

open**box**



We deliver software and services to the Real Estate industry



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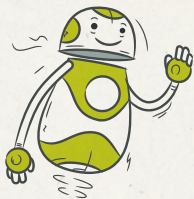


Part 1

OUR VALUE PROPOSITION

1.1 OUR EXPERTISE

We provide an end-to-end solution for our clients. Soup to nuts. Everything from working with business in understanding the requirements, to design, development, testing and implementation, as well as ongoing support and maintenance.



AUTOMATION ENGINE

Rethink the types of tasks we allocate to human beings.



CUSTOM SOFTWARE

We work with you to find innovative technology solutions for your business.

We want to help you **leverage your existing investment in technology** – whether that means integrating current systems and services, or customizing ERP functionality to meet your organization's unique needs.



ENTERPRISE SOLUTIONS

We offer 24/7 support and services to ensure that your business systems and processes run as intended.



MANAGED SERVICES

We are able to augment your existing IT team with a blend of industry experts who understand Real Estate.

AUTOMATION ENGINE

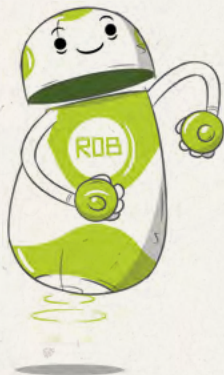
The Open Box Real Estate Automation Engine leverages best-of-breed Robotic Process Automation (RPA) technology along with our wealth of knowledge and experience in understanding, mapping and improving Real Estate business processes and combines these elements with our expertise in the development, support and integration of Real Estate software solutions.

Benefits:

- Processing costs can be reduced by 30 – 80%
- On average, RPA results in an increase of 40% in FTEs able to focus on customer centric activities as opposed to repetitive tasks
- On average, 40% handling/cycle time reduced
- Full Audit Trail – reduces compliance and business risk
- Human error is eliminated
- Knowledge loss due to staff attrition is mitigated
- ROI is achieved in quarters not years

Candidate Processes:

- Invoice/document capture
- Data migration
- Reporting
- System integration
- Lease administration
- Entity/vendor set-up/administration
- Public information gathering (web scraping)
- Valuation process automation



CUSTOM SOFTWARE

Open Box has been building custom software for large, world-leading Real Estate organizations since 2001. Our focus on Real Estate provides us with an unparalleled advantage in servicing the unique needs of Real Estate organizations. Through developing and enhancing line-of-business applications and web applications, we have developed a deep understanding of how technology and Real Estate intersect.

We understand where custom software can add value in Real Estate organizations to maximize your ROI. Whether your goals are focused on governance, improved productivity, or developing a disruptive edge over your competitors, we can assist in developing your business case and executing on it. Not only do we implement business solutions, but we also work with business personnel, as we understand your company's lingo. Open Box takes ownership of the entire process – from the initial analysis and development to user acceptance testing and implementation – client satisfaction is our priority.

We can assist with:

- Web application development
- Mobile application development
- Business process management
- Business intelligence software
- SharePoint implementation and customization
- Content management solutions
- Enterprise application integration
- Custom application support and enhancements



Open Box
specializes
in the Microsoft
technology
stack

ENTERPRISE SOLUTIONS

An ERP system is the backbone of any successful Real Estate business and we understand that. Drawing upon our extensive experience with global Real Estate leaders, we are able to offer expert turnkey MRI services – from blue-printing through to implementation and support. Over the years, we have strategically aligned ourselves with industry-leading vendors and presently offer the full range of ERP services in relation to MRI.

We can assist with:

- Systems analysis, design and planning
- MRI implementations
- MRI upgrades
- MRI customizations and enhancements
- MRI support
- MRI integrations with 3rd party systems

MANAGED SERVICES

As organizations are faced with the competing goals of meeting the needs of their employees, partners and clients whilst reducing costs, improving efficiency and minimizing risk, an ever-increasing number of business are choosing to outsource more and more functions and services.

In keeping with our company strategy of being the Gold Standard of software and services for global leaders in the Real Estate industry, Open Box strives to provide a wide variety of tailored, managed services delivered by a team of individuals with a vast wealth of Real Estate specific industry knowledge and best practice – all of whom passionately believe there's always a better way.

Open Box takes great pride in the creation and nurturing of mutually beneficial relationships with each and every client. We are constantly striving to ensure we are seen as strategic partners, as opposed to vendors. Just take a look at our many client testimonials.

We can assist with:

- IT function and project staff outsourcing
- 24x7 help desk support
- Business process outsourcing

1.2 WE SPEAK YOUR LANGUAGE

From CAM to NNN and RSF, we speak your language. Open Box has been delivering software and services for Real Estate owners and operators for over a decade.

WE KNOW REAL ESTATE AND CAN HIT THE GROUND RUNNING

We can speak the technical detail required by your IT department, just as we understand the business challenges and language of the rest of your organization – from fund raising to facilities management.

Bridging these worlds is what Open Box is all about – doing so with great technology in a fast, innovative and efficient way. We can immediately understand where you are today, and get to where you want to be in the future.

1.3 WE SOLVE PROBLEMS

In today's challenging economic and operating environments, Real Estate organizations must innovate if they are to maintain a competitive edge.

These are just some of the challenges we have helped our clients overcome:

- Reduce operating costs by automating manual processes
- Automating the lease creation process, lease document generation and e-signing
- Improving staff productivity with a mobile office
- Augmenting IT team to address capacity or skill set limitations
- Reducing dependency on IT with self-service, custom reporting
- Improving accuracy of cost allocations across properties and tenants, as well as speeding up reimbursements
- Support help desk 24/7/365
- Electronic payment integration
- Meeting tenant demand for round-the-clock access to information and self-service
- Integrating ERP with 3rd party systems

Open Box
can help you
take ideas from
the drawing board
into reality

1.4 WE INNOVATE

We've worked with the leading names in global Real Estate since 2001, and have been privileged to be involved in defining industry best practice – not only for the use of technology, but also business processes.

The experienced Open Box team is ready to bring its knowledge to your organization; helping you run a successful project from start to finish.

**WE PASSIONATELY BELIEVE IN CONSTANTLY
STRIVING TO DO THINGS A BETTER WAY**

Our R&D team is continually experimenting with new technology and feature sets, in order to continue bringing the most innovative solutions to our clients.

1.5 WE WORK ON YOUR TERMS

Open Box provides a range of skills that complement and augment your internal IT team.



We provide resource flexibility for scaling up or down as your business needs change, meaning you can grow and shrink your team as the projects dictate.

We adapt to your preferred methodology, without compromising our tried and tested practices for effectively managing an offshore project.

1.6 WE'RE LOOKING FOR PARTNERS, NOT JUST CLIENTS

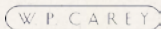
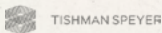
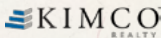
We've always valued long-term partnerships based on trust and transparency.

OPEN BOX HAS BECOME A TRUSTED ADVISOR TO OUR CLIENTS

We earn that trust by:

- Delivering quality solutions on time, every time
- Effective communication
- Creating a remarkable customer experience. And then working hard to improve it.

1.7 HEAR IT FROM OUR CLIENTS



*"They've been able to
elevate their game."*

Jim Whalen

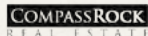
Chief Information Officer,
Boston Properties



*"They can come up with
unique solutions."*

Larry Schachter

VP of Information Technology,
CompassRock





Part 2

THE 10 GOLDEN RULES OF ENGAGEMENT

- 1 TAKE RESPONSIBILITY**
- 2 BE ACCOUNTABLE**
- 3 APPRECIATION AND TRUST IS EARNED**
- 4 MAKE A POSITIVE IMPACT**
- 5 KEEP GROWING AND LEARNING**

- 
- 6** KEEP PROMISES
 - 7** VALUE ONE ANOTHER
 - 8** WE SUCCEED TOGETHER
 - 9** HAVE A SOCIAL CONSCIENCE
 - 10** HAVE FUN



Part 3

CASE STUDIES

3.1 NET EFFECTIVE RENT CUSTOM WEB-BASED SOFTWARE

THE BUSINESS CASE

The client wanted to automate the spreadsheet model they used to analyze, compare and evaluate leasing channels. Off-the-shelf solutions available did not meet their key requirements.

THE SOLUTION

Open Box developed a custom, web-based application to facilitate the analysis of leasing deals, approval workflow and reforecast comparison. Deal analysis included dynamic compilation of cash flows, net effective rent calculations, and the ability to produce multiple deal versions for cross-comparison.

THE BENEFITS

- Leasing staff work more efficiently; automation has shifted their focus from data capture to deal management
- Improved data integrity through automated integration
- Standardization of business processes across regions
- Improved trend analysis and management reporting

3.2 BUSINESS INTELLIGENCE DATA MART AND CUSTOM REPORTING

THE BUSINESS CASE

The client did not have timeous access to report information, due to limited reporting capabilities of the ERP system; the need to restrict ERP access during peak times; the high overhead of producing custom reports; and the necessity of manually manipulating monthly report data.

THE SOLUTION

Open Box created a data mart that provided an intermediate store of operating data, as well as customizable reports that ran off the data mart. Management information was outputted to SharePoint dashboards. Information used for reporting and other applications was now being retrieved in an optimized manner.

THE BENEFITS

- Improved ERP performance
- Improved data security
- Improved accuracy of information
- Immediate access to management information
- Reduction in time spent generating monthly reports

3.3 MOBILE PROPERTY MANAGEMENT AND LEASING APP

THE BUSINESS CASE

The client wanted its Leasing and Property Management teams to have access to property information and key functionality while on-site or on the road, but without depending on wireless connectivity.

THE SOLUTION

Open Box developed an iOS app that could be used on both iPad and iPhone devices, and that integrated with cloud storage. Property managers could complete property inspections on-site (attaching photos and signing with the touch screen), as well as turn property lighting on and off remotely. Leasing teams had access to property information, marketing material, directions to properties using GPS, as well as the ability to create driving tours between multiple properties.

THE BENEFITS

- Improved mobility and access to information
- Offline availability and synchronization
- User control over data charges
- Multiple levels of data security

3.4 SHAREPOINT JOURNAL ENTRY APPROVAL WORKFLOW

THE BUSINESS CASE

The client required assistance to implement new controls for its journal entry approval process, which was taking place in SharePoint 2007.

THE SOLUTION

In conjunction with an existing upgrade to SharePoint 2013, Open Box created a new SharePoint site; hosting the journal entry approval workflow and document library.

- The workflow assigned new journal entries to an approver group, according to the client's complex approval framework
- SharePoint emailed notification of items pending approval, as well as approvals and rejections
- Microsoft Outlook integration enabled approval within Outlook

THE BENEFITS

- Risk reduction due to improved controls
- Improved speed and ease of approval, due to Outlook integration
- Access control with Active Directory integration

SEE FOR YOURSELF

We'd love to set up some time to discuss the difference Open Box could make in your organization.

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WEB SITE

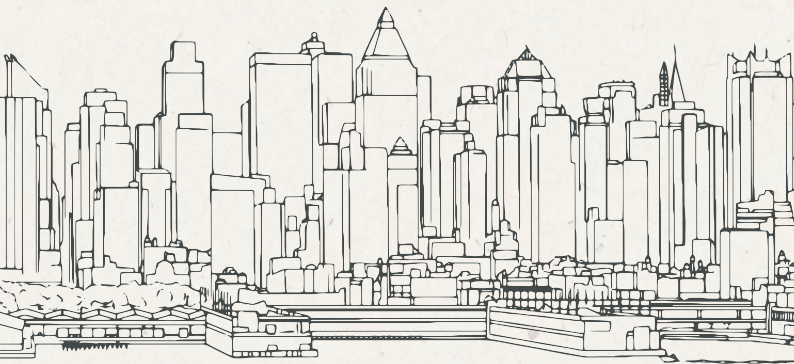
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We look forward
to hearing
from you



There's always a better way





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