

Customer Profile



>> We chose InfoPartners because we felt the company's prowess as an IT 'general contractor' coupled with their Windows platform and general IT management expertise would provide us with a greater breadth and depth of knowledge than the local competitors offered.

Ken Wong, CFO, Menlo Equities LLC

Menlo Equities LLC: A Case Study in Real Estate IT Management.

In 1997, Menlo Equities LLC of Palo Alto, a successful, Silicon Valley real estate investment firm, was running their operations entirely on Apple Macintoshes. In order to continue the growth that was fueling their success as one of the most active acquirers/developers of office/ industrial and R&D property in the greater Silicon Valley area, they chose to implement Colonial System's integrated property management accounting software from Maxwell Systems, Inc. The challenge they faced was that Colonial Systems property management software does not run on the Apple platform.

The Menlo Equities partners, Henry D. Bullock and Rick Holmstrom selected InfoPartners to solve their information technology challenge—to architect a new Windows-based network and migrate Menlo's data and desktops to the Windows platform. The partners' search for an IT vendor had focused on their immediate need for an "IT General Contractor" with impeccable Windows platform credentials. They were busy growing their business and they needed expert IT resources to handle all of their technology build-out and management requirements.

The role of IT General Contractor is one that InfoPartners provides to many clients. In any network design, expansion, special project, or facilities move, there is a critical need for vendor and services coordination to assure schedules are met and costs are optimally managed. Most IT services vendors

do not have the expertise to act as their clients' IT "General Contractor"—InfoPartners does.

The Company interviewed several local IT management service providers in the Silicon Valley before selecting InfoPartners. Ken Wong, CFO, explains the selection: "We chose InfoPartners because we felt that the company's prowess as an IT 'general contractor' coupled with their Windows platform and general IT management expertise would provide us with a greater breadth and depth of knowledge than the local competitors offered. Additionally, we needed to have our IT architected to support our state-wide expansion plans."

InfoPartners began the outsourced IT partnership with Menlo Equities by presenting them with a comprehensive proposal and assessment of their network needs relative to their business plans. Then the work began. InfoPartners set up the new network, installed a Windows file server with the Colonial Systems accounting and property management software, migrated the company data from the Macintoshes to a SQL database on the new server, brought Menlo's email in-house, and installed Windows workstations on the employees' desktops.

Since 1997, Menlo Equities has expanded its property portfolio into Southern California and established a network of four offices in Palo Alto, Santa Clara, Newport Beach, and San Diego. In order to

support Menlo's statewide expansion, InfoPartners implemented a Terminal Server Solution so that the three satellite offices can seamlessly use the Colonial Systems software and database located at the company's Palo Alto headquarters. Terminal Server is a remote access solution that provides a local application connection to a remote server containing the application and database. A "Thin Client," or small desktop application, runs on the local computer and sends keyboard and mouse information to the application at headquarters. The application then sends display data back to the remote computer. Terminal Server is both cost effective and secure and is the optimal method of maintaining data integrity and application performance for remote offices. Virtual Private Network (VPN) tunnels and firewalls were also installed to maintain data security between the offices.

InfoPartners has also architected and installed networks in the home offices of the Menlo Equities executives. These networks provide the partners with secure VPN access to the Menlo network applications, database and communications. Additionally, InfoPartners supports the Palm and Blackberry Personal Digital Assistants (PDAs) used by the employees.

In April of 2000, InfoPartners moved Menlo's corporate headquarters to larger facilities. As with the satellite offices, InfoPartners acted as Menlo's "IT General Contractor" coordinating and managing all aspects of expanding, moving, and installing the company's technology. Unlike most outsourced IT services providers, InfoPartners offers its clients a single point-of-contact for all facets

of any special project, network expansion or facilities move. This assures that InfoPartners' clients can successfully complete their IT projects without worrying about coordinating multiple outside vendors for cabling, internet provisioning, phones, etc. The move was implemented between close of business Friday and Monday morning when all systems were operational for business as usual.

The heart of Menlo Equities partnership with InfoPartners' is regular monthly network management and support services. Today, InfoPartners provides Menlo with a four hour on-site visit

to both the Palo Alto and Santa Clara offices each month, remote support as needed for all of the offices and IT general contracting services for moves, expansions and new offices. Set up of new offices has been efficiently handled by single day on-site visits to the new locations.

Ken Wong summarizes InfoPartners comprehensive IT management services as follows: "Menlo Equities has a reputation for excellence. The technology we use to run our business must support that reputation so our technology management partner is critical to our successful operations. Our business demands an IT Partner with the same reputation for excellence—p delivers on that demand."

Menlo Equities LLC

Menlo Equities LLC ("Menlo Equities" or "Menlo") is a private real estate investment firm wholly owned by Henry D. Bullock and Richard J. Holmstrom. Menlo Equities and its affiliates engage in the acquisition, development and operation of commercial real estate in the Pacific Coast region of the United States.

Since 1994, Menlo Equities has focused primarily on direct investments in Northern California's Silicon Valley. Other markets in which Menlo Equities is active are the Burbank/Tri Cities area, North San Diego and Orange County. Menlo Equities is the general partner or Managing Member and beneficial principal owner of partnerships and limited liability companies which own and operate approximately 4.4 million square feet of office, research & development (R&D) and industrial buildings. Menlo is also a joint venture partner/developer in Juniper Networks' 2 million square foot master-planned campus in Sunnyvale, California. Current holdings including in-process development (excluding the Juniper JV) have an estimated aggregate value of approximately \$1.0 billion. Major tenants include Sun Microsystems, County of Santa Clara, Yahoo!, Juniper Networks, Inc., Redback Networks, Inc., Cable & Wireless USA, PeopleSoft, Allianz Insurance Company, Mayer Brown and Platt, Kaiser Foundation and Fujitsu Corporation. The portfolio is substantially leased.