

## Multi Dwelling Services Platform



ChannelServe is a company dedicated to providing professional solutions to the Corporate & Audio Visual industry. In an evolving environment, we enjoy being at the forefront of this developing market and offer a range of services to meet the changing landscape.

### Multi Dwelling Services Platform

The ChannelServe platform is a centralised and managed services solution for MDU's which provides you the facility for ongoing revenue streams. The platform consists of a series of datacentre hosted applications that are "piped" into your MDU via high capacity internet link, which has the triple benefit of lowering overall monthly charges for tenants, creating additional revenue for providers, and laying a foundation for future multi-service applications for business and residential customers

Unlike current independently installed service models where Telecoms Carriers, Cable TV providers etc. compete for installation of their equipment, ChannelServe MDU Services Platform distributes as "Developer branded" chargeable services such as Internet, telephony and IPTV, enabling you to retain control and earn revenue on every service subscribed to by the tenant.

### Continuous Revenue Opportunity Internet

Internet is a basic requirement for every individual and dealing with Telecoms Carriers and technical hitches is a constant cause of frustration. As part of the ChannelServe MDU Service Platform, you the Developer can offer High Speed and High Capacity Internet access as a chargeable service and ChannelServe will manage the infrastructure, billing services and the client requests on your behalf.

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*At ChannelServe we pride ourselves  
on having consistently met and exceeded our clients  
expectations in implementing network  
solutions.*

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### Voice calls

ChannelServe Voice Service consolidates inbound and outbound calls via our centralised phone system. Through "buy talk minutes in bulk" agreements with Telecoms Carriers we can offer lower than retail market call costs. In addition the centralised phone system managing the inbound and outbound calls offers a high number of advanced voice management features whilst capturing call detail for accurate billing.

### Concierge Solution

Modern buildings demand an organised structure for Front Desk and facilities management to coordinate maintenance, assets, contractors, deliveries and communal areas. ChannelServe hosted Concierge solution enables you to leverage advanced and customised management facilities to all your sites.

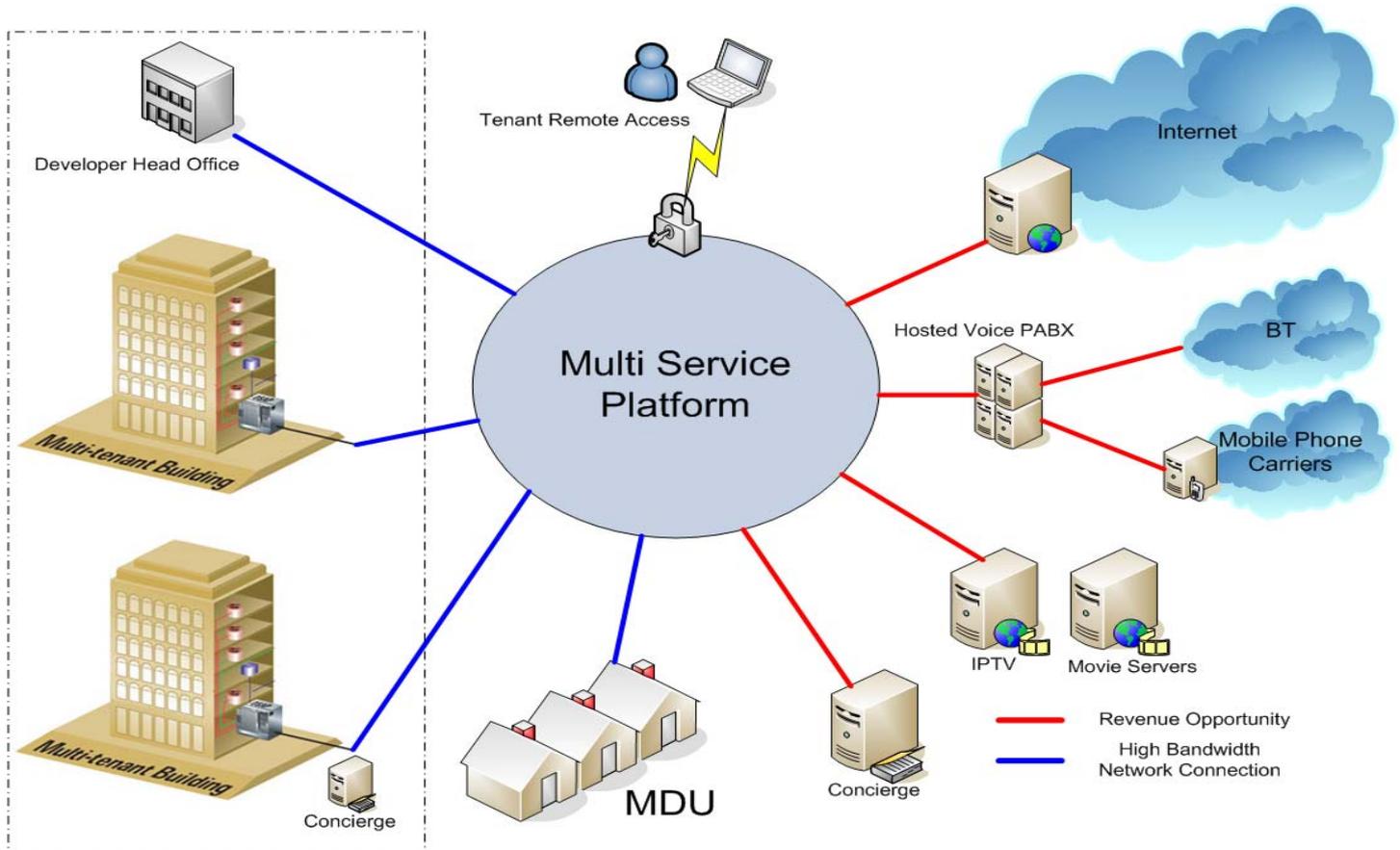
### Media Services

With an increase in demand for entertainment services—IPTV, Movie Servers, Radio, Games— these can be streamed directly to tenants on a subscription basis. No costly infrastructure or dealing with providers required.

### Tenant Portal & Remote Access

As an extension to the Concierge, Tenant Portal provides a tenant specific web site to facilitate the flow of information between Tenants and Property Managers pertaining to their specific property. It also allows secure access for Tenants to enter, view and request modifications to Service Requests (work orders) and provides a single interface for tenants to remote access equipment in their apartment or view/book communal areas.

## Extend your revenue streams



### Communal Areas

Property owners/managers are finding that they can better attract tenants if they offer communal Internet access services. With the provisioning of Internet to your MDU development via ChannelServe MDU Services Platform, ChannelServe can assist with extending internet wireless coverage to communal indoor and outdoor areas.

### Building and Site Monitoring

Mechanical and Electrical services are increasingly being interconnected with network infrastructure to form Intelligent buildings. ChannelServe MDU Services Platform can be integrated with M&E plant and provide web based (local or remote) access to control systems, statistics and alarms.

ChannelServe monitoring platform allows you to see what's occurring in 'real-time' at your facilities. Therefore alerting of any issues in performance and providing you the time to pro-actively implement control measures to ensure minimal downtime of service. Giving you peace of mind when site access is limited or restricted.

### Your Services

If you have a bespoke application which you have developed and you want to deliver to all your sites, ChannelServe will connect it to the Services Platform and distribute it for you.

### Future

With an eye on the future ChannelServe design solutions with scalability and future proofing in mind. Ideally combining traditionally separate building systems with emerging technologies and developments in voice and data to provide a fully integrated solution.

### Our Approach

We will work with you to understand the vision for a property, the competitive situation, the schedule and budget. Nearly every solution we offer has at least a cost covering ROI associated with it and often a new revenue stream or significant, demonstrable cost saving and capital cost avoidance element as well.