



# CNL breaks new ground with Web-based project management system.

In recent years, the U.S. real estate market has had quite a run. With the economy buoyant and unemployment at a record low, there's been steady demand for home, commercial and industrial space. Such business growth, always good news, is even more fruitful when it becomes the catalyst for change—as it did for CNL Group, Inc. of Orlando, Florida.

*“The secure, Web-based project management system we've developed using Domino and DB2 Universal Database sets us apart from others in our industry.”*

*—Jim Kersey, Chief Operating Officer, CNL Corporate Properties, Inc.*

One of the nation's largest, privately held real estate and financial services companies, with more than \$3 billion in assets, CNL has implemented a pioneering, Web-based project management and reporting system (PMRS) powered by Lotus Domino and IBM DB2 Universal Database. The system—deployed by CNL Corporate Properties, Inc., the business unit that develops office and industrial properties—is unlike any other in the

industry. Designed as an online repository of detailed project information delivered over a secure extranet, PMRS is accessible anywhere, anytime to all team members. Shop drawings, budgets, site photographs, monthly reports, requests for information and project schedules are available on the Web site.

Every project has its own team member directory, and user access is limited by passwords. Members can post information to the Web site, where it is automatically copied by e-mail to the project manager, who then responds over the extranet. Soon, Web cameras at construction sites will allow managers to view digital pictures of the sites and monitor progress in realtime. For now, digital pictures are uploaded to the site every week.

<b>Application</b>	Online project management and reporting system
<b>Business Benefits</b>	20% gain in productivity; \$30,000 to \$50,000 savings per project; 100% ROI in two years
<b>Software</b>	Lotus® Domino™ IBM DB2® Universal Database™ on Windows NT® Lotus Notes®
<b>Hardware</b>	IBM Netfinity®
<b>Business Partner</b>	PSR Software



*CNL managers track the progress of various construction projects, such as CNL Center, their new headquarters, over a secure extranet.*

Having a common source of complete, up-to-the-minute project information has significantly improved productivity. Says Matt Ragsdale, assistant development manager for CNL Corporate Properties, "The online repository enables us to track the entire construction process, becoming an indispensable working tool for daily project management." Adds Chief Operating Officer Jim Kersey, "We expect to achieve 100 percent return on investment within two years."

PMRS is also more cost-efficient as, unlike printed reports, online reports can be updated easily by providing new links to current information available online. "The Web site has enabled us to transform reporting into a paperless process," explains Toby Arnheim, vice president of design and construction. "This saves us considerable time, plus the costs of printing and distributing paper reports to partners and investors—between \$30,000 and \$50,000 per project." Once a project is completed, the working file becomes an online archive to which property managers can refer for ongoing maintenance.

Says Kersey, "One of the greatest challenges we face is fostering communication within each team and between various development teams." With numerous people working on every project—architects, civil and environmental engineers, contractors, city officials, financial planners and more—and at least a dozen projects underway at any time, project coordination is a herculean task. Notes Kersey, "Our extranet is proving to be the quickest, safest and most cost-effective way to overcome this challenge."

### **Universally accessible, inherently secure**

Created in Domino, PMRS resides on an IBM Netfinity server hosted by PSR Software, an IBM and Lotus Premier Business Partner who assisted with application design and implementation. DB2 Universal Database resides on a second Netfinity server. Users—65 CNL employees and 300-plus project team members—access the Web service using Lotus Notes clients or Web browsers. "We deal with a multitude of associates who have varying systems and expertise. With Domino and DB2 Universal Database, we've made our application universally accessible and user-friendly," notes Ragsdale.

And without compromising security, as Michael Henson, technical director of PSR Software, explains: "The security controls in Domino and the inherent robustness of DB2 help ensure data integrity and enable us to control who is granted access to what information." Domino authenticates access rights using address books that define areas users can access.

### **Exploring new business avenues**

Information on 15 projects currently underway is available on PMRS. "DB2 has the scalability to accommodate future growth," says Henson. "Because of its multiplatform capabilities, we can easily port our application from Microsoft® Windows NT to UNIX®-based platforms and all the way up to a System/390®. DB2 poses no limitations."

CNL Corporate Properties' extranet has piqued interest among potential clients. "We will be able to exploit its promise as a sales tool," Kersey says. "The secure, Web-based project management system we've developed using Domino and DB2 Universal Database sets us apart from others in our industry."

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