

# Center Mine<sup>®</sup>

INNOVATIVE SOFTWARE SOLUTIONS

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# The company

**Center Mine** is a global business-to-business software services company dedicated to provide enterprise software solutions to help organizations increase business value from information technologies.

In addition to providing high quality solutions, we offer a wide range of consulting services and all services related to software implementation - installation, setup, data migration, training and support.

Today Center Mine maintains sales locations and operational centers in North America, Europe & Middle East.

As software development and distribution methodologies continue to evolve, we will keep being a leader by providing professional services to our clients and using our know-how to build efficient business management systems, which implement the latest technologies.

The company's specialists have taken part in many IT projects in Bulgaria as well as countries like Norway, Sweden, Finland, Great Britain, countries from Eastern Europe and Middle East. At the moment the company works on projects in Germany, Great Britain, Spain, USA and other countries.

**Center Mine** has business experience in the areas:

- Facility Management solutions;
- CRM applications;
- Electronic Document Management;
- B2B u B2C solutions;
- Integrated industry solutions – CAD/CAM, Virtual Reality, Modeling & Animation.





Facility Management Center

# Facility Management Center

## Facility Management

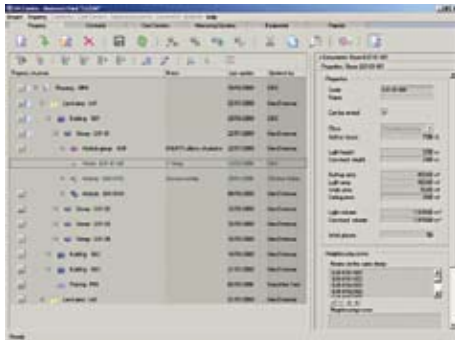
Today, in a dynamic economical development, facility management is becoming from pure building maintenance activities to a fast growing business securing the value of the facilities and maximizing the profit of standard exploitation and customer services. This development enforces the usage modern and specialized software solutions. Now, those solutions are covering more and more business functionality and by this are becoming specialized ERP systems for this area called LIM (Lifecycle Infrastructure Management) systems.

The implementation of modern facility management systems leads to the following benefits:

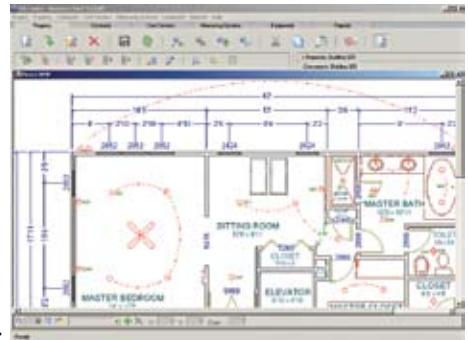
- Better control of all facilities
- Getting maximum benefits from the exploitation of the facilities
- Controlling and optimizing the expenses
- Concentrating on the main business activities
- Avoiding losses with long-term effect
- Proper usage of the resources
- Abilities for precise analysis and reliable forecasts;

The successful introduction of Facility Management requires the courage to innovate and the ability to focus on the essential issues within the framework of a top-down-strategy.

We would like to be your partner in this process.



**Property  
Structure  
Module**



**Build-in Viewer**

# Facility Management Center

## What is “FM Center”

FM Center is facility management software extending the traditional functionality of those type products with additional tools for managing and controlling all relationships and contracts between owners, tenants, facility or property managers, suppliers, etc. The rich functionality in that area ensures the ability of making precise analysis and forecasts not only for the facility related issues but also for financial sustainability, business models and return of the property related investments. In addition the managers, owners or tenants have full transparency of all related expenses and could undertake the necessary action for their reduction. FM Center is module based software solution that could be adapted to different business models and strategies.

FM Center is developed using the latest software technologies. The vast international experience of our IT specialists in the business domain and software development is used in the development process. The system provides the users with convenient and intuitive interface and high level of security. The rich functionality and reliable architecture ensures high efficiency in the process of property and assets management. Data input and editing as well as extracting of various information from the system are very easy and in most cases automatic.

FM Center is developed using the Microsoft .NET platform. Typical three tier architecture is used, that consists of database, business logic server and client application. The data transfer is asynchronous via SOAP protocol. This allows the system to operate in local intranet network as well as on the Internet. In fact, every user can have access to all the data and functionality from every point of the world.

FM Center is applicable in different business areas like: management of rental office buildings; management of hotels and hotel complexes; inventory and depreciation; contract management and control; control and management of real estate sales; asset management and control in organizations with many offices and subsidiaries.

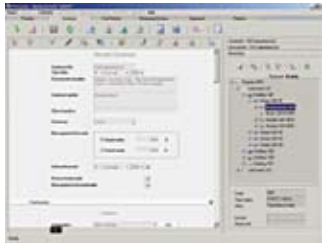
Currently FM Center is managing more than 500,000 square meter office build-up area. Based on the volume of the managed area the implementation period is between 2 and 12 weeks. The normal period of ROI is 9 to 15 months after the implementation. Based on information from independent organizations the building related expenses could be reduced by up to 35%.



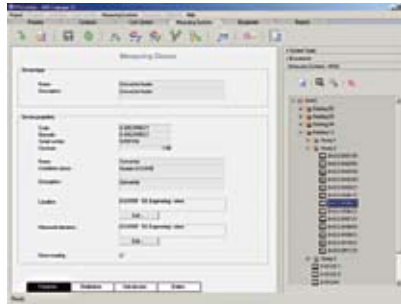
## FM Center Modules

### Property Structure

- Detailed description of the property structure and its elements;
- Definition of specific characteristics of each element from the property - build area, height, volume, windows and doors area, etc.;
- Possibility to attach documents of any type to each element;
- Built-in viewer supporting all popular graphic formats and providing "hot spots" functionality and navigation.



**Contracts  
Module**



**Measuring Systems  
Module**

### Contracts

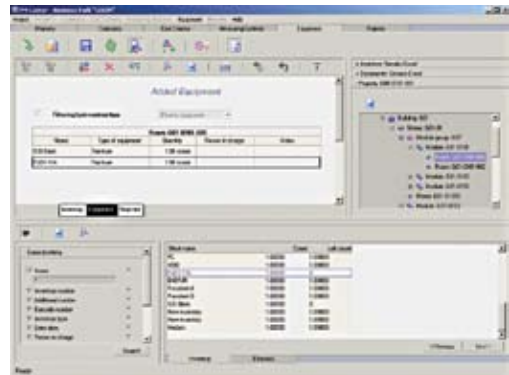
- Fast and easy contract generation by drag & drop from the property structure tree;
- Draft contracts and draft annexes;
- Additional documents could be attached to each contract or annex;
- Management of additional services and equipment. Automatic generation of leasing schemes using several different accounting methods;
- Automatic annual indexation of the rental price and/or the service fee;
- Events and tasks for each of the contracts. Automatic notification with option for management of early reminders;
- Fully automatic export of contracts to Word format based on the entered data;
- Automatic protection from editing and deletion of already signed contracts;
- Secure storage of all data connected to the contracts including the expired.

## Cost centers

- Definition of cost centers;
- Calculation of direct expenses;
- Distribution of indirect expenses;
- Variety of statistics and reports for all expenses;
- Flexibility in distribution of expenses between different objects;
- Possibilities for distribution of costs based on different qualitative and quantitative indicators as well as different periods of time;
- Comprehensive and exact monthly reports for all expenses by cost centers.

## Equipment

- Full list of equipment: inventory, machines, devices, aggregates;
- Collection of most comprehensive information for each element - weight, size, supplier, barcode, guarantee, etc.;
- Maintenance and control – maintenance plans, events, terms, responsible persons;
- Equipment allocation within the property;
- Stock-taking, discarding, depreciation;
- Generating events, linked to the equipment and its maintenance plan, including responsible person;



Searching  
Equipment



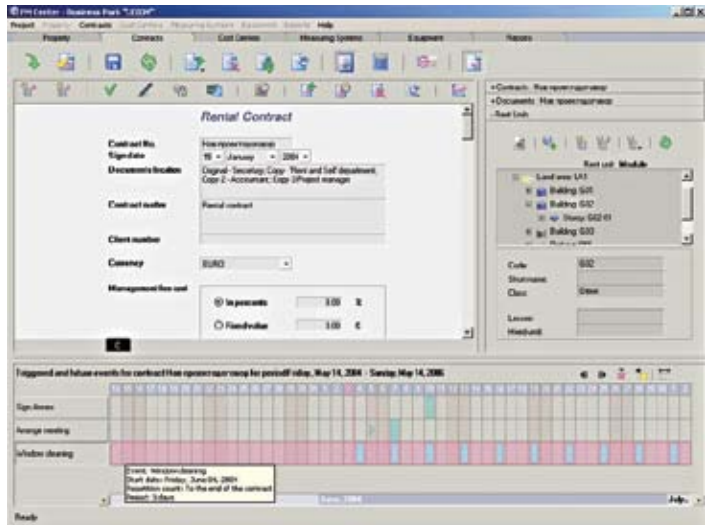
# Facility Management Center

## Areas of application

### Management of Rental Office Buildings

The system provides possibilities for daily management of the work processes in business centers, with continuous monitoring of the exact status of:

- Rented and free premises;
- Tenant and the contracts signed with them;
- Expenses for the buildings and different tenants;
- Description of the equipment and depreciations;
- Periodical actualizations of contracts and expenses;
- Visualization of property structure elements, measurement devices and equipment related to the premises;
- Monitoring of events for:
  - Building's maintenance;
  - Contracts with tenants;
  - Contracts with suppliers, etc.
- Ability for "Open book" policy;
- "Tenant - driven" management;



Contract Events

FM Center could generate reports for:

- Hired/free premises and their category;
- Information on contracts and invoices;
- Forthcoming payments - incomes and expenses;
- Expenses by tenants - electricity, heating, ventilation, cleaning, etc.;
- General reports for all described property structure elements.

With FM Center the owners and managers of office buildings have the right tool and ability of making precise analysis and forecasts not only for the facility related issues but also for the financial sustainability of the business model and the return of property related investments.

The utilization of this facility management system usually reduces with more than 35% the expenses connected with the office buildings management and gives clear and comprehensive overview of the situation in every moment.

## **Management of Hotels**

FM Center is applicable in management of hotels helping to monitor and control the equipment allocation, maintenance and service expenses, equipment checks and inventory. The system allows description of the property structure and equipment, monitoring of expenses like heating, air-conditioning, etc. The time for making of inventory reduces dramatically due to the exact information for each unit allocation. Make of inventory by separate logical groups is possible as well.

## **Inventory and Depreciation**

FM Center allows control of all assets and calculation of depreciation. There is close connection between each asset or equipment and its allocation. Once the data for assets is entered, all necessary calculations are made automatically. There is possibility to define events and terms in advance.

The time for making of inventory reduces dramatically due to the exact information for each unit's allocation. Make of inventory by separate logical groups is possible as well.



# Facility Management Center

- Prices, commissions, payments;
- Potential clients, owners, etc.;

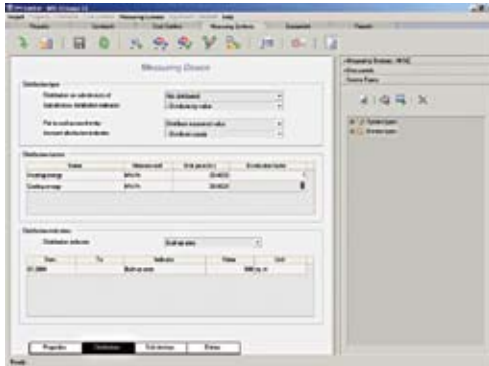
FM Center is used for:

- Information of actual offers;
- Grouping of offers by regions, prices, type of ownership, etc.
- Information on past deals and unrealized sales.

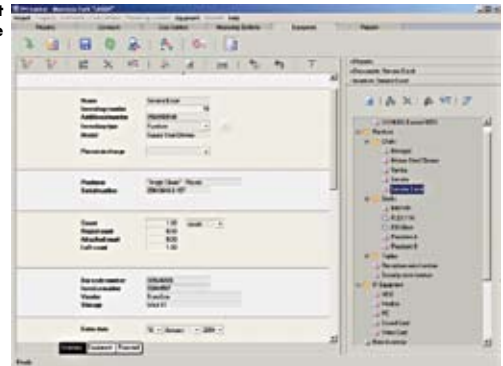
FM Center is used by companies dealing actively with real estates, helping them to optimize their work processes and expenses. With FM Center you will get better control and precise information on how much exactly this sale cost you.

## Asset Management and Control in Organizations with Many Offices and Subsidiaries

FM Center is very suitable for organizations with developed network of branch offices. All activities for assets inventory and control can be centralized in the head office. Thanks to the system's possibility of remote operation and data entry via Internet, the time for calculation of allowances for depreciation and making of inventory reduces considerably. Using the system, the organizations have comprehensive overview of their assets, real estates, equipment, depreciations, etc.



Equipment Module



Measuring Systems Module

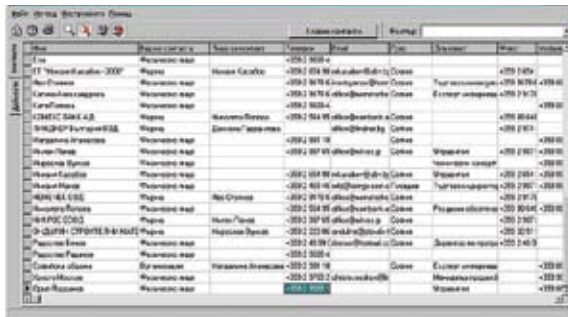


Customer Center

# Customer Center

**Customer Center** is CRM (Customer Relationship Management) software solution for control and management of processes and activities connected to the relations with customers and contacts. Customer Center is easily adapted to different business domains and it's easy to use and maintain. Depending of the size of organization Customer Center could be implemented within few days and be ready to use, increasing the efficiency and quality of the company operations.

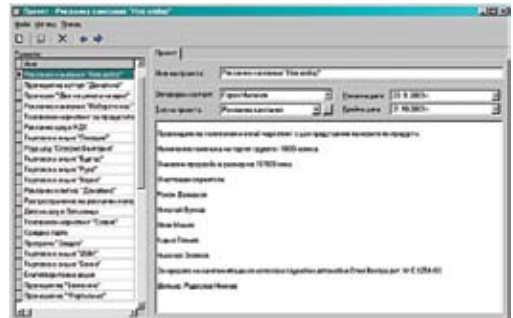
- Detailed information for each customer
- Full history of the relationship with customers
- Customer classification by different criteria
- Automatic mailings to dynamically generated target groups
- Electronic storage of all documents connected with customers
- Task management
- Campaign management



Imię	Nazwisko	Telefon	Adres e-mail	Adres	Telefon	Adres
Jan	Nowak	+48 22 123 45 67	jan.nowak@firma.pl	ul. Długa 100	+48 22 123 45 67	00-000
Anna	Kowalska	+48 22 123 45 67	anna.kowalska@firma.pl	ul. Długa 100	+48 22 123 45 67	00-000
Jan	Nowak	+48 22 123 45 67	jan.nowak@firma.pl	ul. Długa 100	+48 22 123 45 67	00-000
Anna	Kowalska	+48 22 123 45 67	anna.kowalska@firma.pl	ul. Długa 100	+48 22 123 45 67	00-000
Jan	Nowak	+48 22 123 45 67	jan.nowak@firma.pl	ul. Długa 100	+48 22 123 45 67	00-000
Anna	Kowalska	+48 22 123 45 67	anna.kowalska@firma.pl	ul. Długa 100	+48 22 123 45 67	00-000
Jan	Nowak	+48 22 123 45 67	jan.nowak@firma.pl	ul. Długa 100	+48 22 123 45 67	00-000
Anna	Kowalska	+48 22 123 45 67	anna.kowalska@firma.pl	ul. Długa 100	+48 22 123 45 67	00-000
Jan	Nowak	+48 22 123 45 67	jan.nowak@firma.pl	ul. Długa 100	+48 22 123 45 67	00-000
Anna	Kowalska	+48 22 123 45 67	anna.kowalska@firma.pl	ul. Długa 100	+48 22 123 45 67	00-000

All Important Contact Information is Visible on One Screen

## Possibilities for Project and Campaign Definition



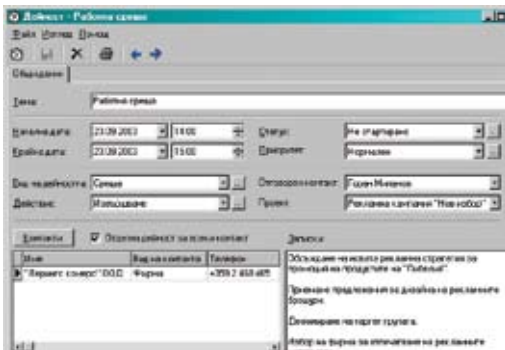
## Customer Center is a solution that gives following options:

- Management of any type of contacts – customers, suppliers, partners, etc.
- Project and campaign management;
- Dynamic and predefined filtering;
- Automatic generation of target groups;
- Generation of mailing lists and automatic e-mailing from the system;
- Management of personalized hardcopy mailings;
- Electronic document storage and management – contracts, business cards, offers, images, etc.;

# Customer Center

## Customer Center:

- Easy to install - In mid size organization Customer Center will be implemented for 1 day;
- Easy to learn - Standard user training is 2 hours;
- Easy to use - Customer Center has very high usability with intuitive interface;
- Easy to maintain - No special IT staff is needed to secure the proper working of Customer Center;



### The Tasks Definition is a Matter of Seconds

All users of the system share common pool of data and could accept call or continue a negotiation with a customer even if the initial contact was made by other staff member.

The modern technologies, flexible architecture and friendly interface of Customer Center allow its fast and easy implementation in any company or organization. In any size organization - from banks and enterprises to small companies and offices, Customer Center comes as a convenient and powerful sales and management tool.

Customer Center has unique functionality for creating custom fields – the meaning and content of these fields is in the hands of the users, they could create such custom fields by themselves. This functionality allows Customer Center to be easily adapted and suitable for any type of business or size of organization. The users could use not only the standard build-in functionality but they could develop Customer Center according to their concrete business process.

Other unique functionality of Customer Center is the ability to create and use common filters based on predefined criteria including the values in the custom fields. By doing this, extracting of operational information from Customer Center is easy and accurate. For example the predefined filter "My tasks for today" could be common for all users and when Customer Center is starting each user will see his personal task for the day.

**Customer Center** manages all office and sales activities. The daily tasks like preparation of offers and contracts, scheduling meetings, client support, sales calls and many other are controlled and distributed in the system. The users have the possibility to initiate projects, define tasks and control their progress only with the help of Customer Center without losing time for long internal meetings. At the same time every employee has a clear view of his obligations and work processes.

Customer Center identifies each customer individually and helps design the right strategy to approach him related to his individual requirements and expectations. The system keeps track of all activities between the company and the customers.

## System Functionality Overview

- Detailed information for any type of contact;
- Information for relations between contacts;
- Rank the contacts by more than twenty indicators;
- Possibility to use additional user defined fields;
- Complete history and list of past and upcoming tasks for each contact;
- Assign a responsible employee to each contact;
- Information for contact persons of each company;
- Assign tasks to contacts;
- Assign a responsible person for execution of each task;
- Track the status of each task;
- Possibility to assign one task to many contacts /plural or multiple tasks/;
- Definition of projects and campaigns;
- Filter tasks by projects;
- Possibility to create and send letters automatically and electronically to many contacts, filtered by project or other criteria - mailing;
- Fast search by major fields;
- Tools to create complex filters with more than one condition;
- Save and name filters in case of further use;
- Predefined filters available for each user;
- Definition of users and assign access levels for each of them;
- More than 30 different options for access limitation to the different functions and sections of the system;
- Information for all deleted records in the system and possibility to restore them;
- Complete log of all operations made in the system including information for the date, time, user name and type of the operation;
- Import and export data to and from the system;
- Print data for contacts and tasks;
- Attach business cards to contacts;
- Attach files to any task, contact or project;
- Visualization of all tasks in a calendar;
- Visual control and view of pending and completed tasks;
- Daily, weekly and monthly calendar views;
- Task assignment directly from the calendar;
- Edit and reassign tasks from the calendar view;



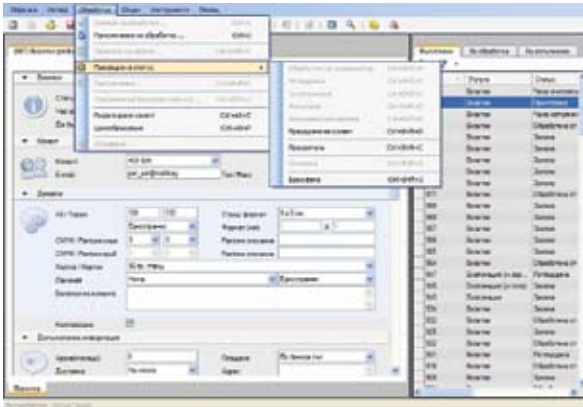
e-Printing Management Center



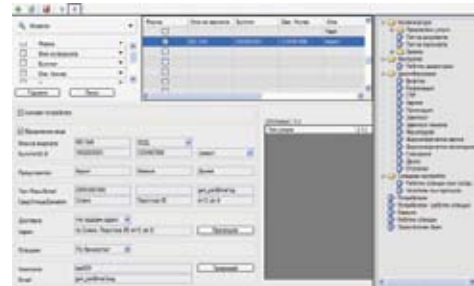
# e-Printing Management Center

The build-in system checks and controls deliver error-free calculations and reports, which is very important in business relationships with clients. Powerful reports generation tools provide the managers with clear precise information about the workflow and persons related to pre-printing and printing services.

Other function of **e-PMC** is the possibility to control the maintenance of printing machines and automatically calculate like basic material waste and spoilage.



Order Status View



Client Contact View

Additional warehouse module allows users to define real and virtual warehouse. The rich functionality gives fast control over all goods available, deliveries and orders, and provides possibility to define critical quantities and automated purchase orders. Each user gets most comprehensive information for all available goods like size, quantity, supplier, inventory number, expiry date, etc.

The typical three tier architecture used, which consists of database server, business logic server and client application, allows the system to work well both in a local network and on the Internet. Each user, according to his assigned rights, may have access to all data and functionality from any point that allows connectivity to the web.



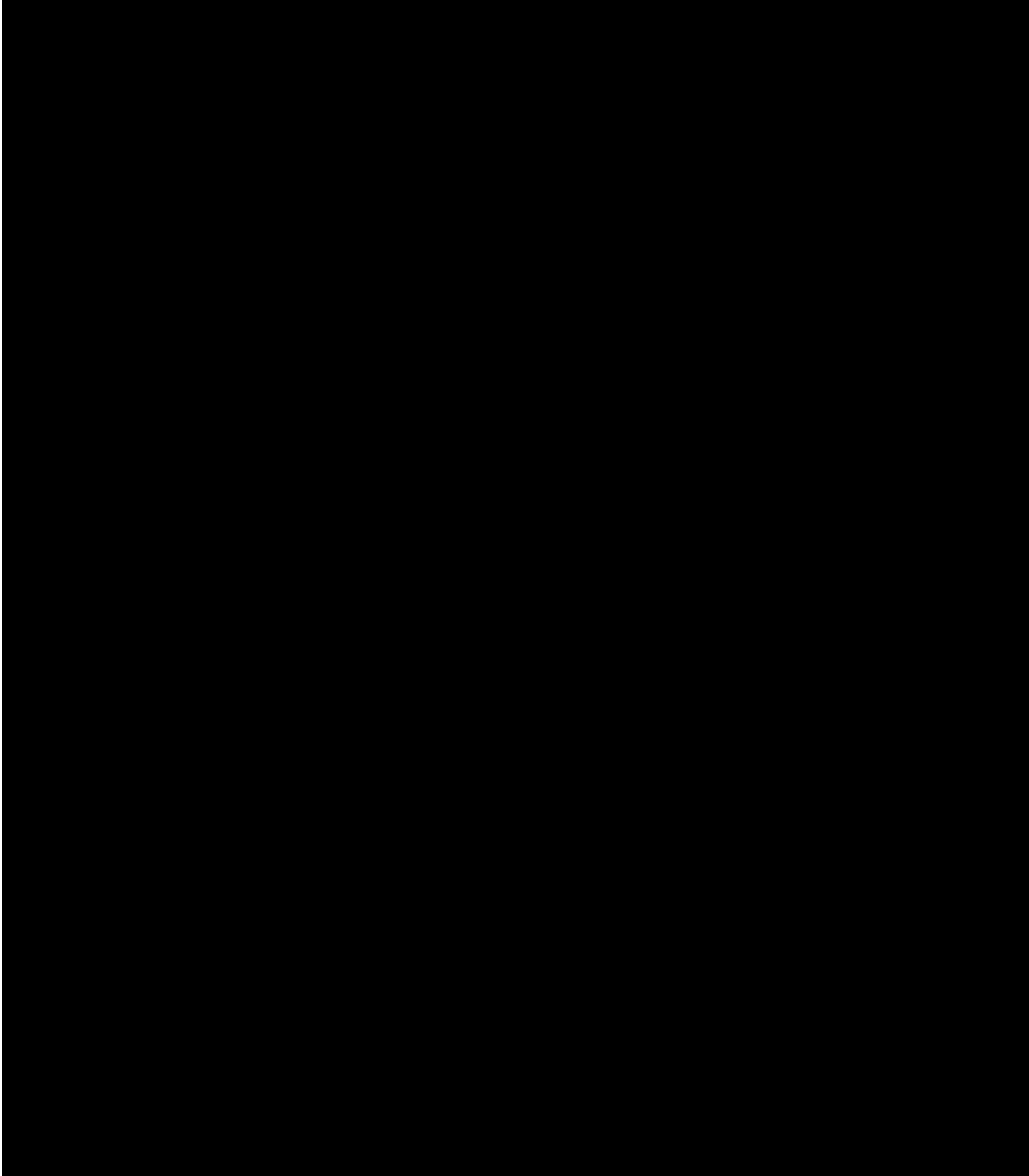
## System Functionality Overview

- Define company structure
- Information for physical persons
- Information for legal persons
- Assign orders via web
- Dynamic ranking of the orders
- Status check of the orders via web
- Custom-defined type of printing jobs
- More than one offer for each order
- Precise policy for job assignment
- Fast search by major fields
- Complete flexibility in report creation
- User definition and administration
- Grant user access rights
- Definition of the accessible modules for each user
- Fine tune of user rights based on allowed/restricted operations with system's modules and functions
- User defined price lists
- Dynamic control over price lists
- Clear and precise rules for defining of discounts
- Management of central and secondary/virtual stores
- Easy way for controlling goods between different stores
- Definition of profit/cost centers
- Calculation and distribution of direct/indirect expenses and profits
- Great flexibility in distribution of expenses between different objects of the company structure
- Variety of statistics for all expenses and profits
- Comprehensive and exact monthly reports by profit/cost centers
- Payment status of all clients

# Contacts

Center Mine Ltd  
11 Industrialna Str., International Business Center "Vassilev Plaza"  
1202 Sofia, Bulgaria  
Tel +359 2 9178 650  
Fax +359 2 9178 696  
e-mail:office@centermine.com; www.centermine.com







**Center Mine Ltd.**  
**Partner of NEMETSCHEK Bulgaria**