

# ACG Professionals. When you absolutely must rely on your partner.



Your ability to accomplish tasks in a timely and cost-effective manner is the key to maximizing value, minimizing cost, improving communication and positively leveraging your people.

You can meet your challenges head-on with a smooth flow of accurate information throughout your operation – available when you need it, the way you need it – and have the confidence that ACG is focused on adding value every step of the way.

With a strategic vision toward the future, ACG is your fast and reliable partner providing you with the resources to make you more profitable.

*“What it comes down to is having a partner which you can rely on during times of need. Whether we are short-handed or simply need to rely on industry expertise, ACG is a great partner. We know they will come through for us.”*

- Tom Charlesworth  
Board of Directors  
Cousins Properties

Since 1992, companies across the globe have relied on ACG. With the experience of analyzing billions of dollars of assets and tens of thousands of leases, ACG offers assistance in four primary service areas:

- **Analytical Services.** Our professionals provide single Property and Portfolio Valuation, Financial Analysis and Asset Management support along with Training Courses utilizing leading forecasting tools. We cover all investment property classes and help you make decisions on asset management, valuation, acquisitions and dispositions.
- **Lease Administration and Due Diligence.** Our clients depend on us for Lease Abstracting, Estoppel Preparation, Financial Statement Audit and Review, and CAM Reconciliation services. Leveraging our full-time staff of attorneys and paralegals, we provide expert analysis on virtually all due diligence matters at a cost you can afford.
- **Corporate Advisory Services.** Using the most popular lease administration systems, we provide expert lease abstraction so you can have confidence that you are accessing the most complete and accurate information about your real estate portfolio.
- **Full-Time and Contract Placement Services.** ACG assists your organization in recruiting the best and brightest professionals. Our expert knowledge of the commercial real estate industry allows us to source your staffing needs while allowing you to focus on more critical issues. And our national network of experienced professionals enables us to locate the best people for the job quickly and effectively.

## Why outsource to ACG Professionals?

With ACG, you have the confidence that experienced professionals are with you every step of the way. You can utilize your staff for more mission-critical functions while you leverage our industry knowledge and skills to accurately furnish all of your analytical, due diligence, advisory and technical solutions.

For more information, visit us at [www.acgpro.com](http://www.acgpro.com)

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***“ACG works very quickly and efficiently to mobilize a team of knowledgeable real estate specialists to analyze all the pertinent information needed to develop financial models. These models enable us to present projections and cash flows quickly, accurately and efficiently.”***

- Jeff Carter  
Due Diligence Manager  
Behringer Harvard Funds

***“The ARGUS® software training offered by ACG is an absolute essential for our people and we have insisted upon it for anyone we have hired here at Brookdale. As for the Boot Camp, both of my sons have survived it, and while I’m not sure they were crazy about the hours, the skills and proficiency they now have with Argus as a result of having gone through it have proven invaluable to them.***

- Chip Davidson  
Chairman and CEO  
The Brookdale Group

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## Converting data into knowledge.

### From single property to portfolio analysis covering all asset classes.

Your greatest assets are your people and you must leverage them so that you can make better, more informed decisions as quickly as possible. When you need expert analysts to help you prepare for those critical decisions, you can count on ACG to be your outsourced partner.

Our analysts provide single property and portfolio analysis when you need it, where you need it using the industry leading software packages such as ARGUS® Valuation™. We are your partners to ensure quick, accurate and cost effective financial modeling and consulting. You can rely upon our analyses when making decisions on asset management, valuation, acquisition and disposition, leasing and financing.

ACG has teams of analysts who are highly skilled in all of the leading software packages. From regional malls to single-tenant industrial buildings, trophy mixed-use assets to pre-development pro-formas, ACG has the market experience to work seamlessly as part of your team.

### Leveraging technology to save time and money.

ACG helps you aggregate and analyze your mountains of data. With ACG’s advanced technology platforms, we eliminate redundancies along the way to make sure that your models are completed quickly and accurately. Our proprietary databases and spreadsheets allow you to analyze yield, return and present value, exposure, risk and expiration, occupancy cost and market rate comparisons, income-in-place analyses and per desk costs.

And ACG’s experts are the best teachers in the business. We have trained thousands of users and customize our courses to meet your specific needs.

Whether you are evaluating models for potential acquisition or converting portfolios from one system to another, ACG is your resource to get the job done right. We take the cash flow results and sensitize and analyze them so that you can make better, more informed decisions.

### Why rely on ACG for your analytical needs?

With ACG, you have the confidence that experienced professionals are with you every step of the way. You can utilize your staff for more mission-critical functions while you leverage our industry knowledge and skills to accurately furnish all of your analytical, due diligence, advisory and technical solutions.

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*“We use ACG not only because they have the expertise and the quality controls in place to ensure a job is done accurately, but because they have the drive and dedication to do the job quickly. On one occasion, ACG finished a project for us in less than 48 hours, faxing the information to us at 2 a.m. on a Saturday. We were working around the clock to meet a Monday deadline. ACG delivered, and helped us meet that deadline.”*

- Adam Popper  
Managing Director  
Westbrook Partners

## Building your future from your past.

### Accurate services completed quickly and cost effectively.

ACG offers lease abstracting and lease administration services from the industry’s best and brightest. Our expert consultants are full-time attorneys, paralegals and lease administrators who provide abstracting, auditing, advisory and other due diligence services.

We review, analyze and abstract thousands of leases each year. Our teams focus on both financial and non-financial lease terms that are customized for each assignment. We assess each project in great detail and provide you with a variety of reports addressing discrepancies, missing documents and other critical issues. Each project is managed by senior staff and each lease is reviewed by a second person to ensure accuracy and integrity. Our streamlined process results in the highest quality work product to allow you to meet your needs in a timely, efficient and cost effective manner.

### One-stop shopping makes it easier to review your data.

Whether you own, lease or manage real property or you are a landlord, tenant or third-party provider, ACG serves as an extension of your lease administration, acquisition, disposition and due diligence staff. Our expert consultants abstract and audit lease documents, review and evaluate reports, abstract service contracts and verify billings. Our property due diligence services also extend to general ledger review, auditing accounting transactions and market feasibility reviews. ACG provides you with the value-added you demand and deserve. Perhaps that is the reason we have been able to grow our business to serve hundreds of clients nationally.

Because we hire seasoned attorneys and paralegals, we also provide expert advice on lease drafting by recommending action so that you can remedy future shortcomings. We also prepare estoppel certificates and other documents related to the purchase, sale and refinancing of properties. We even provide training courses on a variety of commercial real estate topics.

### Why rely on ACG for your due diligence needs?

Who better to provide you with the services you need than the experts who abstract thousands of leases and participate in billions of dollars of real estate transactions each year. With ACG, you have the confidence that experienced professionals are with you every step of the way.

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## Adding value to your bottom line.

### Lease administration the way it ought to be.

ACG offers you lease administration services from the industry's best and brightest. Our expert consultants are full-time attorneys, paralegals and lease administrators who provide abstracting and advisory services that give you the comfort of knowing that your real estate costs are under control. We work intimately with intermediaries like lawyers, brokers and accountants to help you strategically plan for the future. And because we are independent and objective, our goals are aligned with yours – to keep your costs down and your profits up.

*“Much of ACG’s success comes from their ability to understand problems and develop creative solutions. ACG delivers quality solutions to help us better service our clients’ needs, both informationally and analytically. ACG allows us to better grow our business. They are a great resource.”*

- Lynn Kiouss  
Vice President  
Disney Worldwide

When you acquire companies, bring ACG in to make sure that you understand the risks and opportunities of the owned and leased real estate. ACG is your strategic partner that is aligned with your interests to make you as profitable as possible. And because we are experienced with all of the leading software programs on the market, we can assist you with your evaluation and implementation of the system that will best meet your future needs.

### Partnering with others to deliver eSolutions.

In conjunction with its strategic partners, ACG assists you in selecting and implementing next generation web technology that will provide you with information about your real estate when and where you need it. Our team of experts provides advisory services so that you can eliminate your disparate mountains of data and make sure that you have a single source of information that you can rely on for your critical decisions.

Imagine having your scanned lease documents tied to your lease abstracts and linked to your corporate accounting system. Or perhaps you are looking for project and contact management solutions. ACG we will make sure that you can access the information you need and maintain it with as little redundancy as possible. And for those special circumstances where your needs are unique, ACG will bring in the right software development partners to customize a solution for you so that you get what you are looking for quickly, accurately and cost effectively.

### Why outsource to ACG Professionals?

With ACG, you have the confidence that experienced professionals are with you every step of the way. You can utilize your staff for more mission-critical functions while you leverage our industry knowledge and skills to accurately furnish all of your systems, technology and information management needs.

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***“ACG assisted us tremendously with the selection and implementation of our lease administration system. They added value each step of the way. Their people, processes and programs are of the highest quality and we have built a strategic partnership with them.”***

- Phil Elworth  
Vice President  
The Lurie Companies

***"We were faced with selecting and implementing a system and converting data from our old system and didn't know exactly where to start. ACG guided us along the way and really helped us out when we needed it."***

- Drew Cunningham  
Senior Vice President  
Columbia Property Trust

## Making technology work for you.

### Complete IT solutions, from evaluation to implementation.

Today's technology can give you faster, more accurate and more accessible information. By using ACG Professionals to evaluate and implement systems, train your staff and convert your legacy data, you'll get a turnkey solution from the industry experts.

Drawing from our practical, real-world experience with leading real estate software systems including property management, general ledger, budget and forecasting applications, we'll evaluate your needs and constraints and recommend the best system for you.

Converting your legacy data is often one of the biggest challenges you face when adopting new systems. Whether ACG electronically or manually converts your data, we will make sure that you have a seamless transition. Our approach is designed to get you up and running quickly and to have confidence that your reports are accurate and informative.

### Practical, real-world experience working for you.

Our assignments require us to understand the strengths and weaknesses of the leading industry applications. Our experience implementing and using these systems provide you the comfort of knowing that our real-world knowledge will help you maximize the returns on your investment. Through our comprehensive training and implementation programs, we help your people get the most out of your systems.

As implementers not installers, ACG looks at the functionality of the entire operation -- how it's being used, what it's being used for, and your staff's experience -- before recommending a new system. With our unparalleled knowledge of the intricacies of these systems and our objectivity, you can trust us to know what will work best for you and your team.

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*“ACG truly has taken the time to understand Jamestown’s culture and business model, allowing them to find just the right fit for us. The fact that ACG is so active in the real estate industry is an incredible value-add as they understand what we are looking for. ACG values a lot of the same traits we do, such as smarts, creativity and determination and so they are able to find the right people for us. Moreover, ACG does not just place folks at Jamestown. They follow up and make sure the placement was a success.”*

- **Matt Bronfman**  
**Managing Director, General Counsel**  
**Jamestown**

*“Adding an additional team member to our Atlanta office is an opportunity that arises infrequently, yet the importance of getting the right talent in an expeditious time is critical to our ongoing success. Without fail, Todd Zeldin immediately understands our specific needs and mines the market for the right person. He identifies not only those that are already looking for new opportunities, but more importantly, those perfect finds that may be hiding where others weren’t looking.”*

- **Eric Zimmerman**  
**Managing Director**  
**Eastdil Secured**

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## Staffing for long-term success.

### Placing quality professionals within your organization.

ACG assists your organization in identifying, recruiting, recommending, training and placing the best and brightest professionals. Our expert knowledge of the commercial real estate industry allows us to source your staffing needs while allowing you to focus on more critical issues. We work intimately with you to help strategically plan your future staffing requirements. And our national network of experienced real estate professionals enables us to locate the best people for the job quickly and effectively.

### Industry leading 12-month money back guarantee!

That’s right. ACG will refund a pro-ration of any fees up to a 12-month time period if the placement, for any reason, does not work out for you. How can we afford to do that? Because many clients who retain us for full-time placement services also hire us to work with them as their due diligence partners. Our full-time professional staff with legal, accounting and financial backgrounds works on the most rigorous transactions each year. This year alone ACG will be involved in more than \$50 billion of transactions! We know what the job requirements are of the people we place better than anyone in the industry because we provide these very services daily. Best of all, we train all placement candidates as part of our placement fees to maximize the likelihood that you will be pleased long-term with their performance.

### Providing comprehensive, hands-on training.

In conjunction with selecting the most qualified applicant, ACG provides leading-edge training sessions with your selected hire. We offer tailor-made training allowing you to select from multiple courses and one-on-one instruction including Excel, ARGUS® Valuation-DCF™ and practical training including abstracting and interpreting leases, building financial models, creating development pro-formas and preparing due diligence packages. Your new team member will be ready to hit the ground running upon graduating from our courses. Consider it the real estate professional’s boot camp. And your new employees will feel great because you will have invested in their future.

### Why rely on ACG to help you meet your staffing needs?

With ACG you have the confidence that experienced real estate professionals understand what you need and why you need it. We have the industry contacts and assessment tools to ensure that candidates not only meet but beat your expectations. And our rigorous training programs are taught by leading industry instructors to ensure that the skills your employees require are mastered as quickly as possible. Guaranteed!

For more information visit us at [www.acgpro.com](http://www.acgpro.com)



*"We called ACG to audit our lease abstracts which were filled with inaccuracies and incomplete information. It got to a point where we simply pulled the lease if we wanted information because the abstracts were useless. ACG reabstracted our portfolio and consulted with us on exactly what we could maintain internally without having to hire an army of people. They were responsive, professional and unbelievably knowledgeable. We anticipate using them again for other assignments in the future."*

- **Marti Blackstone**  
**Vice President**  
**Banyan Street Capital**

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## Accurate, cost-effective CAM recs.

### Ensuring that your year-end CAM reconciliations are accurate.

Do you have a difficult time sending out accurate, timely CAM reconciliations? Then you are not alone. If you are short-handed or you find calculation and reporting errors in the information you receive and disseminate, you need ACG. ACG's expert analysts abstract thousands of recovery clauses each year, adding enormous value to the arduous process of sending out year-end CAM bills. Imagine sending out a bill that does not properly reflect the executed lease terms. Perhaps you need not imagine this as you are experiencing it first-hand. Stop the inefficiency and start outsourcing to ACG.

### Billing assistance.

ACG will create a comprehensive, Excel-based expense recovery tool for you to use for all of your recovery calculations including operating expenses, real estate taxes, and insurance. Once created, this tool can be updated to reflect expense changes and used from one year to the next, simplifying the year-end reconciliation process. It will even create the mail merged letters and appropriate backup documents. On-time, accurate CAM recs...now that's a first!

### Let ACG audit your current CAM calculations.

How much money are you leaving on the table? Unless you can confidently answer "none" to this question, you need ACG's help. ACG will audit your current reconciliations against your executed lease documents and prior year reconciliations to look for over- and under-billings. We will also confirm caps, management fees, admin fees, expense exclusions, denominators, Prop 13 protection, and other important variables that are used to prepare accurate CAM reconciliations.

### ACG will maintain your records throughout the year.

Are your abstracts obsolete, incomplete, and inaccurate? Our lease administration services will keep your abstracts current and accurate, using whatever lease administration system you prefer. Our experienced staff will suggest improvements for higher recovery reimbursements and will review all inquiries regarding problems with your billings. We even will reconcile your billings to projected budgets and your forecast models. So don't procrastinate any longer. Hire ACG to add value today.

For more information visit us at [www.acgpro.com](http://www.acgpro.com)