

BOMA
Greater Los Angeles

★ ★ ★ ★ ★
100
★ ★ ★ ★ ★
YEARS
★ ★ ★ ★ ★
1915 - 2015



VIRTUAL
CRE
SUMMIT AND SHOWCASE

PIVOT INTO THE FUTURE:
RENEW - REINVENT - RECONNECT



Practical Ways to Implement Technology that Tenants are Demanding



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You'll Find Genea in More than 1,500 Buildings Across 12 Countries



250+ Million ft² Covered



75 Net Promoter Score



Trusted by 4,500+ Companies



75,000 Satisfied Users



99% Customer Retention



24/7/365 Support

CBRE

Hines

IRVINE COMPANY

**Douglas
Emmett**



The Durst
Organization

PARKWAY

Granite

**Colliers
INTERNATIONAL**



TISHMAN SPEYER

Invesco

Brookfield

**Highwoods
PROPERTIES**

CIM

Cousins

EQ Office

Manulife

JLL

SHORENSTEIN

**LINCOLN
PROPERTY
COMPANY**

bxp Boston
Properties

Today's Agenda

- Selecting a Technology Project
- Evaluating and Picking a Vendor
- What to look for in a Solution
- Case Studies
- Q & A

Selecting a Technology Project

- How do you prioritize and select technology projects to implement in your buildings?
 - Internal Operations (Upgraded BMS, Major Equipment, PM Software, etc.)
 - Tenant Facing Services (Work Order System, Access Control, etc.)
 - Vanity Projects (Lobby Renovation, Gym, etc.)
- When do you implement a new technology?
 - Immediately
 - New Budget Year
 - In Parts Throughout the Year



The Elephant in the Room



COVID-19 is impacting our personal and professional lives everyday.

Building operators and vendors alike are producing new ways to deal with this situation everyday.

In a constantly changing environment, how do you select the right technology product and partner?

Start with Some Easy Wins

OVERTIME HVAC REQUEST FORM

Company Name: _____ Building/Suite #: _____

Contact Name: _____ Office Phone #: _____

DAY/DATE(S) REQUESTED	HOURS REQUESTED (2 Hour Minimum)			
	From:	am/pm	To:	am/pm
	From:	am/pm	To:	am/pm
	From:	am/pm	To:	am/pm
	From:	am/pm	To:	am/pm
	From:	am/pm	To:	am/pm
	From:	am/pm	To:	am/pm
	From:	am/pm	To:	am/pm

Overtime HVAC: \$39.00 per hour

Air Conditioning and Heating are provided from 8:00 am to 6:00 pm Monday through Friday (except Holidays).
HVAC services will be provided on Saturday from 8 am to 12 noon upon specific request at no charge.

TCW	KWH A, LV	270	O'Bryant - New Emon td
	KWH B, HV	6422376	650189 636414
Computer Rm	btu x (10K)		ACCO - Repaired schedul
TCW	KWH A, HV	1766060	1784981 1748974
	KWH B, LV	1252110	645041 628207
Server Room	btu (1K)		ACCO - New meter with
TCW	KWH A, HV	1306141	1314980 1299600
	KWH B, LV	1020505	1033931 1011776
150kva ups	KWH C	9544757	1000031 9492106
Fan coils	btu1x(1K)		9716168
Computer Rm	btu2 x(1K)		



Eliminate Paper Forms

Get Out of Spreadsheet Hell

Go Mobile

Evaluating and Picking a Technology Vendor

- What is your process to select a technology partner?
 - How do you find your technology providers?
 - What impact does BOMA have on your selection?
 - How do you mitigate risk when selecting a vendor?
- With any tenant facing solutions how do you engage your tenants to get their buy off/support?
 - How do envision your technology partners supporting you?



Navigating CRE Tech Companies

FIND PROPERTY

LISTINGS & MARKETPLACES

CREXi | LoopNet | CoStar | Ten-X Commercial
OffMarket | truss | SQUAREFOOT | RealCapital Markets
roofstock | SPACELIST | RealMassive

BROKER CRM & MARKETING

buildout | VTS | CREXi | Rethink360
CommissionTrac | RealNex | apto | CLIENTLOOK
reonomy | digsy.ai | PROPERTYCAPSULE | DIGIBLE

VIEWING & IMAGERY

matterport | FLOORED | 3D Warehouse
GeoCV | SKYCATCH | HOVER | VOXEL

BUILD PROPERTY

PLANNING & CONSTRUCTION

RHUMBIX | PRESCIENT* | PlanGrid | HONEST BUILDINGS
BUILDINGCONNECTED | KATERRA | PROCORE

CONSTRUCTION & EQUIPMENT FINANCE

built | LAND GORILLA | EquipmentShare | Contract Simply

EVALUATE & FINANCE

COMPS & VALUATION

COMPSTAK | CoreLogic | CoStar | Bowery
HouseCanary | citybldr | REAL CAPITAL ANALYTICS
solidifi | ATTOM DATA SOLUTIONS | LocateAI | IdealSpot

TRANSACTION UNDERWRITING

ARGUS | redIQ | enodo | Spacequant
ASSESS+RE | PropertyMetrics | PRAZEL

DEBT FINANCING PLATFORMS

PeerStreet | REALTYSHARES | RealAtom
LendingHome | Patch of Land | FUNDTHATFLIP
PLUM | CRESimple | COMMLOAN | Sharestates

EQUITY FINANCING PLATFORMS

CADRE | homeunion | FUNDRISE
SKYLINE | CrowdStreet | REALCROWD

TRANSACTION MANAGEMENT

DEALIUS | Obie | ATLASX | ProDeal360
DEALPATH | CREDIFI | IMS

MANAGE PROPERTY

LEASING & ASSET MANAGEMENT

Rentlytics | RDM | leasecake | Tenant Cloud
VTS | TESSA | domuso | daptiv

PROPERTY MANAGEMENT

MYND | BuildingEngines | rifiniti
TRAVTUS | Buildium | Pillow | GREAT JONES
HAPPYCO | Guesty | TURNKEY | vacasa
Rented.com | HostTonight* | WORKFRAME

BUILDING AUTOMATION & IOT

LATCH | IOTAS | openpath | BuildingIQ
enlighted | NERGENSENSE | wegowise | entic
Geli | eneritiv | smartrent | Comfy
ravti | G3IoT | lucid | SWITCH | WIRED SCORE

BUILDING AMENITIES

Envoy | Qixby | amenify | Alfred
MANAGED BY Q | hOM | Hq | eden
MakeSpace | proxy | convene

ASSET UTILIZATION

CO-WORKING & OFFICE SPACE

wework | INDUSTRIOUS | SPACES.
breather | KNOTEL | Croissant
LIQUIDSPACE | The Riveter | THE COBE
Terminal | pivotdesk | workwellwin
cic | SPACIOUS | WERQWISE

CO-LIVING & HOME SHARING

airbnb | whyhotel | STAYALFRED | notA
2nd Address | LVRIC | ROOM | QUARTERS
welve | bungalow | HuoHaus | ollie
NISHPAD | common | Starcity

EVENT SPACE

convene | peerspace | JOYMODE
SPLACER | EVENTUP | BIZLY

RETAIL & INDUSTRIAL UTILIZATION

FLOWSPACE | FLEXE | STORD
Storefront | appear [here] | B

What to Look for in a Solution



HARDWARE AGNOSTIC

Look for solutions designed to work with your existing hardware



INTEGRATIONS

Software needs to integrate with other software solutions your team uses everyday



MINIMAL SETUP FEES

High set-up fees can often indicate a painful implementation process



ONGOING SUPPORT

Find a partner that's committed to supporting your building for the long term

Once Again - Start with Some Easy Wins

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Contact Name: _____ Office Phone #: _____

DAY/DATE(S) REQUESTED	HOURS REQUESTED (2 Hour Minimum)
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TCW	KWH A, HV	1766060	1784981 1748974
	KWH B, LV	1255410	645041 628207
Server Room	btu (1K)		ACCO - New meter with
TCW	KWH A, HV	1306141	1314980 1299600
	KWH B, LV	1020505	1033931 1011776
150kva ups	KWH C	9544754	1000031 9492106
Fan coils	btu1x(1K)		9716168
Computer Rm	btu2 x(1K)		



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Get Out of Spreadsheet Hell

Go Mobile

The Problem - Forms and Work Order Systems

DISCONNECTED SYSTEMS

BMS, workorder systems, forms and accounting systems aren't connected.

VARIETY OF MECHANICAL SETUPS

Building systems can vary wildly and contain old equipment.



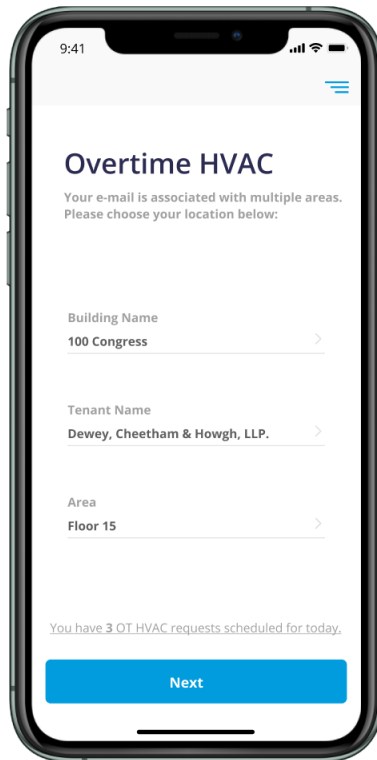
LEASING NUANCES

Tenants arrange a wide variety of concessions for overtime air requests.

TIME-SENSITIVE REQUESTS

Requests can occur at all times of the day/night and need to be fulfilled immediately.

The Solution - Tenant Facing Automation



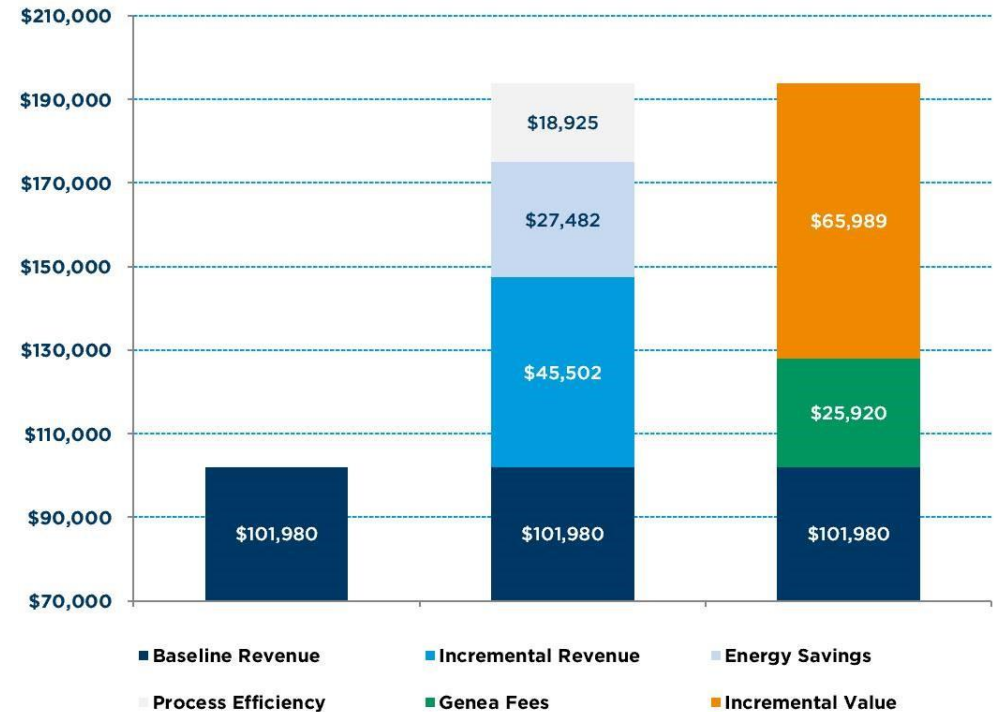
Provides tenants with a simple, intuitive way to submit after-hours HVAC and lighting requests directly from their phones.

- Integrates to your existing BMS
- Makes tenants happy by giving them control
- Increases revenue and provides simple billing
- Ensures Open Communication
- Implementation completed in 30-45 days
- Customer Support 24/7

The Results - Drive Tenant Satisfaction & Positively Impact Revenue

BUILDING CASE STUDY

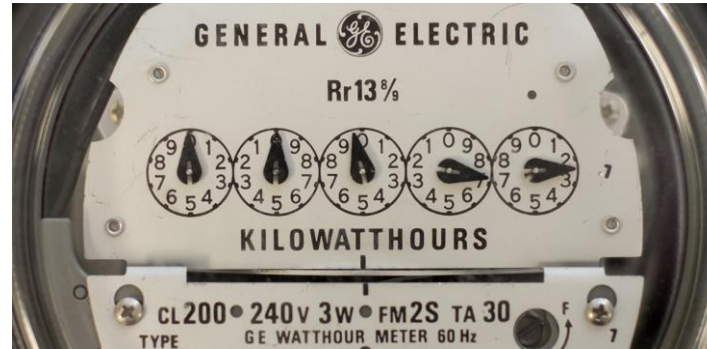
700,000 Square foot building
after 12 months of using Genea's
Overtime HVAC software



The Problem - Spreadsheets and Manual Processes

MIXED ENVIRONMENTS

Buildings often have a mix of manual and network meters from multiple manufacturers.



BILLING NUANCES

Multipliers and complex billing scenarios need to be considered, often manually.

VARIETY OF MECHANICAL SETUPS

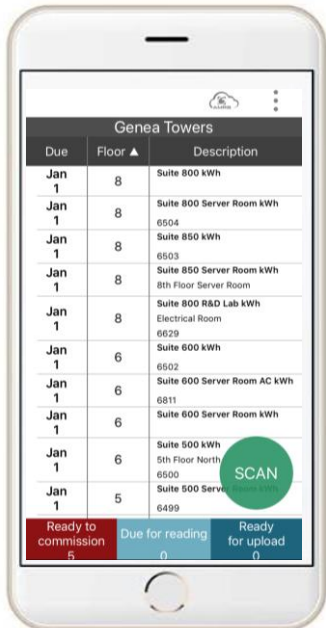
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Server Room	btu (1K)		ACCO - New meter with
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Fan coils	btu1x(1K)		9716168
Computer Rm	btu2 x(1K)		

NO AUDIT TRAIL

No way to go back and check your work or explain a bill to a confused tenant.

The Solution - Automated Data Collection and Billing



Use technology to manage the most painful and tedious parts of the submeter reading and billing process

- App for collecting and validating manual meters
- Monitoring of networked meters around the clock
- Monthly automated invoice creation
- Audit trail for all reads and invoices

The Results – Audit Trail and Accurate Billing



AVOIDING A \$250,000 LAWSUIT

Property implemented Genea after getting into a \$250,000 lawsuit after a tenant determined they had been overbilled for submetered utilities.



UNDER BILLING BY \$540 / MONTH

60 Submeter property
Five meters were being underbilled due to mistakes in formulas or multipliers, resulting in underbilling of \$540 every month.

The Problem - Manual Processes and Disconnected Systems

- Manual processes means wasted time and money
- No process for credential removal upon termination
- Mobile access deployment is complicated
- Access control hardware and software is not consistent across the portfolio



The Solution - Cloud-Based Access Control

MINIMIZE IMPLEMENTATION COSTS

Overlays on top of your existing access control hardware including HID and Proxy readers and Mercury controllers

AUTOMATED USER MANAGEMENT

Allows you to automatically add and remove tenant employees access through integrations with their identity management systems



ENHANCES TENANT EXPERIENCE

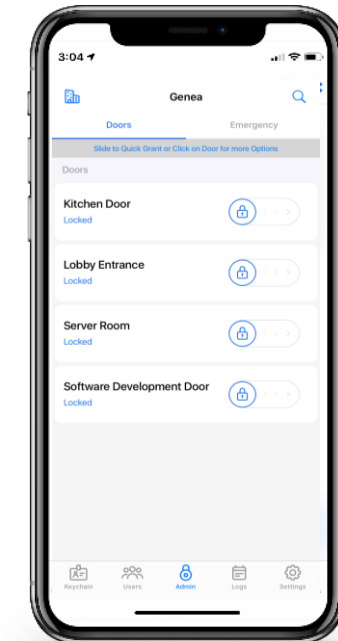
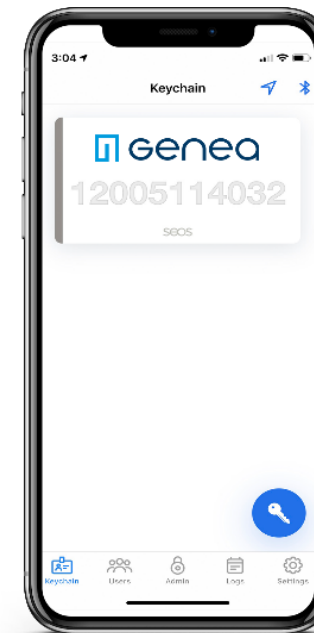
Mobile credentials give tenants a modern, more secure experience of using their smart phone as their access card

CONVIENENT REMOTE ACCESS

Allows you to monitor and provide access remotely

The Result - Mobile Access and Increased Security

- **Supports the Old, Welcomes the New** - on top of using your existing credentials, such as key cards and fobs, you can now use your smart devices.
- **Increased Security** - Unlike physical keys, digital credentials cannot be copied or shared
- **Self Service Tenant Portals** - Allows tenants to automatically add and remove employees access through integrations with their identity management systems
- **Analytics Dashboard** - Track all activity at the building including users, events and doors remotely.

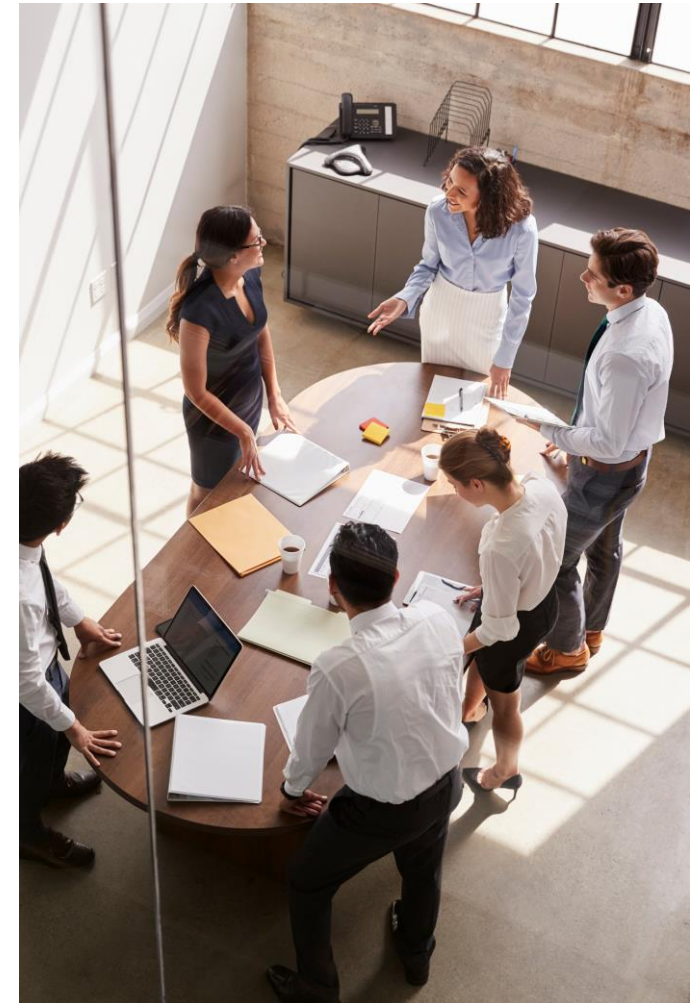


Mobile Access Control - See it in Action



Final Thoughts

- Prioritize your technology projects, start with some easy wins and progress from there
- Select a vendor partner who will be there to support you not only during the sales and implementation process but on-going for the duration of your contract
- Implement practical solutions that will improve the lives of your building staff and tenants
- Work with your vendors to measure the success of your projects



Thank You!

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