

System Review - Manhattan Advanced Property Management

I. STRATEGY

Supported by a substantial ongoing investment in R&D, a global network of offices covering all continents, and teams of highly-respected and trusted specialists in project management, implementation, business management and training, Manhattan is recognised as the most advanced integrated property, facilities and asset management system worldwide.

Continually setting new standards for property IT systems, Manhattan remains the essential low-risk solution for major organisations with significant property portfolios around the world.

a. What is the business need that this product is intended to serve?

Manhattan is designed to improve productivity and effectiveness through the provision of vital business information and key performance indicators for occupiers, asset managers and facilities managers.

In terms of performance monitoring, it achieves significant productivity and qualitative improvements in the provision and dissemination of both descriptive and statistical information - providing a higher level of cost control and income maximisation.

b. Who do you define as your target market?

Manhattan's multi-lingual, multi-currency and web-deployment capability makes it the essential targeted solution for large property managers, owners, investors and occupiers around the world - and their equivalent in central and local government. .

Through our subsidiaries in all major territories, we have built a substantial user base of industry-leading multinational organisations with multiple locations around the world. These blue-chip clients are leading players in a wide range of sectors - including retail, investment, banking, finance, utilities, telecommunications and local and central government. The success of these implementations has enabled Manhattan to achieve market leadership in many countries.

Clients include: Shell International Real Estate Services, Lloyds TSB, Standard Chartered Bank, Dixons Stores Group, MEPC, Hammerson, Lafarge-Blue Circle Industries and New Zealand Post .

c. What is your vision for the future of the product?

Future development will be driven by the evolving needs of large corporate occupiers, property asset managers, facilities managers and government organisations.

We will continue to set new industry standards through our heavy investment in R&D, which is the hallmark of Manhattan's approach. Further advances will be achieved in consultation with our global user group, leading universities, and our worldwide network of offices. Our consultative user group is one of the largest in the world and provides a huge pool of continually-evolving, first-hand knowledge. This provides a reliable, low-risk way of moving property functionality forward to meet the changing requirements of Best Practice.

2. FUNCTIONALITY

Manhattan provides a unique business advantage across all sectors of the property industry by delivering fully integrated property management, asset management, facilities management and financial software in a single suite.

This means the system is easier to operate - with a common user interface throughout - and allows fast retrieval of the information users need, *when* they need it.

a. Property Management

1) Description of property management functionality

The Manhattan suite of integrated property management software comprises 28 modules designed to meet the requirements of investors, occupiers, asset managers, and corporate and government occupiers. It covers:

- property finance
- automated rent and charge administration (on both a liability and income basis) advanced lease administration facilities
- relevant automated property processes (such as lease reviews and renewals) acquisitions and disposals
- specialised functionality, such as rating management (including appeals and transitional relief).

2) What are the key differentiators?

- Unique combination of user-friendly/user-centric functionality and a high degree of flexibility (resulting in a significant return on investment and a precise fit for each client's requirements).
- Intuitive operation (new users quickly become familiar with the software - speeding up the training process, reducing implementation time, and further reducing cost of ownership).
- Modular approach - enabling it to meet clients' requirements precisely, dramatically improving efficiency, staff utilisation, reporting quality and facilitating the implementation of Best Practice.

3) What functionality do you expect to develop?

Following our clients' rapid adoption of advanced Manhattan technology such as web deployment, ManhattanOnSite® and Manhattan Insight®, further significant developments are already under way, especially in the area of online communications.

These advances will help our clients to achieve even greater improvements in resource utilisation and efficient accounting administration, as well as providing timely and accurate online reporting to meet the growing demand for up-to-the-minute information about key performance indicators.

b. Accounting functionality

1) Description of Accounting functionality

The Manhattan suite of Financial modules is a comprehensive and powerful financial system in its own right - suitable for both medium-sized and large organisations. It includes advanced budgeting, commitment accounting, accounts payable, accounts receivable, and advanced general ledger.

Highly sophisticated VAT reporting is a key feature of the system – making it highly suitable for the complex VAT environment in the property industry.

2) What are the key differentiators?

- Fully integrated with all other Manhattan modules, including purchase accounting, e-procurement and electronic banking. This allows direct drill-downs to source transactions, as well as simultaneous cash and accrual accounting.
- Intuitive and easy to use, enabling reports to be generated quickly.
- Full multi-currency, inter-company and multi-company functionality.
- Powerful multi-dimensional reporting – including hierarchical accounting and transitional analysis for hypercube and “slicing and dicing” financial reporting.
- BASDA and GAAP compliant.

3) What functionality do you expect to develop?

The success of Manhattan's advanced financials is driving substantial future developments – especially in the procurement area, where automated processing and advanced reporting will further improve clients' efficiency.

c. Investment and Portfolio Management

Manhattan uniquely provides a complete Asset Management system – including the investment portfolio managers' valuation functionality. It is fully integrated with Manhattan's suite of Financial and Property Management modules.

Performance Analysis and Investment Valuation

The key advantage of a fully-integrated performance analysis and investment valuation system is the precision with which information can be "sliced and diced" and used for forecasting. More detailed Sensitivity analyses can be conducted because database information is stored within the property management system.

An integrated solution is faster and easier to use than a third-party system. With Manhattan, though, operators can use the integrated system to value existing portfolios, while at the same time producing like-for-like comparisons with other systems by being able to attach systems like KEL, Circle and Dyna.

This flexible approach has contributed to Manhattan's clear leadership in the international property investment sector – with major clients such as Hammerson and Brixton Estates.

1) What are the key differentiators?

- Uniquely encompasses fully integrated valuations, forecasting and performance analysis for property investors (including discounted cash flows)
- Able to integrate with systems like Circle and KEL.
- Conforms to the PISCES standard for information exchange between systems.

2) What functionality do you expect to develop?

We plan to introduce further enhancements to Manhattan's already impressive Portfolio Performance functionality, as well as incorporating new developments that reflect trends in asset management – such as the establishment of global property investment and asset management standards and methodology.

d. Asset and facilities management

1) General

Manhattan's integrated Facilities Management system is highly flexible, easy to use and extremely comprehensive. It includes planned and cyclical maintenance budgeting and forecasting, as well as the processing and execution of reactive maintenance with enhanced Help Desk functionality. To help clients manage space, it fully incorporates graphical integration with both spatial databases and computer aided design.

2) What are the key differentiators?

- A better and more advanced solution than pure facilities management systems.
- Integrated with Manhattan's Property Management and Financial software streamlines processes, significantly increasing clients' operational efficiency and making best use of assets and resources.
- Users can analyse key performance indicators that compare information across financials, property management and facilities.

- Integrates with ManhattanOnSite® to raise the efficiency and simplicity of carrying out surveys and registering results on a central property database.

3) What functionality do you expect to develop?

A number of new developments will incorporate the unique Best Practice expertise that we have evolved through our experience with large-scale facilities management operations – such as Shell International – and our work as a founding partner of OPD's International Total Occupancy Cost Code (ITOCC) consortium.

e. Report writing

1) General description

We recognised from the outset that reporting is a key element of a property IT system. That's why we have continually invested heavily in this area to meet the broad range of requirements that exist.

Manhattan's advanced built-in reporting tools are easy to use and highly flexible, while at the same time Manhattan offers seamless integration (including security considerations) with third-party report generators, such as Cognos, Business Objects and Crystal.

This is supported by our Business Intelligence division which comprises a large, highly-trained team of specialists with extensive experience in all sectors of the property industry. We can generate reports for clients, work alongside their in-house business intelligence staff, or help clients to develop these skills internally.

2) How do you expect to develop the report writing functionality?

Members of our global user group have a vast range of reporting requirements and knowledge between them. As a result of our constant co-operation with them, there are a significant number of important developments in the pipeline.

f. Links to :-

1) Document imaging & workflow

- Full integration with document management systems.
- Built-in functionality for document management to fit users' requirements, including document workflow automation and remote print management.
- Intuitive Work Flow functionality turns the most complex client processes into straightforward tasks.
- Users are never more than a keystroke away from any of the data in the system.

2) Mapping systems

Manhattan is fully integrated with key mapping systems such as MapInfo and ArcView. We have a number of implemented sites with clients, including local authorities and large corporate clients.

3) Other applications

- Manhattan's open nature means it supports standards such as Object Linking and Embedding (OLE), OCX and XML.
- Integrates with many applications on a desktop level – including all Microsoft applications such as Word, Excel, Outlook and key reporting tools.
- Database-independent (it supports all major relational databases – including Oracle and Microsoft SQL Server).
- Built-in standardised interfaces provide direct integration with corporate accounting systems like Oracle, SAP, Walker Financials and Peoplesoft.

4) What are the key differentiators?

- Highly open architecture.
- Significant investment in providing modularised interfaces - significantly reducing, or eliminating, development work on establishing interfaces with third-party systems.

5) What links do you expect to develop?

We are establishing close relationships with a large number of third parties to develop further links based on clients' specific requirements.

3. ARCHITECTURE

a. What is the development history of the product?

Manhattan has been developed on a modern platform, on an open basis, in consultation with leading property management companies, high street retailers, property investment companies, managing agents, and specialist firms of accountants and consultants.

From the initial concept in 1989, we have ensured that Manhattan is continuously enhanced and updated - rather than allowing the software to become obsolete before new versions are developed. This means clients are kept fully up to date, with a guaranteed level of future-proofing.

Manhattan was first implemented in 1991, with the first Windows version released in 1993, the first fully web-enabled version in 1999, and web-based availability introduced on an ASP basis in 2000.

b. What software architecture?

- N-Tier architecture - operating on web-based, or web-enabled, client or client server models.
- Supports all major relational databases, including Oracle and Microsoft's SQL Server.

c. What programming languages is the product written in?

- Developed in compiled object-oriented C, with web-enabled versions utilising Java.
- A Compuware tool-kit (the world's fifth largest software company) is used in development and quality assurance.

- Inter-operable with Microsoft .NET architecture through extensive use of XML Web services.

d. What operating systems are needed?

- Manhattan is one of the most open environments available and runs natively on practically every leading platform.
- Runs on all major operating systems - including Microsoft XP, 2000, NT, and Windows 98 and 95, as well as on UNIX.
- Standardised integration with major third-party ERP systems, such as SAP, Oracle Financials and Peoplesoft.
- Conforms to standards such as Microsoft.NET.
- Integrates with all standard office applications such as Microsoft Office, Word Excel, MAPI-compliant e-mail software and Outlook.

e. What are the hardware limitations?

Manhattan's completely open architecture makes it hardware independent. It can run on any modern platform – from workstations on PCs or servers to mainframes. It operates on Local Area Networks or Wide Area networks (including intranets and extranets) while providing highly-encrypted security that conforms to all recognised security standards.

4. LOOK AND FEEL

Manhattan is recognised as one of the easiest systems to operate because of its unique combination of intuitive use, user-friendly and user-centric functionality, and high degree of flexibility.

The interface is instantly familiar to Microsoft and web users. The system provides full image support and drill downs, and its unique navigation enables rapid movement across the system. A browser-based front end offers access to casual users.

As Peter Sherman, Knowledge Manager at Shell International Real Estate Services, puts it: "Manhattan has a good user feel to it. It's easy to use, straightforward, and by far the best package available."

5. PRICING

Manhattan has shown that it provides an extremely good return on investment for a broad range of clients - from medium-size companies with 10-20 users to large implementations with over 500 users.

a. What are the commercial options?

Manhattan is available via Raindrop's worldwide ASP service with a 'per use' fee - or through traditional methods such as outright purchase and software licensing with an annual maintenance contract.

b. What is your price structure?

Pricing is on a per module-per user basis, giving clients a high level of flexibility to ensure that the system meets their precise requirements.

6. INSTALLATION OPTIONS

a. How is the product offered?

Manhattan can be installed at clients' sites as part of their IT infrastructure, or through Raindrop's ASP service (with all property, asset and facilities management functionality available on an ASP basis).

The Manhattan ASP service offers the FlexASP® option which uniquely enables clients to opt for service components that meet their specific requirements. This can range from pure software to the complete provision of software online on hosted equipment - with appropriate fault tolerance levels, firewall and network security, monitoring services, disaster recovery, and support 24 hours a day, seven days a week

b. On what basis do you customise your software?

With its modular approach, Manhattan is highly adaptable without requiring bespoke development. It is not a fixed environment. Many of the program parameters can be defined right down to user level.

Menus can be defined to include only user-relevant options. Diaries may be tailored to personal requirements and help levels can also be geared to each operator. Even screen colours can be individually set.

This degree of flexibility is founded on the careful choice of programming language, skilful construction of the program, and the attention to detail and advanced working methods that are the hallmark of the Manhattan development and quality assurance teams.

c. What installation services?

An exceptional level of implementation planning, service and support enables clients to configure Manhattan easily and cost-effectively to meet their exact needs.

With a comprehensive team of implementation experts, a project is initiated, planned and delivered to meet the specific requirements and time-scale of the client's business. Experienced project managers, consultants and application specialists work closely with clients to make sure milestones, target dates and all other objectives are met.

We recognise that successful implementation is not just about adhering to an agreed plan; the plan must be correct in the first place. Our implementation and project management teams are backed up by an effective management control system and a customer response management application that provides logging and follow-up for the entire life-cycle of post-sales support.

d. What levels of training?

We offer a wide range of training options designed to meet each client's specific requirements. These range from train the trainer to on-site, one-to-one and classroom training.

7. SUPPORT AND MAINTENANCE

a. What support levels do you offer?

We offer a variety of support levels. Our modular service contract allows the level of support to be designed to fit each client's specific requirements - from 9 to 5 to 24/7 assistance on a national or a worldwide basis, through Help Desk availability.

Multi-tiered support levels are available to clients who use Manhattan on an ASP basis. Support ranges from a standard package to a full service that includes 24/7 support and a complete fault tolerant, online disaster recovery service. All individual services are optional. This means the solution can be totally tailored.

b. What is your upgrade policy?

Manhattan users are entitled to all future upgrades that fall within the scope of the functionality they require. These are free and are provided on a regular basis.