



SAROFIM REALTY ADVISORS

September 3, 2019

Sarofim Realty Advisors Co. (SRA) has been a client of the The Jacobs Group for over 15 years. As a small firm without an in-house IT group, the responsibility for our Yardi platform falls within the Finance group. Over the past 15 years, we have engaged The Jacobs Group to (1) assist with Yardi Voyager version upgrades, data conversion and the related training for both SRA corporate and third party property management personnel, (2) initial on-site Yardi training for new property management personnel, (3) troubleshooting of Yardi issues at both corporate and property levels, (4) implementation of Yardi Voyager B&F and the related training, (5) setup of Commercial Recovery Reconciliations at the property level and the related training, and (6) an overall review of SRA's systems and processes.

Both Chris Jacobs and his team (TJG) have always handled our engagements in a professional manner and are a much needed source of support for the SRA Finance group. SRA has received very positive comments from our third party property management personnel regarding training and assistance that they have received from TJG and some have even purchased Yardi for their own corporate software after their Yardi experience with SRA and TJG.

TJG has been responsive to our needs as projects and issues have arisen and their knowledge of Yardi Voyager is extensive. TJG appears to have a good working relationship with Yardi personnel and, as such, is able to serve as an intermediary between Yardi and SRA as needed.

Ann M. Melasky
Director - Finance