

The logo for Manhattan Software, featuring the word "MANHATTAN" in a bold, white, sans-serif font on a black background. To the right of the text is a small red square.

World Leading Software

## Manhattan IWMS Module Overview

Functionality without Complexity to Maximize Business Value.

Manhattan Software is the #1 IWMS solution in the world. It is a modular system making it possible to pick and choose the right applications for an organization's exact requirements. From full enterprise solutions of thirty modules or more, with hundreds of users, down to a complete working system using a single module, Manhattan Software's approach provides all the functionality required without additional complexity. Starting from a configuration that fits today's needs, the Manhattan solution can grow to fit future business requirements simply by adding further modules.

### Maximizing Business Value

- The user-friendly interface is consistent across all Manhattan functionality making user acceptance and training an easy task and keeping the total cost of ownership low.
- Manhattan's unique flexibility makes it simple to add a field or change a screen without customization tools, further lowering ownership costs while providing users with the functionality they need.
- Manhattan's unique reporting framework uses its Organizational Breakdown Structure (OBS<sup>®</sup>) so that information spanning all property management functions (e.g., finance, property, lease, space, maintenance or projects, etc.) can be obtained in a single unified view whether from one or many modules.
- Key performance indicators are easily accessible across all critical property management functions providing dramatic business performance improvements, benchmarking capabilities and trend analysis, maximizing the return on software investment.



***Any Manhattan Software module can provide a complete solution in-and-of itself to suit the needs of any organization. However, for ease of reference the modules have been grouped into sections.***

Whether you are a rapidly growing company in need of a plug-in solution to improve your tactical facility operations, or a large global institution concerned with both tactical field operations and strategic corporate financial management and reporting, Manhattan Software, Inc., has a solution for you.

Manhattan Software offers two solutions for the real estate industry.

*The CenterStone Computer Aided Facility Management (CAFM) solution* is the market's leading technology in helping organizations manage the complete cycle of workplace business processes including space and facilities, assets, leases, operations and work orders.

*The Manhattan Integrated Workplace Management Solution (IWMS)* is software geared for planning, managing and operating large, diverse real estate portfolios and offers comprehensive financial management and reporting tools.

Applications in this rich suite of products include software for planning and managing real estate and associated financials, for facility operations and maintenance, and for managing projects.

Created in Web 2.0 technology, Manhattan provides a new way of working for facility management and real estate professionals and their collaborating partners with its ability to link to other internal and external systems efficiently and effectively.

With Manhattan, users all over the world are enhancing their business decisions, providing required transparency, reducing the total cost of occupancy and releasing precious capital back to the business.

# Manhattan IWMS Module Overview

## General Property Management Modules

### *Manhattan Standard Management Module (CORE or BASE)*

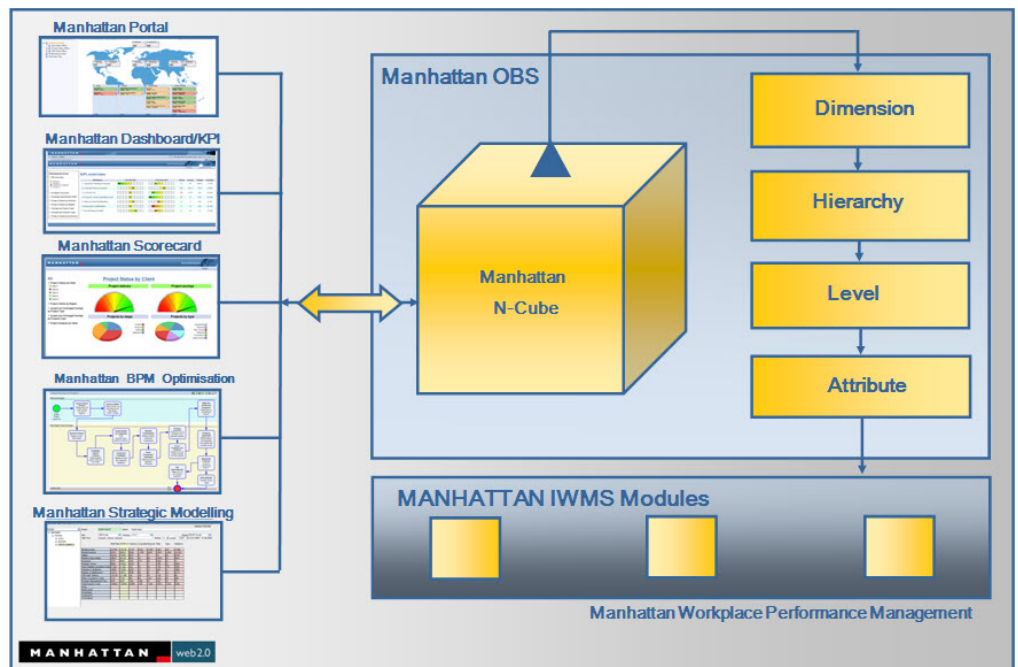
This is the core of the Manhattan solution. It provides the capability to handle complex data structures incorporating owner, property, tenants and lease relationships, with associated clauses, dates and activities. These areas allow for very flexible user definable field management (fields and headings), advanced security features and the ability to create user definable sub screens. Other standard features include the management of rent reviews, lease clauses and options, assignments and other key activities. All data throughout the system is held in a relational database (typically Oracle or SQL) and can be fully reported upon.

### *Manhattan Diary System*

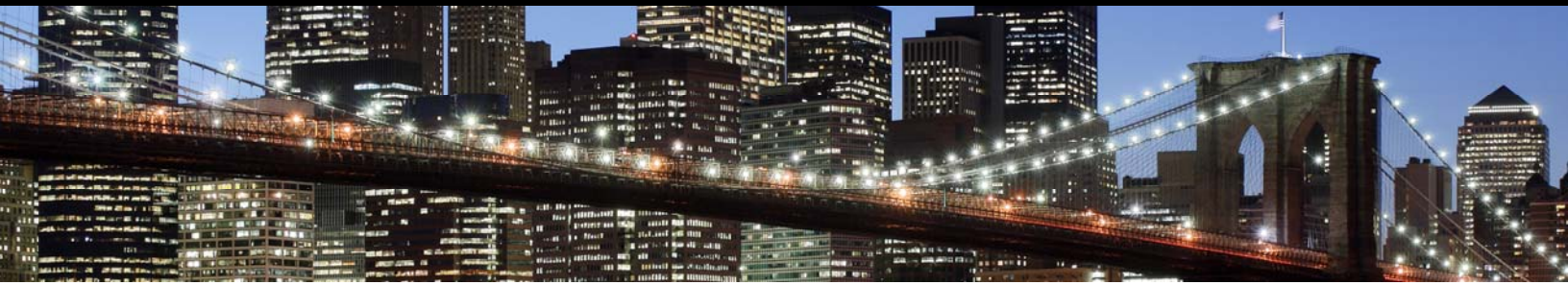
This is a fully integrated, event driven facility with in-built escalation. Either user group or individual diary facilities may be linked to all date fields within the Manhattan product set. Warnings can be set at any predefined time period before an event, such as a rent review, with escalation if desired. The Manhattan Diary is compatible with third party mail applications such as Microsoft Outlook.

### *Manhattan Organizational Breakdown Structure (OBS)*

This is a unique management tool within the Manhattan application suite. The OBS enables user definable organizational and physical structures and hierarchies to be overlaid with multiple levels, which allows for the creation of one to many relationships, (e.g., region, site, store, cost center, location, etc.) This gives users a simple and powerful mechanism to manage data in a logical format for entry, analysis and reporting, that matches the business model.

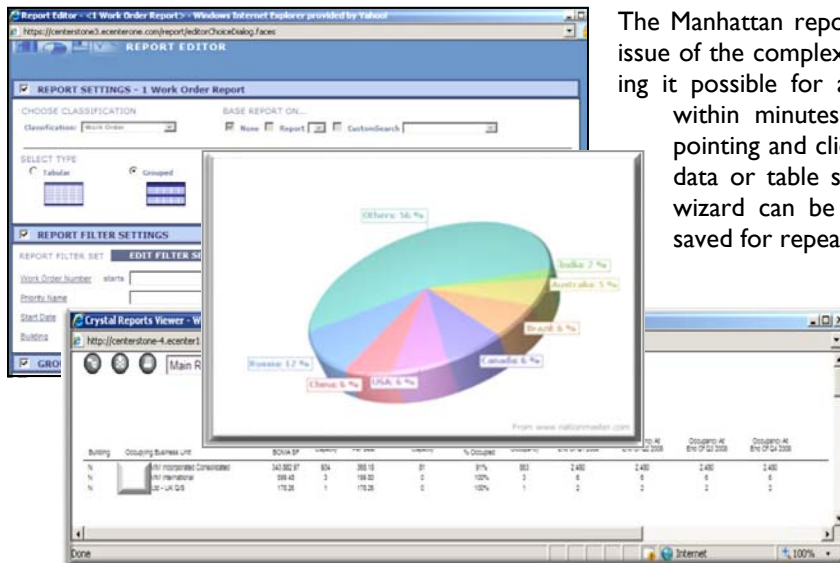


# Manhattan IWMS Module Overview



## Manhattan Report Wizard

Manhattan has a large number of existing reports covering a broad range of information. It also uniquely provides, through the Manhattan reporting Views module, the ability to use a number of industry standard reporting tools such as Business Objects, Cognos, Crystal, as well as desktop tools such as MS Access.



The Manhattan report wizard is designed to resolve the issue of the complexity of creating a new report by making it possible for an end user to define new reports within minutes. The user can define a report by pointing and clicking without requiring knowledge of data or table structures. Reports defined using the wizard can be used on a one-off ad-hoc basis or saved for repeat use.

Manhattan also has the capability of producing Grids and Dashboards which can be arranged by the way the user needs to report on their work (i.e., "My Portal"). In addition, location-based reporting can be done with the Manhattan interface to GIS, such as ESRI's ArcGIS and Virtual Earth.

## Manhattan Document and Image Storage & Retrieval

This module provides the facility to store and view documents and graphical images (e.g., photographs, plan, lease documents) for properties and leases as well as individual units.

## Transaction Management

### Manhattan Acquisitions & Disposals

Manhattan Software has the capability to control the operations involved with all assets, including full or partial acquisitions and disposals. This module operates at the land, property/building and individual lease levels. There is full workflow support enabling corporate processes to be established and reported against.

# Manhattan IWMS Module Overview

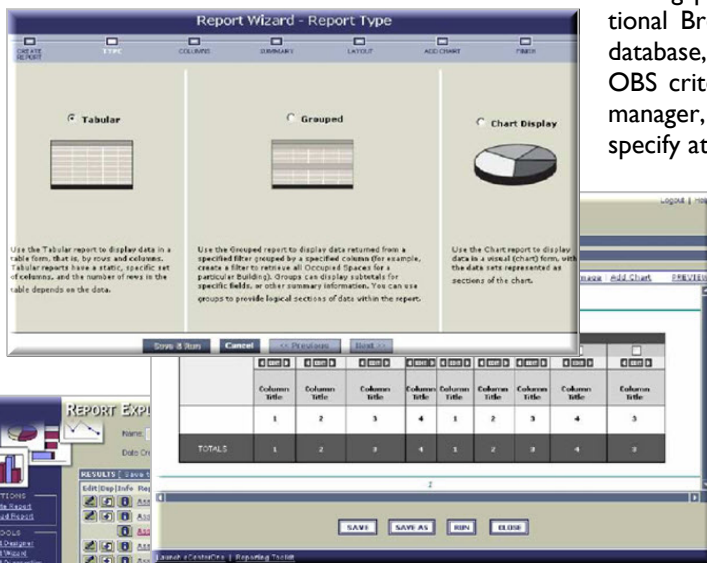


## Financial Management

### Manhattan Tenant Rent & Service Charge Accounting

Manhattan's rent accounting system allows rents, operating expenses and any other charges that are held against the lease database to be generated automatically. The system allows the transactions to be previewed and checked prior to processing. Rent runs can be generated by various criteria including property and tenant. In addition, if the Organizational Breakdown Structure has been utilized within the database, the accounting runs can be generated by the OBS criteria that has been held at the lease, such as by manager, department or region. Manhattan allows users to specify at the time of creation what type of accounting run

is being generated by use of a drop down, which allows users to utilize one screen for generation of payable and receivable rent, OPEX and other items.



### Manhattan Accounts Payable

This is a complete AP module including vendor database (often synched to corporate database), payable rents, operating expense accounting and detailed expenditure reporting. It also includes Percent Rent functionality for retail users.

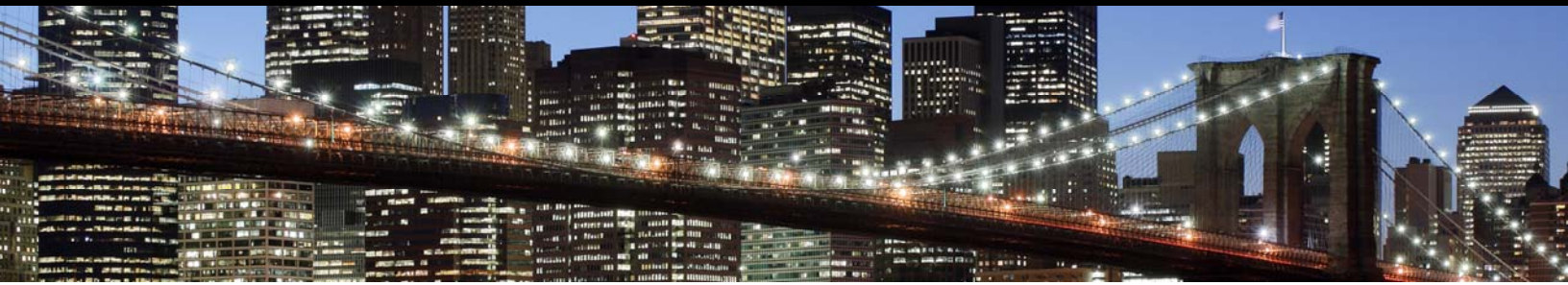
### Manhattan Accounts Receivable

This is a complete AR module including receivables accounting, receivable rent, service charge/expense apportionment and recovery, rent invoices, statements and reports.

### Manhattan General Ledger

Manhattan has a powerful, multi-company multi-currency system that fully integrates with all other Manhattan sub-ledgers. It includes a financial reporting mechanism designed to enable the generation and exporting of management reports. Manhattan supports an unlimited number of ledgers that can be set up for use with one or more companies to provide a multi-dimensional structure. Additional optional features are consolidation capability and full cash book function which permits automated bank reconciliation functionality.

# Manhattan IWMS Module Overview



## *Manhattan General Ledger Interface*

This module allows for the export of transactions to third party ledgers. It interfaces to the major ERP systems (e.g. Oracle, SAP, PeopleSoft, Lawson) as well as mainframe solutions.

## *Manhattan Fixed Asset Register*

This module supports asset recording with serial numbers, locations, cost centers etc. It provides integration with Planned Maintenance and the Manhattan Help Desk for reactive maintenance purposes. There is also full depreciation accounting for capital assets with the appropriate allocations.

## *Manhattan Budgets/Forecasting*

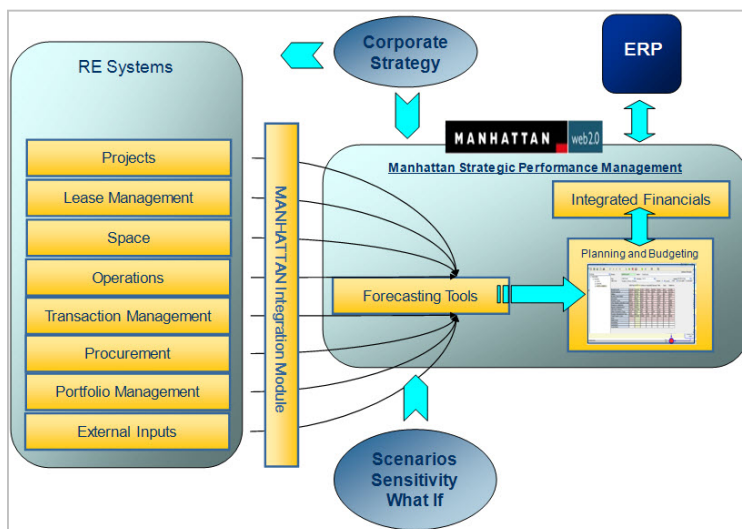
Budgets can be held on an integrated basis against properties, units and leases for rent, rates and service charges. The budget figures can be updated as a forecast, usually quarterly, which represents the latest estimate. This module provides full integration with the Standard Management Module and enables detail variance analysis with drill-down capabilities. Multiple budget types can be prepared and stored for analytical purposes.

## **Portfolio Management**

Manhattan holds all of the real estate data on a building in the Core or Base module but it is pulled to use anywhere analysis can occur in the IWMS.

## *Manhattan Valuation and Investment Appraisal*

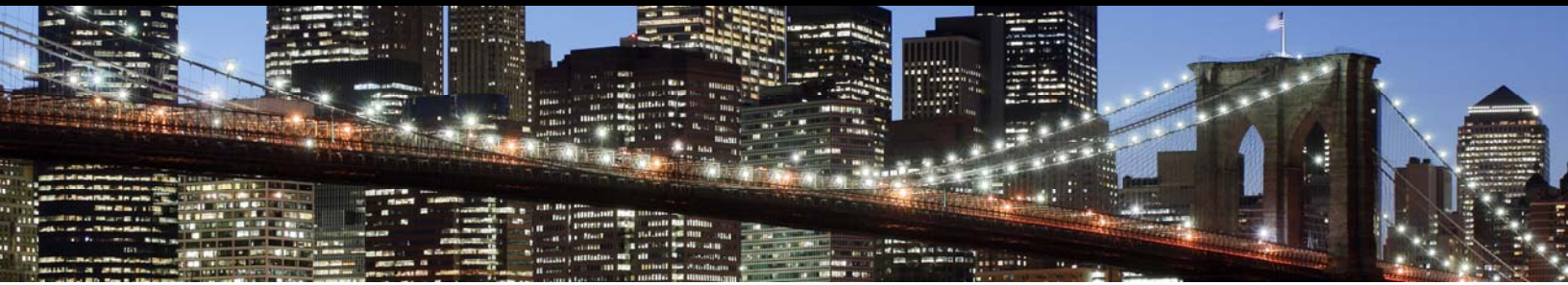
This module supports the valuation of property investments by open market, DCF and equivalent yield methods. Its also enables the appraisal of property investments and modeling of future acquisition by discounted cash flow. It can be integrated with tools like Yardi, Argus and Cougar.



## *Manhattan Strategic Performance Management*

This module supports the analysis of past performance in terms of growth in capital investment, market value, rental income and total return. Its also enables the analysis of future performance in terms of internal rates returned at defined points in the future. Projections of future performance can be carried out based on the historic actuals and various user defined assumptions.

# Manhattan IWMS Module Overview



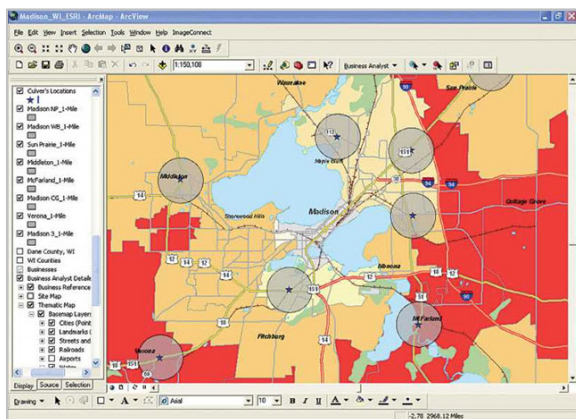
## Facilities Management

### *Manhattan Move Management*

Manhattan Project Modules have a built in workflow to manage the various processes and stages of any proposed capital work or move/add/change. It automates the tasks involved in moving and/or changing assets throughout an organization.

### *Manhattan Purchase Order Processing*

This allows work orders to be placed with suppliers, monitoring of delivered goods/services against orders, invoice matching and is integrated with Help Desk and Accounts Payable modules.



### *Manhattan GIS Integration*

Manhattan can be integrated with a range of third party GIS products such as MapInfo, ESRI ArcGIS and ArcView.

### *Manhattan Portal-Based Employee Self Service*

Manhattan provides a portal interface that enables employees to access a range of real estate and facilities services as well as non-facilities services. This is typically used for the Help Desk, Conference Room Bookings, Service Bookings (food, audio/visual) and non-facilities services such as reprographics. By integrating these offerings, corporate real estate and facilities can more effectively monitor usage and apply the appropriate charges to business units.

## Maintenance Management

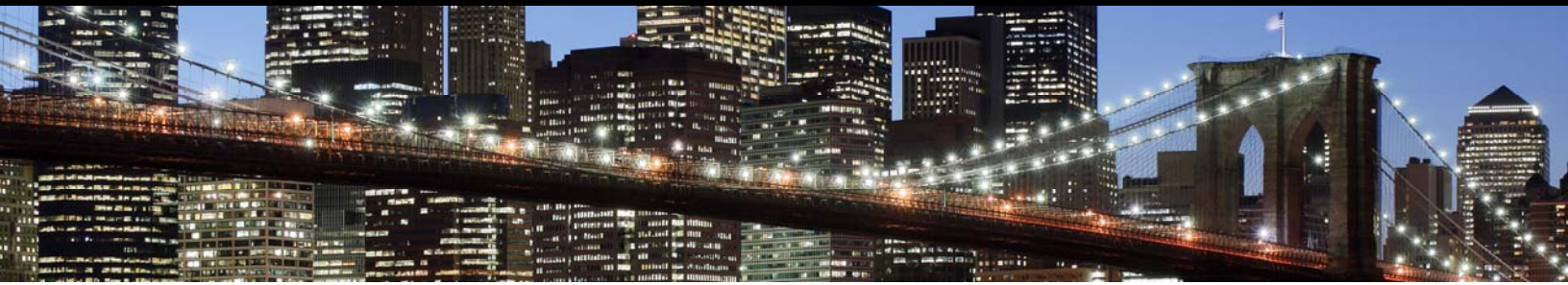
### *Manhattan Planned Maintenance*

Provides for full control of cyclical maintenance schedules, and is integrated with Condition Survey and Purchase Order Processing. This module can be used for the management of simple assets through to major cyclical plant and equipment maintenance. It includes resource scheduling and budgeting.

### *Manhattan Condition Survey*

Provides efficient and structured management of condition surveys for a variety of asset classifications including both internal and external buildings and structures as well as plant, equipment and M&E (mechanical and electrical). It assists with budgeting and forecasting of future maintenance and provides for linking with field data collection through PDA's (e.g. Psion, Palm, Manhattan Onsite®).

# Manhattan IWMS Module Overview



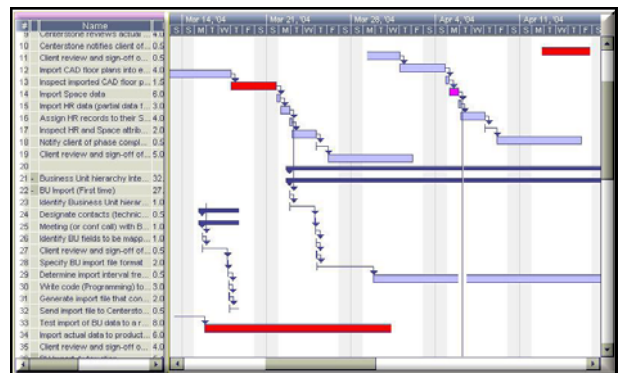
## Manhattan Help Desk (Reactive Maintenance)

The Help Desk enables prompt, efficient management of reactive maintenance calls and subsequent response monitoring and analysis. High-level integration is provided with Purchase Order Processing, Contract Management, Project Management and Planned Maintenance as well as property, tenant and lease details. This module also includes resource scheduling and allocation from a workshop pool.

## Project Management

### Manhattan Project Management & Costing including Contact/Lead Management

This module controls project initiation and startup, project communications, tasks, budgets and resources against a project template, works package or sub-works package basis. These projects could range from simple renovation or activity tracking through full construction projects for new buildings/stores. There is integration with MS Project as well as with other key Manhattan modules such as Budgets/Forecasting, Help Desk and Purchase Order Processing.



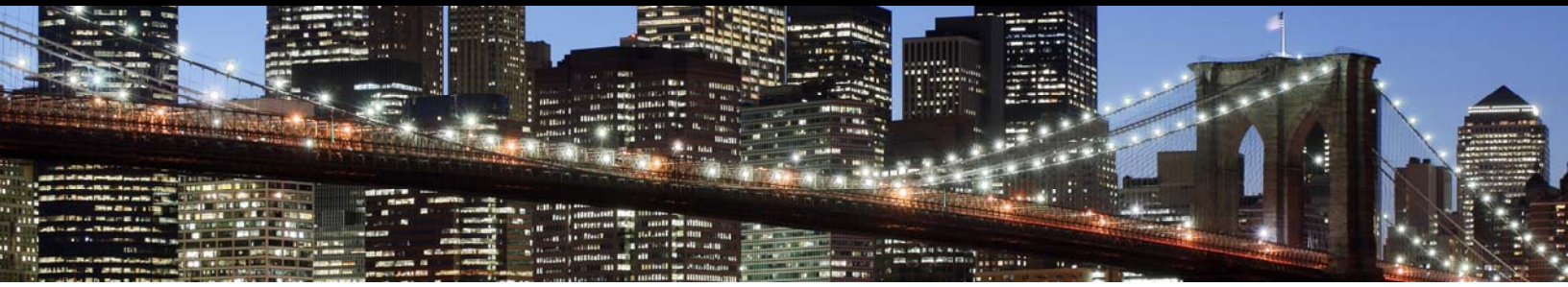
## Space Management

### Manhattan Space Management

This module is designed to assist in the overall allocation and usage of the occupier's physical space in order to maximize efficiency. 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 enabling full recharging either through integration with a corporate financial system or through automated processing by the Manhattan Lease Administration and Financial modules. Full bi-directional integration with AutoCAD is available through the Manhattan CAD Integration module.



# Manhattan IWMS Module Overview



## *Manhattan CAD Integration*

This module enables a full bi-directional interface to AutoCAD. The Manhattan AutoCAD Plug-in allows CAD drawings to be linked to Manhattan attributes to ensure completeness and accuracy of information between the two systems.

A screenshot of the Manhattan Space Planning software interface. The window title is 'MANHATTAN' and the menu bar includes 'Project: Manhattan', 'User: JAC', 'Menu: Add...', 'View: ...', 'Break by Station', and 'Color by: ...'. The main area is titled 'Space Planning Stack Form' and contains a grid of data. The grid has columns for 'Stack Zones to Hide', 'Legend', and 'Stack Color'. The data is organized into rows and columns, with some cells containing text and others containing colored squares. The interface also includes a 'Legend' section and a 'Stack Color' section.

## *Manhattan Space Planning and Forecasting*

Manhattan supports the representation of space through a graphical tool that dynamically denotes the space by occupier or occupying department in the form of stacking plan. 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. For space planning purposes the tool can be used to create multiple scenarios using simple drag and drop techniques and users can “shop” within the portfolio for available space before going to brokers to acquire new facilities. Occupied and vacated space can be identified and reported on dynamically.

## **Procurement Management**

### *Manhattan Procurement & Contract Management*

Manhattan has a fully integrated procure-to-pay capability. This module enables the recording and processing of tenders from initial RFI through to the selection and contract stage. It also provides online integration for comparative purposes, historic analysis and actual reporting.

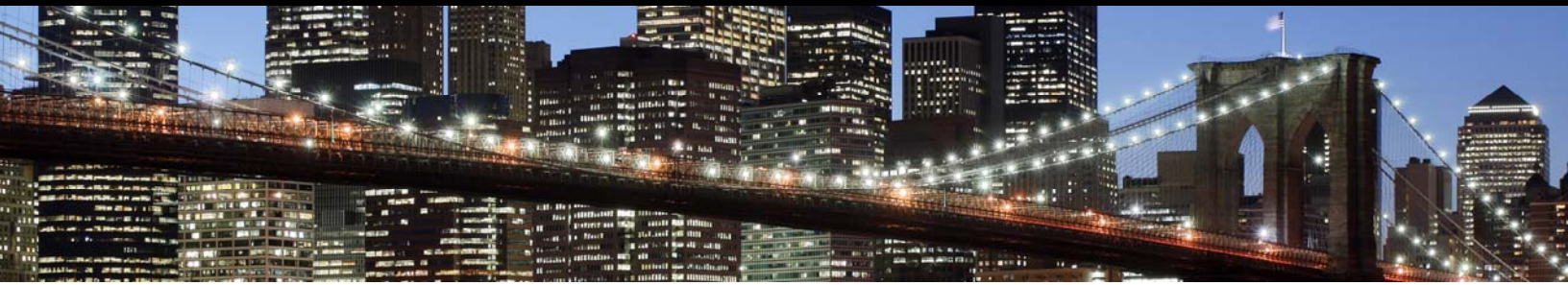
### *Manhattan Commitment Accounting*

This module is an advanced purchase control system with budget management facilities to control the full procurement cycle. Additional facilities include links to contract management services and product libraries as well as variable workflow functionality to control the authorization hierarchy.

### *Manhattan Construction Industry Scheme (UK)*

This module offers seamless integration with Manhattan Accounts Payable module to monitor all tax certificates for contractors. It provides administration facilities for payments made to contractors according to the relevant government tax schemes.

# Manhattan IWMS Module Overview



## Other Offerings

### *Manhattan Rating Management (UK)*

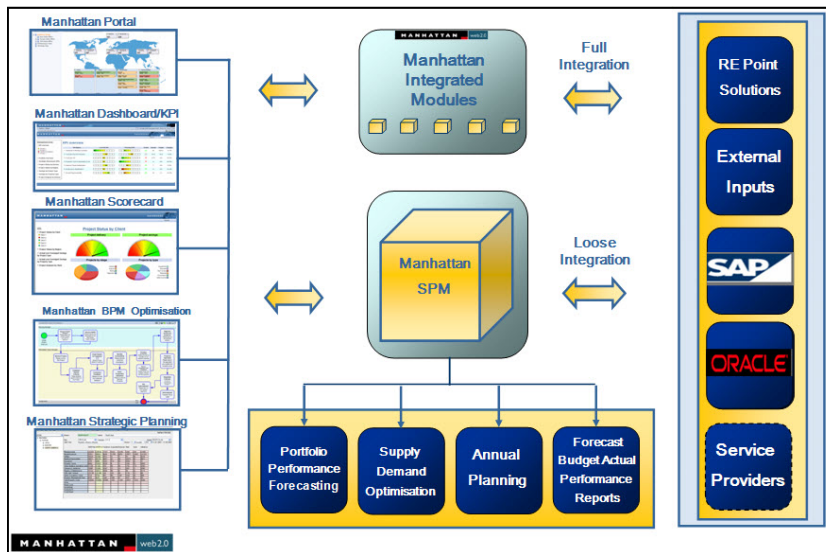
Manhattan provides an efficient management tool for full control of the rating function. This includes rating liability, generation of rates payments and management appeals.

### *Manhattan Energy Management*

Users can monitor meter recordings and statistics, as well as generate cost comparison analysis. Users can also import data from readings and interface with third party energy products. Manhattan's Energy Management also helps to find any discrepancies in utility bills and substantiates validation.

### *Manhattan Workflow*

Manhattan Workflow is a Business Process Automation (BPA) and modeling tool that automates the execution of distributed business tasks running in and across an organization. By creating more efficient and effective processes, Manhattan Workflow helps improve customer service, optimize business partner communications, streamline operational costs and reduce time to market. As a powerful graphical tool, Manhattan Workflow helps solution architects to model and automate business processes and tasks by aligning and connecting the processes to the application environment for improved workflow execution.



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### *Manhattan View & Grids*

Manhattan View allows each user to tailor their own portal interface. Manhattan View is a web-based application deployment framework that provides a pre-personalized or customizable web-based workspace for end-users. Manhattan Grids help users to more efficiently do their work and collaborate in and across commu-

nities in an environment that is tailored to the needs of each individual and each group. Content comes from a variety of sources, including web-based applications which can be deployed using this framework. Manhattan Grids bring value as a low cost, easy to implement and easy to use web-based application deployment framework that is very appealing to customers that want to take a low risk approach to portals. Manhattan Grids make this possible because it has a built-in infrastructure and does not require any additional applications servers or DBMS systems.

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## Advantages & Benefits of Manhattan

- **A fully integrated solution** with market-leading functionality to manage all workplace information & processes (space, leases, assets, operations, projects, etc.).
- **Business process automation** accomplished via a state-of-the-art workflow engine that allows clients to build, execute and refine manual internal and collaborative processes.
- **Ability to access and analyze** workplace data from disparate data stores and applications in one central location.
- **Cross-enterprise integration** for seamless information exchange with Finance, HR and other enterprise systems that drive real estate, facilities and operations.
- **More “out of the box” capabilities**, with fast and easy user configuration, in contrast to the steep learning curve and heavy customization required with competing products.
- **Executive dashboards and real-time reporting** to improve insight, planning and decision-making.
- **Professional services and solution partners** that provide best practices in deployment and utilization to ensure and accelerate client success.
- **Technology innovation and leadership** in platform, product development and industry alliances to drive continuous value for clients.



Contact Manhattan Software today for more information or to schedule a personal demonstration: Tel: +01.508.435.1510.

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