COINS

BUILDING VALUE THROUGH INNOVATION

Home Building & Property Development

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✓ Acquire & Develop

✓ Build

✓ Sales

✓ Customer Care

Upgrade decision-making and productivity

The proven choice: COINS blends software innovation and deep knowledge of construction to give you a powerful, flexible platform to empower your business. Half of the Top 75 UK home builders depended on COINS while completing 86,000 homes last year, with higher margins than their peers.

Single source of data

COINS gives home builders a single, unified platform covering the project lifecycle from land appraisal to after sale customer care. The benefits?

- A single database of developments, suppliers, subcontractors and buyers.
- A single view of costs and income.
- Reduced risk of missing or inaccurate data.
- Timely, complete information for reports and dashboards across COINS.

It's about getting the work done

COINS gives the same careful attention to the user experience as to functionality. Users quickly become familiar with the intuitive interface in COINS, where we provide the user with streamlined and consistent processes.

No other software package has a dedicated solution to manage the end-to-end requirements for a home builder: land appraisal, building, sales, home sales financials and customer care work in a connected fashion that allows data to flow seamlessly and without duplication.

Workflows help automate these processes to reduce human error and oversights. With built-in document management, COINS digitizes documents and associates them to the relevant records, enhancing audibility and allowing your staff to respond faster to inquiries.
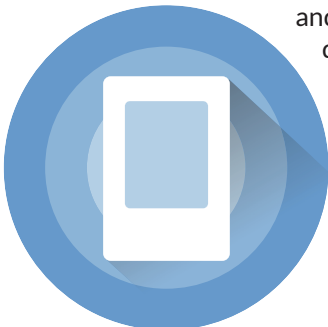
Bring data to life, make better decisions

Business Intelligence minimizes the complexity of extracting and transforming data. Use it to create compelling representations of data on charts, graphs and maps and to build role-specific dashboards. This empowers managers to quickly absorb performance measures, site and development status, and business trends. The result? Better visibility of business data helps managers cut costs, improve decision-making, identify new opportunities, and streamline operational, financial, and strategic processes.
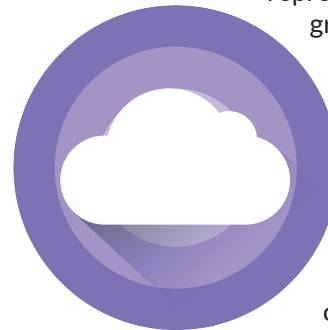
Accelerate time to productivity

When you select COINS, you get the best home builder software available backed by COINS experience. We package that expertise in COINS SureStart, a configuration and implementation methodology that reduces the risks associated with ERP implementations. Home builders of all sizes have used SureStart to get up and running quickly.

For clients who need a more tailored system, experienced COINS delivery teams will guide you through the implementation process and beyond with a proven deployment methodology grounded in industry best practices.

As your business grows and changes, you will realize increasing efficiency and productivity gains with COINS, whether you complete 10 or 10,000 units per year. COINS builds software that is flexible, diverse and scalable, so you can be confident you will never outgrow COINS.

Produce land appraisals using your own costing structures and preferred methods of working. Collate them to produce company or group cash flow and profit forecasts.

Acquire & Develop

Successful home building starts with good land acquisition decisions. COINS Land Appraisal enables developers to swiftly generate both initial and detailed land evaluations, consider different scenarios, and respond quickly to changes in planning or circumstance.

Envision a bright future

To determine how much to invest to acquire and develop land, the developer must forecast the types of homes, necessary development improvements, selling expenses, and other costs. COINS Land Appraisal equips developers with powerful tools, which they combine with their expertise to make astute business decisions.

Explore profitability scenarios

Property developers need to quickly estimate future profitability of a land parcel under different scenarios. COINS Land Appraisal supports "quick appraisals," which allow you to enter basic unit income and cost data at the highest level of the cost structure. As additional information becomes available, you can expand the quick appraisal into a more detailed appraisal.

Model site profitability under different assumptions about factors such as income, costs, inflation, and interest rates. User-defined templates allow you to group income and costs to fit your business. Create different templates to model different types of developments. Appraise potential developments down to the individual lot level.

You can run cash flow appraisals over the specified date range of a proposed development and distribute each cost element in different ways. Built-in cost distribution methods include allocation by build or sales schedule, front or back loaded, even spread, or lump sum. You can define additional allocation methods.

Improve development decisions

Continuous improvement of development decisions requires evaluating past decisions. You can link appraisal sections to COINS Financials for later comparisons of appraisal projections against actual income and costs.

To meet the challenge of valuing property planned for mixed-use developments, COINS Land Appraisal breaks a mixed-use appraisal down into "mini appraisals" which are then consolidated into a single appraisal and cash flow.

Since COINS is a unified solution, a lot set up in Land Appraisal continues to be used by other COINS modules through the Build, Sell, and Customer Care phases.

"Ultimately, it is about creating more homes for people. You need sophisticated software and solutions to build, track and monitor that and to give the customers the best experience possible with Keepmoat. That is what COINS delivers with its software solution."

- Keepmoat Group

Smart Tiles and end user configurability help home builders stay on top of project financials.
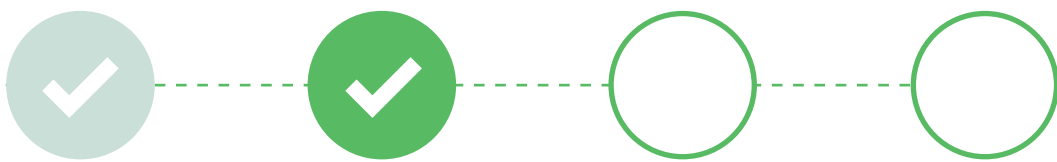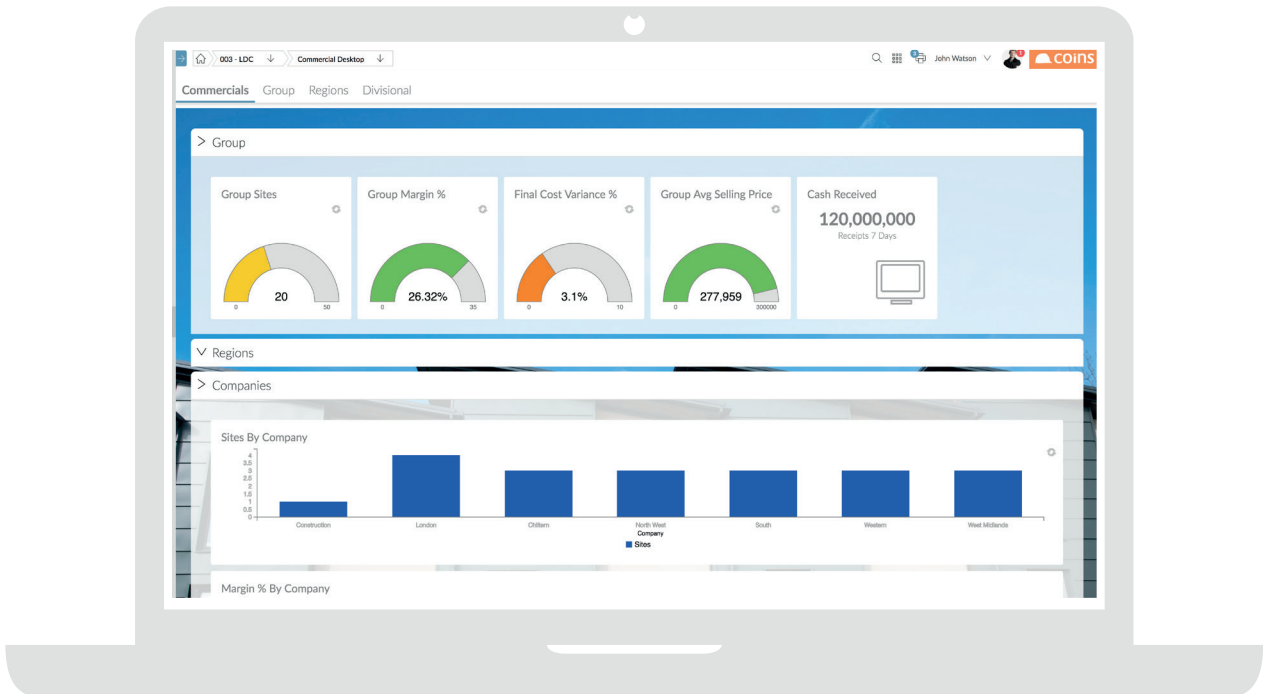
Build

Home building involves multiple disciplines, and executives expect to see collaboration and transparency between all of them: project superintendents, construction managers, finance and sales. COINS provides the technology foundation to keep people and materials synchronized to deliver quality, profitable homes.

Get accurate, complete cost-value analysis without delay

Home builders must stay on top of project costs and profitability. COINS Cost Value Reconciliation (CVR) can compare cost to date with cost to complete, and manage projected final cost variance. Utilizing data already in the database streamlines CVR preparation. This results in quick and accurate collation, reconciliation, and corroboration of the data.

Incorporate CVRs into management dashboards and monthly reports, or run them on demand. Managers can proactively address cost-valuation imbalances, keeping profitability on track. COINS CVR supports multiple models to accommodate different types of contracts and developments.

Take charge of budgets and payments

Construction budget and status features are provided by Valuations and Automated Payments (VAP), fully integrated into COINS Financials. Different home builders have differing cost control and subcontract payment procedures, which VAP adapts to reflect. It supports key processes such as setting up sites, home types, and lots;

> "COINS really does support every area of our business: commercial teams, surveyors [project superintendents], buyers, financial team, health & safety, HR and Payroll. There isn't a single part of the business that isn't impacted by COINS."

\- Persimmon

managing subcontract payments; recording site budgets; handling tick sheet valuations; and cost control using full or partial lot costing.

Setting up site budgets in COINS makes them available for reporting and forms the starting point for valuations. You can have budgets for standard and site-specific home types, lots or developments, with support for multiple budget versions.

Tick progress and validate work

The tick sheet valuation element of COINS allows users to tick against the budget to indicate the work completed to date. Project superintendents use the COINS mTick mobile app to generate VAP statements on site — no need to fill out paper forms or make unnecessary trips to the office to enter data into the system.

Thanks to mTick, managerial dashboards and reports reflect a more complete and up-to-date picture of progress. Project superintendents can use the mobile app to quickly resolve subcontractor questions or issues.

Ensure resources are ready for building

The COINS Bill of Quantities (BOQ) module gives estimators and buyers an integrated solution for managing resource requirements. Its matrix view lets project superintendents see at a glance which packages and items have been ordered for which lot. Simple touch or mouse actions reveal details of related bill items, orders, pricing, suppliers, deliveries and invoices.

The BOQ and Procurement modules work together to automatically generate orders for materials and subcontractors. In addition, you can easily raise variation orders for quantity and price changes or substitutions. Managers see costs earlier based on the commitments in the system. The ability to buy against budget helps ensure that costs are better controlled.

COINS also helps manage the supply chain. After approving subcontractors and vendors, you can set up trading agreements, select the suppliers for a project, and monitor their performance with ratings and assessments. Integrated rebate tracking improves management and claiming of rebates locally and nationally.

All costs are applied to developments and lots, reducing the chance of missing costs. Managers get early warning of cost increases causing issues against budget.

Dashboards help you keep track of prospective buyers and numerous properties.
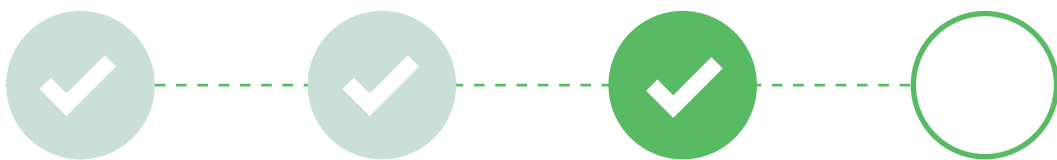
Sales

COINS assists Sales Teams to keep track of numerous properties and prospective buyers, and guide staff through the time-sensitive steps and processes for selling a home.

Keep sales opportunities moving forward

COINS Home Sales helps sales managers and sales team members by managing and maintaining data relating to all stages of a sale: from marketing, foot traffic, and visitor data through managing deposit funds to preparing final accounts.

The COINS Sales Workbench acts as the central point for recording and managing the sales process from release to occupation. Key dates are shown, for example reservation, contract exchange, and legal completion. Alerts and reminders help the sales team meet their commitments on time. Details about the lot, house, sales extras, and sales options are a click away.

COINS provides a full lifecycle solution for managing prospects from the initial inquiry through reservation to after sales customer care. The Prospects Workbench holds information about prospective purchasers and their property requirements, as well as contact histories.

Home builders target prospects accurately and efficiently with communication tools such as the COINS Outlook Mail add-in.

Use the Internet to market and sell

For web marketing, Home Sales Connection automatically distributes development and property details from COINS to your company website, third-party sales portals, and external advertising databases. Web sales leads are captured in COINS for follow-up.

Market and manage property for rent

Streamline the leasing of residential properties, including investment properties sold through the Home Sales module, with COINS Property Management.

You can use Property Management to record details about the properties. Manage prospective tenants and their requirements, keep track of appointments, and process references. Collect rents from tenants and send payments to landlords. You can even manage repairs via COINS Customer Care.

"We need to put better IT systems in place now to support our expansion. COINS SureStart gives us an out of the box solution that fits the majority of our requirements from day one, thus allowing us to implement the system in a reduced timescale whilst getting to the value quicker."

- The House Maker

"We are primarily in the home building segment, and trying to find somebody that understands and specializes in the home building industry was key for us. COINS definitely fits that bill."

- WestCor Companies

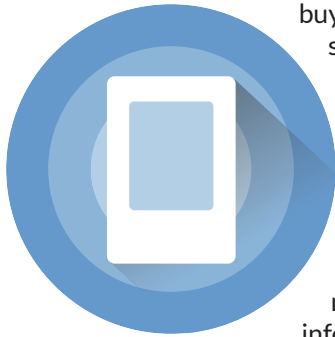Improve customer service and responsiveness by logging and managing after-sales issues with the COINS Customer Care module.
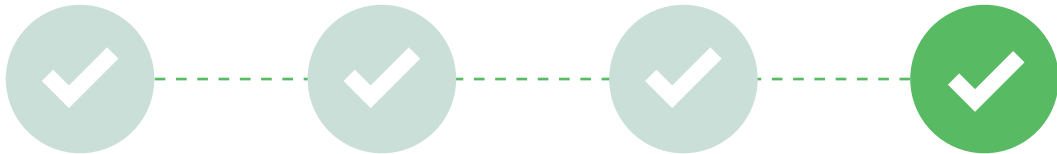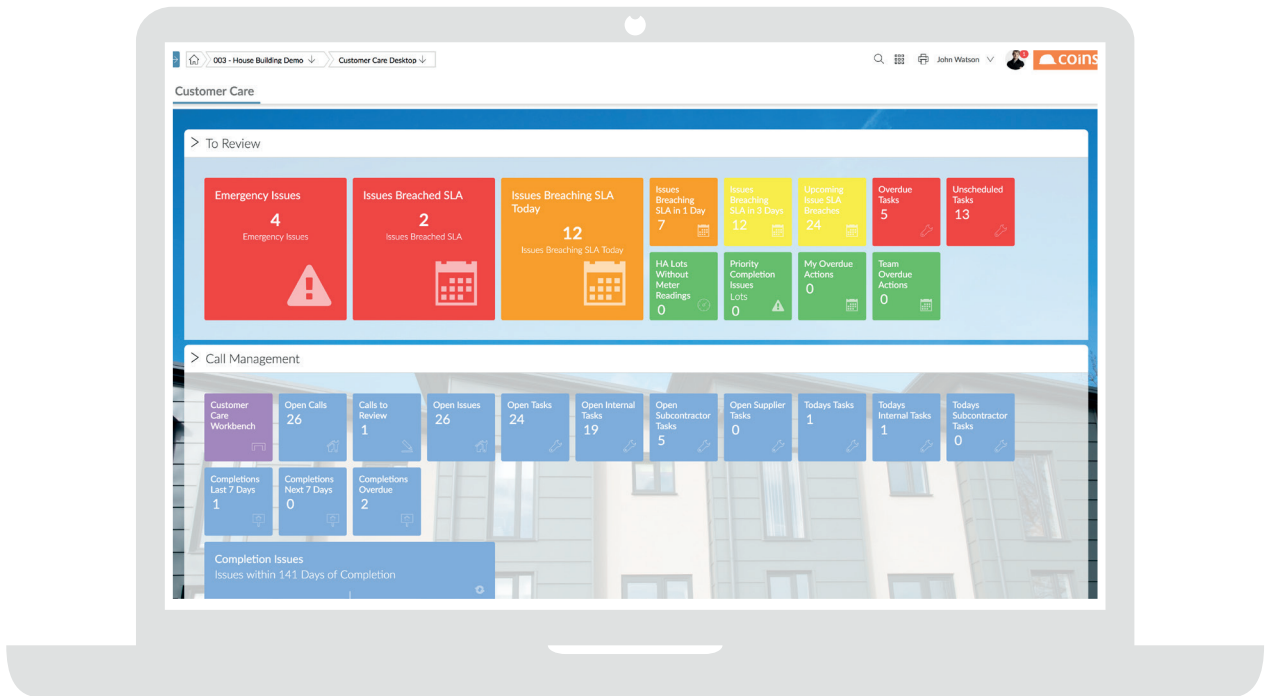
Customer Care

When the buyer moves in, the customer care team can rely on COINS for the tools they need to provide a service experience commensurate with the quality of the homes you build.

Excel at customer experience and service delivery

Builders want to ensure that home buyers have a positive after-sales experience. COINS Customer Care enables better customer service and responsiveness. Customer care personnel can see details about the home, customer, correspondence, appliance warranties, and many other pieces of critical information. The agent can itemize specific issues from the call, and allocate the proper resources to resolve the issues.

COINS Home Sales Connection allows users of the Customer Care module to provide a portal on their own web site where purchasers or tenants can log calls or issues 24/7 for the attention of the customer care team. New calls are logged directly into the Customer Care workflow.

"Mobile applications provide us with cost and time savings in a number of key areas whilst allowing us to keep our customers (who are absolutely fundamental to the success of our business) better informed."

- Story Homes

COINS Customer Care offers tools for issuing welcome letters and tracking customer satisfaction levels. Statistical analysis of issue history can help identify problem areas, pointing the way to corrective action.

The mCare mobile app gives technicians inspection and task checklists. They can manage tasks to resolve issues and record notes, meter readings, photographs and customer signatures. Data is synchronized with the back office system as soon as the technician's tablet or phone has a data connection, so that the latest information on a task is available to the rest of the business. COINS mCare makes your business more efficient, customer focused, and competitive.

Send detailed lot inspection appointment information directly to the mobile devices of field-based staff.

COINS
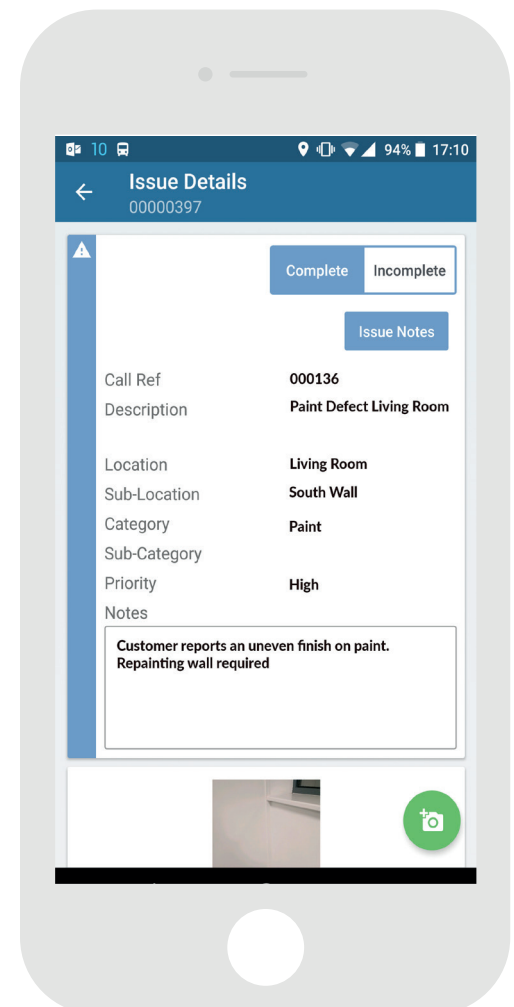
BUILDING VALUE THROUGH INNOVATION

Providing business software and services to the construction, engineering, home building and service sectors for more than 30 years.

Guided by the values of passion, innovation, collaboration, risk mitigation, commercial awareness and a strong sense of social responsibility.

Building lasting relationships with each of our clients, with the goal of helping them reduce costs, increase margin and improve experience for their customers.

Sharing our success through COINS Foundation, using the power of business to aid disadvantaged people and help create a better and more sustainable future for all.

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