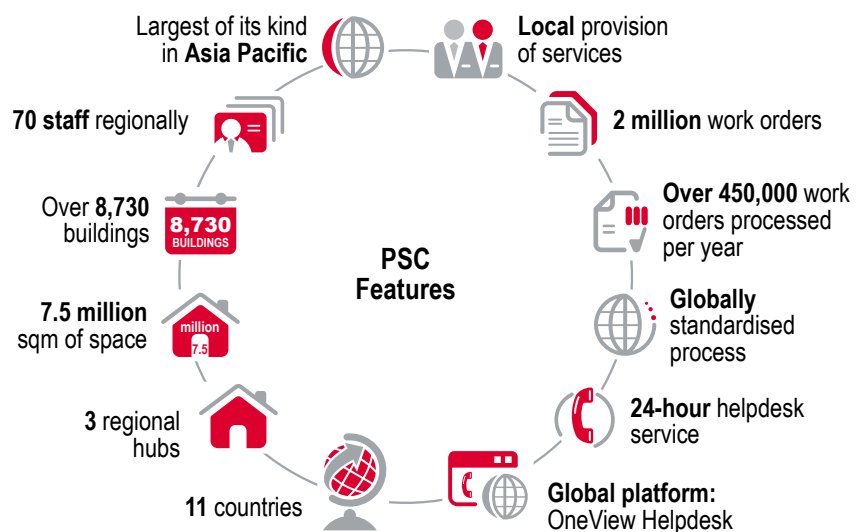


Discover a **comprehensive** solution to your daily real estate needs

Would you like to spend more strategic time on your property portfolio and unburden yourself from day-to-day concerns?

Discover the Property Service Centre (PSC), a 24-hour operation developed by Jones Lang LaSalle. This centre of excellence is a single point of contact, which offers a consistent guaranteed response to your property requests. The PSC manages a comprehensive suite of services across all types of property, including repairs and maintenance, relocations, security, incident management and workplace services. The PSC is now creating more strategic time for hundreds of our valued clients right across Asia Pacific and globally.



Unique features that deliver real benefits to you

Jones Lang LaSalle's PSC is considered the benchmark facilities helpdesk in the market place. Features include:

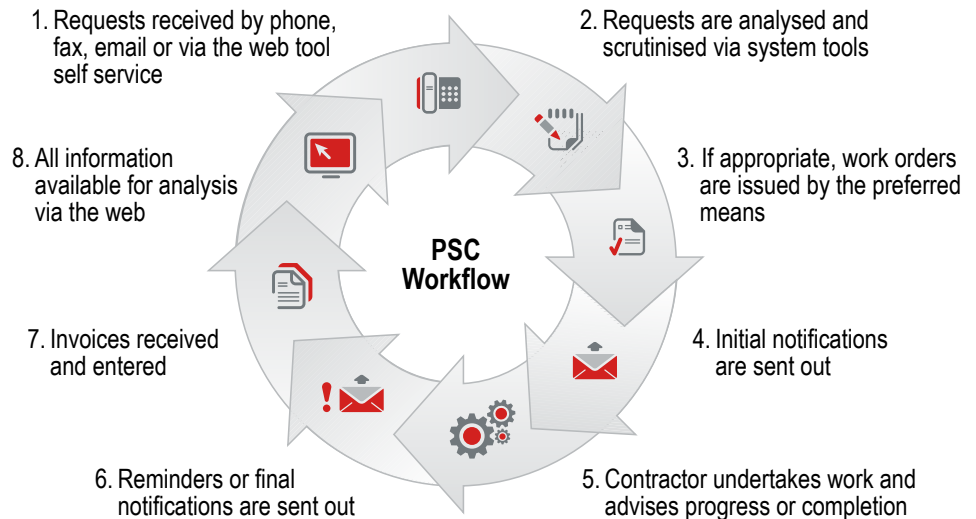
- Scalability and flexibility of service delivery and scope
- Genuine end-to-end solution
- Accurate and detailed data capture and reporting tools
- Leading systems technology
- Simple web interface with very little training required for users
- 100% contractor insurance compliance guaranteed
- 100% work order close-out by contractors
- 100% follow up via automated email notification
- 24-hour operations

Other key benefits that only Jones Lang LaSalle can offer you

- **Optimise performance** within your portfolio through Jones Lang LaSalle's unique combination of technology and trained property professionals, which provide a far reaching scope of service that can be tailored to your needs
- **Achieve cost and time efficiencies** through Jones Lang LaSalle's best practice contractor management, which ensures the best price, fast response and completion times
- **Minimise risk** through Jones Lang LaSalle's extensive procurement experience and centralised contractor database, which ensures full compliance and can assist with contractor induction
- **Manage critical incidents** within your portfolio through Jones Lang LaSalle's Incident Management capability, which ensures notification of critical events within the shortest possible time frame
- **Maximise productivity** through Jones Lang LaSalle's unique use of real estate professionals with the ownership to make property-level decisions which impact portfolio performance

A seamless process that guarantees a consistent response

The PSC work process is comprised of eight simple steps from initiation to completion, which enables smooth interaction between client, account team and contractors.



At PSC's heart is a highly sophisticated technology solution called OneView Helpdesk. Unrivalled in the industry, OneView Helpdesk is enhanced to drive both consistent and tailored workflow management, enabling optimum service delivery to owners, tenants and occupiers.

Benefits of managing work via OneView helpdesk include:

- **MyFacility web request tool** - logs, tracks, updates and closes requests
- **Automated email notification** - nominated parties receive email notification upon dispatch, update and closure of work orders
- **Completion performance measurement** - pre-determined response and completion times ensure vendors complete work within acceptable time limits
- **Automated escalations** - escalation notifications are sent to stakeholders should completion timeframes expire
- **Cost tracking and financial reporting** - benchmarking and financial reporting are facilitated by tracking and reporting on invoicing costs
- **Contractor compliance information** - ensure contractors are always 100% compliant before attending a site
- **Warranty information** - track warranty periods for new fit-outs and other capital works, helping to reduce costs
- **Workflow flexibility** - operator prompts, contracts, attachments and business rules ensure specific requirements are captured, along with detailed site information
- **Comprehensive information capture** - multiple levels of information are tracked, including cost centres, business unit information, service area, tenant information and client specific information, which are all leveraged to drive highly effective analysis and reporting

“The PSC is a valuable source of my everyday operation, I can rely on them... This allows me time to concentrate on other projects.”

~ NCR

FOR MORE INFORMATION

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