













## **EVERYTHING UNDER ONE ROOF**

Highwoods is not a merchant builder but rather an all-under-one-roof collection of professionals committed to building, operating and maintaining the most talent-supportive and resilient workplaces for the long term. We develop and own high-performance, energy-efficient and wellness-focused office buildings with 24-hour customer service, on-site maintainance personnel and a committment to making your workplace a compelling and competitive advantage in retaining and recruiting the very best talent.

## LIVEMETER

Our award-winning LiveMeter program tracks, monitors and controls electrical service.

- Advanced energy monitoring systems send real-time data to our Energy Command Center
- Standard in all new construction
- Includes over 95% of all Highwoods-managed energy consumption
- Since 2013, our carbon footprint reduction equates to taking over 5,600 cars off the road

## **CUSTOMER COMMAND CENTER**

Our personalized approach extends beyond the phone call, email or live chat.

- Customer service reps available 24/7
- 4.8 seconds average hold time
- 98.9% customer satisfaction rating

# versapay

Pay bills entirely online with VersaPay, a fast and secure way to go green.

- View open invoices in real-time
- Pay by secure ACH
- Schedule future payments
- Review payment history

## **SERVICELINK**

Request maintenance service online.

- Accessible online or by phone 24/7
- Wireless notification to your service technician
- Average resolution time 41.3 minutes
- View service history anytime, anywhere

# WE'RE HERE for you!

Officing at Captrust Tower means more than a prime Midtown location, exceptional access and superior amenities. It also means a local partner is waiting to serve you.

With a keen focus on customer service and experience, our team is committed to addressing your needs and exceeding expectations at every turn. And because we're able to accommodate your changing needs, we're intentional about developing long-term relationships that extend long beyond the first lease.

Experience a new kind of working dynamic with Highwoods at Captrust Tower.

## YOUR HIGHWOODS TEAM



BARBARA ARMITAGE
Director of Property Management



GINNY HAGER
Leasing Representative

We're in the work-placemaking business. We are committed to developing, owning and operating the most talent-supportive workplaces so the world's talent can realize its best self and achieve together what it cannot apart.

Govive come to the right place.

## **GINNY HAGER**

Leasing Representative ginny.hager@highwoods.com 919-875-6614



