



Grand Panama Proposal

Welcome to SymLiv – Where Communities Thrive Together

SymLiv — short for Symbiotic Living — is built on the idea that the best communities grow through mutual benefit and shared purpose. Our platform connects residents, guests, employees, and vendors in one cohesive ecosystem where everyone plays a role and shares the rewards.

Products

SymLiv's product line consists of the modular hubs, each designed to address specific problems that communities typically encounter. This allows us to deliver a customized solution by providing only the hubs needed for your community. However, we recognize that community needs can change, so hubs can be easily added to the initial system in the future to address the new priorities. SymLiv offers the following hubs:

Guard Hub

- Secure, streamline, and modernize community entry points with real-time gate attendant tools
- Real-time guest validation and access control system integration
- Paperless workflows for guards
- Full audit trail of all entries with real-time analytics and reporting
- Seamless integration with resident and vendor systems
- Supports driver's license scanning, photo capture, scanning SymLiv QR bar codes

Resident Hub

- Residents can generate secure digital passes for guests and service providers in seconds
- Access via branded website or iOS/Android apps
- View real-time access history
- Receive alerts for deliveries and visitors

Vendor Hub

- Manage vendors and contractors working within the community
- Collect company, employee, and vehicle information
- Upload and track required documents
- Provide vendor education with acknowledgment of community rules and regulations
- Send targeted alerts and communication directly to vendors

Rental Hub

- Register and manage approved hosts, property managers, and rental properties
- Simplify the process for guest registration, access credentials, and reservation tracking.
- Gather renter and vehicle information
- Upload required documents
- Provide education and acknowledgement of community rules and regulations
- Send targeted alerts and guest communication
- Option to charge rental guests for access into your community



Amenity Hub

- Manage every amenity—from pools to pickleball courts—through one centralized system
- Prevent rule violations, overcrowding, and unauthorized use
- Assign scannable entry passes (wristbands, QR codes, or mobile passes)
- Set custom access rules by time, day, resident status, or amenity type
- Maintain full visibility with real-time entry logs, usage reports, and rule violation tracking

Point-of-Sale (POS) Hub

- Complete POS system with integrated shopping cart to streamline payments
- Accepts in-person and online transactions
- Multiple payment methods supported: credit card, cash, check, Apple Pay, and Google Pay
- Fully integrates with: Gate access, Resident Hub, Vendor Hub

Mobile Reporting Hub

- Manage all current dispatch activity, incident reports, and citations directly within the SymLiv software.
- Accessible on computer, tablet, or phone (Android and iOS) so staff can easily gather information in the field. All data flows directly into the SymLiv database for centralized reporting.

Communications Hub

- Communication sent to residents, vendors, and guests. The fee is based on the number of messages sent.
- Central hub for communication with homeowners, residents, vendors, and guests.
- Notifications and targeted alerts can be issued to all user types – guests, vendors, residents, etc.

Support

SymLiv provides white glove product support not only to your administrative, security, and IT staff, but also your residents, guests and vendor/contractors. Our support staff reduces your staff's workload. SymLiv's call center is US based, bilingual, and includes in-app chat support that is available Monday-Sunday from 9:00am to 9:30pm Eastern Time. (Note: 24/7 support is available at additional cost.) SymLiv also offers online self-service help center including written guides, video tutorials, FAQs, and policy-related help resources



Community Challenges

- Concern with proper collection/compliance of guest registration fees
- Concern with parking enforcement
- Not currently able to access accurate reporting
- Security concerns
- Unable to identify guest vehicles or guest registrations
- No guest education prior to entering property
- Currently unable to monetize public parking

Value

- Centralized reporting directly from SymLiv data
- QR code passes for option to go digital and verify guest information
- POS Hub to track every guest registration through SymLiv
- Built in guest education for adherence to community rules and regulations
- LPR integration for real time guest/owner verification
- Guard tools to identify unauthorized guests/vehicles
- Ability to monetize public parking via QR signs
- White Glove Support: Fast ticket resolution from our U.S.-based support center
- Visibility: Maintain clear insight into who is in the community and why
- Customization: Tailored workflows and processes to meet your unique needs

Workflow & Data Collection

- Community data intake
- Orientation and educational video setup.
- Credential rules configuration (QR Codes, PIN codes, guest/vendor).
- Training sessions for admins, security, owners/hosts, and managers.

Deliverables & Timeline

- Agree on a solution.
- Process mapping & system setup
- Customized Hubs
- From receipt of signed contract and payment to delivery, go-live rollout is 4-8 weeks for base subscription



Pricing

Based on our conversations, Grand Panama would benefit from the following. The base proposal matches your current needs while adding point-of-sale capability, guest education, access control and top-tier support. Optional modules are recommended for initial rollout but can also be added later.

Subscription Pricing

SYSTEM COMPONENTS	Qty	One-Time Set-up Fee	Fee Per Pass	Total One-Time Set-up Fee	% of fee Revenue
Base Subscription:					
One Time Implementation Fee (Training, report building, on going customer support, video creation)	1	\$0	0%	\$0	0%
LPR Integration	2	\$0	0%	\$0	0%
Guard Hub, Rental Hub, Owner Hub, Vendor Hub, POS Hub	1	\$0	9%	\$0	9%
Base Subscription Total		\$0	9%	\$0	9%
Optional Add- Ons:					
Communication Hub	1	\$2500	Usage	\$2,500	Usage
Mobile Reporting Hub	1	\$1800	.25%	\$1800	.25%

Disclosure and Limitations:

- **ACH/CC/Tech (Merchant Processing):** Credit Card processing and tech charges plus merchant processing pass thru charge for all POS system transactions: 3.5% + \$0.30 per transaction. Note: A user defined convenience fee may be added to credit card transactions to offset the cost.
- **Data Migration:** This proposal includes eight (8) hours of labor to import data from the community's existing software into SymLiv's database. Any additional labor required may be billed on an hourly basis at \$225.00 per hour.
- **Educational Videos:** SymLiv can produce customized educational videos for the Vendor and Rental Hub. Our production team will work with your staff to develop the style and content based on the community's rules and regulations: \$400.00 per video extra video
- **License Plate Recognition (LPR) Integration:** The LPR camera/IT provider shall provide access through any firewalls (if applicable) and the full RTSP path with associated credentials for each LPR camera.
- **Revenue Share Pricing Minimum:** Symliv must collect a minimum of \$12,000 per year using the revenue share model. If this minimum is not met, the association will be invoiced for the difference