

How we work.



MEDIALAB 3D SOLUTIONS

Est-1996 → Hq-Tampa, FL



Why work with us?

- ✔ **Dedicated Customer Success Team**
From executive leadership to dedicated Account Managers, supported by pod-based teams
- ✔ **Originator of Interactive Floor Plans**
- ✔ **Multi-Level Quality Assurance**
- ✔ **Formal Review Process**
- ✔ **Immersive Client Portal, Including Online Ordering**
- ✔ **Reporting & Analytics**
- ✔ **Development Support**
- ✔ **In-House Print Company**



COMMITMENT TO CONTINUOUS IMPROVEMENT

Dedicated Customer Success POD Team Structure:

Our team is focused on understanding your needs and working alongside you to ensure success at every step of the journey.

Constant Process Improvement:

We are always refining our processes to enhance efficiency and provide you with faster, more reliable service.

Tailored Solutions:

We listen closely to your business goals and customize our solutions to match your unique needs, ensuring the best outcomes for your company.

Client-Centric Focus:

Your satisfaction is our top priority—every decision we make is centered on enhancing your experience and delivering tangible value to your business.

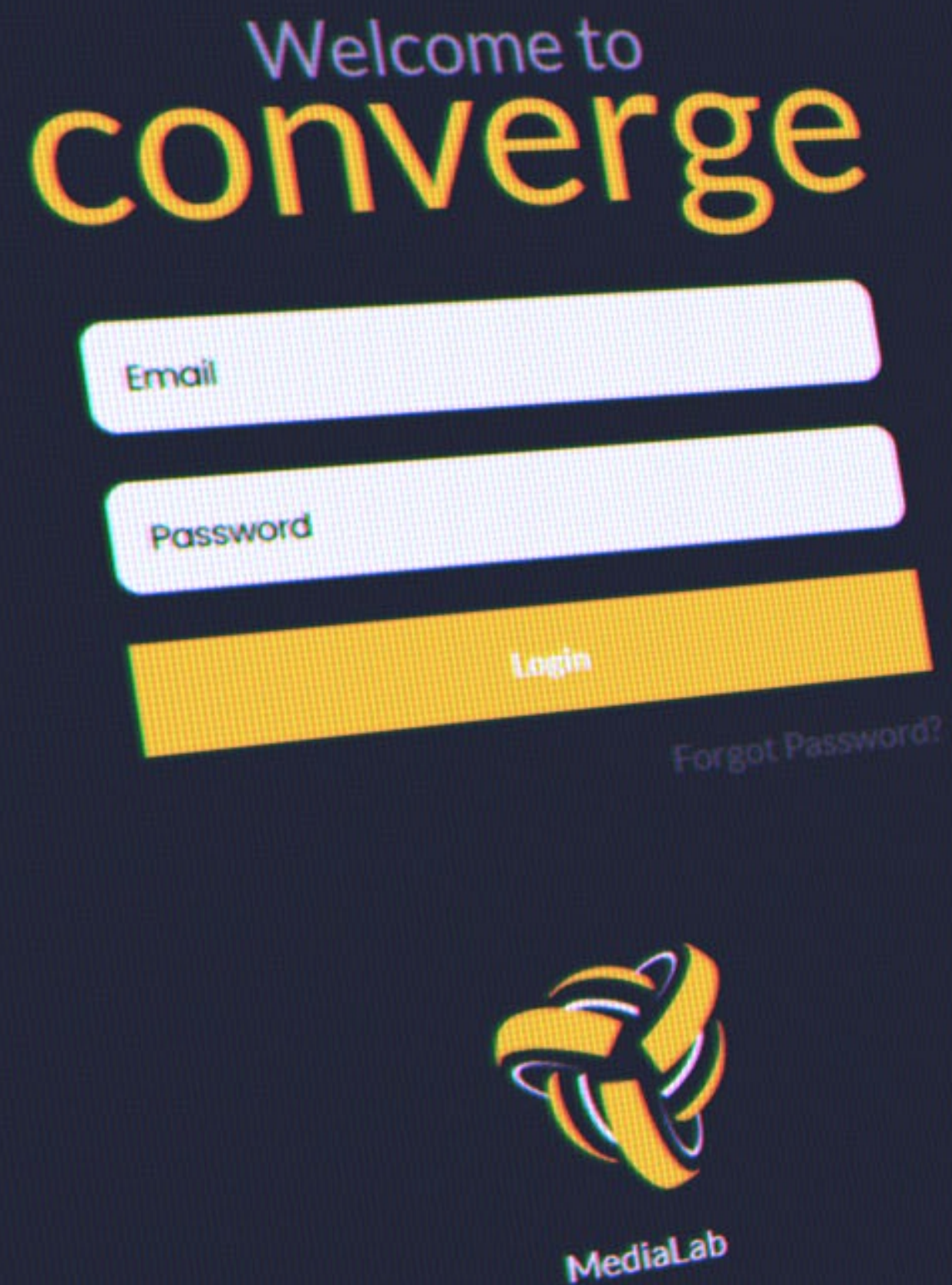
Long-Term Partnership:

We're committed to being more than just a service provider; we aim to be a trusted partner in your ongoing growth and success.



CONVERGE

Customer Portal



Converge offers many features

- ✓ Place Orders
- ✓ Order History
- ✓ Job Status Reports
- ✓ Link Generator
- ✓ Reports & Analytics
- ✓ Manage Some Products with Self-Service



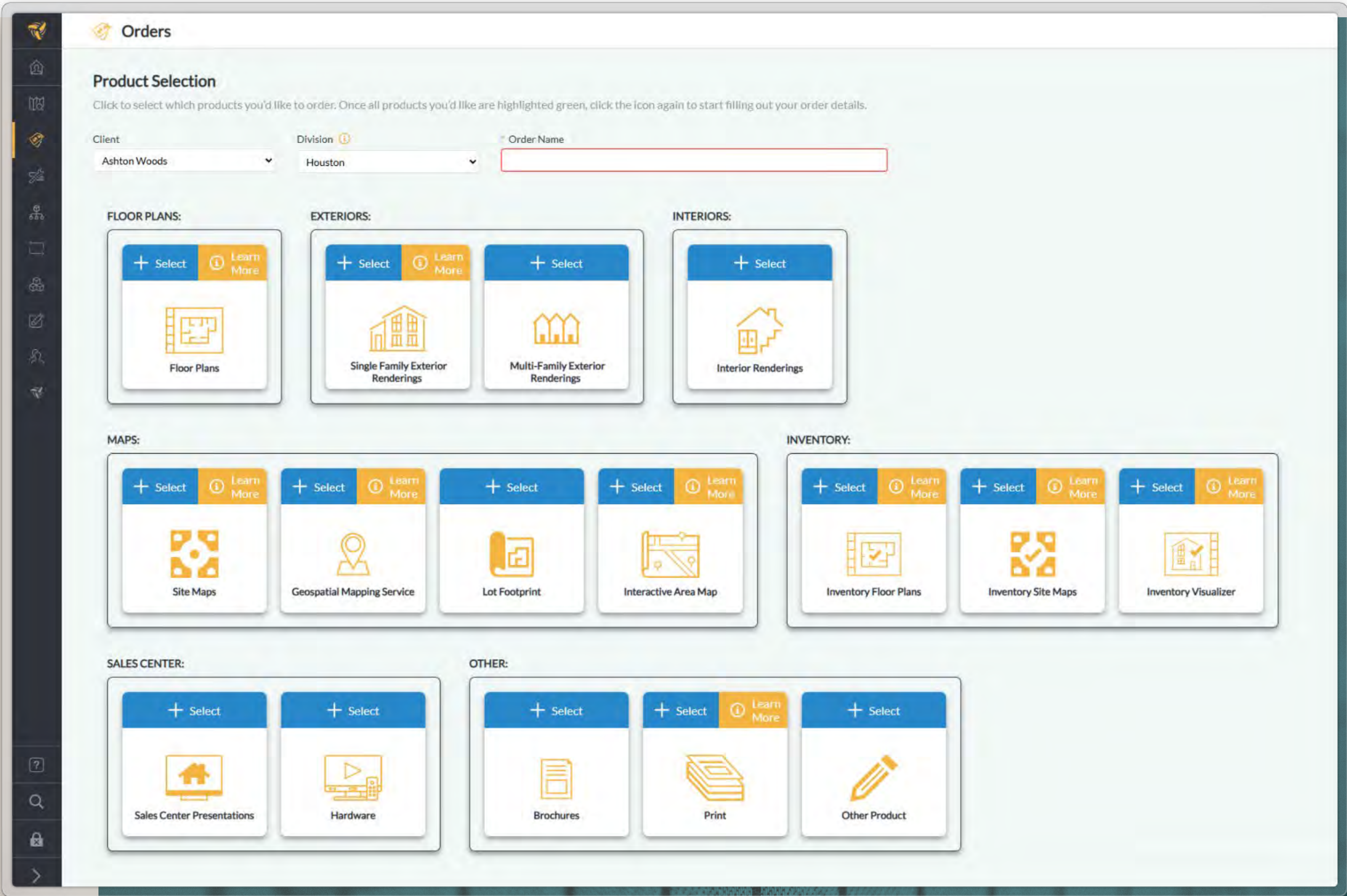
SUBMITTING AN ORDER

How do I submit an order?

Converge is the way to submit an order to us – new or revision.

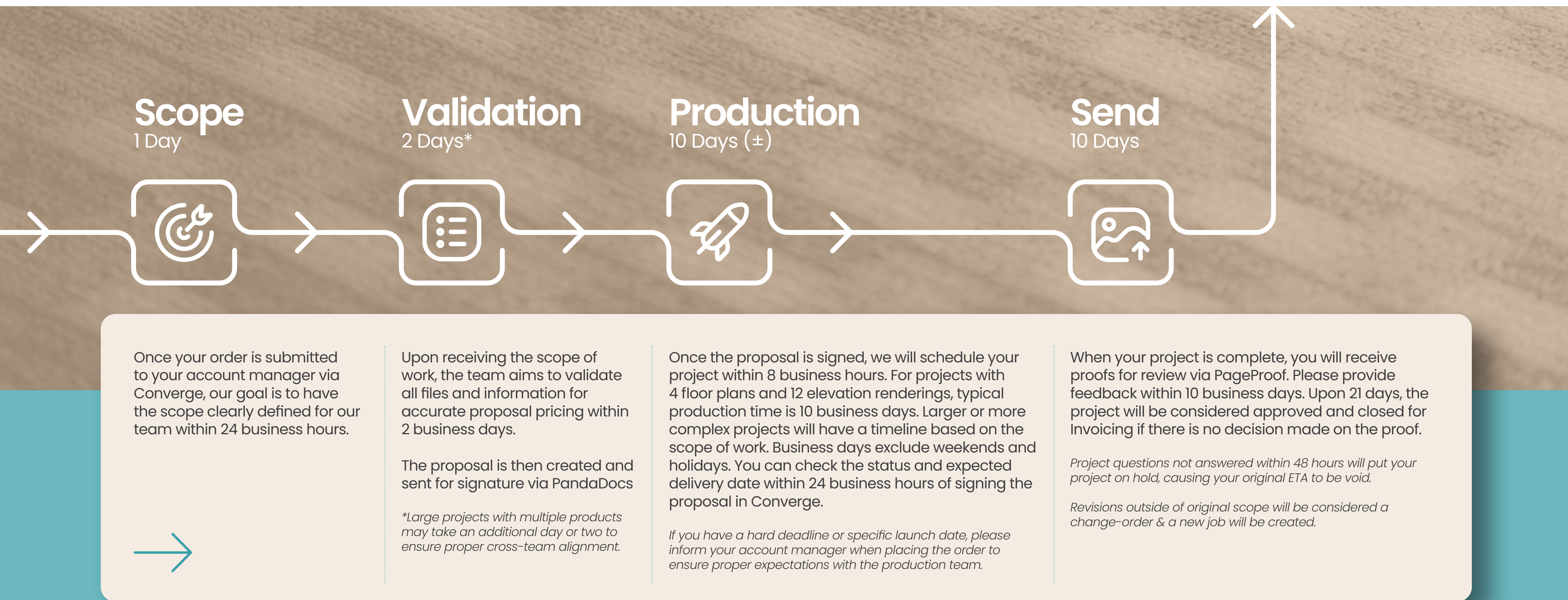
Using Converge automatically puts in your order into the queue whereas emailing your Account Manager delays your project intake.

If you aren't sure how to submit an order via Converge, feel free to request a walk through from your Account Manager. We'd be happy to help!



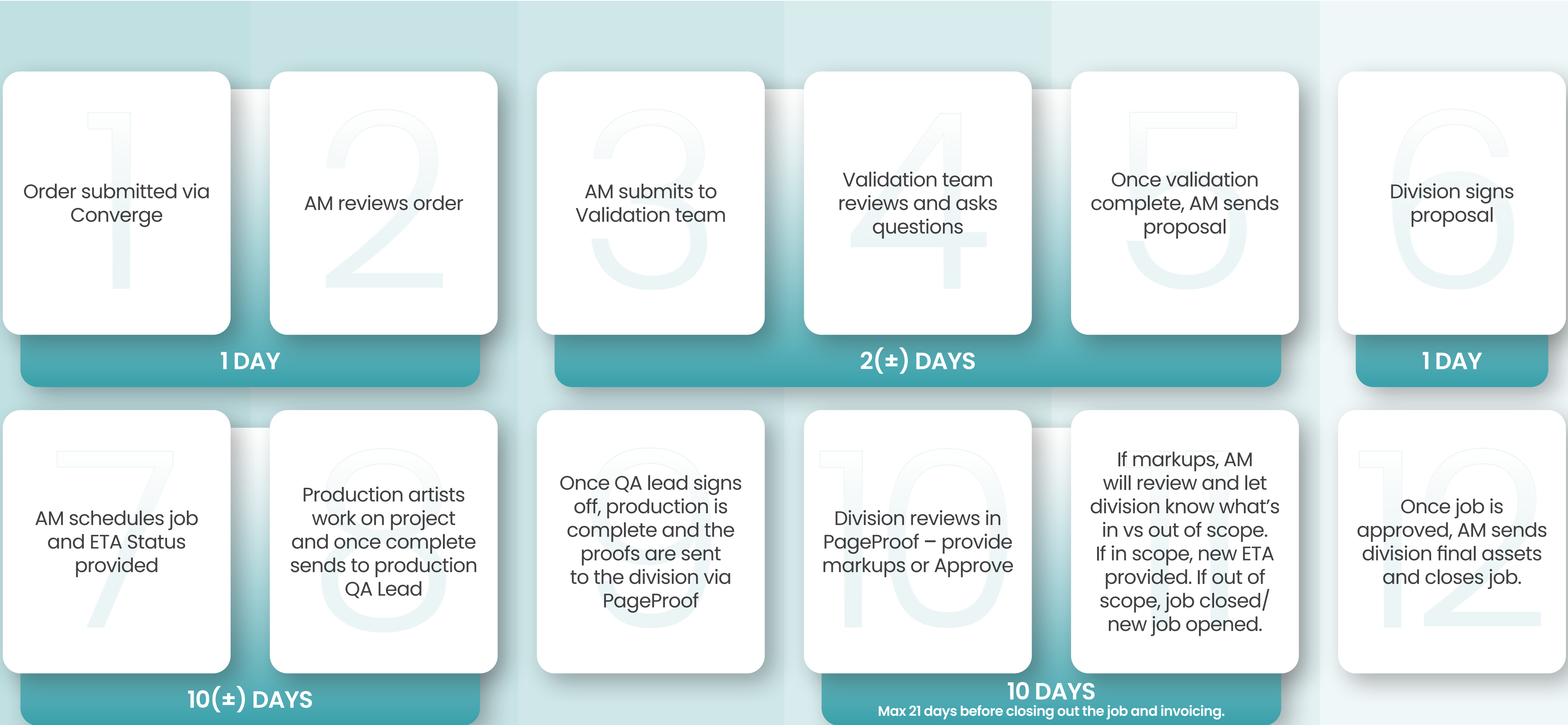
MEDIALAB'S PROJECT PATH

Details



MEDIALAB'S PROJECT PATH

Workflow



TURNAROUND TIME



Projects cannot be scheduled until receipt of signed proposal.

Your Account Manager will reach out with a project ETA once the signed proposal is received. Projects are scheduled based on size – so smaller projects will go into a shorter queue and larger projects will go into a separate queue.

Our departments are separated by products, so you will be given separate ETAs per product type. Example – one ETA for floor plans, one for elevations, one for maps, etc.

Sometimes products can't be scheduled until dependent products are completed. Examples are things like brochures or visualizers which need completed and approved elevations before they can be scheduled.

First time projects may take a little longer as we get to know your preferences.



Please communicate any internal deadlines or upcoming communities with your Account Manager.

The more we know, the more we can assist in hitting those dates!

ORDER STATUS

How do I check my order status?

Converge is the best way to check your status! Login and Navigate to “In-Production Jobs”. There you will see the various stages:

- Scope:**
Your order has not yet been processed.
- Estimating:**
Your order has been processed and our team is reviewing your request.
- Proposal Pending Signature:**
A proposal was sent to you and is pending your approval.
- In Production:**
The proposal was signed and your job has been given a delivery ETA. ETAs can be found to the right of the status column. If your ETA has passed, check PageProof to see if your project has been sent for your approval.
- Waiting For Customer:**
Your job is on hold pending information from you.
Note: The timeline is affected when we cannot move forward in the production pipeline without your clarification.

Production Jobs							Search by Date
Communities		Division	Washington		Status	All	
On ↓	Job #	Approved Price	Project	Job Name	Status	Estimated Delivery	Requested
5	208416	-	Lakeview Terrace	Victoria Plan Edits	Estimating		
5	208273	\$120.00	Various Communities	Daisy Heights Rendering Edits	In Production	4/23/25	
5	207210	\$240.00	Centralia Woods	Centralia Woods - Floor Plan Edits v2	In Production	4/21/25	
5	206172	\$3,435.00	Skyridge	Skyridge - Rendering and Floor Plans	In Production	4/23/25	Will Andres
5	204349	\$3,255.00	Various Communities	Daisy Heights Floor Plans and Renderings	In Production	3/21/25	Will Andres
24	199983	-	Centralia Woods	Centralia Woods Brochures	Waiting for Customer		

REVIEW & APPROVAL PROCESS

How do I review my project?

When your project is ready for review, you'll receive a PageProof email from either the Pod Account Coordinator or your Account Manager with a link to view your Proof.

Please take your time reviewing all assets in detail. You can add comments or markups directly into PageProof. Once you're done, make a decision in the bottom right corner – either "approved" or "revisions needed".

Your Account Manager will review your feedback and let you know what's included vs what is out of scope. Anything outside of the original request would be an additional cost. Anything that is a MediaLab error would be fixed ASAP. All other revisions would follow our standard turn times.



REVIEW & APPROVAL PROCESS

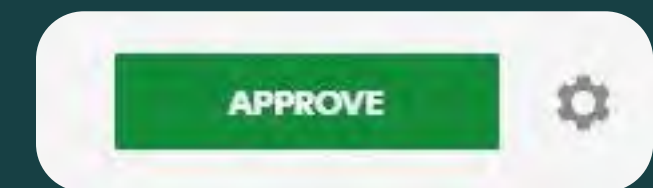
How do I approve my project?

When your project is to your satisfaction, please provide final approval to your Account Manager via approving the PageProof. Once approval is received, the project will be closed and invoiced. Please note that if a project is sent for review and we do not hear back within 21 days, the project is considered completed and closed. We will hold off on final sync until notified of approval.

Once approved, you'll receive all final assets. For static products, you can download from our FTP. For interactive products, you'll get a final live link from your Account Manager or you can grab it from the Converge Link Generator. Make sure the stage link is not the one you publish to your website – you'll want to always use the final live link.

- **Stage:** <https://rifp.ml3ds-iconstage.com/#/floorplan/371712>
- **Live:** <https://rifp.ml3ds-icon.com/#/floorplan/371712>

PageProof Approval Button:



Static Assets: [FTP Web Interface](#)

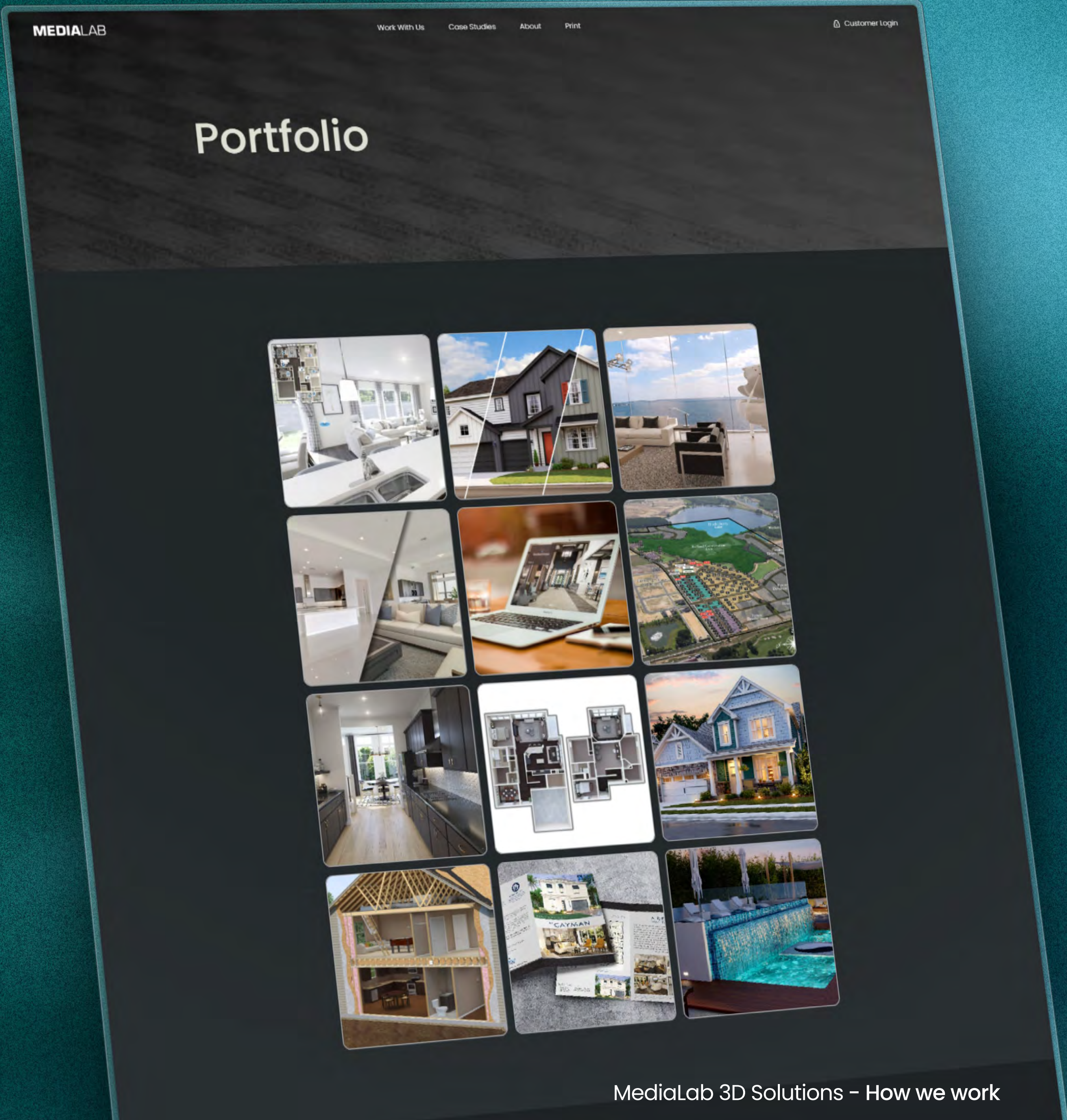
Interactive Links: [Converge Link Generator](#)

PORTFOLIO

Looking to try something new?

We're here to show you all the ways you can market your new community. Check out our latest projects and portfolio:

<https://www.medialab3dsolutions.com/salesportfolio>





MEDIALAB
3D SOLUTIONS

As digital content creators with full-service capabilities, we specialize in high-quality imagery, brand strategy, 3D rendering, and interactive solutions. Whether you're just getting started with 3D rendering or you're an old pro, we'd love to connect with you.



@medialab3dsolutions or MediaLab 3D Solutions