

When *reliability* is critical, our systems deliver

Maximize potential, minimize losses while maintaining your critical space

In today's global market place, conducting business is a 24-hour operation. Companies providing critical services rely on advanced building systems so that they can provide uninterrupted services to their clients. System failure can potentially cost millions of dollars in lost revenue, and human error is responsible for an estimated 70% of critical environment incidents. Ensuring you have a robust management program in place to maintain the smooth operation of these systems is critical to successful operation of your business.

Jones Lang LaSalle is one of the largest real estate management companies providing critical environment management (CEM) in Asia Pacific. We manage approximately 2.7 million sq ft of raised floor critical space, with 54 clients completely

outsourcing the management of their critical environments to us. The systems we manage support business operations worth millions of dollars every hour, and our clients rely on us to maintain the building systems that support their mission-critical facilities without interruption.

Our team of 630 dedicated professionals drives reliability and continuous operation in mission-critical facilities, avoiding interrupted services and significant loss in transaction revenue. Our clients and teams are supported by specialty boards in Australia, India, Singapore and Hong Kong which are in turn linked to the regional and global CEM boards.

We analyze building systems, recommend changes to increase reliability and document operational processes to eliminate human error. Our teams provide the management and engineering workforce and the programs and procedures to manage, operate and maintain mission-critical facilities.



Manage **2.7 million sq ft** of raised floor critical space



Over **630 qualified individuals** in Asia Pacific



More than **54 clients** around the region



Manage systems that support **millions of dollars** in business operations



Clients include **Fortune 100** companies and **major institutions**



Responsible for **more than 220MVA** of uninterruptible power supply (UPS) systems and **230MW** of generator systems

“ Jones Lang LaSalle's facilities management specialists have delivered to high-performance critical environment management for Deutsche Bank AG. Working as an integrated team, they have maximized benefits from the effective sharing of knowledge and information to become a lean and effective operational force. This is clearly demonstrated by measurable improvements made to the engineering operations and health of our Asia Pacific portfolio. ”

Samson Jeremiah
Head of Engineering Asia Pacific
Deutsche Bank AG

Critical Environment Management

Our process includes:

- **Diagnostic site assessment** – an initial assessment and due diligence for existing systems and procedures
- **Comprehensive transition plans** – resources to facilitate migration to new protocols with technical support as needed
- **Implementation** – qualified management and engineering professionals to lead the implementation of new systems
- **Maintenance and change control** – best practice management and engineering tools to deliver continuous reliability
- **Vendor management** – ongoing engagement with vendors to ensure they deliver to expectations
- **Incident management** – stringent processes to quickly contain and minimize further impact of any incidents
- **Audit program** – programmed reviews and benchmarking exercises to monitor performance

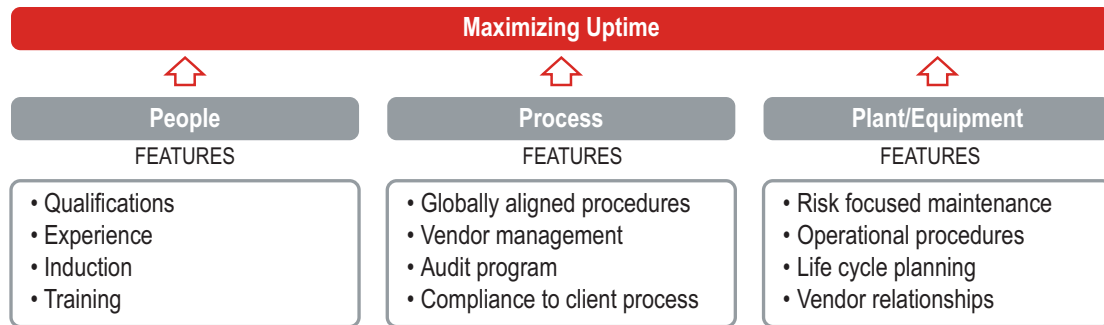
Benefit from systems built on reliability:

- **Risk minimization** – standard procedures and documentation of operational processes to eliminate human error
- **Optimum performance** – best practice in CEM in areas such as operational due diligence, site upgrades and transitions delivered via our global platform to ensure increased reliability for mission-critical facilities
- **Revenue protection** – qualified professionals equipped to maximize uptime and avoid loss of revenue or litigation from business partners by implementing our cost-effective operating procedures
- **Intelligence** – ability to view performance against KPIs or against industry benchmarks and leverage our global experience and the collective knowledge of our people and our clients

Experience with diverse critical environments:

- Data centres
- Customer service
- Call centres
- Reservation centres
- Scheduling
- Manufacturing plants
- Operations
- Telecommunications
- Processing (credit card/check)
- Brokerage / trading

Our approach to maximizing uptime



FOR MORE INFORMATION

Marina Krishnan

Head of Integrated Facilities Management - South Asia
tel +65 6500 4255
marina.krishnan@ap.jll.com

Cameron Scott

Head of Integrated Facilities Management - North Asia
tel +86 21 6133 5360
cameron.scott@ap.jll.com

Yash Kapila

Head of Integrated Facilities Management - West Asia
tel +91 124 460 5026
yash.kapila@jllm.co.in

Chris Hunt

Head of Integrated Facilities Management– Australasia
tel +61 2 9220 8364
chris.hunt@ap.jll.com

Rob Timmermans

South Asia CEM Board
tel +65 6500 4257
robert.timmermans@ap.jll.com

Herb Heller

North Asia CEM Board
tel +86 10 5922 1220
herb.heller@ap.jll.com

Shivashankar HR

West Asia CEM Board
tel +91 804 006 6247
shivashankar.HR@jllm.co.in

Greg Wallace

Australasia CEM Board
tel +61 2 9220 8669
greg.wallace@ap.jll.com

WWW.JONESLANGLASALLE.COM

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