



7th Annual MLS Customer Satisfaction Survey

February-March 2008

By Clareity Consulting

www.CallClareity.com

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Introduction

In February of 2008, Clareity Consulting conducted its seventh annual survey of America’s leading Multiple Listing Services. The purpose of the study was to learn more about MLS customer satisfaction, system performance, and vendor responsiveness. This year, 164 MLSs (12 more than last year) completed the survey, representing 864,020 subscribers (94,000 more than last year). Several MLS vendors encouraged their customers to respond to this year’s survey and we thank those vendors for their cooperation. Clareity also thanks each of the MLSs that participated.

Last year the survey report went to great lengths (over 100 pages) to show how Clareity’s survey shouldn’t be misused as the sole basis for deciding which vendors to include in a system selection process. This year we went ‘back to basics’ – focusing on the types of questions MLS executives ask each other when performing reference checks during the system selection process.



The following MLS systems had enough responses to be included in the survey results:

System	Responses	Smallest Respondent Size (Subscribers)	Largest Respondent Size (Subscribers)	Average Respondent Size (Subscribers)
dynaConnections	1	48,036	48,036	48,036
FBS	19	12	8,200	1,589
Fidelity MLS (Paragon XL)	3	475	9,000	3,375
Fidelity MLS (Paragon)	43	60	10,380	1,288
Fidelity MLS (RE/Xplorer)	1	8,143	8,143	8,143
MarketLinx (InnoVia)	13	116	2,200	2,000
MarketLinx (MLXchange)	25	140	11,500	2,568
MarketLinx (TEMPO)	12	3,800	45,000	15,299
Rapattoni Corporation	17	340	21,563	5,091
Solid Earth	8	1,550	4,600	2,911
Stratus	2	24,600	28,500	26,550
Tarasoft	7	1,200	60,000	18,468
MLS Owned and Operated	5	12,600	29,950	19,279

Vendors with insufficient response (as a percentage of total customer-base) to include in this report include: Systems Engineering, Technology Concepts, RealGo, and RealtyServer. There were a total of eight responses representing those vendors' customers. Vendors with zero responses included: Advanced Marketing Services (AMS), ARIS, Filogix, ProMatch, Quest Technologies, and Valet MLS. Non-inclusion should not be regarded as indicating a negative opinion of any vendor, and Clarity welcomes their increased participation in years to come.

As one can see in the chart above, some vendors serve primarily large markets, others primarily serve small and medium markets, and some service a wide variety of market sizes. But there are other differentiators as well - for example, some vendors will make reasonable system changes quickly upon request, while others make their customers wait months for changes or deny them entirely, and some vendors allow the MLS staff themselves to make many changes to the MLS system. Another differentiator is that some vendors provide end-user customer support, and others do not.

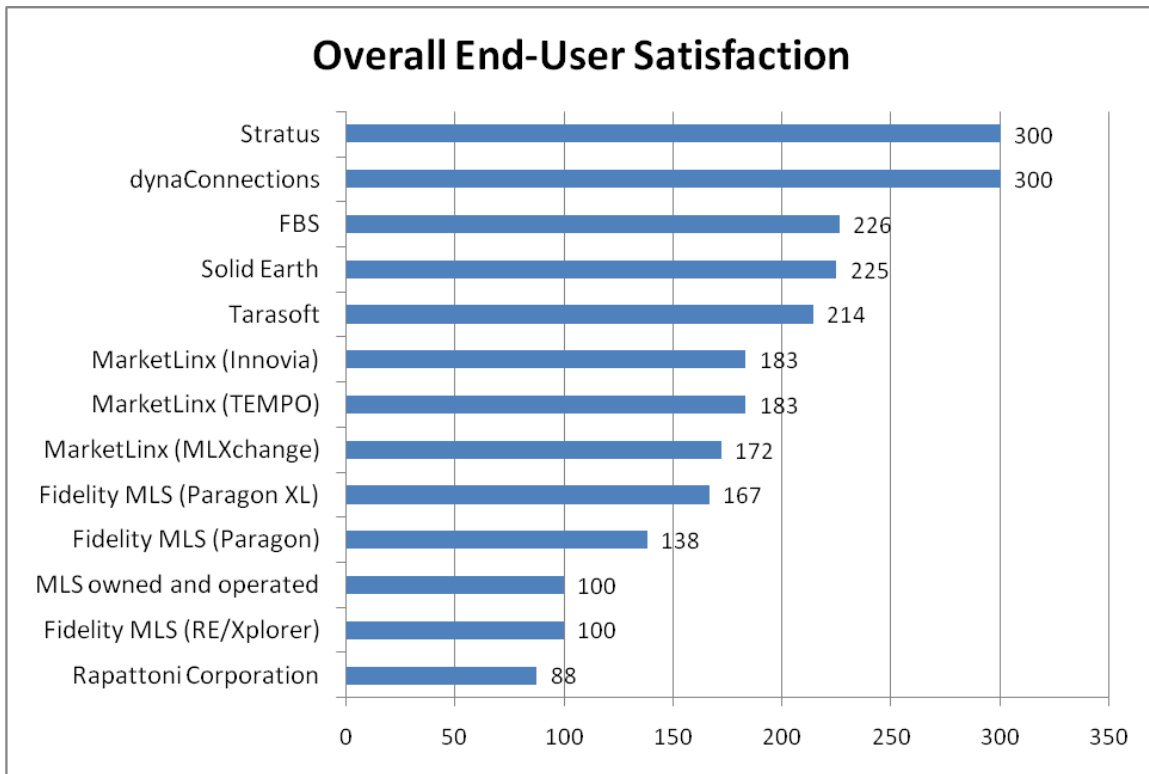
The point is that there are *many* factors to consider in evaluating and selecting an MLS vendor that is best for *your* organization. Every year Clarity leads a number of MLSs through a structured vendor and software selection process. We typically determine and prioritize MLS and member needs via discussions with staff and leadership, online surveys, and sometimes focus groups. This provides information that helps the selection task force better evaluate which vendors might best meet those needs. The information garnered from surveys and/or focus groups also provides feature and function priorities and a better, more localized foundation for a request for proposal (RFP) and competitive bid. Clarity then provides an 'apple-to-apples' analysis of the proposals where vendor capabilities are measured against member needs, system demonstrations, hands-on testing, and other processes designed to ensure the best system and vendor selection is made by each MLS. Clarity's Annual MLS Customer

Satisfaction Survey is *one* valuable source of input when evaluating a vendor’s service and system capabilities, but we encourage all groups to do their due diligence, whether they choose to use a consultant or not. As in the past, Clareity hopes that MLS executives, selection committee members, and MLS vendors alike find this report valuable.

Overall Ratings and Movement

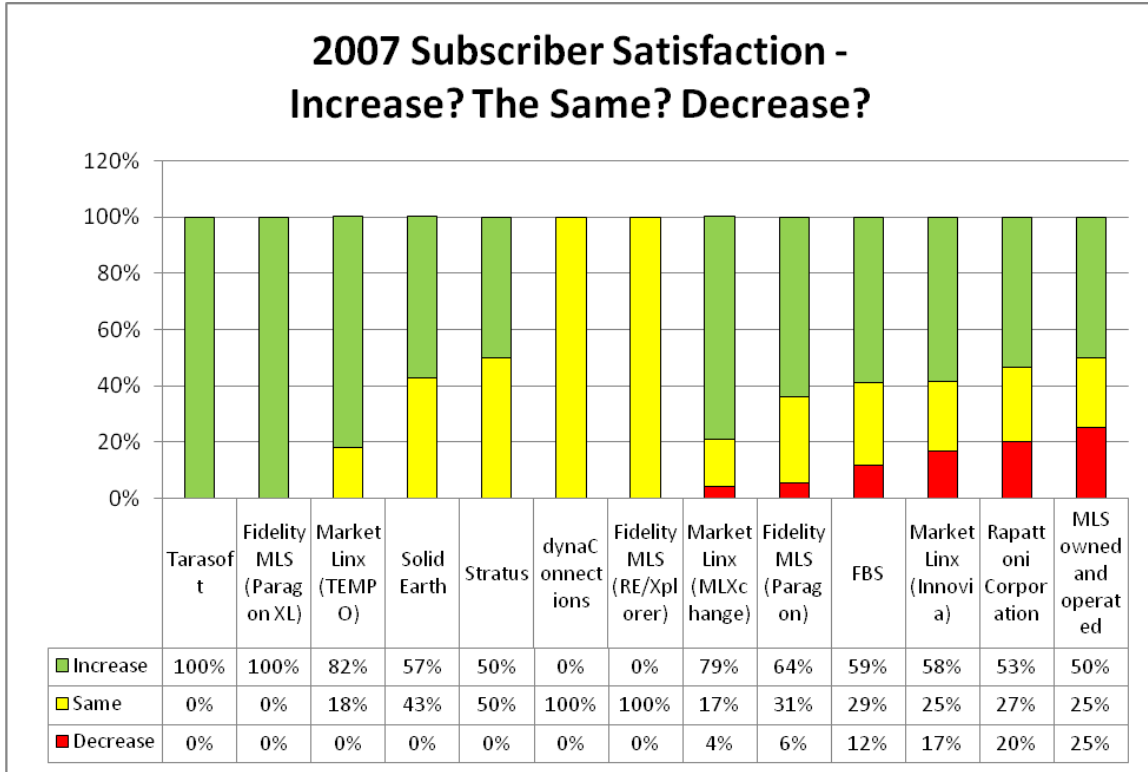
Clareity is including some overall satisfaction ratings showing vendors side-by-side again this year; however, we urge readers – customers and vendors alike - not to take these ratings out of context. We had heard that a few MLSs that were seeking a new system only invited Clareity’s ‘top 4 or 5 ranked vendors’ to participate in their selection process – regardless of whether those vendors had the capability to serve their specific needs. A vendor servicing certain types of customers may not have the ability to service your MLS.

The following chart shows overall end-user satisfaction grouped by MLS vendor, based on a calculated score (3 times the ‘Excellent’ percentage plus ‘Good’, minus ‘Acceptable’, minus 3 times ‘Poor’). This will be referred to throughout this report as “Calculated Score”.



45% of MLS respondents measure subscriber satisfaction with their own surveys. For the second year in a row Clareity is seeing a measured marked decrease in subscriber satisfaction with “MLS Owned and Operated” systems and the Rapattoni Corporation. The results of this have been evident in the market, as a few “MLS Owned and Operated” markets have recently elected to move back to vendor-provided systems and

some Rapattoni accounts have elected to install other vendors' systems in parallel. Clareity is also seeing satisfaction decrease a small degree for the second year in a row with MarketLinx InnoVia and MLXchange, as well as for Fidelity Paragon. FBS saw subscriber satisfaction "somewhat decrease" in two markets last year.



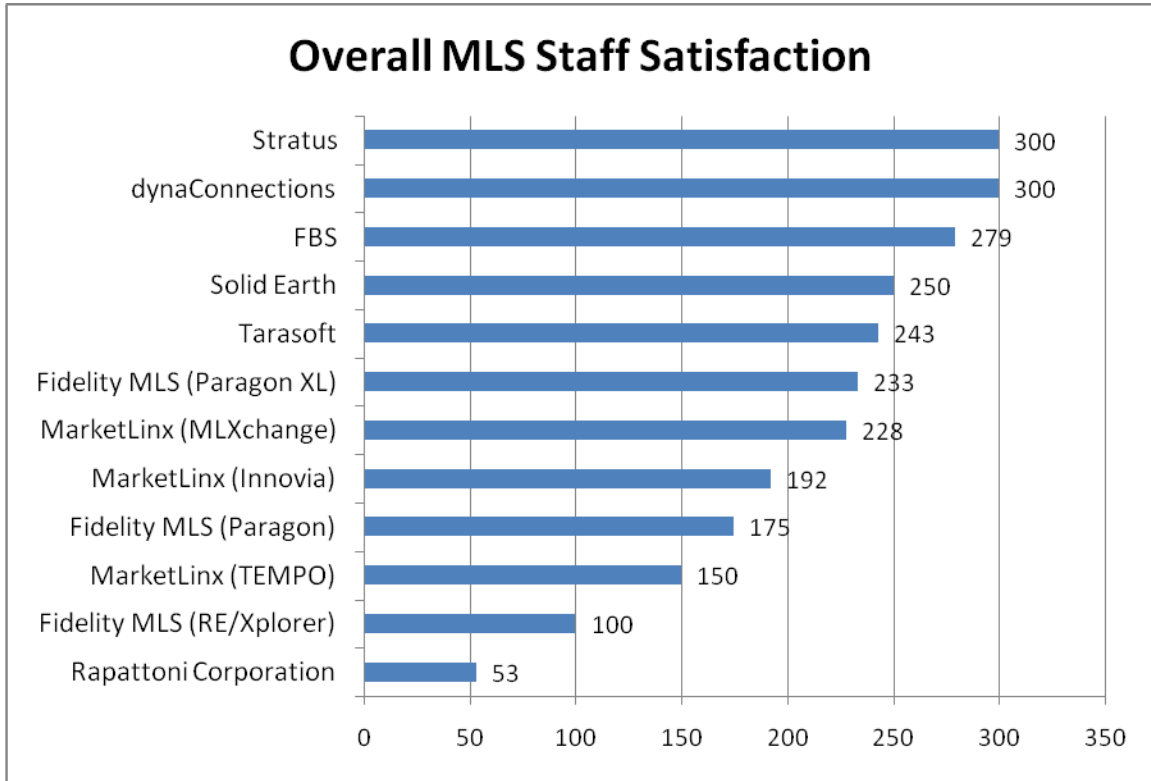
What impact do these ratings have on vendors' business? When asked **"If you could do it over again, would you select this MLS system again today?"**

- 24% of Rapattoni customers indicated "Not likely" or "Definitely not"

As did...

- 15% of MarketLinx InnoVia customers
- 8% of MarketLinx TEMPO customers
- 5% of Fidelity MLS Paragon customers, and
- 4% of MarketLinx MLXchange customers.

The following chart shows overall MLS staff satisfaction grouped by MLS vendor (based on the same calculated score as overall end-user satisfaction):



Vendor / System Details

The following pages contain detailed responses for each MLS vendor and system. Reading the results for your system will help you further understand what customers in your MLS system community find important, how satisfied they are with specific aspects of the system and the service they receive, how they believe the system and service could be improved, and what improvement they liked most this past year. It can also provide insight into the kinds of answers you may receive if you are calling references to make a final decision on your next MLS system.

dynaConnections

Company Name / Division Name: dynaConnections Corp.

Year Established / Year Started in MLS System Business: 2001

Number of Employees: 17

Headquarter Location: Austin, TX

Primary MLS Product Name(s): connectMLS

Number of MLS Accounts: 1 (MLS of Northern Illinois)

Number of Total Subscribers: 50,000+

Offline (PC-based) Product Name: n/a

Web Browsers Fully Supported: Internet Explorer (6.0+), Firefox (2.0+)

Platform (OS) Supported: Windows (2000 and above), Macintosh (OSX) via Firefox, Linux/Unix via Firefox

RETS Compliance (version #): 1.5 / 1.7

Other Products Offered: broadcastLister, connectMLS Wireless

Company Strengths: “Based in Austin, Texas, dynaConnections Corporation is a privately held company that provides enterprise, web-based solutions for the real estate industry. Our company is committed to long-term growth while providing enterprise software for MLS organizations and their membership. At dynaConnections, we are focused on our customers and passionate about creating innovative products that enhance, rather than change the way that Realtors do business. Our vision to connect the real estate community led us to develop our flagship product, connectMLS, a full-featured MLS solution with an embedded Transaction Management System (TMS). Created to be both powerful and easy to use, connectMLS keeps Realtors at the forefront of the real estate transaction from the time they meet a seller or buyer throughout the entire listing and buying process. connectMLS encompasses all the features and functions that MLS Organizations and their members have come to expect in their MLS. Typical features include fast and robust searches, a customizable CMA and flyer module, wireless access, RETS, and 3rd party integration hooks (i.e. mapping solutions, public record systems, lockbox and showing solutions, security products, etc.). In addition, connectMLS includes advanced and embedded modules for listing distribution (broadcastLister), Transaction Management, rules management (Listing Validator), contact management (CRM), fill-able forms, and a feature-rich client gateway. The underlying architecture of connectMLS uses industrial-strength technologies such as Oracle to power the database, Java to compute the business logic, Linux to control the hardware, and HTML to rapidly display the web pages that end-users see from both Microsoft and Mozilla-based browsers. We provide multiple levels of hardware and software redundancy, including Oracle’s Real Application Clusters (RAC), guaranteeing maximum uptime. The XML configuration files at the heart of each connectMLS installation facilitate a highly customizable system, ensuring that each customer installation is implemented by re-configuring, rather than re-programming. Our staff is committed to ensuring the success of our customers, from the initial development and implementation stages to ongoing service, support, and enhancement of connectMLS.

We are dedicated to continually evolving connectMLS into the most comprehensive MLS solution in the industry. Our forward-thinking team constantly seeks ways to push the limits of today's MLS technologies, while meeting the needs of each customer and its membership.” More info: <http://www.dynaconnections.com/>

How many subscribers are in your MLS?	
Total Responses – 1	100.00%
Less than 1000 - 0	0.00%
1000 to 3000 - 0	0.00%
3000 to 8000 - 0	0.00%
8000 to 15000 - 0	0.00%
15000 or more - 1	100.00%

Do you host your MLS system locally, or does an MLS vendor host the MLS system?	
Total Responses - 1	100.00%
Locally hosted (in your MLS office) - 1	100.00%
Locally hosted (in a co-location facility) - 0	0.00%
MLS vendor hosted - 0	0.00%


Do you measure subscriber satisfaction with your MLS system via surveys?	
Total Responses - 1	100.00%
Yes - 1	100.00%
No - 0	0.00%


In 2007, did subscriber satisfaction:	
Total Responses - 1	100.00%
Greatly improve - 0	0.00%
Somewhat improve - 0	0.00%
Remain the same - 1	100.00%
Somewhat decrease - 0	0.00%
Greatly decrease - 0	0.00%


Current overall end-user overall satisfaction:	
Total Responses - 1	100.00%
Excellent - 1	100.00%
Good - 0	0.00%
Fair - 0	0.00%
Poor - 0	0.00%


Current overall MLS <i>staff</i> satisfaction:	
Total Responses - 1	100.00%
Excellent - 1	100.00%
Good - 0	0.00%
Fair - 0	0.00%
Poor - 0	0.00%


System speed / response time during peak periods:	
Total Responses - 1	100.00%
Excellent - 1	100.00%
Good - 0	0.00%
Fair - 0	0.00%
Poor - 0	0.00%


System uptime and availability:	
Total Responses - 1	100.00%
Excellent - 1	 100.00%
Good – 0	0.00%
Fair – 0	0.00%
Poor – 0	0.00%

How would you rate the capability of your system to allow MLS staff to make your own system modifications (add fields, change business rules, modify reports, etc.)	
Total Responses - 1	100.00%
Excellent - 0	0.00%
Good – 1	 100.00%
Fair – 0	0.00%
Poor – 0	0.00%

Vendor responsiveness to system change / feature requests:	
Total Responses - 1	100.00%
Excellent - 1	 100.00%
Good – 0	0.00%
Fair – 0	0.00%
Poor – 0	0.00%

Quality of software upgrades (e.g. bugs or other problems):	
Total Responses - 1	100.00%
Excellent - 1	 100.00%
Good – 0	0.00%
Fair – 0	0.00%
Poor – 0	0.00%

Vendor customer service and technical support to MLS staff:	
Total Responses - 1	100.00%
Excellent - 1	 100.00%
Good – 0	0.00%
Fair – 0	0.00%
Poor – 0	0.00%

If you could do it over again, would you select this MLS system again today?	
Total Responses - 1	100.00%
Definitely - 1	 100.00%
Likely - 0	0.00%
Not likely - 0	0.00%
Definitely not - 0	0.00%

If you could add or improve features in your current MLS system, what would you do?

- With Board approval, integrate more third party products such as appointment scheduling, mortgage information, etc.

How could service be improved?

- We have been fortunate to have received an extremely high level of service from our vendor. With a new customer coming on Board, we will be expecting this level of service to continue.

What was your favorite system/service improvement this past year?

- Online, fillable forms that are linked to detail reports; polygon map searching; and numerous other enhancement to the system's functions. For service, the continued pro-active attitude of our vendor to look to always improving the functionality, user-friendliness and reliability of their system.

FBS

Company Name / Division Name: FBS

Year Established / Year Started in MLS System Business: 1979

Number of Employees: 36

Headquarter Location: Fargo, ND

Primary MLS Product Name(s): flexmls Web

Number of MLS Accounts: 100

Number of Total Subscribers: 90,000 (52,000 without the soon to be installed ARMLS)

Offline (PC-based) Product Name: flexmls PC




Web Browsers Fully Supported: Internet Explorer 6 and 7 and Firefox 2.

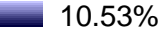


Platform (OS) Supported: flexmls Web: Any platform that can run one of the specified browsers. flexmls PC: Windows.



RETS Compliance (version #): 1.7

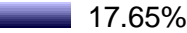


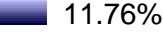
Other Products Offered: flexmls Wireless; flexmls IDX; flexmls Forms; flexmls Tax; and print publishing.


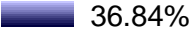
Company Strengths: To quote Michael Wurzer, FBS CEO, "FBS is a 100% employee-owned company where each of us is driven to serve our customers at a personal level with the best products, because we know that's how to build a company for the long-term and make the most of our employee ownership." More info: <http://www.mlslistingonlinesoftware.com/>



How many subscribers are in your MLS?	
Total Responses - 19	100.00%
Less than 1000 - 10	 52.63%
1000 to 3000 - 7	 36.84%
3000 to 8000 - 0	0.00%
8000 to 15000 - 2	 10.53%
15000 or more - 0	0.00%




Do you host your MLS system locally, or does an MLS vendor host the MLS system?	
Total Responses - 19	100.00%
Locally hosted (in your MLS office) - 2	 10.53%
Locally hosted (in a co-location facility) - 1	 5.26%
MLS vendor hosted - 16	 84.21%


Do you measure subscriber satisfaction with your MLS system via surveys?	
Total Responses - 19	100.00%
Yes - 5	 26.32%
No - 14	 73.68%



In 2007, did subscriber satisfaction:	
Total Responses - 17	89.47%
Greatly improve - 3	 17.65%
Somewhat improve - 7	 41.18%
Remain the same - 5	 29.41%
Somewhat decrease - 2	 11.76%
Greatly decrease - 0	0.00%




Current overall end-user overall satisfaction:	
Total Responses - 19	100.00%
Excellent - 12	 63.16%
Good - 7	 36.84%
Fair - 0	0.00%
Poor - 0	0.00%




Current overall MLS <i>staff</i> satisfaction:	
Total Responses - 19	100.00%
Excellent - 17	 89.47%
Good - 2	 10.53%
Fair - 0	0.00%
Poor - 0	0.00%



System speed / response time during peak periods:	
Total Responses - 19	100.00%
Excellent - 14	 73.68%
Good - 4	 21.05%
Fair - 0	0.00%
Poor - 1	 5.26%




System uptime and availability:	
Total Responses - 19	100.00%
Excellent - 19	 100.00%
Good - 0	0.00%
Fair - 0	0.00%
Poor - 0	0.00%



How would you rate the capability of your system to allow MLS staff to make your own system modifications (add fields, change business rules, modify reports, etc.)	
Total Responses - 19	100.00%
Excellent - 14	 73.68%
Good - 5	 26.32%
Fair - 0	0.00%
Poor - 0	0.00%

Vendor responsiveness to system change / feature requests:	
Total Responses - 19	100.00%
Excellent - 17	 89.47%
Good - 1	 5.26%
Fair - 1	 5.26%
Poor - 0	0.00%

Quality of software upgrades (e.g. bugs or other problems):	
Total Responses - 19	100.00%
Excellent - 12	 63.16%
Good - 6	 31.58%
Fair - 0	0.00%
Poor - 1	 5.26%

Vendor customer service and technical support to MLS staff:	
Total Responses - 19	100.00%
Excellent - 18	 94.74%
Good - 0	0.00%
Fair - 1	 5.26%
Poor - 0	0.00%

Vendor customer service and technical support to end users (if applicable):	
Total Responses - 17	89.47%
Excellent - 15	 88.24%
Good - 1	 5.88%
Fair - 1	 5.88%
Poor - 0	0.00%

If you could do it over again, would you select this MLS system again today?	
Total Responses - 19	100.00%
Definitely - 16	 84.21%
Likely - 3	 15.79%
Not likely - 0	0.00%
Definitely not - 0	0.00%

If you could add or improve features in your current MLS system, what would you do?

- History of properties with more than one unit as the same physical address
- The ability to have more reports geared towards the MLS administrator
- Improve mapping forms
- We would love to have an integrated showing appointment system with our MLS system. We use another vendor for showing appointments with the data imported from the MLS. This is ok, but the company is not nearly as responsive as FBS and the software is not nearly as intuitive as our MLS.
- Add map service. Difficult as we are in Mexico.
- Add a feature so that the Broker could easily upload listings to the various online services. Add more "who made what changes in the system" - more user statistics (How many people are on for how long)
- Contingencies would show more information

"Any time I can think of an improvement, if it's not something I can do myself as administrator, I pass the idea on to FBS. They not only listen, but usually improve on the idea and implement it. Probably over 90% of my suggestions have been implemented."


How could service be improved?

- Additional tech support needed
- Service is excellent
- Improve on great? Everyone I deal with, from the president down, is friendly and helpful, and extremely patient with me (I'm not a techie but I try to be). They make me look good, and make my job so much easier. I wish more of my members were like FBS staff - what a joy it would be!
- FBS is great.
- It can't. They are excellent and always work to help you solve a problem, bug and new improvement.
- I find FBS's tech support and customer service to be top notch! They respond quickly, and every request is given careful consideration.

- Not a vendor problem but an in-house problem: Better speed through our in-house security. Every time we improve security we give up some speed.
- FBS works very closely with member MLSs when it comes to upgrades and bug fixes. We feel part of a process rather than just a client who buys a product. Even though we are a small MLS, our input is valued. Also, the support response time is excellent. And, FBS keeps us informed of changes, down times for maintenance, etc. I am hard pressed to find a service area that needs improvement.
- I would be hard pressed to think of a thing. This company actually delivers the level of customer service that the other MLSs only aspire to - or say they do but they don't. These people are WONDERFUL.

What was your favorite system/service improvement this past year?

- Mapping and Pictures.
- Enhanced search results making all listing information including maps, tax records, media, etc. available instantly from the search screen results.
- Search Results function - made it more powerful and rich.
- Their fall update. It made more functions available from one screen instead of having to go to several to make changes.
- More sophisticate mapping tools and displays.
- The tabbed search results and ability to move from listing to listing in the search results and view full listing detail all in one place--text, documents, maps, photos.
- Upgrade in the fall, overall look of system changed to be more user friendly
- A new, faster and easier to navigate interface. Hard to believe they could improve on an already good system. But, they did.
- I like the new search and display features. The change was rather extensive and thus difficult for some of the agents who were happy with the status quo and didn't want to learn a new way of doing things. The changes made the system more powerful and now that I'm used to them, I much prefer it over the "old way" which used pop-up windows.
- They integrated better mapping. It was good before but outstanding now.
- Main update with changes that improved things such as ability to switch from grid view to report view and still show list of listings. Scrolling list is still viewable. Listings cart that allows switching back and forth.

If your system was installed in the past year, please rate the implementation and cutover:	
Total Responses - 1	5.26%
Excellent - 1	 100.00%
Good - 0	0.00%
Fair - 0	0.00%
Poor - 0	0.00%

Fidelity MLS (FNRES)

Company Name / Division Name: Fidelity National Real Estate Solutions (FNRES)/MLS Systems and Solutions Division

Year Established / Year Started in MLS System Business: 1979

Number of Employees: 120

Headquarter Location: Olathe, Kansas

Primary MLS Product Name(s): Paragon 4 Online, Paragon XL, Compass-REX (a.k.a. RE/Xplorer)

Number of MLS Accounts:

- Paragon 4 Online - 226, Paragon 4 Desktop (varies across accounts),
- Paragon XL - 6,
- Compass-REX – 3,
- Paragon 1.x – 26 (currently being upgraded to Paragon 4)

Number of Total Subscribers:

- Paragon 4 Online – 210,000
- Paragon XL – 22,000
- Compass-REX – 100,000
- Paragon 1.x – 6,376 (currently being upgraded to Paragon 4)

Offline (PC-based) Product Name: Paragon Desktop 4

Web Browsers Fully Supported: Microsoft Internet Explorer 6.0 or higher






Platform (OS) Supported: Windows XP-SP2 or Vista




RETS Compliance (version #): 1.5



Other Products Offered: Paragon Wi-Fi, Paragon Mobile, Hi-Fi Voice Technologies (Alert & Search), DocCentral, rDesk Suite, PinPoint, TaxInsight, eAdWriter, eMarketer, Transaction Point.






Company Strengths: Fidelity National Real Estate Solutions (FNRES) provides a comprehensive collection of advanced, fully-integrated MLS tools. Designed with customization as a standard and easy-to-use interface, FNRES provides real estate professionals with solutions to increase profits, enhance efficiencies, and quickly complete business. Through continual enhancements guided by a customer advisory group, FNRES constantly evolves its “best in industry” functionality. Reliable systems are an integral component of a successful organization; with 99.7% uptime, Paragon servers are one of the most reliable MLS systems available. FNRES is also dedicated to delivering premier customer service, from contact to contract through implementation to end-user support throughout the life of the contract. With the Fidelity Accelerated Support Team (F.A.S.T.), we provide more efficient, proactive customer support with the ultimate goal to deliver faster response times, increased first time resolutions, and quicker solutions resulting in an overall positive end-user and staff support experience. F.A.S.T. teams focus on complete customer satisfaction across the entire organization empowering each employee to improve customer satisfaction. As part of a Fortune 248 company, FNRES has the ability to aggressively act on opportunities in the market, as they become available. More info: <http://www.fidelitymlssolutions.com/>



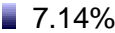
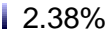
Paragon



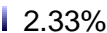
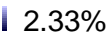
How many subscribers are in your MLS?	
Total Responses - 43	100.00%
Less than 1000 - 27	 62.79%
1000 to 3000 - 11	 25.58%
3000 to 8000 - 4	 9.30%
8000 to 15000 - 1	 2.33%
15000 or more - 0	 0.00%

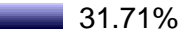
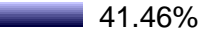
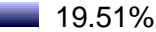
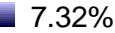
Do you host your MLS system locally, or does an MLS vendor host the MLS system?	
Total Responses - 43	100.00%
Locally hosted (in your MLS office) - 3	 6.98%
Locally hosted (in a co-location facility) - 0	 0.00%
MLS vendor hosted - 40	 93.02%


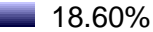
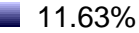
Do you measure subscriber satisfaction with your MLS system via surveys?	
Total Responses - 43	100.00%
Yes - 14	 32.56%
No - 29	 67.44%





In 2007, did subscriber satisfaction:	
Total Responses - 36	83.72%
Greatly improve - 7	 19.44%
Somewhat improve - 16	 44.44%
Remain the same - 11	 30.56%
Somewhat decrease - 1	 2.78%
Greatly decrease - 1	 2.78%





Current overall end-user overall satisfaction:	
Total Responses - 42	97.67%
Excellent - 13	 30.95%
Good - 25	 59.52%
Fair - 3	 7.14%
Poor - 1	 2.38%





Current overall MLS <i>staff</i> satisfaction:	
Total Responses - 43	100.00%
Excellent - 19	 44.19%
Good - 22	 51.16%
Fair - 1	 2.33%
Poor - 1	 2.33%





System speed / response time during peak periods:	
Total Responses - 41	95.35%
Excellent - 13	 31.71%
Good - 17	 41.46%
Fair - 8	 19.51%
Poor - 3	 7.32%




System uptime and availability:	
Total Responses - 43	100.00%
Excellent - 30	 69.77%
Good - 8	 18.60%
Fair - 5	 11.63%
Poor - 0	0.00%





How would you rate the capability of your system to allow MLS staff to make your own system modifications (add fields, change business rules, modify reports, etc.)	
Total Responses - 43	100.00%
Excellent - 22	 51.16%
Good - 12	 27.91%
Fair - 6	 13.95%
Poor - 3	 6.98%

Vendor responsiveness to system change / feature requests:	
Total Responses - 43	100.00%
Excellent - 22	 51.16%
Good - 14	 32.56%
Fair - 4	 9.30%
Poor - 3	 6.98%

Quality of software upgrades (e.g. bugs or other problems):	
Total Responses - 43	100.00%
Excellent - 14	 32.56%
Good - 18	 41.86%
Fair - 10	 23.26%
Poor - 1	 2.33%

Vendor customer service and technical support to MLS staff:	
Total Responses - 43	100.00%
Excellent - 31	 72.09%
Good - 9	 20.93%
Fair - 3	 6.98%
Poor - 0	 0.00%

Vendor customer service and technical support to end users (if applicable):	
Total Responses - 40	93.02%
Excellent - 18	 45.00%
Good - 15	 37.50%
Fair - 7	 17.50%
Poor - 0	0.00%

If you could do it over again, would you select this MLS system again today?	
Total Responses - 43	100.00%
Definitely - 23	 53.49%
Likely - 18	 41.86%
Not likely - 1	 2.33%
Definitely not - 1	 2.33%

If you could add or improve features in your current MLS system, what would you do?

- Additional mapping abilities: saved searches, Tax Data
- Have it work properly with our website.
- enhanced prospecting functions; faster fix of priority bugs (although greatly improving)
- Expanded RETS capabilities
- One of the things that would be nice to have would be a click count on listings within the system.
- We are converting from Paragon1 to Paragon4 this week thru March 3. Incredible improvement in features for our Members.
- We have been promised the capability at the MLS staff level to create customized RETS feeds for quite some time. Not only don't we have the capability, but no one seems to remember this was "sold" to us with the system---nor do we see it on the horizon. This is very important today and will be increasingly so. Better IDX solution--needs to grow and improve. The above question would be unlikely if these were not improve---not just promised.
- Improve CMA module and sales report options
- Open House module to be exportable
- Add a language button so that when agents email links to listings the viewer could view the information in different languages.
- All of our requests have been turned into our mls vendor for review.
- Speed
- Better profile Sheets - too many to list, More availability for "free" ongoing training from Vendor.





- Data checker that notifies agents when there is an error. Linked with membership system
- We would just like to see the existing program run properly without server problems and glitches! Lots of improvements could be made, but won't be because of special interest groups!
- Add IDX reports What company is downloading from the FTP URL Improve delivery reports
- Improve the bugs. It seems to be a continuous problem.
- I would like to see problems worked out faster.
- Improved (working) statistics functions 2. More focus on RETS 3. Better county tax functionality 4. User friendlier report editor 5. Map searching improvements, ability to use with Buyer/Contact auto-email functions.
- Agents would like to be able to pull a report of the number of times their listing was viewed or e-mailed.

How could service be improved?






- Nothing really
- Wait time for members when they call tech support
- Speed of system is sometimes slow (not sure that it's a vendor problem and I don't know if it's the server speed or just Internet traffic in general).
- While Paragon has a lot of flexibility, it sometimes takes longer than I like to get something new added.
- Increase response time to mid-level problems/issues.
- Better QA
- Speed. Loading views is a little slow.
- Enhancements and changes be done in a more timely manner and a date for completion would be nice. Would like better control of issues instead of slipping through the crack. Other departments like Accounting needs to respond and faster!
- Speed seems to be the biggest issue.
- Compatibility with MAC's and other browser's other than IE
- We have had some problems with speed and being booted off the system. FNIS has been working very hard on trying to remedy the problem.
- Service is good.
- Board support is excellent, but from what I hear from the membership tech support is not as good.
- Main complaints I receive are the slowness of the system and also the server problems we've encountered.
- Have some hands on real estate users closely involved in DESIGN (not just the wish list of changes) of screens, because some of the ways you structure features, actions are not well fitted to actual agent use.
- Quicker response/implementation of reported bug fixes and enhancements to system.
- Better communication from vendor when personnel changes affect our account.




What was your favorite system/service improvement this past year?



- The new UI in PARAGON 4
- Paragon 4.0 -- The "Big Buttons" are a great improvement. And a great marketing effort by Fidelity.
- The SYSTEM CHECKER!!!!
- The big buttons! The 4.0 upgrade had many great enhancements this year especially to the end user but for the staff as well. I'd have to say the customized quick search on the home page is top.
- Paragon 4 UI
- Virtual Earth Mapping and major product overhaul to Paragon 4.0
- Tax pick lists
- User interface
- We had a lot of new features added, but my personal favorite is what I think is probably the most sophisticated Cumulative Days on Market (and MLS) product in the industry. It's really well thought out and gives the MLS the ability to set it up exactly the way we want.
- A conversion to Paragon 4 with an error rate of .5%. This is phenomenal!!
- See above.
- System Checker! Has saved hours of time in Tech calls!
- rDesk IDX
- Paragon 4
- Paragon Desktop 4
- The upgrade to Paragon 4 added functionality and maintained ease of use and comprehension for our end users.
- Too many to mention.
- Big Buttons
- Paragon 4 which was more user friendly and the flow a lot better.
- Speed improvement
- So clouded with problems and server problems that there is no "favorite" improvement. Fact is, can't even think of any improvement that has worked!
- Mapping
- Can't think of one now.
- Being able to click on the 'maintain' button at any point to maintain a listing
- There are many new, improved features in P4.
- Staff - System checker End users - Virtual Earth map searches
- The release of Paragon 4.0 was a great improvement to the look and feel of Paragon. It is easier to navigate through the system now.
- P4 YIPPPPEEEEEEEEEEE!



If your system was installed in the past year, please rate the implementation and cutover:	
Total Responses - 10	23.26%
Excellent - 5	 50.00%
Good - 5	 50.00%
Fair - 0	 0.00%
Poor - 0	 0.00%



Paragon XL



How many subscribers are in your MLS?	
Total Responses - 3	100.00%
Less than 1000 - 2	 66.67%
1000 to 3000 - 0	 0.00%
3000 to 8000 - 0	 0.00%
8000 to 15000 - 1	 33.33%
15000 or more - 0	 0.00%



Do you host your MLS system locally, or does an MLS vendor host the MLS system?	
Total Responses - 2	66.67%
Locally hosted (in your MLS office) - 0	 0.00%
Locally hosted (in a co-location facility) - 0	 0.00%
MLS vendor hosted - 2	 100.00%



Do you measure subscriber satisfaction with your MLS system via surveys?	
Total Responses - 3	100.00%
Yes - 2	 66.67%
No - 1	 33.33%



In 2007, did subscriber satisfaction:	
Total Responses - 3	100.00%
Greatly improve - 1	 33.33%
Somewhat improve - 2	 66.67%
Remain the same - 0	0.00%
Somewhat decrease - 0	0.00%
Greatly decrease - 0	0.00%



Current overall end-user overall satisfaction:	
Total Responses - 3	100.00%
Excellent - 1	 33.33%
Good - 2	 66.67%
Fair - 0	0.00%
Poor - 0	0.00%



Current overall MLS <i>staff</i> satisfaction:	
Total Responses - 3	100.00%
Excellent - 2	 66.67%
Good - 1	 33.33%
Fair - 0	0.00%
Poor - 0	0.00%


System speed / response time during peak periods:	
Total Responses - 3	100.00%
Excellent - 2	 66.67%
Good - 1	 33.33%
Fair - 0	0.00%
Poor - 0	0.00%


System uptime and availability:	
Total Responses - 3	100.00%
Excellent - 2	 66.67%
Good - 1	 33.33%
Fair - 0	0.00%
Poor - 0	0.00%


How would you rate the capability of your system to allow MLS staff to make your own system modifications (add fields, change business rules, modify reports, etc.)	
Total Responses - 3	100.00%
Excellent - 2	 66.67%
Good - 1	 33.33%
Fair - 0	0.00%
Poor - 0	0.00%

Vendor responsiveness to system change / feature requests:	
Total Responses - 3	100.00%
Excellent - 1	 33.33%
Good - 2	 66.67%
Fair - 0	0.00%
Poor - 0	0.00%

Quality of software upgrades (e.g. bugs or other problems):	
Total Responses - 3	100.00%
Excellent - 2	 66.67%
Good - 1	 33.33%
Fair - 0	0.00%
Poor - 0	0.00%

Vendor customer service and technical support to MLS staff:	
Total Responses - 3	100.00%
Excellent - 3	 100.00%
Good - 0	0.00%
Fair - 0	0.00%
Poor - 0	0.00%

Vendor customer service and technical support to end users (if applicable):	
Total Responses - 2	66.67%
Excellent - 2	 100.00%
Good - 0	0.00%
Fair - 0	0.00%
Poor - 0	0.00%

If you could do it over again, would you select this MLS system again today?	
Total Responses - 3	100.00%
Definitely - 3	 100.00%
Likely - 0	0.00%
Not likely - 0	0.00%
Definitely not - 0	0.00%

If you could add or improve features in your current MLS system, what would you do?

- This is being done all the time because we are using Paragon XL and can get improvements without having to wait for a consensus of other MLS users like Paragon 4 users have to do

How could service be improved?

- I would like to see Fidelity have more focus on the Paragon XL program and hire accordingly.

What was your favorite system/service improvement this past year?

- The mapping
- Listing watch list - ability to resend emails to agents customers - prospecting favorites for agents customers

RE/Xplorer

How many subscribers are in your MLS?	
Total Responses - 1	100.00%
Less than 1000 - 0	0.00%
1000 to 3000 - 0	0.00%
3000 to 8000 - 0	0.00%
8000 to 15000 - 1	100.00%
15000 or more - 0	0.00%

Do you host your MLS system locally, or does an MLS vendor host the MLS system?	
Total Responses - 1	100.00%
Locally hosted (in your MLS office) - 1	100.00%
Locally hosted (in a co-location facility) - 0	0.00%
MLS vendor hosted - 0	0.00%

Do you measure subscriber satisfaction with your MLS system via surveys?	
Total Responses - 1	100.00%
Yes - 1	100.00%
No - 0	0.00%

In 2007, did subscriber satisfaction:	
Total Responses - 1	100.00%
Greatly improve - 0	0.00%
Somewhat improve - 0	0.00%
Remain the same - 1	100.00%
Somewhat decrease - 0	0.00%
Greatly decrease - 0	0.00%


Current overall end-user overall satisfaction:	
Total Responses - 1	100.00%
Excellent - 0	0.00%
Good - 1	100.00%
Fair - 0	0.00%
Poor - 0	0.00%


Current overall MLS <i>staff</i> satisfaction:	
Total Responses - 1	100.00%
Excellent - 0	0.00%
Good - 1	100.00%
Fair - 0	0.00%
Poor - 0	0.00%


System speed / response time during peak periods:	
Total Responses - 1	100.00%
Excellent - 0	0.00%
Good - 0	0.00%
Fair - 0	0.00%
Poor - 1	100.00%


System uptime and availability:	
Total Responses - 1	100.00%
Excellent - 1	100.00%
Good - 0	0.00%
Fair - 0	0.00%
Poor - 0	0.00%

How would you rate the capability of your system to allow MLS staff to make your own system modifications (add fields, change business rules, modify reports, etc.)	
Total Responses - 1	100.00%
Excellent - 0	0.00%
Good - 0	0.00%
Fair - 0	0.00%
Poor - 1	100.00%

Vendor responsiveness to system change / feature requests:	
Total Responses - 1	100.00%
Excellent - 1	 100.00%
Good - 0	0.00%
Fair - 0	0.00%
Poor - 0	0.00%

Quality of software upgrades (e.g. bugs or other problems):	
Total Responses - 1	100.00%
Excellent - 1	 100.00%
Good - 0	0.00%
Fair - 0	0.00%
Poor - 0	0.00%

Vendor customer service and technical support to MLS staff:	
Total Responses - 1	100.00%
Excellent - 1	 100.00%
Good - 0	0.00%
Fair - 0	0.00%
Poor - 0	0.00%

Vendor customer service and technical support to end users (if applicable):	
Total Responses - 1	100.00%
Excellent - 0	0.00%
Good - 1	 100.00%
Fair - 0	0.00%
Poor - 0	0.00%

If you could do it over again, would you select this MLS system again today?	
Total Responses - 1	100.00%
Definitely - 0	0.00%
Likely - 0	0.00%
Not likely - 1	100.00%
Definitely not - 0	0.00%

If you could add or improve features in your current MLS system, what would you do?

- We are adding sales team functionality, and improve system speed.

How could service be improved?

- Fidelity's RE/Xplorer service is very good

What was your favorite system/service improvement this past year?

- We recently designed and added a "Listing Notes" function to help ease a listing agent's ability to communicate to other MLS members about short term listing circumstances pertaining to an individual listing. A typical Listing Note might say "the floors are being refinished - can't be shown until Monday" or "Can't be shown today - child home sick". A Listing Note(s) can be easily added to a listing, are date and time stamped, and will automatically become inactive on a date the listing agent elects. Any listing that has an active Listing Note will display a notepad icon next to the listing number on detail reports. Members can also search for Listing Notes based on typical MLS search criteria (Town, Property Type, price range, etc) and/or by the date or date range the Listing Note was created. When a listing with an attached Listing Note is emailed or printed, the Listing Notes icon is stripped from the report.

MarketLinx

Company Name: MarketLinx, Inc. (A First American Company)

Year Established: The new MarketLinx was formed in January 2007 when First American MLS Solutions (Interealty, MarketLinx & MMSI) was combined with Offutt Systems, Sonic Eagle and Lucero Research Corporation. Interealty was founded in 1966, Offutt Systems - 1971, and MarketLinx Solutions - 1996.

Number of Employees: 420

Headquarters Location: Vienna, VA

Primary MLS Product Names: MLXchange, TEMPO and InnoVia

Number of MLS Accounts: 143 total. MLXchange: 64 - TEMPO: 23 - InnoVia: 56

Number of Subscribers: 577,000. MLXchange: 240,000 - TEMPO: 254,000 - InnoVia: 83,000.

Offline (PC-based) Product Name: Personal InnoVia (works with InnoVia only)

Web Browsers Fully Supported:

- TEMPO/MLXchange – Internet Explorer 6+
- InnoVia – IE6+, Firefox 2+, Netscape, Firefox for Mac

Platform (OS) Supported:

- TEMPO/MLXchange – Windows 98, ME, 2000, XP Vista
- InnoVia – Windows 98, ME, 2000, XP, Vista, Mac OSX






RETS Compliance (version #):




- TEMPO/MLXchange – 1.7 (2.0 support, inc. “Update” coming in Summer 2008)
- InnoVia – 1.5



Other Products Offered: Membership Director, MLS Data Checker, Transaction Manager, Document Manager, MLX Professional, RETS Professional, RETS Connector, Statistics Professional, MarketLinx GIS Service, MarketLinx MLS Wireless, MarketLinx ListHub, MarketLinx Property Panorama, MarketLinx Mobile Agent, AgentAchieve, Lucero Summit





Company Strengths: Together, the three MLS platforms make MarketLinx the leading MLS technology provider. Its systems allow for extreme customization and localization, provide unmatched RETS functionality including RETS Pro and RETS Connector products, offer advanced CRM tools and Agent Web portal capabilities, and are extended through a large and diverse lineup of third-party product integrations. MarketLinx has focused on customer service and responsiveness, providing a streamlined, single-point-of-contact customer service structure, same-day fulfillment of most program change requests, a full range of support, training, consulting and professional services, and strong relationships between customers and staff. MarketLinx has an active and successful User Group and holds monthly advisory board conference calls, creating a strong sense of product ownership among customers. Backed by First American, a Fortune 500 company, MarketLinx offers the financial stability of a profitable business model with proven sustainability. More info: <http://www.marketlinx.com/>





InnoVia





How many subscribers are in your MLS?	
Total Responses - 13	100.00%
Less than 1000 - 9	 69.23%
1000 to 3000 - 4	 30.77%
3000 to 8000 - 0	 0.00%
8000 to 15000 - 0	 0.00%
15000 or more - 0	 0.00%





Do you host your MLS system locally, or does an MLS vendor host the MLS system?	
Total Responses - 13	100.00%
Locally hosted (in your MLS office) - 0	 0.00%
Locally hosted (in a co-location facility) - 0	 0.00%
MLS vendor hosted - 13	 100.00%





Do you measure subscriber satisfaction with your MLS system via surveys?	
Total Responses - 13	100.00%
Yes - 6	 46.15%
No - 7	 53.85%





In 2007, did subscriber satisfaction:	
Total Responses - 12	92.31%
Greatly improve - 3	 25.00%
Somewhat improve - 4	 33.33%
Remain the same - 3	 25.00%
Somewhat decrease - 2	 16.67%
Greatly decrease - 0	0.00%





Current overall end-user overall satisfaction:	
Total Responses - 12	92.31%
Excellent - 6	 50.00%
Good - 5	 41.67%
Fair - 1	 8.33%
Poor - 0	 0.00%





Current overall MLS <i>staff</i> satisfaction:	
Total Responses - 13	100.00%
Excellent - 9	 69.23%
Good - 2	 15.38%
Fair - 1	 7.69%
Poor - 1	 7.69%




System speed / response time during peak periods:	
Total Responses - 13	100.00%
Excellent - 10	 76.92%
Good - 3	 23.08%
Fair - 0	 0.00%
Poor - 0	 0.00%




System uptime and availability:	
Total Responses - 13	100.00%
Excellent - 13	 100.00%
Good - 0	 0.00%
Fair - 0	 0.00%
Poor - 0	 0.00%




How would you rate the capability of your system to allow MLS staff to make your own system modifications (add fields, change business rules, modify reports, etc.)	
Total Responses - 13	100.00%
Excellent - 4	 30.77%
Good - 3	 23.08%
Fair - 4	 30.77%
Poor - 2	 15.38%

Vendor responsiveness to system change / feature requests:	
Total Responses - 13	100.00%
Excellent - 5	 38.46%
Good - 5	 38.46%
Fair - 1	 7.69%
Poor - 2	 15.38%

Quality of software upgrades (e.g. bugs or other problems):	
Total Responses - 13	100.00%
Excellent - 8	 61.54%
Good - 2	 15.38%
Fair - 2	 15.38%
Poor - 1	 7.69%

Vendor customer service and technical support to MLS staff:	
Total Responses - 13	100.00%
Excellent - 8	 61.54%
Good - 4	 30.77%
Fair - 1	 7.69%
Poor - 0	0.00%

Vendor customer service and technical support to end users (if applicable):	
Total Responses - 13	100.00%
Excellent - 8	 61.54%
Good - 4	 30.77%
Fair - 1	 7.69%
Poor - 0	0.00%

If you could do it over again, would you select this MLS system again today?	
Total Responses - 13	100.00%
Definitely - 9	 69.23%
Likely - 2	 15.38%
Not likely - 2	 15.38%
Definitely not - 0	0.00%

If you could add or improve features in your current MLS system, what would you do?

- Allow Assoc. Office to make more changes, additions to fields, more flexibility with system. Sometimes our suggestions/wishes cannot be accomplished because we are part of a core system.
- Update User Interface
- Accurate reports
- More features for staff.
- Improvements that are made by and for the local MLS be made available to the other MLSs
- I believe that InnoVia/ Marketlinx has done a great job at making are members happy with the MLS
- Although progress is being made in the area of generating statistical reports there is still much room for improvement. When receiving the hotsheet via email it would be nice to be able to click on a link and bring up the full listing display.
- Ability to enter listing in more than one area. Ability to search differently. Improve policing and data check Improve tax data
- Ability to change fields "on-the-fly", currently requires programming changes. Reports need improvement.
- Reports
- Spell check for remarks. Autopopulate by parcel id#. FAQ section





How could service be improved?



- Allow staff access to tracker system to get updates on outstanding issues.
- Hire enough personnel to be able to meet customer demands within ANY time period.
- Link to Zipforms.
- From time to time phone calls are not returned to the member. Also, so corrections to the system seem to not happen (fall through the cracks)
- They are great service now.
- The whole process of transferring an agent from one firm to another is very cumbersome due to what they refer to as "orphan listings". When closing one office and transferring the broker of that office to another office the problem is magnified substantially.
- No problems with service.
- Respond quicker to requested changes



What was your favorite system/service improvement this past year?





- We did an upgrade, so we had quite a few.
- Prospect Pro
- Transition to Microsoft Virtual Earth mapping, Prospecting PRO, larger photo size, Email improvements & the timeout feature was greatly improved.
- quick lookup
- Prospect Pro
- Mapping and some report additions.
- Prosepect and mapping
- Although InnoVia has had many enhancements this year (transition to Microsoft Virtual Earth mapping, wireless InnoVia and improved timeout feature) the prospecting enhancements and listing cart was the favorite among users.
- Mapping and prospects SentiLock integration
- Wireless
- New log-out code
- Prospect Pro. Integration with Clareity. integration with Geo-Jet. New mapping system




MLXchange




How many subscribers are in your MLS?	
Total Responses - 25	100.00%
Less than 1000 - 6	 24.00%
1000 to 3000 - 11	 44.00%
3000 to 8000 - 7	 28.00%
8000 to 15000 - 1	 4.00%
15000 or more - 0	0.00%




Do you host your MLS system locally, or does an MLS vendor host the MLS system?	
Total Responses - 25	100.00%
Locally hosted (in your MLS office) - 1	 4.00%
Locally hosted (in a co-location facility) - 0	0.00%
MLS vendor hosted - 24	 96.00%




Do you measure subscriber satisfaction with your MLS system via surveys?	
Total Responses - 25	100.00%
Yes - 10	 40.00%
No - 15	 60.00%





In 2007, did subscriber satisfaction:	
Total Responses - 24	96.00%
Greatly improve - 6	 25.00%
Somewhat improve - 13	 54.17%
Remain the same - 4	 16.67%
Somewhat decrease - 0	0.00%
Greatly decrease - 1	 4.17%





Current overall end-user overall satisfaction:	
Total Responses - 25	100.00%
Excellent - 10	 40.00%
Good - 14	 56.00%
Fair - 1	 4.00%
Poor - 0	0.00%




Current overall MLS <i>staff</i> satisfaction:	
Total Responses - 25	100.00%
Excellent - 17	 68.00%
Good - 7	 28.00%
Fair - 1	 4.00%
Poor - 0	0.00%




System speed / response time during peak periods:	
Total Responses - 25	100.00%
Excellent - 10	 40.00%
Good - 12	 48.00%
Fair - 3	 12.00%
Poor - 0	0.00%




System uptime and availability:	
Total Responses - 25	100.00%
Excellent - 21	 84.00%
Good - 3	 12.00%
Fair - 1	 4.00%
Poor - 0	0.00%




How would you rate the capability of your system to allow MLS staff to make your own system modifications (add fields, change business rules, modify reports, etc.)	
Total Responses - 25	100.00%
Excellent - 6	 24.00%
Good - 10	 40.00%
Fair - 5	 20.00%
Poor - 4	 16.00%

Vendor responsiveness to system change / feature requests:	
Total Responses - 25	100.00%
Excellent - 10	 40.00%
Good - 11	 44.00%
Fair - 2	 8.00%
Poor - 2	 8.00%

Quality of software upgrades (e.g. bugs or other problems):	
Total Responses - 25	100.00%
Excellent - 11	 44.00%
Good - 12	 48.00%
Fair - 2	 8.00%
Poor - 0	0.00%

Vendor customer service and technical support to MLS staff:	
Total Responses - 25	100.00%
Excellent - 16	 64.00%
Good - 6	 24.00%
Fair - 3	 12.00%
Poor - 0	0.00%

Vendor customer service and technical support to end users (if applicable):	
Total Responses - 20	80.00%
Excellent - 8	 40.00%
Good - 11	 55.00%
Fair - 0	0.00%
Poor - 1	 5.00%

If you could do it over again, would you select this MLS system again today?	
Total Responses - 25	100.00%
Definitely - 20	 80.00%
Likely - 4	 16.00%
Not likely - 1	 4.00%
Definitely not - 0	0.00%

If you could add or improve features in your current MLS system, what would you do?

- I would allow more flexibility and customization to the Agent Websites. Also add a Contract Program.
- Report Manager :- include more advance features i.e. more options to edit and Manipulate Reports
- CMA :- exclude unnecessary feature i.e. net sheet - correctly calculate adjustments - make subject property page more user friendly
- Add robust statistical reports for the MLS and end users. Add a simple, user friendly report writer for MLS staff and end users. Add the capability for MLS staff to add/change property features (pick list items, labels, etc.) to the system.
- Temporary Hold feature before submit Listing
- Add more customization tools for MLS staff. Add ability to customize homepage - close unused sections.

- Capability to add and delete fields more quickly. We are working to the lowest common denominator (MLS) that is being serviced instead of providing tools for those who are more sophisticated in their approach.
- As members or staff come up with "I wish we had...." ideas, they are passed along to our vendor who bring them up at their MLS User Group Summits and if accepted by vote are incorporated into the next version of our system.
- We were one MLS with two different MLS Systems, one side on Rapattoni and the other on MLXchange, in October 2007 the Rapattoni users switched over to MLXchange so that entire MLS would be on just one system. Rapattoni users did like the Rapattoni system but Rapattoni did not have good uptime.
- Designer tool, report editor, scheduler, agent web pages are all loaded with bugs.
- Improvement of sales statistics/addition of system analytics; addition of broker/agent market analytics
- Nothing, because every time we ask for an improvement it is done immediately...
- Page on page looks instead of having to close one to look at another.
- Have someone come into my office and personally change all of our datalinks into RETS 2.0 feeds. (The MLXChange Fairy.)




How could service be improved?

- We are very happy with the service we receive from our MarketLinx account reps.
- Provide all that is promised in upgrades. Send more than one programmer to NAR and Mid-year...not all of us can jump to "users meetings". Have at least one User Meeting during each of the conventions.
- Nothing, It is excellent!
- As the board provides primary subscriber support the addition of the help portal has been very useful. I would be very helpful if the new feature and enhancement for upcoming release where provide in a more timely manner. ie well be for release instead of on or after.
- Better communication between project managers of reciprocal MLSs and MLS staff. Have a project manager on the same time zone as the MLS. Any communication from AnswerLink and Network Operations to MLS staff.
- More Positive response to staff request
- Keep costumers informed of changes to release date estimates.
- Fix the bugs that are reported.
- Important fixes should be immediate and not have to wait for periodic Hot Fixes.
- Our MLS staff has continually issues with MLXChange locking up. This moring 2/12/08, they couldn't even get in the system. For some odd reason, it seems when the weather gets bad in Iowa, so does our access to the MLS. By the way, it's snowing again today so I'm sure MLXChange will be on the fritz again.
- The QA process can be refined ensure new features and upgrades don't break existing features.
- Better response / knowledge from our technical rep.
- Difficult to improve on existing service levels
- We have no down time! System overall performance is excellent.

- Only the speed--and too often that is the internet provider not MLXchange. It just seems to lockup ALOT lately.
- Responsiveness could be improved (more resources).

What was your favorite system/service improvement this past year?

- We upgraded to MLXchange PRO which gave users more capabilities, such as an IDX website of their own.
- The addition of Microsoft Virtual Earth Mapping
- 4.0 release with Virtual Earth mapping
- Upgraded user interface, nice new look and feel with additional features.
- 4.0 upgrade
- CMA Improvements
- Mapping
- Releasing Mapquest and using Virtual Earth. The listing and Map side by side was a great enhancement.
- User Interface Improvement
- Looking forward to 4.0 upgrade
- Mapping
- Microsoft Mapping
- Attachments, 4.0 enhancements
- Maps and client webpages.
- Migration to MS Virtual Earth mapping
- Each upgrade brings a welcome facet to the system as these upgrades come from the system users.
- Microsoft Virtual Earth
- Prospector activity
- Mapping.
- Working to improve the UI for the CMA.
- Release of 4.0

If your system was installed in the past year, please rate the implementation and cutover:	
Total Responses - 4	16.00%
Excellent – 2	 50.00%
Good – 1	 25.00%
Fair – 1	 25.00%
Poor – 0	0.00%

If you answered the previous question "Acceptable" or "Poor", what could have been improved?

- The training provided by MarketLinx could have been more focused on the basics of the application and tied to real life real estate scenarios



TEMPO

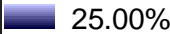

How many subscribers are in your MLS?	
Total Responses - 12	100.00%
Less than 1000 - 0	0.00%
1000 to 3000 - 0	0.00%
3000 to 8000 - 6	50.00%
8000 to 15000 - 2	16.67%
15000 or more - 4	33.33%



Do you host your MLS system locally, or does an MLS vendor host the MLS system?	
Total Responses - 12	100.00%
Locally hosted (in your MLS office) - 2	16.67%
Locally hosted (in a co-location facility) - 3	25.00%
MLS vendor hosted - 7	58.33%


Do you measure subscriber satisfaction with your MLS system via surveys?	
Total Responses - 12	100.00%
Yes - 8	66.67%
No - 4	33.33%

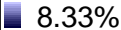
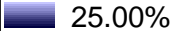
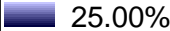

In 2007, did subscriber satisfaction:	
Total Responses - 11	91.67%
Greatly improve - 4	36.36%
Somewhat improve - 5	45.45%
Remain the same - 2	18.18%
Somewhat decrease - 0	0.00%
Greatly decrease - 0	0.00%



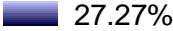
Current overall end-user overall satisfaction:	
Total Responses - 12	100.00%
Excellent - 5	 41.67%
Good - 7	 58.33%
Fair - 0	0.00%
Poor - 0	0.00%



Current overall MLS <i>staff</i> satisfaction:	
Total Responses - 12	100.00%
Excellent - 3	 25.00%
Good - 9	 75.00%
Fair - 0	0.00%
Poor - 0	0.00%


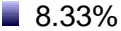
System speed / response time during peak periods:	
Total Responses - 12	100.00%
Excellent - 8	 66.67%
Good - 4	 33.33%
Fair - 0	0.00%
Poor - 0	0.00%





System uptime and availability:	
Total Responses - 12	100.00%
Excellent - 12	 100.00%
Good - 0	0.00%
Fair - 0	0.00%
Poor - 0	0.00%





How would you rate the capability of your system to allow MLS staff to make your own system modifications (add fields, change business rules, modify reports, etc.)	
Total Responses - 12	100.00%
Excellent - 1	 8.33%
Good - 3	 25.00%
Fair - 3	 25.00%
Poor - 5	 41.67%

Vendor responsiveness to system change / feature requests:	
Total Responses - 11	91.67%
Excellent - 3	 27.27%
Good - 5	 45.45%
Fair - 3	 27.27%
Poor - 0	0.00%

Quality of software upgrades (e.g. bugs or other problems):	
Total Responses - 12	100.00%
Excellent - 5	 41.67%
Good - 7	 58.33%
Fair - 0	0.00%
Poor - 0	0.00%

Vendor customer service and technical support to MLS staff:	
Total Responses - 12	100.00%
Excellent - 11	 91.67%
Good - 1	 8.33%
Fair - 0	0.00%
Poor - 0	0.00%

Vendor customer service and technical support to end users (if applicable):	
Total Responses - 2	16.67%
Excellent - 2	 100.00%
Good - 0	 0.00%
Fair - 0	 0.00%
Poor - 0	 0.00%

If you could do it over again, would you select this MLS system again today?	
Total Responses - 12	100.00%
Definitely - 8	 66.67%
Likely - 3	 25.00%
Not likely - 1	 8.33%
Definitely not - 0	 0.00%

If you could add or improve features in your current MLS system, what would you do?

- Allow additional Functionality to MLS staff as well as improve/revamp Statistics package.
- We're using the new Tempo 5 so we would add back some of the customization ability we had in Tempo 3.
- This system is the legacy system of Internet based MLS systems, and the new one (T5) is really just their other platform that is itself 5 or 6 years old. We need to scrap the old model and start looking at state-of-the-art internet applications with which to support MLSs.
- All staff to make more system modifications, add fields, etc. Spanish language translation on client facing pages.
- Require vendors (including MarketLinx) to design more compatibility between systems, since some of us exchange data between different MLS systems.
- Add the ability for agents to add more custom personalization to customer reports.
- Staff reports & tools including usage data; more broker reports; enhanced mapping; capability to create flyers
- Improve on mapping
- We are upgrading to Tempo 5 this year. It has greatly enhanced features and the testers are very excited about it.
- Staff ability to modify fields, business rules or quicker response by vendor. Hurry up with Tempo 5.
- Be more friendly to integrate other vendor products.

- Accommodate "teams" where one broker is designated as the team member and all listings and sales are associated with the team. Other team members can access the listings, add prospects, etc. under the team leader.



How could service be improved?

- The reason why MLS staff rated the service Good instead of Excellent is because of all the issues after a programming publish is installed. Even when the upgrade/fix pass testing, when the publish is installed, there are always other seemingly unrelated problems...some lasting weeks before they are identified and fixed.
- I think they are doing the best they can. Margins for MLS is very low and they cannot be spending big bucks on support and development. I see more movement to own your own systems and no longer rely on vendors. Vendors will be relegated to providing front end applications.
- Four code publishes per year instead of three.
- Thorough testing of all functions when implementing system changes; more frequent mapping updates.
- Move towards a modular design; take more initiative in working through technical problems.
- We have a data exchange with part of MidFlorida MLS. There are still problems after 7 years of exchanging with status changes and photos in both directions
- Include a Rental Property Database.
- Better testing on software upgrades/fixes/enhancements
- Really great service. We have exceptional Support Staff on our team.

What was your favorite system/service improvement this past year?

- We had many. The Tempo Wireless product, the ability of MLS staff to press a button and have the Welcome Screen seen by everyone who logs in after. We are looking forward to the upgrade to Tempo 5 in the fall of this year.
- Mapping through MS Virtual Earth
- Integration of more mapping - PinPoint from Fidelity, VE with Realist. Also expansion of our data base fields in preparation for CARETS.
- Agent desktop.
- A usable Report Writer.
- Dedicated technical service representative has improved communications with the vendor in terms of understanding our issues and the vendor taking appropriate action.
- Document upload.
- Integration of Tax Data into MLS data.
- Upgraded CMA wizard to integrate comparables from the public records system. Added a combo report that includes data from both the MLS and the public records.
- Increased photo limits (twice). Added Realist (although not a MarketLinx product). Desktop home page.

- Increase in RETS functionality. As for Tempo 3/4, not much as development resources are focusing on Tempo 5.
- Updated mapping options.

If your system was installed in the past year, please rate the implementation and cutover:	
Total Responses - 2	16.67%
Excellent - 1	 50.00%
Good - 1	 50.00%
Fair - 0	0.00%
Poor - 0	0.00%

Rapattoni Corporation

Company Name / Division Name: Rapattoni Corporation

Year Established / Year Started in MLS System Business: 1970 / 1999

Number of Employees: 70+

Headquarter Location: Simi Valley, CA

Primary MLS Product Name(s): Rapattoni MLS

Number of MLS Accounts: 113

Number of Total Subscribers: 250,000+

Offline (PC-based) Product Name: n/a

Web Browsers Fully Supported: Microsoft IE 6+

Platform (OS) Supported: Windows XP / 2000 / Vista

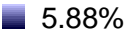
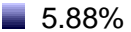

RETS Compliance (version #): 1.5



Other Products Offered: Rapattoni Magic, Secure Logon






Company Strengths: Rapattoni Corporation has been serving the real estate industry under the same name and management since 1970. Rapattoni provides an array of integrated products and services for real estate associations and MLS organizations, including Internet MLS systems, association management software, and Secure Logon two-factor authentication services. Rapattoni's association management software has more than 250 installations nationwide, and its Rapattoni MLS system powers more than 100 multiple listing services around the country, serving over a quarter million real estate professionals. In 2006 the company launched a two-factor, token-based logon authentication service, and in 2007 began offering Single Sign-On capability. More info:




<http://www.rapattoni.com/>





How many subscribers are in your MLS?	
Total Responses - 17	100.00%
Less than 1000 - 4	23.53%
1000 to 3000 - 5	29.41%
3000 to 8000 - 4	23.53%
8000 to 15000 - 3	17.65%
15000 or more - 1	5.88%




Do you host your MLS system locally, or does an MLS vendor host the MLS system?	
Total Responses - 17	100.00%
Locally hosted (in your MLS office) - 1	 5.88%
Locally hosted (in a co-location facility) - 1	 5.88%
MLS vendor hosted - 15	 88.24%

Do you measure subscriber satisfaction with your MLS system via surveys?	
Total Responses - 17	100.00%
Yes - 8	 47.06%
No - 9	 52.94%





In 2007, did subscriber satisfaction:	
Total Responses - 15	88.24%
Greatly improve - 2	 13.33%
Somewhat improve - 6	 40.00%
Remain the same - 4	 26.67%
Somewhat decrease - 2	 13.33%
Greatly decrease - 1	 6.67%





Current overall end-user overall satisfaction:	
Total Responses - 16	94.12%
Excellent - 4	 25.00%
Good - 7	 43.75%
Fair - 5	 31.25%
Poor - 0	0.00%

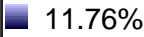
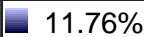

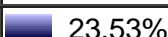
Current overall MLS <i>staff</i> satisfaction:	
Total Responses - 17	100.00%
Excellent - 5	 29.41%
Good - 6	 35.29%
Fair - 3	 17.65%
Poor - 3	 17.65%

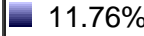


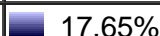
System speed / response time during peak periods:	
Total Responses - 17	100.00%
Excellent - 6	 35.29%
Good - 7	 41.18%
Fair - 4	 23.53%
Poor - 0	0.00%

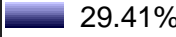
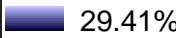
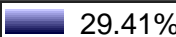
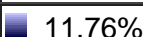
Note that all 'Poor' and 'Fair' ratings for system uptime are on vendor-hosted systems.

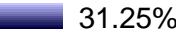
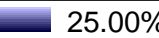
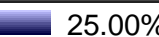
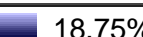
System uptime and availability:	
Total Responses – 17	100.00%
Excellent – 7	 41.18%
Good – 2	 11.76%
Fair – 5	 29.41%
Poor – 3	 17.65%




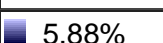
How would you rate the capability of your system to allow MLS staff to make your own system modifications (add fields, change business rules, modify reports, etc.)	
Total Responses – 17	100.00%
Excellent – 1	 5.88%
Good – 5	 29.41%
Fair – 3	 17.65%
Poor – 8	 47.06%

Vendor responsiveness to system change / feature requests:	
Total Responses – 17	100.00%
Excellent - 2	 11.76%
Good - 2	 11.76%
Fair - 9	 52.94%
Poor - 4	 23.53%

Quality of software upgrades (e.g. bugs or other problems):	
Total Responses - 17	100.00%
Excellent - 2	 11.76%
Good - 7	 41.18%
Fair - 5	 29.41%
Poor - 3	 17.65%

Vendor customer service and technical support to MLS staff:	
Total Responses - 17	100.00%
Excellent - 5	 29.41%
Good - 5	 29.41%
Fair - 5	 29.41%
Poor - 2	 11.76%

Vendor customer service and technical support to end users (if applicable):	
Total Responses - 16	94.12%
Excellent - 5	 31.25%
Good - 4	 25.00%
Fair - 4	 25.00%
Poor - 3	 18.75%

If you could do it over again, would you select this MLS system again today?	
Total Responses - 17	100.00%
Definitely - 7	 41.18%
Likely - 6	 35.29%
Not likely - 3	 17.65%
Definitely not - 1	 5.88%

If you could add or improve features in your current MLS system, what would you do?

- Add suggested enhancements quicker. They have a 3 year backlog of approved enhancements.
- We are uncomfortable with the disaster recovery redundant line of servers being located on the same fault line on the West Coast. We would like the redundant failover to go live in minutes and not within 72 hours. We have had outages and no distributed system to fall back on, leaving members at times without an MLS. Our members have expressed great and intense frustration during down time.
- When changes are implemented by the MLS staff, the MLS staff has to go back and review the changes because of poor implementation and/or misspelled wording from vendor. QA should have items tested and checked before pushing out to live site. MLS staff has to continuously go back and QA all implementation items on their own, wasting valuable time.
- Add a feature that allows agents to mark a commercial property as leased forcing them to put in their leased information but not make that leased information viewable to anyone outside of that office. This data would then be compiled to create commercial statistics such as absorption rates for our area.
- Staff Report Writer
- Ability to change or modify listings via a PDA
- Better control over what modules a user can access through their access rights as well as restrict a user to a certain Association's listings or combination of Associations' listings in our regional setting.
- Improved violation reporting/policing
- Make it more customizable by the local staff. It takes a really long time to make certain changes which in this day and age should not be. Some changes take so long that you forgot you even requested it once it's done.
- More ability for staff to make changes, customize.
- Our problem is that we switched from a highly customized system (XMLSweb) to one with standard programming for all its customers. We have not adjusted to being limited.
- Link to tax records and they are working on that. Delay is in our local Auditors Offices

- The "Report Violations" emails that are sent to us don't contain enough information. We have to look up the address of the property, pull up the listing (a link would be so helpful here) so that we can actually see the problem, email addresses of the reporter and perpetrator have to be looked up, etc -- and since we are getting increasing numbers of violations reported to us lately, this is taking up more and more of our time.



How could service be improved?

- Unfortunately, Rapattoni's service level has dropped dramatically over the past two years. This could be improved by hiring/retaining a better quality staff.
- We have had too much down time with this MLS system way too often in our first 8 months of service. Also, feature requests that are deemed to be only useable by a Commercial MLS are not approved by our MLS Vendor. If they create a Commercial MLS system they should be willing to do customizations for us to improve it.
- Better response to enhancement requests, changes working consistently after implementation, correct information given to members with problems, better communication to staff of known problems.
- End User support although improved still pushes members back to the MLS for non-MLS technical related issues. Better communication and better QA needed from MLS support staff member. MLS Staff support should be technically knowledgeable about basic networking and multiple operating systems. Mike Murphy, MLS support manager has stepped in and if all MLS Staff support was like Mike, we would not have any issues. He is incredible and knows the product inside and out.
- Consistent attention to, and follow-through, our change requests. If we don't press, there's often no action.
- Better testing of product upgrades, etc. prior to release.
- More Qualified staff
- Automated data checking. A more reliable fax system to upload and attach documents.
- Their service has been excellent, especially their 2nd level support feature.
- More vendor flexibility
- Complicated questions/enhancement requests/issues from staff shouldn't get lost in shuffle as they seem to do at times.

What was your favorite system/service improvement this past year?

- Newly improved and enhanced mapping features. Although implemented in 2006, most members didn't begin using the Client Portal for contact management until 2007 and it is very well received. The agents are really impressed with the professional looking reports and interactive messaging capabilities.
- Single Sign on Portal allowing users to go back and forth between various systems and programs used in our area. We are also awaiting a Unit enhancement that will allow agents to view the specific units within a building and see if they are leased or available.
- MS Virtual Earth. Rapattoni also has a phenomenally talented RETS department.
- Single Server sign on for multiple MLS operations (Quattro), Strong two factor authentication (tokens)

- The improvements that have been made to the mapping -- Microsoft Virtual Earth
- Upgrade to Microsoft Virtual Earth mapping
- The upgrade of their mapping functions and the Birdseye view on the map.
- Driving Directions (routing) for multiple destinations / enhanced mapping with aerials and birds-eye view.
- Client Portal.
- Mapping
- Microsoft Earth mapping
- Mapping feature changed from Mapquest to MS Virtual Earth was a great improvement.

If your system was installed in the past year, please rate the implementation and cutover:	
Total Responses - 3	17.65%
Excellent - 2	 66.67%
Good - 0	0.00%
Fair - 1	 33.33%
Poor - 0	0.00%

If you answered the previous question "Acceptable" or "Poor", what could have been improved?

- End User support although somewhat improved still pushes members back to the MLS for non-MLS technical related issues. Better communication and better QA needed from MLS support staff member. MLS Staff support should be technically knowledgeable about basic networking and multiple operating systems. I will say the actual implementation team (Destyn Dagle and John Hole) was incredible.

Solid Earth

Company Name / Division Name: Solid Earth, Inc.

Year Established / Year Started in MLS System Business: 1998

Number of Employees: 14

Headquarter Location: Huntsville, Alabama

Primary MLS Product Name(s): LIST-IT

Number of MLS Accounts: 23

Number of Total Subscribers: 57,000

Offline (PC-based) Product Name: LIST-IT Desktop (not supported on Vista and being phased out)

Web Browsers Fully Supported: Microsoft Internet Explorer, Mozilla

Platform (OS) Supported: Windows 98 to current, Macintosh OSX running Mozilla

RETS Compliance (version #): 1.7

Other Products Offered: LIST-IT Gateway IDX



Company Strengths: According to Solid Earth President Matt Fowler, "Solid Earth has consistently delivered for its 23 MLS clients so that after 10 years in business, only 2 have ever left for other suppliers. By carefully listening to our users, AEs and MLS Administrators, we learn about new features and tools needed by today's real estate professional. Our talent is to rapidly develop, test and stage solutions that meet their needs in an orderly and deliberate way but with a sense of urgency. On average we post 10 new "enhancements" (not bug fixes) to the network per week creating an environment that is highly responsive and relentlessly evolutionary. Advanced mapping, consumer facing webs, statistics, automated CMAs, comprehensive searching, reporting and email are all core features. Solid Earth specializes in MLS systems with a distinct sense of identity. The LIST-IT system is a set of tools with which the new MLS is created. It's more than configurable, much of the software is written specifically for each new account based on unique local problems and goals. This is not a good fit for all MLS systems but the ones that are able and willing to do the research and planning to determine what's best for the subscriber, using Solid Earth as their development team, get the benefits of a fully custom system. Since we spend so much time on each new system, we can't do more than 3 or 4 per year. That allows us to deliver a better solution while it also limits our growth; that has proven to be a good thing. Used by markets with as many as 12,000 subscribers (Monmouth NJ), the LIST-IT system is built using the latest Microsoft asp.net programming environment staged on the industry leading Oracle 10g, 64-bit database platform. Paired with the dedication, experience and commitment to service of the Solid Earth Team, LIST-IT is the obvious choice for proven, custom real estate technology solutions." More info: <http://www.solidearth.com/>



How many subscribers are in your MLS?	
Total Responses - 8	100.00%
Less than 1000 - 0	0.00%
1000 to 3000 - 5	62.50%
3000 to 8000 - 3	37.50%
8000 to 15000 - 0	0.00%
15000 or more - 0	0.00%

Do you host your MLS system locally, or does an MLS vendor host the MLS system?	
Total Responses - 8	100.00%
Locally hosted (in your MLS office) - 0	0.00%
Locally hosted (in a co-location facility) - 1	12.50%
MLS vendor hosted - 7	87.50%



Do you measure subscriber satisfaction with your MLS system via surveys?	
Total Responses - 8	100.00%
Yes - 5	62.50%
No - 3	37.50%



In 2007, did subscriber satisfaction:	
Total Responses - 7	87.50%
Greatly improve - 1	14.29%
Somewhat improve - 3	42.86%
Remain the same - 3	42.86%
Somewhat decrease - 0	0.00%
Greatly decrease - 0	0.00%




Current overall end-user overall satisfaction:	
Total Responses - 8	100.00%
Excellent - 5	 62.50%
Good - 3	 37.50%
Fair - 0	0.00%
Poor - 0	0.00%




Current overall MLS <i>staff</i> satisfaction:	
Total Responses - 8	100.00%
Excellent - 6	 75.00%
Good - 2	 25.00%
Fair - 0	0.00%
Poor - 0	0.00%




Note that all 'Good' ratings for system speed and uptime are on vendor-hosted systems.



System speed / response time during peak periods:	
Total Responses - 8	100.00%
Excellent - 5	 62.50%
Good - 3	 37.50%
Fair - 0	0.00%
Poor - 0	0.00%



System uptime and availability:	
Total Responses - 8	100.00%
Excellent - 6	 75.00%
Good - 2	 25.00%
Fair - 0	0.00%
Poor - 0	0.00%


How would you rate the capability of your system to allow MLS staff to make your own system modifications (add fields, change business rules, modify reports, etc.)	
Total Responses - 8	100.00%
Excellent - 2	 25.00%
Good - 4	 50.00%
Fair - 2	 25.00%
Poor - 0	0.00%

Vendor responsiveness to system change / feature requests:	
Total Responses - 8	100.00%
Excellent - 3	 37.50%
Good - 4	 50.00%
Fair - 1	 12.50%
Poor - 0	0.00%

Quality of software upgrades (e.g. bugs or other problems):	
Total Responses - 8	100.00%
Excellent - 3	 37.50%
Good - 4	 50.00%
Fair - 1	 12.50%
Poor - 0	0.00%

Vendor customer service and technical support to MLS staff:	
Total Responses - 8	100.00%
Excellent - 5	 62.50%
Good - 3	 37.50%
Fair - 0	0.00%
Poor - 0	0.00%

Vendor customer service and technical support to end users (if applicable):	
Total Responses - 7	87.50%
Excellent - 3	 42.86%
Good – 4	 57.14%
Fair – 0	0.00%
Poor – 0	0.00%

If you could do it over again, would you select this MLS system again today?	
Total Responses - 8	100.00%
Definitely - 8	 100.00%
Likely - 0	0.00%
Not likely - 0	0.00%
Definitely not - 0	0.00%

If you could add or improve features in your current MLS system, what would you do?

- An improved member "Dashboard" for the member screen.
- A more communicative log-in page for subscribers
- Improved user interface on mls-provided public site.
- Improved statistics (currently in the works)
- Create a dashboard to display volume of free leads generated from public site.
- RETS access
- More end-user or staff-level access to statistical reporting functionality.

How could service be improved?

- Improved change notification
- Make it more "web 2.0 like"
- More structured release management of planned enhancements and fixes.
- Service is excellent. Can't think of any improvements.
- Service is excellent, no complaints

What was your favorite system/service improvement this past year?

- Mapping - it is excellent
- Adding Google Virtual Earth as one of several mapping display choices.
- Google Earth Maps
- Attended a user group summit which brought most of the Solid Earth clients together into a 2-day meeting. Having the one-on-one time with other MLSs of similar size or demographics who also use the same vendor was a great experience. I am looking forward to this becoming an annual event.

Stratus

Company Name / Division Name: Stratus Data Systems, Inc.

Year Established / Year Started in MLS System Business: 1998

Number of Employees: 15

Headquarter Location: Katonah, NY

Primary MLS Product Name(s): StratusMLS

Number of MLS Accounts: 3

Number of Total Subscribers: 78,000

Offline (PC-based) Product Name: n/a

Web Browsers Fully Supported: Safari, Firefox, Microsoft Internet Explorer



Platform (OS) Supported: Windows, Macintosh, Linux (any that support the web browsers above)



RETS Compliance (version #): 1.7






Other Products Offered: Wireless Access - Custom office and agent web pages - Internet Data Exchange (IDX) - Property search form - Custom Form Designer - Comparative Market Analysis (CMA)





Company Strengths: Through three decades of building systems for the Real Estate industry, the Stratus team has earned a reputation for innovative solutions and outstanding performance. Stratus is a software company with just one business: MLS software with unsurpassed functionality, reliability, and service. Stratus works closely with customers to adapt StratusMLS to fit their needs, and helps them to quickly incorporate new technologies and business models. Stratus provides their customers with boutique-style service, acting as a technology resource instead of merely a vendor. They aim to serve boards that fit their company culture, where relationships are valued over market share. With an elite list of customers, Stratus provides a unique level of service that larger vendors cannot afford. More info: <http://www.stratusdata.com/>


How many subscribers are in your MLS?	
Total Responses – 2	100.00%
Less than 1000 - 0	0.00%
1000 to 3000 - 0	0.00%
3000 to 8000 - 0	0.00%
8000 to 15000 - 0	0.00%
15000 or more - 2	100.00%


Do you host your MLS system locally, or does an MLS vendor host the MLS system?	
Total Responses – 2	100.00%
Locally hosted (in your MLS office) - 1	 50.00%
Locally hosted (in a co-location facility) - 1	 50.00%
MLS vendor hosted - 0	0.00%


Do you measure subscriber satisfaction with your MLS system via surveys?	
Total Responses – 2	100.00%
Yes - 1	 50.00%
No - 1	 50.00%


In 2007, did subscriber satisfaction:	
Total Responses – 2	100.00%
Greatly improve - 0	 0.00%
Somewhat improve - 1	 50.00%
Remain the same - 1	 50.00%
Somewhat decrease - 0	 0.00%
Greatly decrease - 0	 0.00%


Current overall end-user overall satisfaction:	
Total Responses – 2	100.00%
Excellent – 2	 100.00%
Good – 0	 0.00%
Fair – 0	 0.00%
Poor – 0	 0.00%


Current overall MLS <i>staff</i> satisfaction:	
Total Responses – 2	100.00%
Excellent – 2	 100.00%
Good – 0	0.00%
Fair – 0	0.00%
Poor – 0	0.00%


System speed / response time during peak periods:	
Total Responses – 2	100.00%
Excellent – 2	 100.00%
Good – 0	0.00%
Fair – 0	0.00%
Poor – 0	0.00%


System uptime and availability:	
Total Responses – 2	100.00%
Excellent – 2	 100.00%
Good – 0	0.00%
Fair – 0	0.00%
Poor – 0	0.00%

How would you rate the capability of your system to allow MLS staff to make your own system modifications (add fields, change business rules, modify reports, etc.)	
Total Responses – 1	50.00%
Excellent – 1	 100.00%
Good – 0	0.00%
Fair – 0	0.00%
Poor – 0	0.00%

Vendor responsiveness to system change / feature requests:	
Total Responses – 2	100.00%
Excellent – 2	 100.00%
Good – 0	0.00%
Fair – 0	0.00%
Poor – 0	0.00%

Quality of software upgrades (e.g. bugs or other problems):	
Total Responses – 2	100.00%
Excellent – 2	 100.00%
Good – 0	0.00%
Fair – 0	0.00%
Poor – 0	0.00%

Vendor customer service and technical support to MLS staff:	
Total Responses – 2	100.00%
Excellent – 2	 100.00%
Good – 0	0.00%
Fair – 0	0.00%
Poor – 0	0.00%

If you could do it over again, would you select this MLS system again today?	
Total Responses – 2	100.00%
Definitely - 2	 100.00%
Likely - 0	0.00%
Not likely - 0	0.00%
Definitely not - 0	0.00%

If you could add or improve features in your current MLS system, what would you do?

- Would improve mapping functionality. Is currently being programmed with Virtual Earth. On development site - going live in February - Looks great on development site.
- Improve Custom reports
- Functionality and portability

How could service be improved?

- Currently is excellent.

What was your favorite system/service improvement this past year?

- Integration with Instanet Online Forms. Forms may be filled out online through Instanet Forms with the data integrity and business rules built into the form. The listing may then be uploaded directly into Stratus.
- Deployment of a separate Rental Class

Tarasoft

Company Name / Division Name: Tarasoft

Year Established / Year Started in MLS System Business: 1990

Number of Employees: 25

Headquarter Location: Victoria/Nelson, BC

Primary MLS Product Name(s): Tarasoft Matrix

Number of MLS Accounts: 10

Number of Total Subscribers: 170,000

Offline (PC-based) Product Name: Tarasoft Titan

Web Browsers Fully Supported: Internet Explorer, Netscape Navigator, Opera, Mozilla, Firefox and Safari

Platform (OS) Supported: Windows 95, 98, ME, 2000, XP, Vista. Apple Macintosh.

RETS Compliance (version #): RETS 1.7

Other Products Offered: Matrix Mobile



Company Strengths: Tarasoft has invested heavily in designing its core technology to power the demands of North America's largest MLS providers. Offering breathtaking performance and unrivalled flexibility at every level, Matrix has quickly become the premier MLS platform in North America. Tarasoft's unprecedented growth includes many of North America's largest accounts such as MRIS, MRMLS, RMLS (MN), MARIS, CIGM, GSBRLS. Tarasoft continues to add significant new functionality to its platform including a new consumer-centric portal, full integration of Microsoft Virtual Earth, vast cross browser support including Mac, sophisticated security support including Clareity's SAFEMLS, the ability to layer Matrix directly upon RETS directly, and the impressive new multi-lingual support. Matrix is now able to render in any desired language, such as a toggle on every page between English and Spanish, or English and French. Another area of strength for Tarasoft is in the successful release of a Minnesota state-wide system as well as provincial deployments in both Quebec and Saskatchewan. Tarasoft is enormously flexible in its business model, be it as a traditional vendor of choice, or in complex data sharing initiatives, or in parallel MLS platform configurations, and custom deployment beyond these mentioned. 2008 looks set to be another banner year for Tarasoft. Expect to see many new Tarasoft initiatives and announcements in the coming months. More info: <http://www.tarasoft.com/>



How many subscribers are in your MLS?	
Total Responses - 7	100.00%
Less than 1000 - 0	0.00%
1000 to 3000 - 2	28.57%
3000 to 8000 - 1	14.29%
8000 to 15000 - 1	14.29%
15000 or more - 3	42.86%


Do you host your MLS system locally, or does an MLS vendor host the MLS system?	
Total Responses - 7	100.00%
Locally hosted (in your MLS office) - 1	14.29%
Locally hosted (in a co-location facility) - 2	28.57%
MLS vendor hosted - 4	57.14%


Do you measure subscriber satisfaction with your MLS system via surveys?	
Total Responses - 7	100.00%
Yes - 5	71.43%
No - 2	28.57%



In 2007, did subscriber satisfaction:	
Total Responses - 6	85.71%
Greatly improve - 4	66.67%
Somewhat improve - 2	33.33%
Remain the same - 0	0.00%
Somewhat decrease - 0	0.00%
Greatly decrease - 0	0.00%




Current overall end-user overall satisfaction:	
Total Responses - 7	100.00%
Excellent - 4	 57.14%
Good - 3	 42.86%
Fair - 0	0.00%
Poor - 0	0.00%




Current overall MLS <i>staff</i> satisfaction:	
Total Responses - 7	100.00%
Excellent - 5	 71.43%
Good - 2	 28.57%
Fair - 0	0.00%
Poor - 0	0.00%



System speed / response time during peak periods:	
Total Responses - 7	100.00%
Excellent - 7	 100.00%
Good - 0	0.00%
Fair - 0	0.00%
Poor - 0	0.00%



System uptime and availability:	
Total Responses - 7	100.00%
Excellent - 7	 100.00%
Good - 0	0.00%
Fair - 0	0.00%
Poor - 0	0.00%


How would you rate the capability of your system to allow MLS staff to make your own system modifications (add fields, change business rules, modify reports, etc.)	
Total Responses - 7	100.00%
Excellent - 5	 71.43%
Good - 2	 28.57%
Fair - 0	0.00%
Poor - 0	0.00%

Vendor responsiveness to system change / feature requests:	
Total Responses - 7	100.00%
Excellent - 4	 57.14%
Good - 2	 28.57%
Fair - 1	 14.29%
Poor - 0	0.00%

Quality of software upgrades (e.g. bugs or other problems):	
Total Responses - 7	100.00%
Excellent - 4	 57.14%
Good - 2	 28.57%
Fair - 1	 14.29%
Poor - 0	0.00%

Vendor customer service and technical support to MLS staff:	
Total Responses - 7	100.00%
Excellent - 5	 71.43%
Good - 2	 28.57%
Fair - 0	0.00%
Poor - 0	0.00%

Vendor customer service and technical support to end users (if applicable):	
Total Responses - 4	57.14%
Excellent - 3	 75.00%
Good - 1	 25.00%
Fair - 0	0.00%
Poor - 0	0.00%

If you could do it over again, would you select this MLS system again today?	
Total Responses - 7	100.00%
Definitely - 7	 100.00%
Likely - 0	0.00%
Not likely - 0	0.00%
Definitely not - 0	0.00%

If you could add or improve features in your current MLS system, what would you do?



- Financials (Buyer/Seller Nets) CMA's
- Graphical user interfaces need improvement.
- Personalize CMA pages
- CMAs for all property types
- No need - system exceeds member expectation

How could service be improved?

- Steps were taken in '07 to respond to shortcomings in meeting commitments and overall responsiveness.
- Build out a few more features, such as watched listings, open house, etc.
- To date service has been excellent



What was your favorite system/service improvement this past year?



- Virtual Earth
- Mapping enhancements and search cart.
- MS Virtual Earth
- Integrated auto-email Before it was a separate product
- User class based communication methods and better mapping systems.
- The whole system. We have just completed training of our members and the feedback has been nothing but excellent.





If your system was installed in the past year, please rate the implementation and cutover:	
Total Responses - 4	57.14%
Excellent - 3	 75.00%
Good - 1	 25.00%
Fair - 0	0.00%
Poor - 0	0.00%

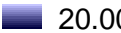

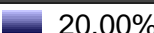
MLS Owned and Operated



A number of MLSs, small and large, have chosen to own and operate their own MLS system in recent years. Some have built the system themselves using employees, while others have contracted with a company to build and maintain a custom-made system just for them. They do this to avoid vendors that are less responsive to customization requests, to take full control over (and responsibility for) system uptime and performance, and because they get tired of moving from vendor to vendor – it can be expensive and drives members crazy! Some also believe they will save money by creating their own system – though Clarity finds that this is rarely the reality of owning and operating – and continually improving – one’s own system. While some MLSs have enjoyed all of the advantages of creating and managing their own system and are extremely satisfied with their chosen course, satisfaction has decreased in some quarters over the past few years, and we have begun to see more MLSs going back to a vendor-owned and managed MLS system.


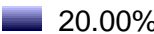
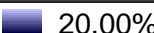
Do you host your MLS system locally, or does an MLS vendor host the MLS system?	
Total Responses – 5	100.00%
Locally hosted (in your MLS office) - 3	 60.00%
Locally hosted (in a co-location facility) - 2	 40.00%
MLS vendor hosted - 0	0.00%


Do you measure subscriber satisfaction with your MLS system via surveys?	
Total Responses – 5	100.00%
Yes - 3	 60.00%
No - 2	 40.00%



In 2007, did subscriber satisfaction:	
Total Responses – 4	80.00%
Greatly improve - 1	 25.00%
Somewhat improve - 1	 25.00%
Remain the same - 1	 25.00%
Somewhat decrease - 1	 25.00%
Greatly decrease - 0	0.00%


Current overall end-user overall satisfaction:	
Total Responses - 5	100.00%
Excellent - 1	 20.00%
Good - 3	 60.00%
Fair - 1	 20.00%
Poor - 0	0.00%

Current overall MLS <i>staff</i> satisfaction:	
Total Responses - 5	100.00%
Excellent - 2	 40.00%
Good - 3	 60.00%
Fair - 0	0.00%
Poor - 0	0.00%

System speed / response time during peak periods:	
Total Responses - 5	100.00%
Excellent - 3	 60.00%
Good - 1	 20.00%
Fair - 1	 20.00%
Poor - 0	0.00%

System uptime and availability:	
Total Responses - 5	100.00%
Excellent - 5	 100.00%
Good - 0	0.00%
Fair - 0	0.00%
Poor - 0	0.00%

Quality of software upgrades (e.g. bugs or other problems):	
Total Responses - 5	100.00%
Excellent - 3	 60.00%
Good - 2	 40.00%
Fair - 0	0.00%
Poor - 0	0.00%

If you could do it over again, would you select this MLS system again today?	
Total Responses - 4	80.00%
Definitely - 4	 100.00%
Likely - 0	0.00%
Not likely - 0	0.00%
Definitely not - 0	0.00%

If you could add or improve features in your current MLS system, what would you do?

- More user end customization
- Since we develop and operate our own, we determine what features we will implement, prioritize them, and implement them

How could service be improved?

- More face to face service, one or two more people in the call center, more broker based training. Also, as we will be doing these items this year, we will also be improving the service we provide to subscribers outside of our original core counties

What was your favorite system/service improvement this past year?

- Improved mapping
- We revised listing management and greatly improved our business rules, leading to greater system integrity thru more data validation and error checking

“We have the most stable system in the marketplace, not the prettiest, but the most dependable, and the fastest.”

Thank You!

Thank you for reading Clareity's **7th Annual Internet MLS Customer Satisfaction Survey!** And thanks again to the many MLS organizations that participated in this year's survey.

The Clareity Consulting Team

About Clareity

Founded in 1996, Clareity continually strives to provide our clients an independent and unique perspective. Due to our extensive involvement and interaction across the entire Real Estate industry, we have a finger on the pulse of the industry. Clareity has successfully executed a vast array of consulting projects for our clients, related to:

- Development and analysis of RFPs for MLS systems, public records, broker systems and transaction management systems
- Public speaking and presentations
- Strategic planning
- Information security and business risk management assessments
- Regionalization and data share consulting
- Mergers and acquisitions and strategic alliances
- New product marketing and business plans
- Product integration specifications
- Conference planning and content development
- Competitive analysis
- Contract negotiation
- Executive recruitment
- Project management and implementation assistance
- Market research including agent, broker, and staff surveys as well as onsite focus groups

For more information please contact:

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