



Managing Client Assets Through

RealNova

REAL INNOVATION



10
years



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RealNova
REAL INNOVATION

INTRODUCTION

RealNova Inc. was established in 2008 to offer a truly innovative approach to delivery of integrated end-to-end real estate, asset and facilities management, and information technology-driven lifecycle management services.



With a single purpose of offering a unique bundling of services to a wide range of private and public sector customers, RealNova delivers bespoke real estate asset and facility management services in the residential, retail, commercial, education, healthcare and public sectors.



Driven by its vision to be the “Go-to integrator” of the latest in information technology into time-tested facilities and asset management practices, RealNova endeavors to serve as the bridge to lead clients into the next industrial revolution.



The guiding principles and values of our culture, are reflected in all we do:

Integrity and transparency with our workforce, clients, suppliers, and business partners.

Mutual respect, open two-way communications and ethical dealings with all.

Unwavering commitment to deliver what we promise.



10 INNOVATION
years >>>

More than 10 years ago, a diverse group of like-minded professionals from the real estate, facilities management and information technology/communications industries came together to deliver innovative solution sets not previously offered in the US marketplace.

200 years of
collective experience

With more than 200 years of collective experience, RealNova Incorporated is led by its President and CEO, Stan McLaughlin along with a Senior Executive Board who are wholly responsible for the daily management and operations of the company.

LEAN
Management

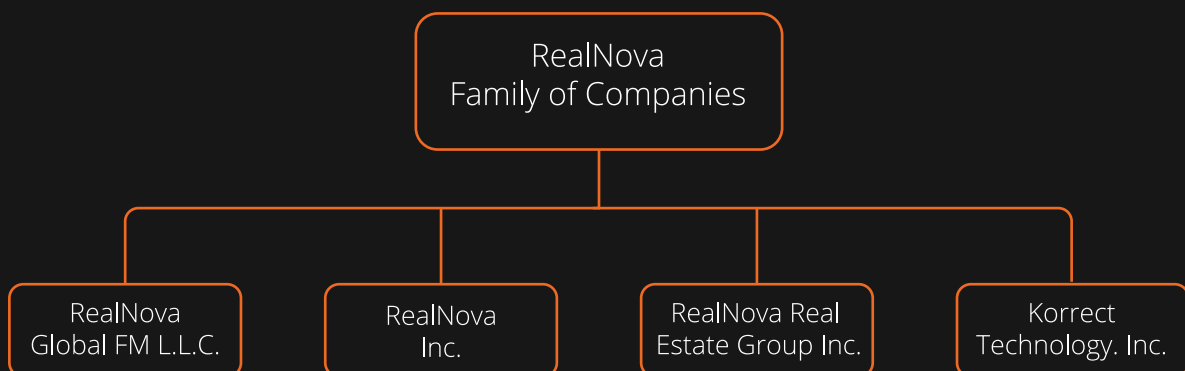
With a lean management structure featuring an extensive pool of dynamic industry experts, RealNova's innovative organizational approach enables us to provide clients with bespoke solutions that are fit-for-purpose.

200 assets &
facilities management

Our more than 200 assets and facilities management experts possess a vast knowledge, experience and capability to address any challenges our clients may face.

RealNova Family of Companies

The RealNova family of companies is structured to seamlessly integrate into our clients' organizations to add value and appreciably enhance the pursuit of their operational and financial objectives. As shown below, our distinctive organizational design allows us to deliver services to our clients in a seamless, responsive manner.



With our corporate headquarters in Atlanta, Georgia and regional offices in Delaware and Texas, RealNova has built a strong client base nationwide and is today expanding into international markets bringing its dynamic and innovative thinking into the global spotlight.

Originally, established to serve the North American market, RealNova's blend of cutting-edge expertise has well-positioned the company to bring the best industry practices to emerging markets across the globe.



Together with our affiliates, we specialize in working with clients to develop customized solutions to their real estate sales and leasing, asset and facilities management needs.

Our seasoned team of industry experts provide clients with a comprehensive array of mainstream AM and FM consultancy services as well as a unique suite of core FM functions:

MAINSTREAM AM AND FM CONSULTANCY SERVICES

The mainstay of RealNova is the delivery of world-class asset and facilities management consultancy and services augmented with the latest in information technology, artificial intelligence and communications.

Our Mainstream Services are designed for comprehensive portfolio management by innovating and applying processes and procedures and facilitating the essential business infrastructure for effective lifecycle management including:

• Strategic Management

- Providing expert AM and FM input and guidance to owners, designers and project managers during planning, design and construction phases.
- Formulating AM and FM strategies to minimize asset value depreciation.

• Financial Management

- Annual and long-term operating budget planning and management.
- Asset replacement and capital improvement planning.
- Transition and handover management.

• Resource Management

- Contracting strategy development and implementation.
- Energy/water/waste management and sustainability.
- Communication and information technology integration.
- Organizational training and professional development.

• Performance Management

- Supplier/vendor selection, management and contract administration.
- Quality assurance/Quality control management.
- Health, safety and environment management.
- Statutory compliance.



Add section on Strategic Management
Asset planning and consultancy



Short and Long-Term Operating Budgets

A critical first step in asset and facilities management planning is development of short and long-term strategies to ensure the financial objectives of the portfolio of facilities produce the desired outcomes.

Our financial services associates work with our clients to develop annual operating budgets as well as five-year operating plans to address the full lifecycle of the assets taking into account the facility life expectancy.



Asset Replacement and Capital Improvement

Our engineering and architecture professionals work with our clients to assess each asset and component of the facilities to develop comprehensive plans for replacement or refurbishment to extend or maximize the life of the assets.

Conducting comprehensive condition assessments and surveys, they establish a framework to ensure optimal performance of the entire portfolio.



Transition and Handover Management

While not universally recognized as a key financial management component of asset and facilities management, RealNova recognizes the criticality of effective transition and handover planning. This vital process ensures our clients minimize their risks from builders, engineer/architects responsible for handing over fully functional, "built-as-bought" facilities.

Our engineering experts offer a comprehensive suite including third party witnessing to ensure effective testing, commissioning, transition and handover from the construction company to the FM operator through the entirety of the warranty period.



Resource Management

The single most critical aspect of effective financial management of our client property portfolios is a multi-pronged strategy for delivering the life-sustaining services that every asset requires to realize its full life expectancy.

Whether those services are performed by our client's in-house workforce, by their vendor/supplier networks or a combination of both, RealNova's innovative approach to service delivery planning benefits our client's bottom line in a meaningful and measurable way.



Contracting Strategy Development & Implementation

We work with our clients to assess their in-house capabilities and current supply chain to arrive at the most advantageous make or buy decisions.

Leveraging our experience base, we develop contracting strategies to maximize value in outsourced services.

This includes identifying the most appropriate procurement strategies including development of fit-for-purpose contracting vehicles to deliver value for money and superior quality performance.



Energy/Water/Waste Management and Sustainability

A guiding principle of our FM approach has always been to minimize our impact on the natural environment through employing strategies to reduce our clients' carbon footprint, conserve the planet's water resources and promote sustainable practices from facility design to repurposing, retrofitting or decommissioning.

Our environmental specialists and sustainability engineers work with our clients to develop natural resource management plans that can be adapted on both existing portfolios as well as future properties.

Communications & Information Technology Integration



With communications and information technology in the DNA of RealNova's founders, the integration of cutting edge IT and communications advancements is as natural to our facilities management philosophy and thinking as "brick and mortar" is to construction.

From state-of-the-art computerized maintenance management systems with attached call centers to the latest in artificial intelligence, RealNova's experts work with our clients to integrate the Internet of Things (IoT) and "Big Data" into both our Mainstream FM consultancy services and our core FM service delivery models.

The end result is technology- driven facilities management regimes that provide real time visibility into asset condition, drive cost-efficiency through elimination of system downtime and promote optimal facility performance.

Organizational Training & Professional Development



As important as the processes and technologies offered to our clients, is our capability to build and mold client organizations to implement and sustain effective programs through our training offerings.

We work with our clients to deliver comprehensive training in the management of the total FM solution including departmental training in operations management, quality assurance/control, health safety, environmental, and supplier management.

In addition, we work with our clients to develop and train their existing work forces performing core in house FM services both hard and soft FM.

Ranging from producing ISO-based Standard Operating Procedures (SOPs) and work methods to detailed training on maintenance management techniques, we equip client workforces to effectively operate and maintain their facilities effectively.

Performance Management Supplier/Vendor Selection, Management & Contract Administration



RealNova through its extensive experience working with Owners Associations as well as real estate operators can offer its international clients one of the most comprehensive supplier management offerings in the industry. We start with the development of best-in-class contracting techniques proven over decades of success in the public and private sectors. Our procurement associates develop performance-based contracts with KPIs/SLAs, input-based contracts, blanket purchase agreements to suit the needs of the facilities management programs.

In addition to preparing tender documents, our team manages the entire tendering process from selection and award to mobilization and close out. Our team implements a full vendor management process that ensures subcontractors, suppliers and all engaged third parties perform in a compliant, consistent manner. We conduct rigorous operational and contractual/financial audits to ensure value promised is value delivered.

Quality, Health, Safety and Environment Management



The foundation of our service offerings is grounded in globally-recognized standards governing the industries we serve including ISO 9001:2015 Quality Management System; ISO 14001:2015 Environmental Management System; ISO 41001:2018 Facilities Management and ISO 45001:2018 Occupational Safety and Health ISO 50001:2011 Energy Management; and British Institute of Cleaning Sciences Certification (BICSc).

We deploy our associates to our clients' facilities to develop, field test, document, implement and administer robust quality assurance and control systems to govern service quality of both in-house and outsourced services. In tandem, our health, safety and environment (HSE) engineers and specialists build the system infrastructure necessary to maintain a zero-accident posture with no environmental impact.

Statutory Compliance



Rounding out our FM consultancy service offering is our FM professionals working with clients to build comprehensive statutory compliance programs to ensure compliance with federal and local government regulatory requirements related to life safety, public health and other related mandates.



Core FM Services

Over the past 10 years RealNova has offered its clients great flexibility in methods by which it benefits from our effective FM services program.

The structure of the facilities industry we support in the North American market, leads most of our clients to select us in an overall management role whereby we serve as the owners representative responsible for total management of the FM operations through qualified subcontractors and suppliers.

We also provide options to serve as manager/administrator of client properties where we oversee multiple contractors for individual service streams. In all cases, RealNova experts offer the flexibility to adapt to any client needs and wants to address their FM requirements for delivery of hard and soft FM services.

But most importantly the RealNova methodology goes beyond maintaining the building infrastructure. It also focuses on the merging of machinery, technology and people to deliver daily services in the most efficient, effective manner.



Engineering Maintenance HVAC, Electrical, Plumbing, and Civil Works (Hard FM)

Under RealNova's engineering maintenance regime (also known as Hard FM services), our clients benefit from the latest advancements and best industry practices in the maintenance of heating, ventilation and air conditioning equipment, electrical systems, plumbing and water systems, and building fabric maintenance.

We deploy and implement maintenance plans based on globally-recognized standards including SFG 20, PASS 55 and others.

The RealNova difference is our integration of technology into the maintenance program including the use of artificial intelligence to support predictive maintenance techniques, cloud computing to proactively manage system performance and "Big Data" analytics to drive maintenance planning. Our client's bottom line benefits from this fusion of recent technology advancements and a robust computerized maintenance management system working in tandem.

Cleaning and Housekeeping (Soft FM)



Quality cleaning services requires attention to detail and a pride of workmanship whether performed with in house workforces or outsourced labor. In addition, technology and equipment advancements are critically important and are an integral part of our cleaning and housekeeping services we offer our clients.

In no other FM area is environmental-enhancement and carbon neutral operations more critical. Without fail, our cleaning regime features green or eco-friendly cleaning products, battery powered equipment, waterless cleaning technology and “Smart Scheduling” to minimize impact to our clients daily operating environments.

From autonomous robots and drone technology to the latest sanitization and disinfection products and processes, our cleaning services deliver consistently high standards to meet the most stringent health and safety requirements.



Landscaping and Grounds Maintenance (Soft FM)

RealNova deploys its expert horticulturalists and botanist to assist clients in planning the landscaping and grounds keeping needs at facilities as required.

They work with local client representatives on both new and existing developments. Our regimes are focused on low-impact operations that enhance the natural environment.



Waste Management and Recycling (Soft FM)

RealNova’s waste management methodology is tailored to each local clients’ needs.

This service stream is typically subcontracted to licensed firm in the local jurisdiction.

Our Soft Services team works with the supplier to implement a waste management regime that ensures prompt, efficient handling of waste streams in a compliant, auditable and environmentally-friendly manner. We seek out local suppliers who offer waste recycling schemes that allow for revenue sharing.



Security and Surveillance

RealNova provides our clients with peace of mind. A secure facility complex means client employees, visitors, guests and partners can focus their attention on what's important – business, productivity, living and enjoying their activities.

We work side-by-side with our clients to understand their security requirements, from the design of systems to the location of equipment and environmental and aesthetics impact.

We develop and enforce security standards to meet the needs of each facility and complex with corresponding reporting procedures \ and control measures for all personnel to follow. We develop crisis management and contingency plans that every site can respond to any security issue/crisis that may arise.

Because we are sensitive to our client operations, we provide and manage professional, proactive security echelons on each site in such a manner that the premises remain functional, safe and operationally secure during the course of a normal day.



Lifeguarding & Swimming Pool Maintenance

Many client developments that we would support include indoor or outdoor swimming pools.

As a result, we develop security and operation and maintenance plans to include both male and female lifeguards for the protection and safety of patrons.

We provide red cross- certified professional lifeguards who follow well-defined Emergency Response processes for effective responses to all cases of emergencies that occur in its area of operations.

Our hard FM services teams develop maintenance regimes specifically for the upkeep of pool systems and hardware.

Supplemental Services Suite (Upstream): Real Estate Sales, Leasing and Property Management



RealNova with its roots as a global, innovative marketing and real estate research company, is supported by more than 500 experienced real estate agents and information technology professionals.

In addition to our primary partners, we have over 500 referral agents in our network. Our approach to business brokerage and real estate is technology driven.

We are consistently exploring and researching new technologies and implementing procedures and processes to make the industry more progressive and globally unified.

Our objective is to provide global real estate solutions to investors, entrepreneurs, corporations, asset managers, lenders, builders, commercial & residential real estate buyers and sellers.

This is accomplished by technologically connecting the worldwide business network and real estate community with ethical, professional, internet savvy, and knowledgeable service providers and organizations. This enables us to deliver practical solutions to front end sales as well as follow-on tenant management and administration services.

CLIENTS
WE SERVE



1

10 years

For more than a decade

RealNova has supported a diverse customer



For more than a decade, RealNova has supported a diverse customer base ranging from buyers/owners of single and multi-family residences to investors and property managers of healthcare and educational complexes.

We offer our governmental, commercial, residential and mixed-use clients total lifecycle services encompassing sales and leasing, transition and handover, capital and asset management planning, service charge management, annual budgeting, hard and soft facilities management, statutory compliance, and vendor management.

The industries and clientele we serve own, operate or manage vertical and horizontal residential properties, commercial and office complexes, shopping malls and retail outlets, educational institutions, healthcare and medical centers, transportation and logistics infrastructure, industrial facilities and governmental properties.

Since our inception we have built a significant client base in the North American market which is indicative of the versatility and adaptability of our universal methodology and approach:

- Mano Medical LLC
- Payne Seminary
- Bank of Atlanta
- Bell Harrison Group
- Interdenominational Theological Center
- Seventh Seal Entertainment Group
- Saalee Properties
- A-1 Automotive
- ABC Laser USA
- M Team Ventures



OUR EXPERIENCE CASE STUDIES

Client: Mano Medical LLC

Location: Atlanta, Georgia

Contract Type: Fixed price, performance based contract

Scope: Property Management, FM Consultancy and IT/Communications

Project Background:

RealNova and its associates performed total FM consultancy and operational IT services for the Mano Medical building complex in Atlanta, Georgia.

This undertaking required close coordination with owner representatives to establish a comprehensive FM regime for all buildings and infrastructure.

Working with owner personnel, we conducted a full condition assessment and evaluation of services being performed by various subcontractors. We introduced new fit-for-purpose contracting vehicles to replace less efficient time and material contracts and purchase orders. We conducted the full solicitation process to select qualified, best value suppliers for the various service stream. These efforts alone led to a 25 percent savings in operating costs.

In addition, we installed and maintained the IT back bone and maintained all servers, IT hardware, cabling, and peripherals. Our IT services also included providing troubleshooting, desktop support and system security as well as web-site hosting.

SERVICES PERFORMED:

RealNova provides a broad suite of hard and soft facilities management services including:

- Mechanical, Electrical, Plumbing and Civil services for all infrastructure
- Cleaning throughout the property and housekeeping
- Landscaping and grounds keeping
- IT and communications services
- Waste management and recycling services
- Pest control
- Security guarding
- Specialist subcontractor management for technical services

Client: Payne Theological Seminary

Location: Atlanta, Georgia

Contract Type: Fixed price, fixed fee

Scope: Total IT/Communications services and FM Consultancy

Project Background:

RealNova and its associates performed IT/Communications and FM consultancy services for the Payne Theological Seminary complex in Atlanta, Georgia.

This undertaking required close coordination with owner representatives to establish a comprehensive IT build out and maintenance regimes for all buildings and infrastructure.

Working with owner personnel, we conducted a full condition assessment and evaluation of the facilities and its unique IT requirements.

We developed a new IT architecture and managed the complete installation, testing debugging, commissioning and start-up of the newly installed systems.

We hired and managed specialized vendors and suppliers for a wide array of requirements. We conducted the full solicitation process to select qualified, best value suppliers for the various service stream.

In addition to installing the system architecture we also were responsible for providing troubleshooting, desktop support and system security as well as website hosting.

Services Performed:

RealNova provides a broad suite of IT/Communications and consultancy services including:

- Mechanical, Electrical, Plumbing and Civil services for all IT infrastructure
- Cleaning throughout the property and housekeeping
- IT and communications services
- Security guarding
- Specialist subcontractor management for technical services

The RealNova Difference



Proven, field-tested AM and FM methodology imported from the highly successful North American and European markets.

Unique service bundling of globally recognized AM and FM methodologies with cutting edge technology and artificial intelligence to deliver superior facilities performance.

Customizable solutions that can be tailored to meet your specific needs and objectives.

Unwavering commitment to exceeding our client's expectations.

RealNova is the convergence of mega corporation capability with small business agility and cooperation. We are here to serve you with real world solutions for real world problems!



Experience the RealNova Difference



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