



National Relocation Project Management Program

Identity and Mission

RELOPRONET™ is a North American network of carefully selected independent Relocation Project Management specialists serving multi-location corporations. We provide a comprehensive package of premium level facility relocation services tailored specifically to the needs of each of our clients.

Our Relocation Project Manager Team provides:

- ✓ Programming and design,
- ✓ Project management,
- ✓ Facility management technology support,
- ✓ Construction document development,
- ✓ Construction management,
- ✓ Furniture acquisition & allocation management,
- ✓ Relocation management, and
- ✓ Other related specialized services to those individuals within a company whose responsibility is to shepherd the design and construction of a new facility through the entire developmental process to occupancy.

The RELOPRONET team is composed of people whose reputation for excellence in their respective locations is well established. Their experience has been acquired on university campuses and in high rise towers, in offices and in warehouses, with furniture dealers and interior design firms, and with property management firms and end users. They understand that the facility is a tool for the productivity and morale of those housed within its walls, and are able to prepare the occupants and the facility for immediate productivity upon occupancy so there is no interruption of mission critical systems or processes.

Every client is unique and solutions must be created that take into account their own culture, their existing internal capabilities, and the specific needs of the project at hand. Our team will pull up along side their team and fill gaps in capacity or capability as the project requires. We are team players and facilitators whose desire is team and project success.

Our clients are served with excellence and integrity, and we are always striving to exceed expectations both in performance and value. Our progress during every project will be carefully monitored to insure that our high standards are consistently applied throughout the relocation process. Progress and phase results will be clearly posted on web based systems made immediately available to clients, service providers, and Relocation Administration specialists at our home office. We are constantly evaluating results, obtaining feedback, and listening to our clients to enable adjustments or improvements to be made as each situation warrants.

Team Structure

RELOPRONET is an alliance of firms, whose capabilities encompass the disciplines and services needed to plan, implement, and manage a corporate facilities relocation project from concept to completion. We use a hub based model not unlike an airline, where centers of discipline provide oversight as each project requires. Our multidisciplinary team includes local and regional firms in these five specific areas of focus:

Architecture
Interior Planning & Design
Construction Management

Relocation Project Management
Facility & Project Management Technology
Furniture Acquisition and Liquidation

Each maintains their own client base in their region, and has established their own reputation for excellence and expertise. Their varied experiences add to the strength of our alliance and enable us to bring their wisdom to bear as needed throughout the network alliance. This team is currently able to service clients in:

California
Oregon
Washington
Arizona
Colorado
Montana
New Mexico
British Columbia, CA
Alberta, CA

Minnesota
Indiana
Ohio
Michigan
Texas
Arkansas
Missouri
Tennessee
Oklahoma
Illinois

Connecticut
Maryland
New York
New Jersey
Virginia
West Virginia
Florida
Georgia
Alabama
Ontario, CA



National Reach

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Team Leadership

The **RELOPRONET** Leadership Team is comprised of four well established business leaders in each of the areas of discipline:

Architecture

Dave Zobrist, AIA
President
Z Projects
Fort Worth, TX

Interior Planning & Design

Dave Zobrist, AIA
President
Z Projects
Dallas, TX

Larry McLaughlin
President
McLaughlin & Associates, Inc.
Foothill Ranch, CA

Construction Management

Harry Uram
President
Regent Consulting, Inc.
Lincoln, VA

Dave Zobrist, AIA
President
Z Projects
Houston, TX

Relocation Project Management

Larry McLaughlin
President
Elite Transitions™
Foothill Ranch, CA

Dave Zobrist, AIA
President
Z Projects
Houston, TX

Facility & Project Management Technology

Dan Suddath
CFO & Director
iOffice, Inc.
Houston, TX

Jason Moore
Corporate Account Manager
ReloProNet™
lkjadfs, MT

Furniture Acquisition, Relocation, & Liquidation

Jason Moore
Corporate Account Manager
ReloProNet™
Missoula, MT

Larry McLaughlin
President
McLaughlin & Associates, Inc.
Foothill Ranch, CA

Under the leadership of this team, service providers in each region are evaluated, selected, trained, certified, and audited. This process will continue as we expand the areas where we need to serve our national clients.

Program Overview

The collaborative structure of **RELOPRONET** and our national network enables the provision of:

- ✓ Centralized overall project management oversight
- ✓ Nationwide servicing with a single point of contact with 'team based' project management
- ✓ Project management database with online status visibility for authorized client team members
- ✓ Web based facility management software for ongoing operational process control
- ✓ Flexibility to adjust to the specific needs of each client location and project
- ✓ Competitive pricing for high level skills and experience
- ✓ An environment of collaboration between client and various team members for customization
- ✓ Uniform service quality and results

Project Management Platform

Although each client project needs to be evaluated and defined on its own, there are some basic steps for each. In fact, *every* project has definable phases through which it passes. Over the years, we have developed the **CFEIS Phased System**® to manage the process of covering the details. This system is easily teachable with checklists to allow monitoring of the progress for each. Even the smallest project request can benefit from consideration of these five basic steps.

Here is a quick explanation of what this system is all about.

The **Clarification Phase** is where each project begins. It is the most important phase because it provides a clear definition of the project goals, scope, and expectations. From these, tactical objectives are easily defined.

It has been said, “Time. Money. Quality. Pick two!” There is truth hidden in this quip, but the truly successful project team seeks to balance these often contradictory issues. The Clarification Phase must define clearly the balance required by the client in these three areas.

This phase must also define the hidden expectations of those people whose workflow and productivity will be most impacted. How will the day to day business of the client be impacted throughout this project?

Once the goals of the project and the expectations of the people are clearly delineated, the **Feasibility Phase** begins. Can the goals be met within the time, money, and quality definitions of the client? What are the possible roadblocks to success? What would have to happen to overcome those roadblocks? Are there potential risks that cannot be mitigated that could dramatically affect the success of the project? Are there others who by their actions or attitudes can influence the feasibility of the goals?

Once the feasibility of a project is determined, the **Estimation Phase** can be initiated. Detailed personnel, filing, and equipment inventories are provided. Power usage summaries are completed. Special design needs are identified and specific requirements defined.

Detailed plans and specifications are created to allow accurate time and cost analysis. Estimations of all costs, design, construction, FF&E, and relocation, are prepared and the project schedule established.

The Estimation Phase provides the first opportunity to see if the actual specifications and plans meet the design criteria. The little details that will determine the level of client satisfaction must be carefully reviewed and adjusted as needed.

Many little questions must be answered such as “Will the printer fit on the counter under the upper millwork?” “Have we provided the correct number of outlets at each location for the number of plugs which will be there?” “Do we have the infrastructure capacity we need for phone and data access throughout the space?”

A comparative filing and storage analysis also is completed and capacity in the new design verified. Circuits, and plug quantities and types are verified. A Move Locations and Specifications Worksheet is submitted with detailed information about each workstation’s voice, data, and power requirements.

Following the Estimation Phase and final approvals, the **Implementation Phase** gives the client the long awaited chance to actually see something happen. Consistent monitoring of the critical construction phases is set in place to verify that the special issue designs are being properly implemented.

The actual relocation and occupancy of a new space usually occurs over a weekend. We are known for hands-on relocation management, constantly working and communicating with the people to reduce their anxiety about the coming move. Our moves usually allow complete function until late afternoon on Friday. Upon return on Monday morning, the user will find phones, computers, and other electronics completely functional.

Our goal is to enable the end user to return to full productivity within 30 minutes of arrival on FDOB (First Day of Business).

McLaughlin & Associates, Inc. has created a booklet entitled “Movin’ Right Along...”© which we make available to each individual involved in the relocation. Tailored exclusively for every move for each client, it provides all the information needed to prepare for the relocation to the new space.

Some of the most challenging portions of a project arise when the people are moved in, and all the work appears to be completed. We call this phase *Sign-Off*. We create the relocation punch list and begin resolution during the weekend of the move itself. It is doggedly tracked until each issue is resolved.

Depending on requirements of the client, financial audits and record reconciliation are additional services that can be provided to assist in the final closure of a project. Space allocation analysis can be provided with “as built” personnel and equipment inventories for departmental accounting purposes.

Each phase has its own checklists to insure that the details are covered. It is the *detail* that makes all the difference in serving people and insuring no loss of productivity.

Technological Foundation

Our program includes three main supporting technologies. Each provides its own unique capabilities to both our team and our clients.

Project Management & Tracking

Using the **CFEIS Phased System**© as our structure, the phases and critical path tasks are managed and tracked through an online web based software system developed by **RELOPRONET**. This system, used by our project management team to track status of milestone completion is also our key day by day client communication tool.

Our **RPMTRAC**® feature allows our customers to find out exactly where their projects stand from start to finish. A personalized online view allows the customer to select the project to track in real time and provides numerous details including the date each phase was completed along with the supporting notes and documents.

Our standardized service process gives us the ability to provide our customer with consistent performance and job completion no matter what size the project or where it is located.

- ✓ 24/7 access to real-time project information
- ✓ Solicit bids and receive quotes online
- ✓ Customized reports and trend analysis
- ✓ Real-time email updates in job status
- ✓ Viewable signed work order within 24 hours of job completion

Facility Management

As part of a turnkey Relocation Project Management process, there are many types of information gathered for use in a variety of ways and in many disciplines for planning and implementation of the project components. All of this information can become foundational data for ongoing facility management.

In most cases, the integration of this information into a company’s facility management databases and software systems for use in daily operations is an activity the property and facility management teams must manually handle separately and often weeks after things have settled down and the project has been fully completed.

As a channel partner with iOffice, we provide the opportunity for all that integration to occur as part of the Relocation Project Management processes. Much of the information is collected anyway, and it can either be

entered into standard Excel and AutoCAD document files, or it can be entered into a facility management system through iConnect.

iConnect is a web-based solution built to give facility managers access to accurate, up-to-date data and reports so they can plan for the future, stop problems before they develop, optimize productivity, track performance and deploy the best practices across the corporation without incurring lost time for lengthy implementation, training and security clearances.

This unique software solution consists of eight modules including:

- ✓ Relocation Management
- ✓ Space Management
- ✓ Facility Service Requests
- ✓ Asset Tracking
- ✓ Mail Center/Copy/Print Management
- ✓ Visitor Tracking
- ✓ File Tracking
- ✓ Conference Room Scheduling

Each module within iConnect can serve as a stand-alone product, be used in conjunction with other modules or be used as an add-on to existing software.

With one click, iConnect gives you color-coded views-by site, building, floor, department, chargeback, and data associated equipment and personnel in real time and in one place, so it is easy to identify problems and solutions and solve issues quickly. Real-time response and reports, including mobile access for field personnel and from different geographic locations, means better communication and results in greater productivity.

iConnect also gives managers and staff the ability to perform extremely detailed "what if" scenarios without generating long delays. In addition, iConnect maintains 24-hour service, seven days a week, as well as a fully staffed help desk.

The Space Management module provides accurate and up-to-date information about all areas in a given space and how it is used. The Space module assists in the organization of and analysis of space information in a variety of ways. Floor plans can be viewed in multiple layers such as occupancy, cost center, functions, etc., which is defined by the customer. In addition, detailed room information is available such as room type, square footage, occupant name, extension, voice/data jack, etc. Views can also include assets such as copiers, printers, fire extinguishers, defibrillators, etc.

Clients have the flexibility to define the specific data elements as well as create temporary drawings for scenario planning purposes. Temporary drawings can be created by simply dragging and dropping occupants and/or assets to the proposed location. Scenarios can then be saved for approval and/or future planning. The Space module works in conjunction with the Relocation module so any scenario can immediately be updated to the database or the fulfillment of the scenario can be managed as a process through the Relocation module. The Space module also provides a robust reporting component. Users can run rent allocation reports on-the-fly, check vacancy and space availability and determine overall utilization. The Space module is easy to use and implement and facility managers can be actively utilizing the module within 30 days.

The iOffice suite of services was developed by three forward-thinking facilities professionals that—after years of experience trying to deliver services the old-fashioned way, with paper logs, Excel spreadsheets and email—recognized the need for industry-specific, technology-based solutions. They had a vision for the industry to be empowered with technology that speaks to a facility's specific needs in areas such as process analysis and design, application development, operational planning, project management, site management and customer service.

With the emergence of the internet as *the* business operating platform, iOffice was able to leverage leading-edge technology along with significant operational and process expertise and apply it to a web-based software solution (SAAS).

iOffice's proven solution has benefited Fortune 1000 companies by giving them valuable resources and cost-effective ways to get their job done right and on time.

Furniture Asset Repurposing and Management

Any corporation with multiple locations encounters the challenge of managing and repurposing their assets between various locations. In today's economic environment along with corporate social responsibility concerns, companies must consider sustainability in all their building related processes.

We provide a methodology to enable the detailed identification and documentation of surplus assets in each location. Using an online catalog system, these assets are pictorially presented for evaluation of usefulness by all other locations within that company. This enables repurposing of product between locations while encouraging fiscal responsibility in each location.

As an added benefit, when the needed asset is not found within the corporate surplus, the product can be found either as new or pre-owned through the larger national network.

Additional Technology Tools

Our teams are proficient in a variety of architectural, planning, and management systems including AutoCAD, Giza, Primavera SureTrak, Microsoft Project, Adobe Illustrator, Constructware, and of course all Microsoft Office Suite programs.

The Uniqueness of RELOPRONET

There are several aspects of our organization that enable us to do things others are not doing. Our Relocation Project Management Program is uniquely:

- ✓ Focused
- ✓ Turnkey
- ✓ Scalable
- ✓ Definable
- ✓ Deliverable
- ✓ Co-Brandable

A corporate facility relocation requires facilitation of a multitude of details beyond the facility and content related issues. Such a project involves moving the Company, the Business, the People, and then the Stuff. Every project is unique and needs its own definition of success and scope. Each client is unique in their needs and culture. Our processes are clearly definable through the **CFEIS Phased System**© and therefore 'trackable' through our **RPMTRAC**® by our client's own personnel.

We are not forced to bring 'someone on the payroll' to our projects. We bring only the personnel skilled at the required discipline, enabling us to bring intelligent and experienced solutions to the table. And because our team and its assigned tasks are scalable, we can save our clients real dollars.

Since we can structure our teams based on the individual project needs and the capabilities of the existing teams, we can fit in where needed and facilitate the whole team's success. And as such we can co-brand with a client where needed.

We welcome your inquiries about **RELOPRONET**.