

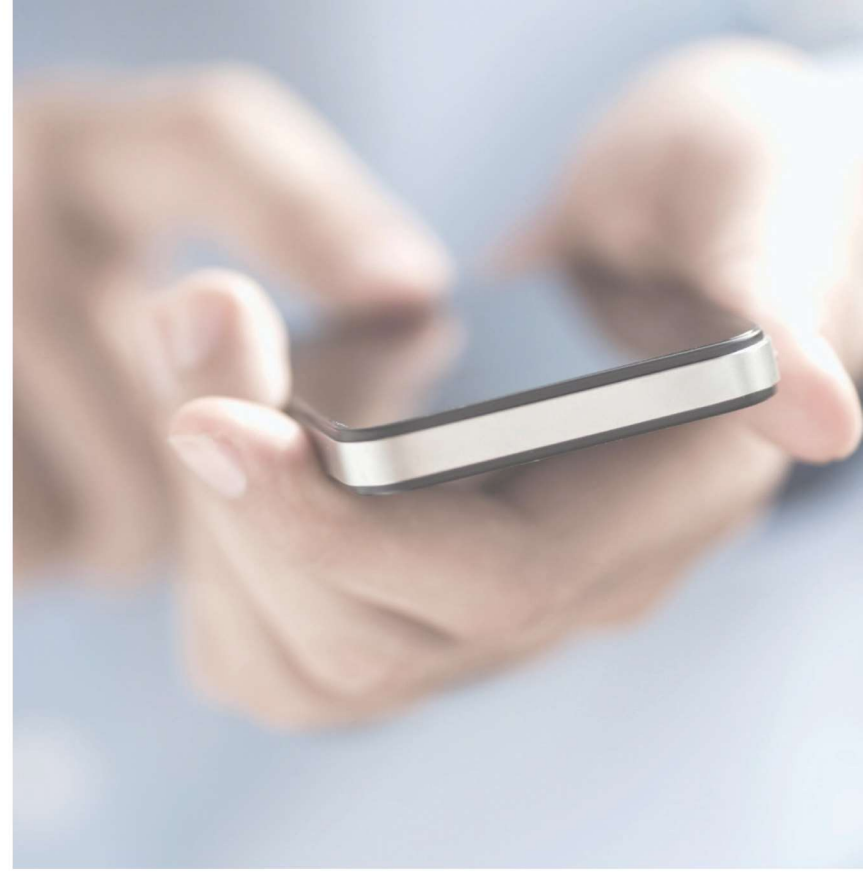


EXPERIENCE

KNOWLEDGE

DIVERSITY

IMSWARE.CAFM



FACILITY MANAGEMENT

is diverse, cost-driven, and for each user a task with its own requirements. This calls for powerful yet flexible software - software like IMSWARE.

IMSWARE has a modular structure and improves consistently its technological features and innovations. Since its launch in 1987, our software provides maximum benefits being as simple to use as possible. Therefore IMSWARE now ranks among the leading CAFM systems in the market.

This brochure offers a first insight into our CAFM system. If you have any further questions, please talk to us - directly by phone and e-mail or in person.

Let us know what you are interested in and how we can contribute to the solution for your requirements.

We are always there for you!



Midia Mikolai, CEO

A handwritten signature in blue ink, appearing to read 'Midia Mikolai'.

Excellent Software, excellent Service.



CONTENT

3	Welcome
6	IMSWARE - The Software
8	Real Estate and Property Management
10	Space Management
12	Cleaning Management
14	Maintenance Management
16	Energy Management
18	Mobile CAFM
20	SaaS (Software as a Service)
22	IMSWARE Modules



IMSWARE

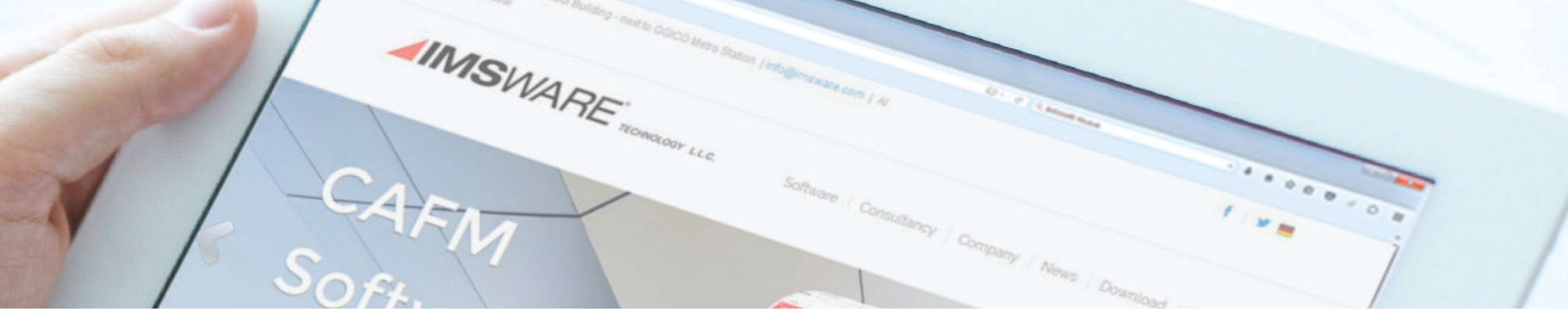
Property Management is complex and includes all phases of a building lifecycle. That's why the CAFM software has to integrate master data, 2D and 3D plans, photos, contracts and CAD drawings in order to edit and evaluate. And it must also integrate building automation technology, energy management as well as mobile devices, web portals and cloud solutions. Just as IMSWARE does.

IMSWARE follows the current Microsoft Windows standards, offers numerous interfaces to third party systems and provides a flexible workflow designer. Object-oriented data management in IMSWARE allows quick access to all resources and provides extensive capabilities for querying, reporting and controlling.

With IMSWARE you are able to you control your FM processes to the point of delivery of work orders in real time. You will use the ergonomic interfaces intuitively. Dashboards are a standard feature while network, FTTx management and billing procedures can be integrated.

IMSWARE supports your today`s scopes for future tasks.

Already futuristic:
With IMSWARE



WHY IMSWARE?

IMSWARE stands for variety and flexibility as well as cost-effectiveness and performance. That's the reason why hundreds of industrial companies as well as municipalities, hospitals, retail chains, energy suppliers, banks, insurance companies, churches, FM service providers, government departments, airports and educational institutions made IMSWARE their choice.

Each of our customers use IMSWARE in their own distinct way. The customizable user interface, the open data management and the selection of numerous modules allows each of you to use the software customized for you and maximally beneficial for you. Accordingly, our list of references is very extensive.

Another reason is that IMSWARE can be used easily and intuitively by every employee, who uses the software and is concerned.

There is only
one solution:
IMSWARE

Successfully certified according to GEFMA 444.
(German Facility Management Association)

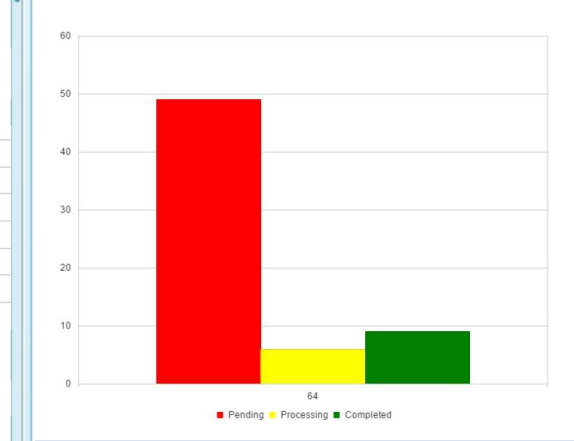
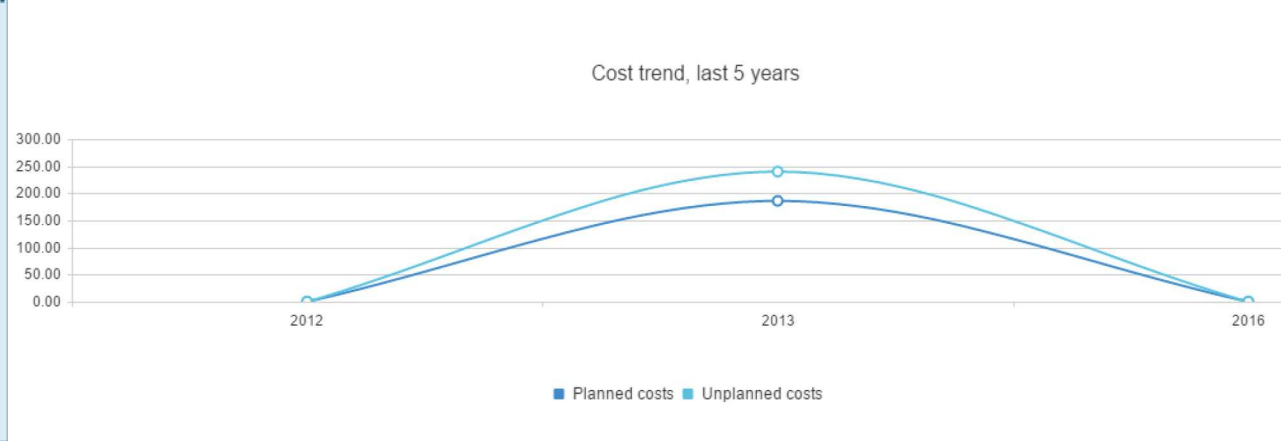
My Tasks

New Work Order

Calendar

PPM Plans List

Dashboard Status



PROPERTY / REAL ESTATE MANAGEMENT

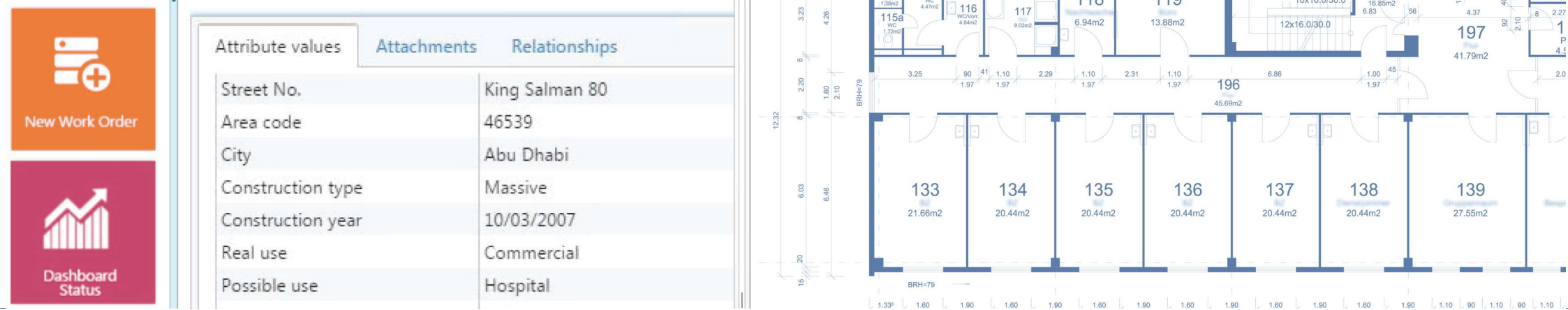
Facility Management starts in front of the door - in the truest sense of the word. Plots and parcels with position parameters, use rights, ownership, area KPIs, unit values and more are an essential pillar of economical operation. IMSWARE stores all these values for you. With various query options, you quickly create a valid overview and obtain reliable information for your next decisions.

Very easily, you can document the purchase and sale of land and share parcels and merge.

Link all the documents of your property directly in IMSWARE.

Now you can have, at any time, the full-permanent insight into the current situation of each of your land and buildings - sorted by type, portfolio or your self-chosen benchmarks. Because you decide how to organize and group your estate and property Data into IMSWARE exactly the way you need it.

Property and Real Estate
perfectly organized:
With IMSWARE



Attribute values	
Street No.	King Salman 80
Area code	46539
City	Abu Dhabi
Construction type	Massive
Construction year	10/03/2007
Real use	Commercial
Possible use	Hospital

FEATURES

- ✓ Overview of all property, real estate, parcels and plots
- ✓ Management of all building data
- ✓ Free portfolio formation
- ✓ Individual benchmarking
- ✓ Linking all relevant documents
- ✓ Integration of land register, market value and ratable values
- ✓ Development and amortization
- ✓ Management of Land Register and Property Tax data
- ✓ Linking to GIS systems
- ✓ Various query options for an optimal inside view into your portfolio

YOUR BENEFITS

- ✓ High flexibility
- ✓ Tailor-made solutions and processes
- ✓ Increased transparency
- ✓ Quality improvement in information and
- ✓ Performance
- ✓ Better decision making through reliable key figures
- ✓ Improved profitability

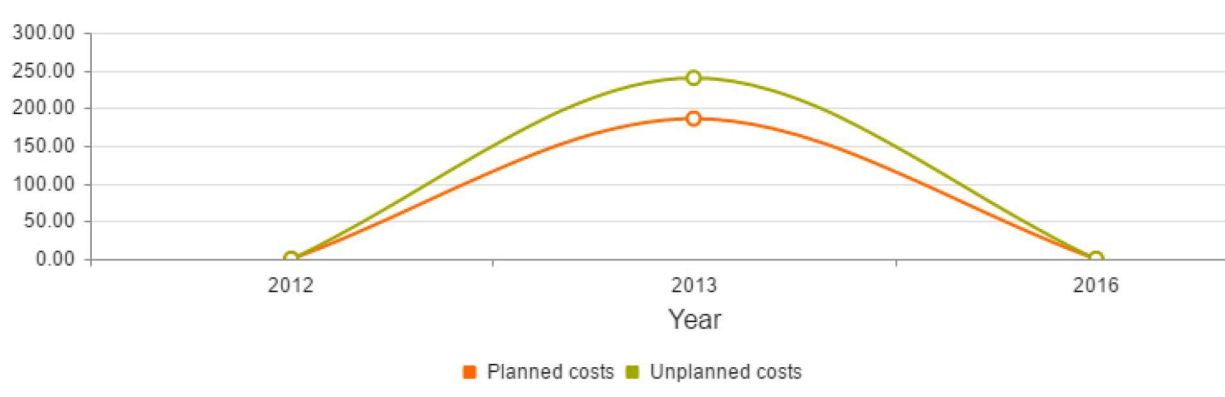
Property and Real Estate Management that you can count on.

New Work Order

External Order

Room: 1A.0.03 Abu Dhabi Emirate ▾ Abu Dhabi City

Attribute values	
Attribute	Value
Room No.	1A.0.03
Room Des.	Meeting Room 1
In use	No
Cost Center	32000
Area [m ²]	25.34



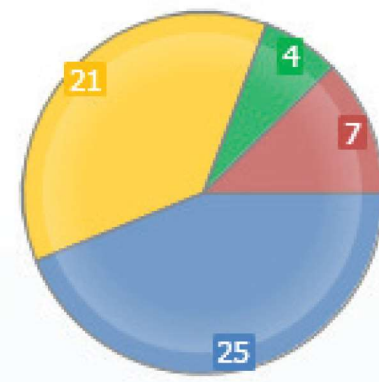
SPACE MANAGEMENT

Space management is complex and requires a solid information base. This applies to vacancies as well as rental and lease, for the organization of spaces for training and events as well as for regular office work. The necessary base of information is offered by IMSWARE from the beginning.

Extensive catalog, standard reports and KPIs are available directly after GoLive. You can customize these and all other evaluations individually. The different areas are the basis for the efficient and finely differentiated cost management. It allows you to charge cost centers and tenants accurately and transparently – to the extent of the land use on cooling/heating costs up to the power consumption and the individual share of Community costs.

IMSWARE is not only including buildings: Even land, green areas or farmland find their place in the type of use catalog. This catalog can also integrate Standard-classifications of your choice so that you always have the appropriate classification available.

All the information you need available at all times:
With IMSWARE



- Meeting 1
- Meeting 2
- Meeting 3
- Meeting 4

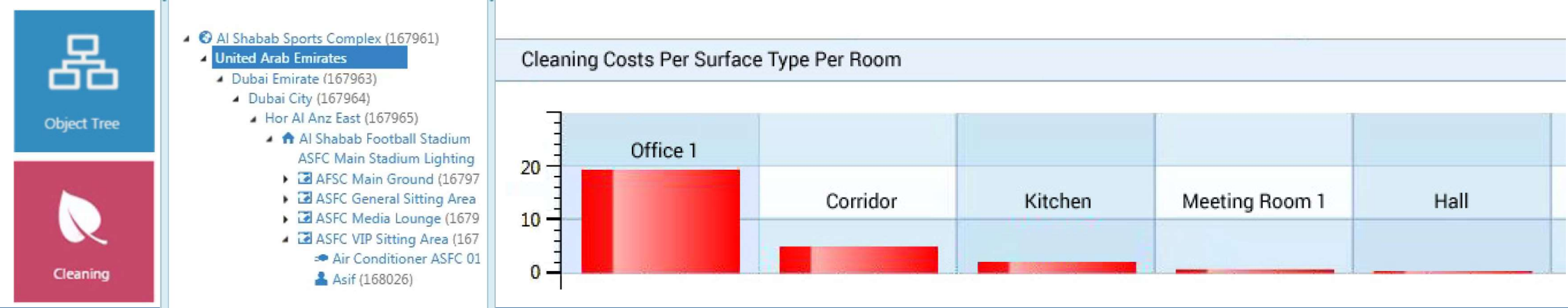
FEATURES

- ✓ Electronic room booking
- ✓ Graphical and alphanumerical display of all spaces
- ✓ Color coding and differentiation of land according to variable parameters
- ✓ Space planning according to your standards or urban planning classifications
- ✓ Import of existing CAD drawings
- ✓ Automatic space detection
- ✓ Alphanumeric, graphical and combined evaluations

YOUR BENEFITS

- ✓ Complete overview of your land/buildings /plots
- ✓ Optimal use of space
- ✓ Basis for efficient cost management
- ✓ Reliable performance management
- ✓ All space data immediately available
- ✓ Generation of CAD space plans
- ✓ Selectable details with group and individual permissions customizable

Space Management in a new dimension.



CLEANING MANAGEMENT

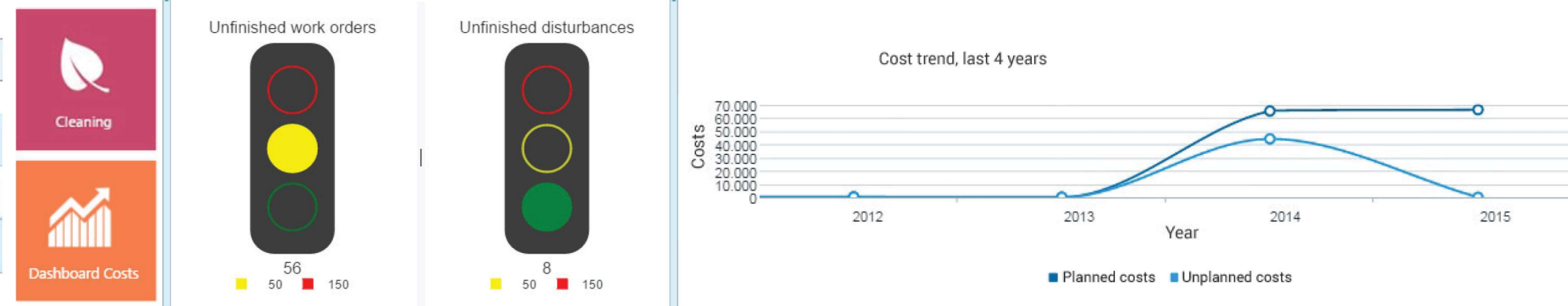
Cleaning costs are among the largest liabilities in the real estate operation. Therefore, cleaning has to be carefully planned and controlled. IMSWARE gives you all the necessary tools.

Manage cleaning your space and building analogous to the actual requirements: high traffic areas daily, rarely used rooms only before and after the actual use, the window on the weather effected side more frequently than in the protected building areas. And monitor the work with barcodes and scanning.

Raise potential savings through benchmarking and the direct comparison of various providers in similar building constellations. And make sure you get the best performance beforehand during the tendering phase.

With IMSWARE you can flexibly and on a daily basis respond to the diverse requirements in the context of cleaning. The planning kit gives you transparent insight and has all the tools at hand.

Benchmarks, control and
always an intelligent decision:
With IMSWARE



FEATURES

- ✓ Segregated management of various cleaning classes (Flooring types, glass, special cleaning, etc.)
- ✓ Consideration of special cases (art objects, gilding, stucco, etc.)
- ✓ User related cleaning planning
- ✓ Specifying cleaning intervals with flat rates and service level
- ✓ Automatic deduction of furnished areas
- ✓ Forecasts for awards of contracts
- ✓ Support for tendering, awarding and invoicing
- ✓ Contract monitoring
- ✓ Complaint management

YOUR BENEFITS

- ✓ Cost-effective operation through user-friendly cleaning management of spaces and buildings
- ✓ Direct comparison of different service providers
- ✓ Transparent performance control
- ✓ Control quality assurance
- ✓ Proper, optimal bids

Cleaning Management with a shining performance.

Planned duration [h] 0.83			
Pos. ▲	Description	Duration h	Duration ...
1	Check air filter	0 h	15 min
2	Check oil	0 h	10 min
3	Check amperes	0 h	5 min
4	Check voltage	0 h	10 min
5	Check Temperature	0 h	15 min

Manual

Record all executed process steps on the Processing tab.

Proceed as follows:

1. Click on the [+] button to add a process step.
2. Click on the [-] button to delete a process step.

The pencil opens the **Edit** dialogue where the description and duration of the executed process step can be recorded.

MAINTANANCE MANAGEMENT

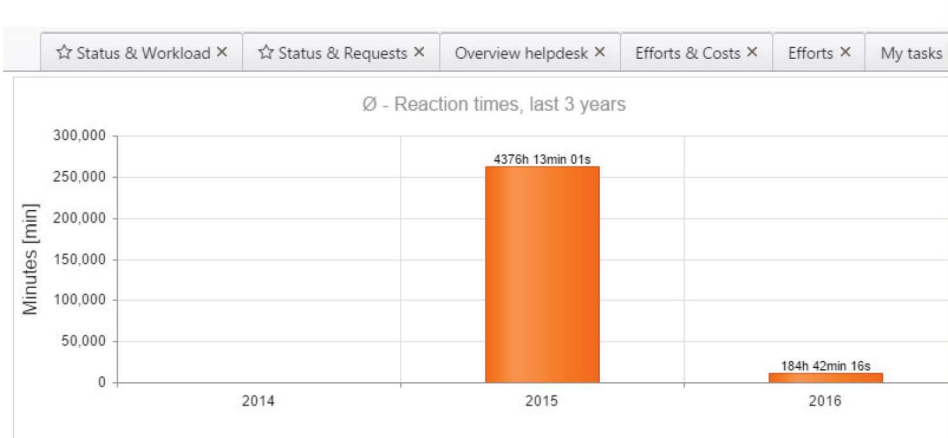
Technical Assets, equipment, safety devices, as well as windows and doors - everything has to be kept in order in the building. That's the only way for a long term friction-free operation and the operator corresponds to its operator responsibility.

IMSWARE ensures that your service is right and safe from the start. It integrates all documents belonging to their respective objects: contracts, manuals, maintenance instructions and lubrication plans as well as photos for a unique identification. Of course, all relevant technical and commercial data are available all the time.

For no issues to remain unnoticed IMSWARE offers its own incident portal. In parallel, the system can work with the building automation technology together to automatically interrogate operating conditions and to register any faults independently.

IMSWARE manages maintenance schedules, including escalation scenarios, helps to plan operations of your technicians to instruct contractors and to control them. Thanks to the reporting tools you can see when what happened and how it was resolved.

Always on the safe side,
both technically and legally:
With IMSWARE



Requester
Requester: ...

Phone:

Category
MEP

- Elektro
- Outdoor Facility
- Air condition
- Plumbing
- Cleaning
- Other

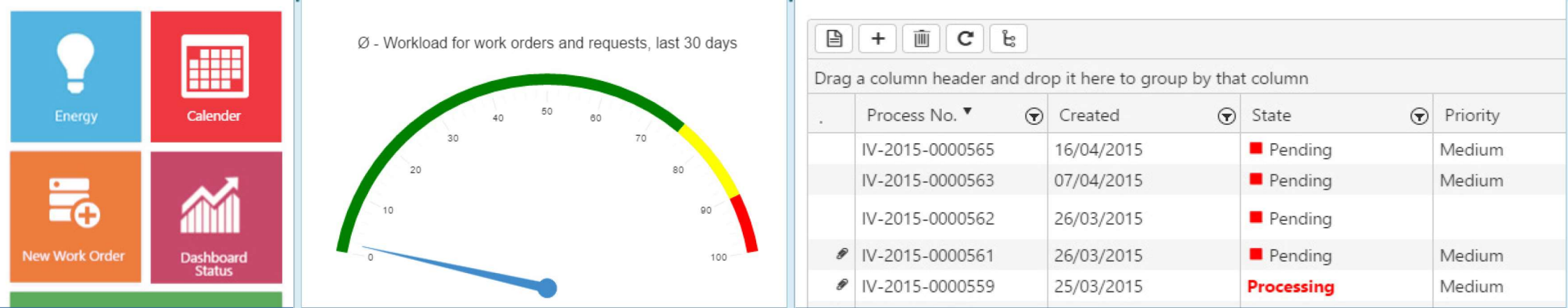
FEATURES

- ✓ Complete data and documents associated with each object directly
- ✓ Graphical representation of devices and systems in the building plan
- ✓ Interfaces to Building Automation Systems
- ✓ Dates and cyclic schedules for maintenance, testing and repair
- ✓ Support for creation of maintenance plans
- ✓ Automatic creation of work orders
- ✓ Transparent resource planning
- ✓ Capturing time and material consumption
- ✓ Evaluations and Reporting
- ✓ Maintenance/ Inspection checklist
- ✓ Audit and Training information

YOUR BENEFITS

- ✓ Ensuring optimum performance of resources, equipment and systems
- ✓ Reduce costs of maintenance and repair
- ✓ Increased safety in the context of the operator responsibility
- ✓ Effective staff support
- ✓ Cost transparency and comparison with various evaluation options
- ✓ SLA and KPI monitoring
- ✓ Escalation mechanism

The perfect tool for your Real Estate.



ENERGY MANAGEMENT

Energy is constantly becoming expensive, and on top of that regulatory requirements and laws inflate the costs further. This calls for successful energy management, comprehensive planning and careful monitoring in everyday life.

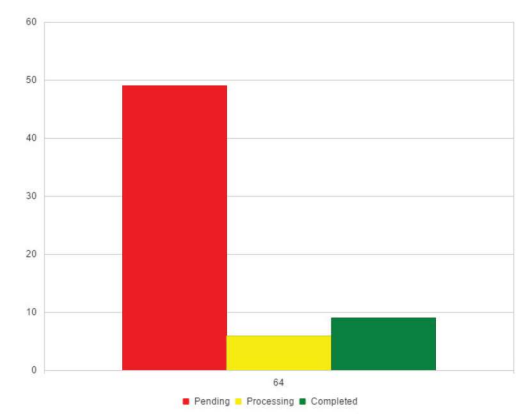
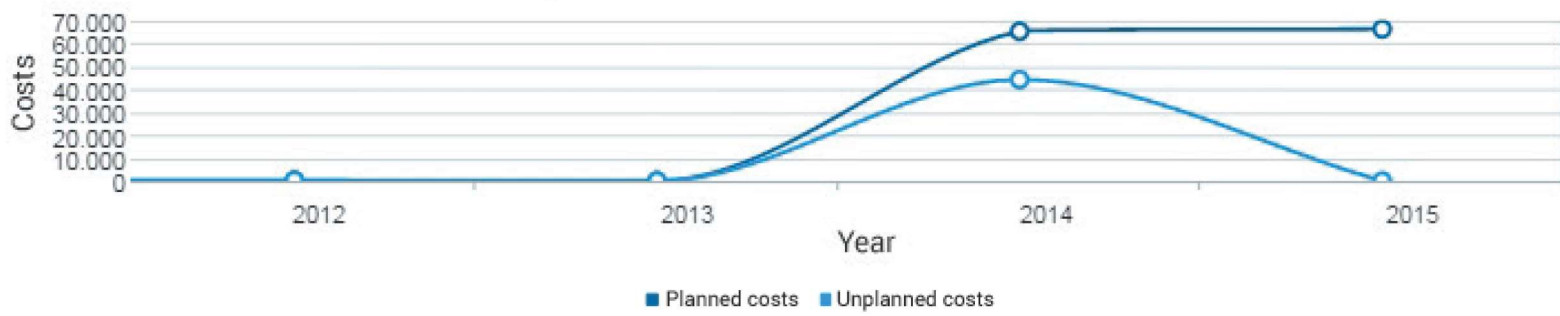
Traditional energy sources such as oil, gas, water and district heating can be recorded with meters or with a formatted meter reading directly into IMSWARE. Not only employees, but also tenants and service providers can record current consumption values by using the IMSWARE web portal.

Complex supply relationships are shown in IMSWARE alphanumerically or and graphically. Outliers can easily be determined and the recommendations for action are derived. The basis is your user-defined, logical hierarchies supported by IMSWARE.

IMSWARE provides numerous dashboards, comparisons and benchmarks. It also gives you evaluations and comprehensive energy reports. The system can raise event-driven alerts and helps you to develop new supply concepts. This allows you to act economically in the long term.

Lights up your
energy infrastructure:
IMSWARE

Cost trend, last 4 years



FEATURES

- ✓ Flexible input options (automated, web-based, etc.)
- ✓ Clear breakdown by cost center or on a pro rata basis according to allocation formula
- ✓ Various report options
- ✓ Functions for zero crossing and meter exchange
- ✓ Interaction with lease management, operations cost accounting and other modules

YOUR BENEFITS

- ✓ Powerful cost control
- ✓ Transparent energy consumption
- ✓ Clear allocation of consumers and consumption
- ✓ Identify potential energy savings
- ✓ Conserve resources
- ✓ Save environment

Keep your energy management flowing smoothly.

IMSWARE.APP FOR MOBILE CAFM

Mobile solutions for maintenance, repair and cleaning are becoming more and more important in Facility Management. IMSWARE.APP always offers the right solution - Android, Apple iOS and Windows Phone.

IMSWARE.APP supports employees and service providers effectively and appropriately regarding the data acquisition, bar code and RFID driven inventory, cleaning, maintenance and fleet management. IMSWARE.APP supports the processes precisely and ensures that all work is carried out correctly.

Real-time interaction makes IMSWARE.APP particularly effective: Employees can enter data that are immediately available in the main system. You can assign follow-up work and complete it with photos. Work orders can be updated on-demand, including GPS-assistance for precise orientation in the indoor and outdoor area.

If there is no internet connection available temporarily, IMSWARE.APP runs offline and transfers all new information the next time you are connected. Fully integrated, yet independent, IMSWARE.APP is the perfect complement to IMSWARE.

Tiny but giant
as a full CAFM system:
IMSWARE. APP



FEATURES

- ✓ Work order management in real time
- ✓ Barcode and RFID capability
- ✓ Online / offline mode
- ✓ Location independent
- ✓ GPS support
- ✓ Look & Feel of master application

YOUR BENEFITS

- ✓ Increased employee productivity
- ✓ Flexible control of employees
- ✓ Improved documentation of work
- ✓ Optimized data management through real-time functionality

Professional CAFM in your pocket.



IMSWARE.SaaS

IMSWARE.SaaS is a reliable and powerful solution that has proven itself for years in a variety of application scenarios - flexible and in the cloud.

Designed and hosted in Germany IMSWARE.SaaS is highly committed to data protection and security and IMSWARE.SaaS accepts no compromises in this regard: tunneled connections, encrypted data storage, and multiple redundant mirrored systems are standard and guarantee the security of your data.

Technically IMSWARE.SaaS is completely equal to an on-premise IMSWARE installation. User find exactly the same functionalities, the same comfort and additional benefits: No expenditure for purchasing, maintenance and operation. Latest hardware and software components on high-performance server clusters. Maximum data security through a wide range of backup and recovery systems. And access from any place, at any time with any device.

Cost-effective, powerful,
always up to date, always available:
IMSWARE. SaaS



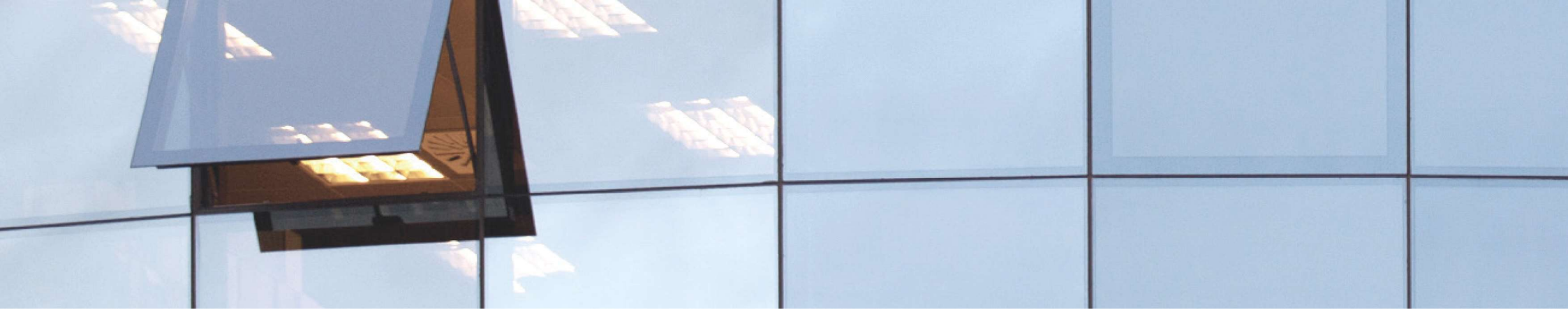
FEATURES

- ✓ Identical functionalities as IMSWARE
- ✓ Access from anywhere
- ✓ Platform-independent use
- ✓ Redundant systems
- ✓ Privacy Compliant according to the Federal Data Protection (BDSG)
- ✓ Encrypted communication
- ✓ Reliable backup

YOUR BENEFITS

- ✓ Cost-effective alternative to on-premise installation
- ✓ Full cost control
- ✓ High flexibility
- ✓ High performance systems
- ✓ Constantly updated software and hardware

Reap the benefits of the future, today.



IMSWARE MODULES

IMSWARE is a modular and logically structured software for CAFM, network planning and management, billing and other subjects.

All modules of IMSWARE access the same database and use the same standards. This makes it possible to integrate all available tools seamlessly and to work together smoothly. Whether in the office or mobile, whether on-premise or in the cloud, you decide.

You have already met an extract of IMSWARE portfolio. The chart shows you all the available modules. They are ordered by the usual duties spectrum of facility management, so you can easily see what IMSWARE offers, and you can simply find what you need.

And because everything integrates seamlessly into each other, you can plan step by step for mid and long-term implementation in order to build your CAFM system according to your needs.

Extremely
extensible:
IMSWARE

BASIC SYSTEM

- Basis with / without CAD graphic

- Property Management
- Report Generator
- Administration
- Office interfaces
- ERP Interfaces: SAP, H & H, JDE, etc.

SPACE MANAGEMENT

- Space Book / Space Registry

COMMERCIAL FM

- Budget Management
- External order
- Warranty Management
- Measurement planning
- Purchasing
- Stock Management/ Consumables
- Rent and Lease Management
- Internal Invoicing
- Contract Management
- Inventory Management
- Mobile Inventory registration
- Building evaluation
- Interfaces to ERP-Systems

INFRASTRUCTURAL FM

- Cleaning Management
 - Internal cleaning
 - External cleaning
- Room reservation
- Relocation Management
- Health and safety
- Mobile Device Management
- Fleet Management

TECHNICAL FM

- Maintenance Management
- Incident Management
- Portal UHD (User Help Desk)
- APP Help Desk (Tablet PC, Smartphone)
- APP Maintenance (Tablet PC)
- Technical Asset Management
- Energy Management
- Locking System Management
- Network Management

PROPERTY MANAGEMENT

- Parcel Management
- Land Registry
- Land Market value
- Leasehold
- Rent
- Landscaping
 - Space Management of green space
 - Arboriculture
- GIS interfaces

RESPONSIBILITY MANAGEMENT

- Electrical inspection
- Interfaces to testing devices

WORKFLOW MANAGEMENT

- Editor
- Process customization
- Process definition
- E-Mail notification

(IMSWARE and IMSWARE.GO! Modules)

EXPERIENCE

KNOWLEDGE

DIVERSITY

IMSWARE.CAFM



IMSWARE Technology LLC

PO-Box 68026 • Al Garhoud, Dubai (UAE)
P +971 4 255 5717

www.imsware.com • info@imsware.com

IMS GmbH - Germany

Erlenstrasse 80 • D-46539 Dinslaken
P +49 2064 4986-0

www.imsware.de • info@imsware.de

IMS Schweiz AG - Switzerland

Florastrasse 49 • CH-8008 Zürich
P +41 43 536 21 85

www.imsware.ch • info@imsware.ch

MBUZZ - Insights & Solutions

Office 3A-C2 • Business Gate Complex, Riyadh, KSA
P +966 11 203 1177

www.mbuzz.com.sa • contact@mbuzz.com.sa