

The *Virtual* Property Manager

Reduce
operating costs

Attract
new tenants

Differentiate
the property

Increase
the bottom line

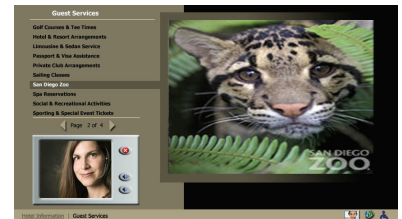
Project a
high-tech image



The *Virtual Property Manager* system enables owners and operators of corporate centers, mixed use complexes and shopping malls to reduce on-site concierge, leasing, management, and security personnel by serving multiple properties from a centralized location.

"Virtual Concierge" Example

Visitors that can't find answers in the self-service directory or that need personal assistance just touch "Concierge". Instantly a "2-way video" connection to the Virtual Concierge is established. In addition to seeing and hearing the guest, the Virtual Concierge can show and print content specific to their interest like menus, golf courses and local attractions. They can also show anything on the Web including the vast visitor information resources from sites like Google.



Practical, Efficient and Cost-Effective

A Virtual Concierge can serve multiple properties, work flexible hours and backup on-site personnel during peak hours. It offers an efficient, practical and cost effective alternative to traditional on-site staffing for a fraction of the cost. And no travel!

Implementation

The Implementation Package covers all aspects of deploying a Virtual Property Manager system. It includes; terminal site selection, optional free-standing enclosures, programming and testing the client application, provisioning of the IP network, end-to-end system testing, virtual representative basic training, system upgrades, and ongoing support from IMA's 24/7 operational help desk.



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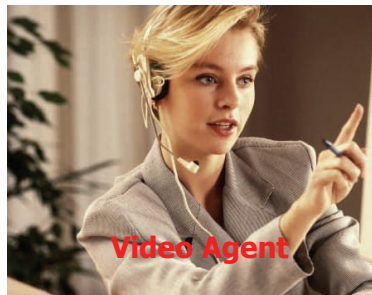
GENERATE A BUZZ WITH TECH-SAVVY VISITORS

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virtually saves
time and money
commuting
resulting in
less stress,
a positive
attitude, more
family time and
it's good for
the planet....
life is better.

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The Enterprise Plan

Virtual Services system including hardware, software, system integration, creating content and employee training are provided by IMA. You provide the server and the network.



Monthly Service Plan

This plan provides software licenses on a per seat basis for organizations that want to try it before they buy it. System hardware can also be acquired under a monthly subscription.

Virtual Service Switching

Virtual Service Switching routes live assistance calls to the right service agent and provides them caller ID displaying the location calling. Billing is usage based similar to cell phone plan calling plans. IMA professionals services will integrate video switching into your existing call centers and provide employee training.

Frequently Ask Questions

What do visitors think about being served this way?

At a landmark Silicon Valley four star hotel property they absolutely love it as evidenced by numerous commendations and awards.

Who provides the Concierges?

We can train yours to work virtually or you can use ours.

Can one Concierge serve visitors at other properties?

The idea is for them to be available in more than one place.

Where's the Concierge?

They can be anywhere with a computer and Internet access.

What happens when several visitors need help at once? Just like with the phone call they wait. Instead of music on hold we play video on hold or route to a backup .

How much does it cost?

It's based on the property requirements (screen sizes, licenses, hosting fees, training). We will prepare a quote based on the "scope of work".

How do I cost justify it?

The ROI can be justified from reduced staff, split-shift scheduling, reduction in travel and service charged by the month or the minute.

What does it take to get up and running?

The IMA Virtual Concierge package provides everything you need consisting of: 1) an interactive digital display with the Virtual Service software, 2) an agent workstation with Virtual Service software and 3) a Virtual Services Switch that routes and connects each display to the proper service provider.