

A LEASE MANAGEMENT SUCCESS STORY:

Convergys Corporation

Company:

Convergys Corporation
(NYSE: CVG)

Location:

Cincinnati, Ohio

Size:

130+ Locations /
45,000 employees

Facility Wizards Solution:

Lease-o-lator™ Lease
Management Software

Additional Products:

Multi-User Kit and Web
Interface Kit

Implementation Time:

3 months

REportfolio

LEASE AND SITE ADMINISTRATION SOFTWARE



Cathy Cassini-Neville was hired by Convergys Corp. (NYSE:CVG) (www.convergys.com) with a mission to find and implement a centralized lease management database to include more than 130 office properties. Her manager gave her three months to get it up and running. Her investigation included many of the usual suspects, but when she downloaded and fired up an evaluation copy of Facility Wizards' Lease-o-lator™ software, she was hooked. "We needed a fix quickly." Cathy recalls. "I started to enter leases, and it was just so easy."

Convergys Corporation Convergys decided to purchase a networked, multi-user Lease-o-lator™ solution for Cathy's department to facilitate abstracting, data entry, and reporting of lease information. After the basic data was entered into the system, they added Facility Wizards' Web Interface Kit, which serves up custom-tailored screens of lease data to Convergys' division directors around the country via standard Internet browsers. "Our web site is accurate. We know what we have now," she says. "We use it all the time for things like critical lease dates, current costs and site contact information."

Quick-and-easy access to critical information has been paying immediate returns. "People call me and they ask me questions, and the answer's there in less than 30 seconds," Cathy explains. "In the past, we had to track down the lease document or the facility managers -- and they were usually on the road -- so we couldn't get immediate answers."

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**-Cathy Cassini-Neville
Corporate Lease Manager**

Cathy recognized early on that the cost of the Lease-o-lator™ solution from Facility Wizards was "miniscule" when compared to Convergys' overall department budget. Already, she has realized savings that have more than paid for the system.

"In less than six months, there's already been dollars saved for the company because of the lease database. For example, there was a rate decrease on one of our leases and when reviewing invoices and the lease database, I determined the landlord did not decrease our rent nine months earlier. This discovery led to a rent refund of \$30,000."

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Available Configurations

LOCAL CLIENT / SERVER

Configurations from one stand-alone seat to 100+ clients

CITRIX™ - BASED ASP

Our software is Windows Gold Certified for Windows Terminal Services™ and Citrix™

BROWSER-BASED

Full-featured Web application interface with PDF printing

System Requirements

WINDOWS

Windows 95, 98, 2000, NT, XP
Intel-compatible computer
- Pentium I or later
32MB of RAM
100 MB available disk space
CD-ROM



Facility Wizards Software

1800 West Larchmont
Chicago, IL 60613

PH: (773) 832.0200
FX: (773) 832.0202

www.facilitywizards.com
info@facilitywizards.com

We asked Cathy to detail some more specific examples of how Lease-o-lator™ has made her job easier. "Our accounting firm prepares our personal property tax return each year," she says. "They need to know information about each location and dates when we occupied or vacated a space. In the past, someone had to go back and say, 'We THINK we were out of there in June' or 'We THINK we moved in sometime around March.' This year, the accountants came to me and I could instantly run a report of key dates for all locations."

Convergys has taken advantage of the system's flexibility, adding several custom-tailored reports that are now one mouse-click away. Prior to Lease-o-later, some of these reports took days, if not weeks, to compile and create.

When asked if Convergys explored the option of someone in-house developing a database with similar scope and features, Cathy says, "There's no way, based on the price and what we got, we would have been able to do it internally."

Cathy reflects on Convergys' decision to select Facility Wizards. "Choosing this lease software solution has been the best thing since sliced bread for me when I need this type of information."

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