CCM multiple e-platform architecture, multiple to multiple level of information exchange could be established and provides extra value and benefits of the following:

- * An open channel for multiple Request for Quotation and Quotation Submission electronically and interactively.
- * Build and track budgets to proactively control ongoing expenditures and manage financial budget more effectively.
- * Evaluate the responses utilizing our on-line comparison tool. Perform a side-by-side analysis, which ranks the overall responses according to the values assigned to each individual requirement. Share the results on-line with all stakeholders.
- * Define the specific procurement requirements through our Procurement Management. Utilize the administration tool to create user-defined parameters for the site search and establish the type of response for each individual requirement.



Contractor Action Alert

Contractor user will be reminded in the UMIS home page when there is new service request raised by the management company.

Itemize Rate/Unit Charge Schedule

Standard online template for the contractor to fill in labor rate, unit and material specifications and costing.

Online Quote Submission

Contractor can submit quotation through the UMIS platform with its self defined reference no while UMIS acknowledge and generate an UMIS quotation reference no for mutual reference.

Payment Application

Contractor can search the approved quotation and use online template to report work completion percentage and apply for payment.

Variation Order Application

Contractor can search the approved quotation, and fill in application template for new quote for variation work and submit for approval.

Progress Validation & Acceptance Confirmation

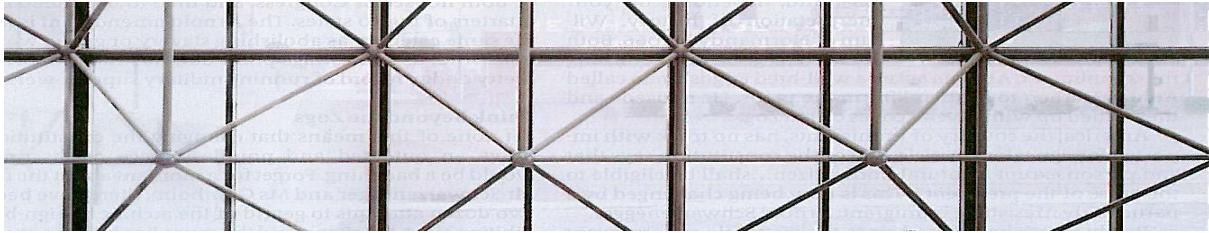
Special process and template to support the management company user to input validated work progress and generate Acceptance Confirmation Request to contractor to confirm acceptance of the validated work completion percentage.

Payment e-Certification.

Issuing of electronic e-payment certificate that contractor can use to initiate the online invoicing.

Invoice Certification & Validation

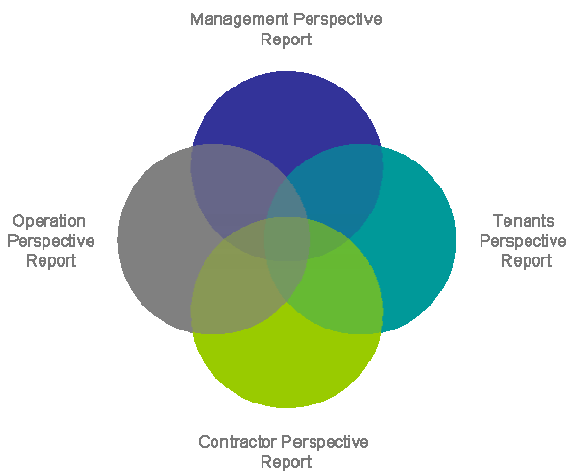
Check and validate the online invoice amount and consolidate by account no and interface into respective accounting system for payment formalities.



UMIS **Services**
Solution

UMIS Business Intelligence Management Module (BIM) is a relational database application. It extracts customer, operational and management data and consolidates it according to the set of rules and requirements as defined by the management.

The BIM service extracts business and operational data in a user-friendly format that managers can work with in accordance to their particular needs. The ability to query and identify work related statistics within the business process allows business users to quickly respond to customer inquiries as well as support strategic management decisions.



- * Management perspective
 - * Risk Analysis Management
 - * Quality Control Management
- * Operation Perspective
 - * Facility Management
 - * Process Management
- * Contractor Perspective
 - * Contract Management
 - * Quotation Management
- * Tenants Perspective
 - * Service Management
 - * Booking Management

BIM contains various reports in management aspects and induces the following benefits:

- * UMIS reporting functionality offers ease of use and read, empowering managers to explore and interact with service data more efficiently.
- * Historic data enables managers to make informed decision.
- * Reduce associated reporting steps and manpower.
- * Management reports across business process providing performance guideline for management control.



BIM Specific Features Lists

BIM Features List

Functional Focus Report

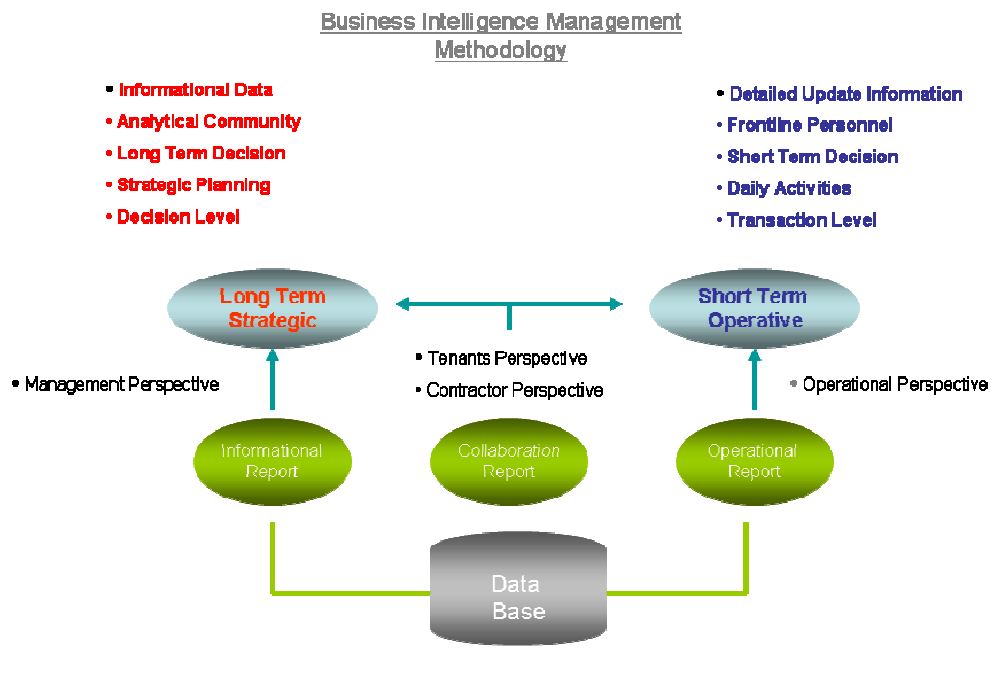
BIM offers various reports which is specially designed for various functional executives at all levels to address their particular needs.

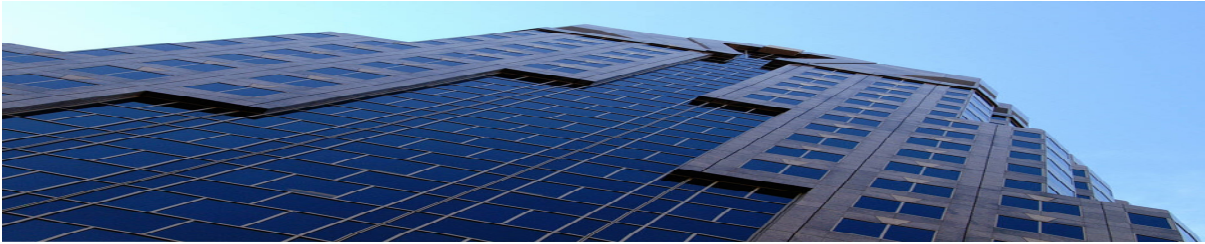
User Friendly Format

UMIS BIM enables users to save and share Reports as MS Word, Excel, PDF, or HTML format files.

Real Time Function Update

BIM is capable to retrieve all data on a real time basic that users could refresh views and reports immediately from current data.





Tenancy Relationship Management

UMIS **Services**
Solution



The Tenancy Relationship Management Module (TRM) provides comprehensive functionalities to support the landlord to manage their leasing business operations and as well provide advanced risk management capacities that the user can use to project potential rental income variation arisen from pre-mature termination, delay payment, occupancy rate and consolidation.

The portfolio owners and landlords are empowered with the feature-rich TRM functionalities to manage their rental business and support multi-tenants accounts across multi-buildings and units.

TRM fully automate the leasing business operations that rent roll, outstanding payment reminder, receivable, tenancy profile administration are all support with user friend interface.

TRM provides users the benefits of:

- * Portfolio profile can be defined in TRM from site down to unit level where tenancy can be traced down with multiple search criteria.
- * Customer Relations can be enhanced with TRM that tenant account portfolio in multiple locations under different tenancies can be management with from the system build in functionalities.
- * Cash flow forecasting is much more simplified that user can simulate different occupancy scenario for different sites with extended TRM capability to splitting and consolidating adjacent units.
- * Cash flow management is made effective with TRM that tenant payment history can be traced with delinquent tracking and assess payment pattern across the whole portfolio.
- * Customer Service is excel with TRM marketing support functionalities that user can employ the extensive TRM search capability to track down records with the existing tenancies and vacant unit to address customer queries, be it an existing or potential tenant.
- * TRM risk management simulation provides income forecasting across the portfolio on yield related parameter. User can simulate with adjusted rental rate, interest rate, free rent period and other chargeable parameters.



Business Intelligence Management

Full list of management reports for leasing business analysis including operation perspective rent roll listing, delinquent aging reports, payment tracking reports, and analytical perspective tenant revenue report, income history and project report.

Multiple Tenancies Management

Search & filter tenancy information by multiple tenancy parameters including customer name, user name, locations and rental periods.

Vacancies Management

Search vacant units by site, phase, building, size and period.

Tenant Account Management

Search customer information across the total portfolio by name, periods and payment history.

Rent Roll & Payment Reminder

Generate Rent Demand Note, Reminder Note and Outstanding Rent List.

Landlord Management

Search landlord information by relevant IDs and provides historic and current building and unit information under the landlord portfolio.

Cash Flow Projection

Cash flow forecasting is simulated through different scenarios providing best leasing strategy.

Automatic Document Generation

Generate the Tenancy Agreement or letter automatically by system default which reduces administrative resources.

Financial Accounting Integration

Advanced feature to map the AR and AP into the customer existing financial & accounting system.

Batch Transaction Posting

Advanced features to update the batch of transaction with batch control and unique batch number.