

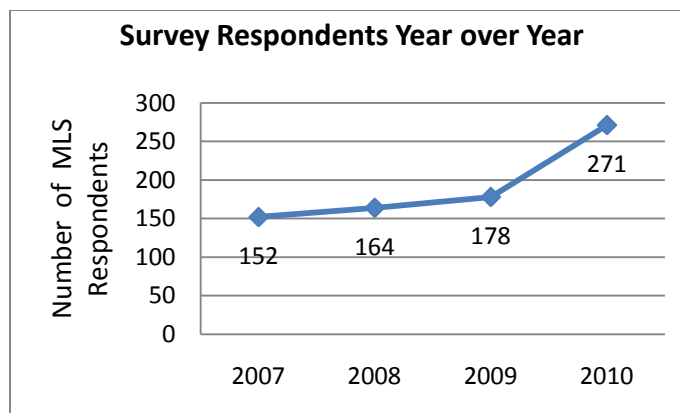


9th Annual MLS Customer Satisfaction Survey
January-February 2010
By Clareity Consulting
www.CallClareity.com

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Introduction

Clareity Consulting conducted its ninth annual survey of Multiple Listing Services between January 19 and February 16, 2010. The purpose of the study was to learn more about MLS customer satisfaction and key metrics that affect it, including system performance and uptime, technical support, and vendor responsiveness. This year, 271 MLSs completed the survey, representing 1,006,070 subscribers. 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.



Like last year, this year's survey report is focusing on the basic, important questions that 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	Survey Responses	Smallest Respondent Size (Subscribers)	Largest Respondent Size (Subscribers)	Average Respondent Size (Subscribers)
dynaConnections	2	6,400	42,000	24,200
FBS	27	139	32,000	2,208
Filogix	15	45	1,650	408
LPS (Paragon XL)	4	275	9,000	3,076
LPS (Paragon)	58	80	16,000	1,181
MarketLinx (Innovia)	29	59	23,500	1,919
MarketLinx (MLXchange)	42	115	31,500	3,873
MarketLinx (TEMPO)	15	1,250	45,000	13,663
Rapattoni Corporation	23	350	24,000	3,234
Solid Earth	22	300	9,460	2,184
Stratus	2	21,300	31,750	26,525
Systems Engineering	12	80	839	314
Tarasoft	12	1,250	45,000	13,470

The remaining eight (8) responses were split among other vendors. Vendors with insufficient response (as a percentage of total customer-base) to include in this report include: LPS (RE/Xplorer), ProMatch, Quest Technologies (Userquest), RealtyServer, Solid Business Solutions (EZlist), Technology Concepts, Valet MLS, and MLS owned and operated. Non-inclusion in this report should not be regarded as indicating a negative opinion of any vendor, and Clarity Consulting 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

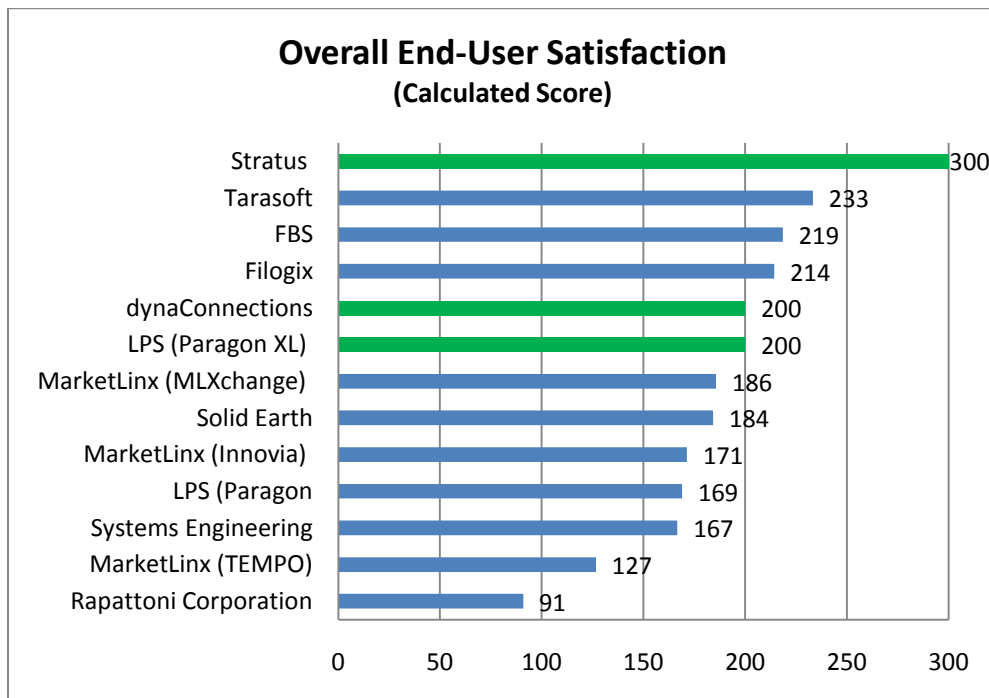
(RFP) and competitive bid. Clareity then provides an ‘apple-to-apples’ analysis of the proposals where vendor capabilities are measured against member needs, system demonstrations, hands-on testing, and other processes designed to ensure the best system and vendor selection is made by each MLS. Clareity’s 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. Clareity also offers its clients a presentation titled “MLS Competitive Landscape” that provides a summary of more than 20 MLS offerings for organizations that are considering alternatives, or just want to stay up to speed.

Clareity hopes that MLS executives, selection committee members, and MLS vendors alike find this year’s report valuable.

Overall Ratings and Movement

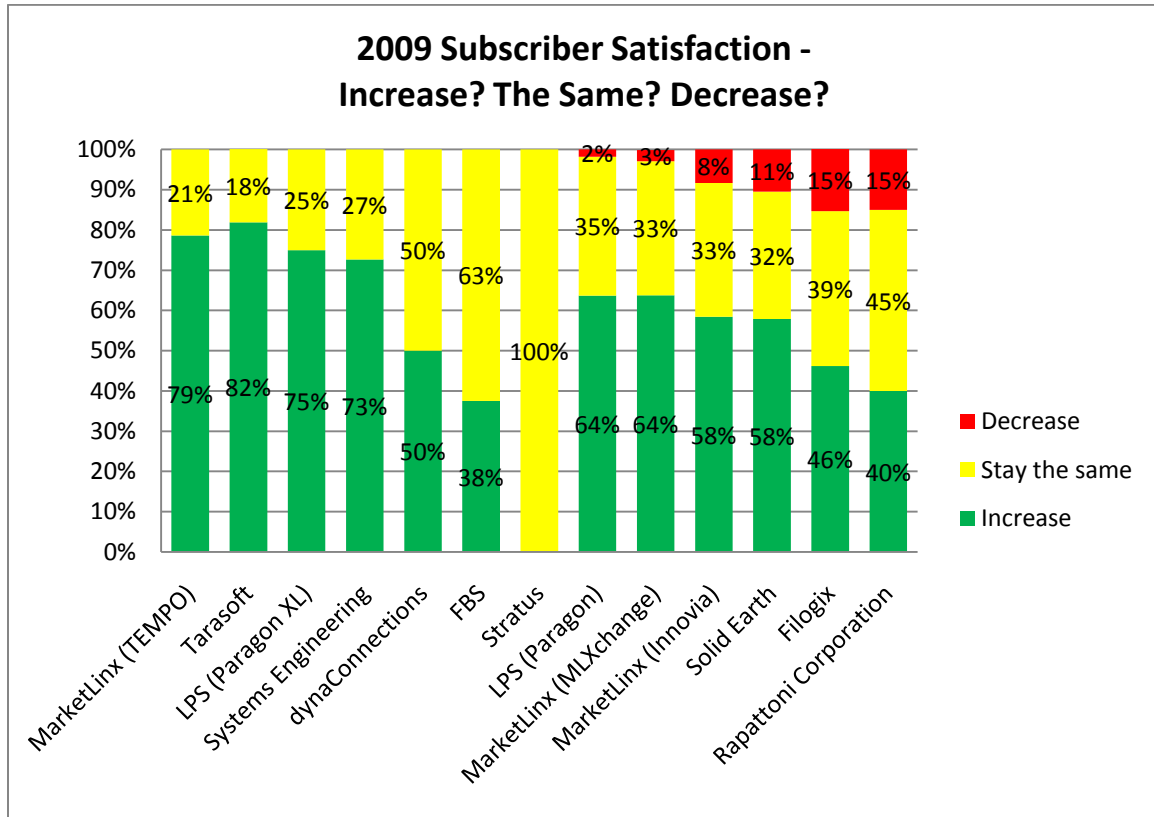
Clareity is including satisfaction ratings showing vendors and systems side-by-side again this year; however, we urge readers – customers and vendors alike - not to take these ratings out of context. We had heard that a few MLSs that were seeking a new system only invited Clareity’s ‘top 4 or 5 ranked vendors’ to participate in their selection process – regardless of whether those vendors had the capability to serve their specific needs. A vendor that does well servicing customers with different needs than your own may not have the ability to service your MLS. Please note that we have color-coded the charts below: vendors/systems with more than ten customers are indicated in blue and those with less than ten customers are indicated in green.

The following chart shows overall end-user satisfaction grouped by MLS vendor and system, based on a calculated score (3 times the ‘Excellent’ percentage plus ‘Good’, minus ‘Acceptable’, minus 3 times ‘Poor’). A higher calculated score signifies better end-user satisfaction as reported by the MLS executive.



All of the raw scores from which the calculated scores are generated are located in the “Vendor / System Details” section later in this report.

The chart below shows whether the respondents thought that subscriber satisfaction increased, decreased, or stayed the same in 2009.

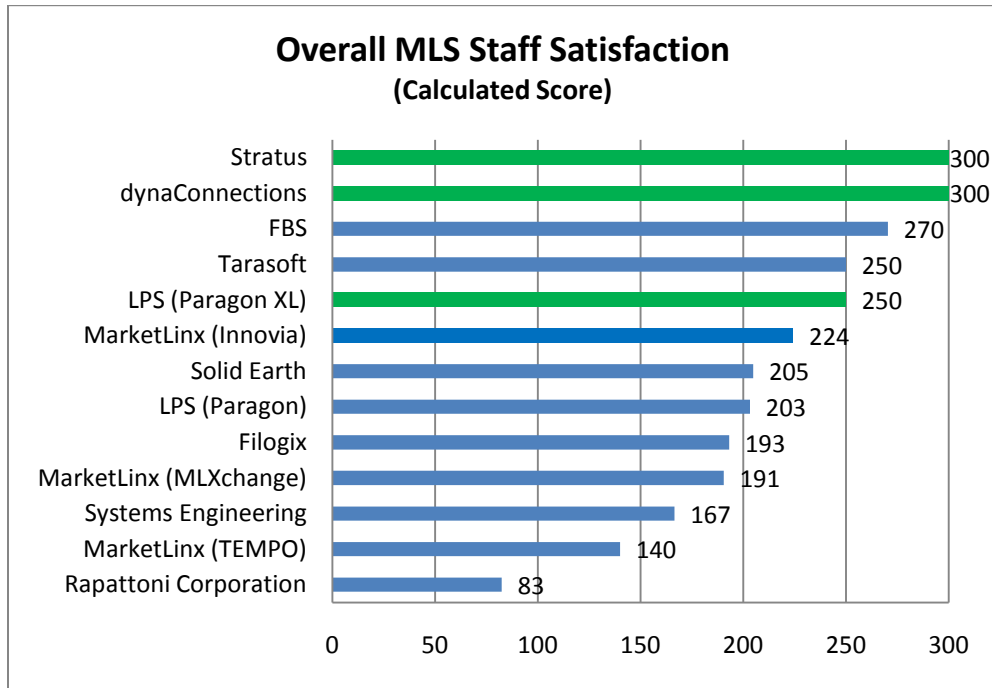


When asked “**If you could do it over again, would you select this MLS system again today?**” for the ‘flagship’ systems, the following percentage of customers would *not* select the same system again today:

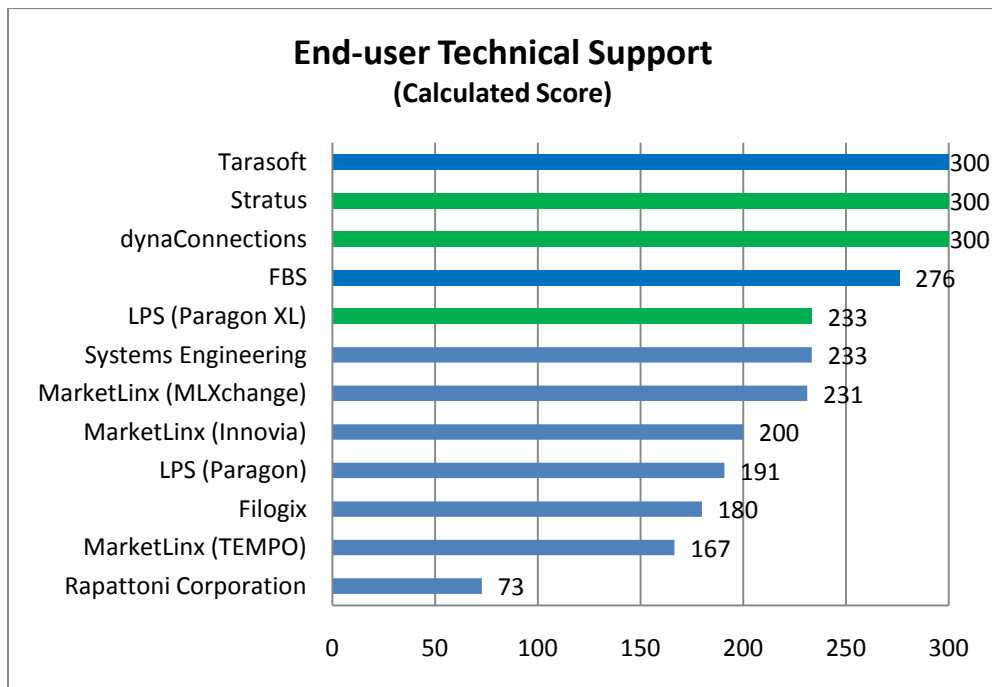
- 26% of Rapattoni Corporation customers
- 7% of MarketLinX InnoVia customers
- 2% of LPS Paragon customers

All of the other vendors’ customers said they would likely or definitely select their current MLS system again today.

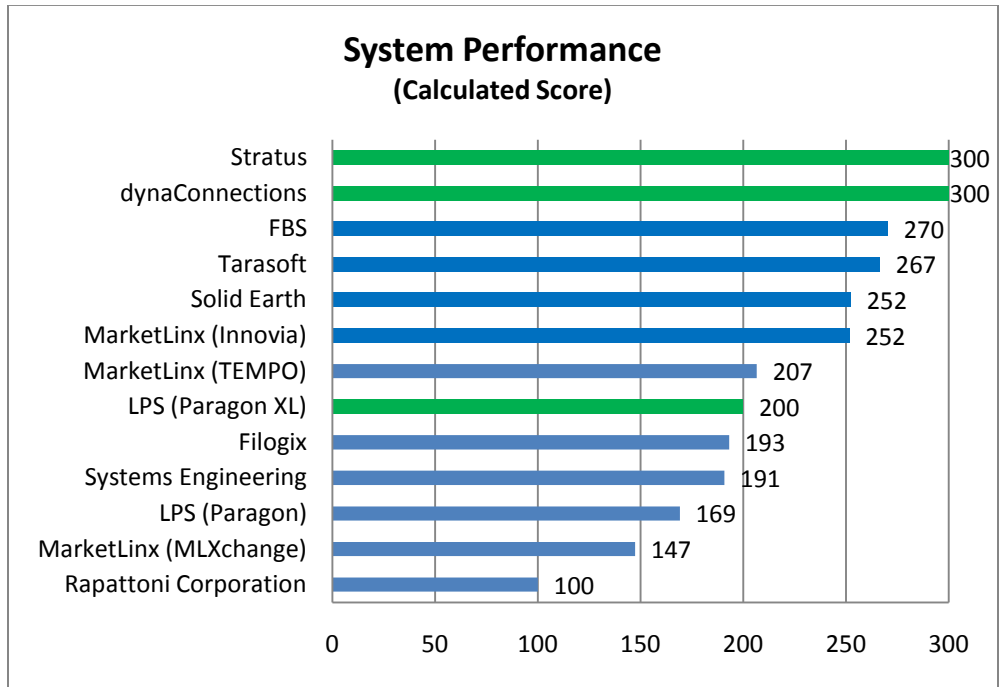
The following chart shows overall MLS staff satisfaction grouped by MLS vendor (based on the same calculated score as overall end-user satisfaction):



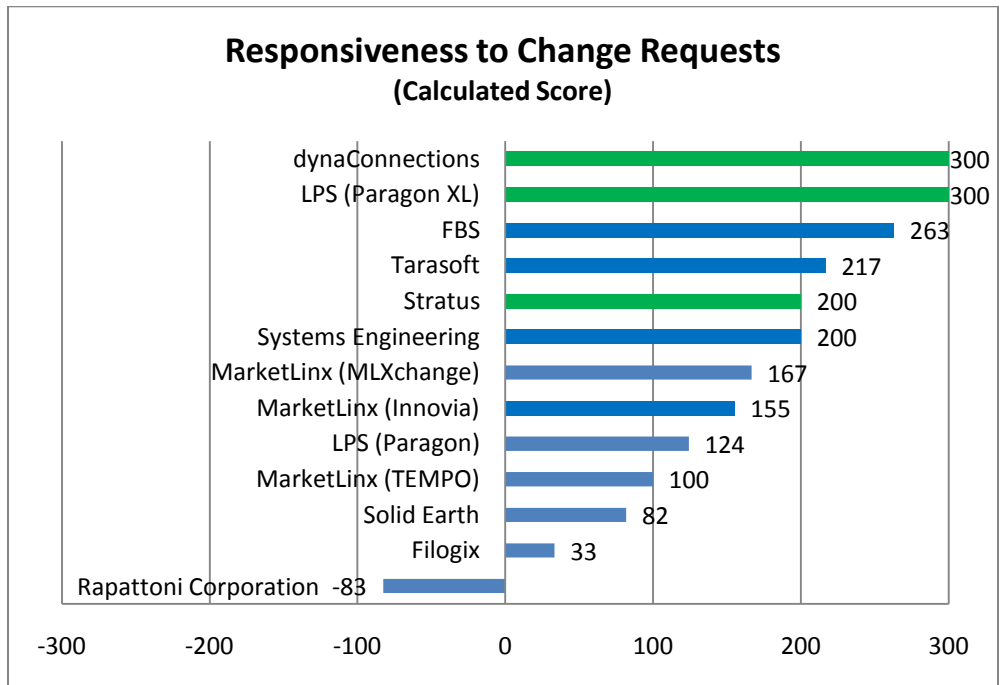
The following chart shows how respondents rated each vendor on subscriber technical support – not every vendor is listed as not every vendor provides such support.



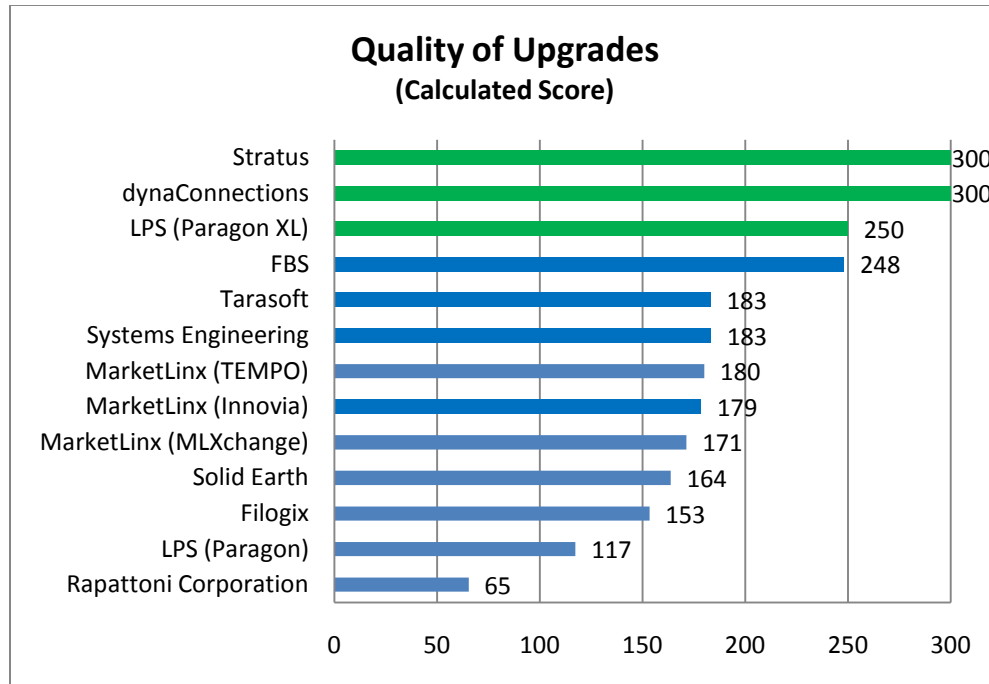
Even if the MLS system has excellent functionality, if the system is slow it can be very frustrating to users. The following chart shows side-by-side how respondents rated their vendors in terms of system performance during peak periods:



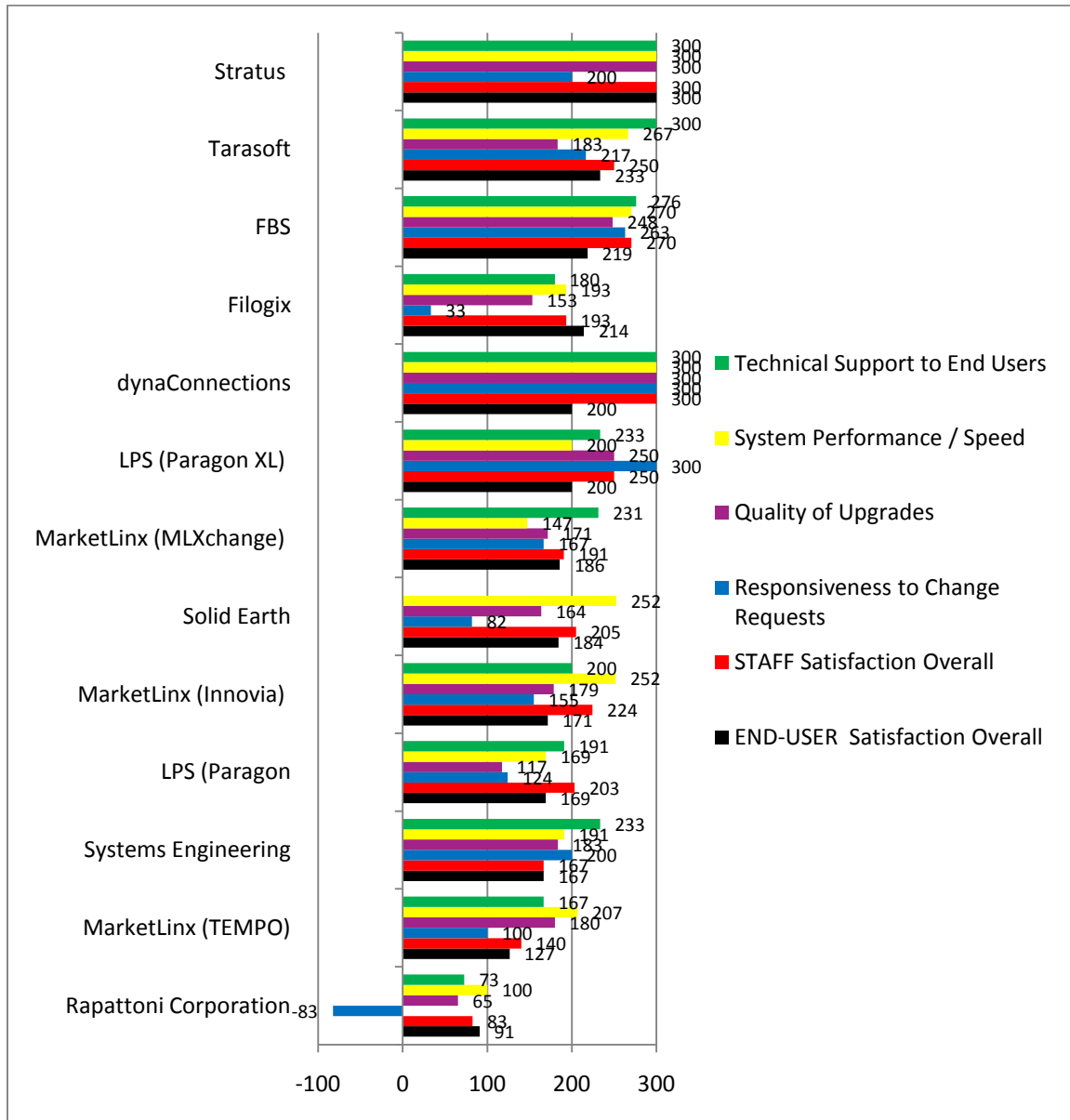
One of the key ratings that affects staff (and sometimes subscriber) ratings is the vendor responsiveness to change requests. The following chart shows how the vendors compare according to survey respondents:



This chart shows there is a wide disparity among the vendors in terms of responsiveness. Of course, no matter how responsive a vendor is to enhancement requests, if the quality of upgrades is low (e.g. many bugs or other problems), users will be frustrated with the system. The following chart shows how respondents rated their vendors on the quality of upgrades:



The following chart shows overall satisfaction side by side with other key metrics such as responsiveness to enhancement / change requests, upgrade quality, system performance / speed and customer service and technical support for end users. While some aspects of vendor satisfaction can only be viewed by looking at the details that follow later in this report, this chart should allow the reader to see at a glance which of these components may have affected the overall rating the most and identify which area may need the most attention for improvement.



No matter how the vendors perform over the life of the contract, Clarity cannot stress how significant the importance of the implementation and cutover period is on the long-term success of the partnership between local MLSs and their software vendors. In the cross-tab analysis below, you can see that if the implementation and cutover has a substantial impact on whether the MLS would definitely or likely select the same MLS system again. Thankfully, in 2009, no one had a poorly rated cutover!

If your system was installed in the past year, please rate the implementation and cutover:

If you could do it over again, would you select this MLS system again today?

	Excellent	Good	Acceptable	Poor	Row Total / %
Definitely	12 92.3%	3 42.9%	0 0.0%	0 0.0%	15 65.2%
Likely	1 7.7%	4 57.1%	3 100.0%	0 0.0%	8 34.8%
Not likely	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Definitely not	0 0.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%
Column Total / %	13 56.5%	7 30.4%	3 13.0%	0 0.0%	23

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: 20

Headquarter Location: Austin, TX

Primary MLS Product Name(s): connectMLS

Number of MLS Accounts: 2

Number of Total Subscribers: 50,000

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

Mobile Product Name: connectMLS Wireless

Web Browsers / Platforms Supported: IE6.0, Firefox 2.0, Safari 4.0, Chrome 4.0, and Opera 9.0 (for Client Web Page). Operating systems: Windows (2000 and above)

RETS Compliance (version #): 1.5 / 1.7

Other Products Offered: connectMLS Wireless, broadcastLister, ListingValidator



Strengths:


dynaConnections Corporation is a privately held company that provides web-based MLS solutions for the real estate industry. Its flagship offering is connectMLS, an MLS solution with an embedded Transaction Management System (TMS). connectMLS features include fast and robust searches, customizable CMA and flyer modules, real-time wireless access, RETS, and 3rd party integration hooks for mapping solutions, public record systems, lockbox and showing solutions, security products, etc. In addition, connectMLS includes a rules management module ("Listing Validator"), contact management (CRM), fill-able forms (contracts, addendums, etc.), and a feature-rich Client Webpage.


connectMLS is built with enterprise technologies making it fast, powerful, and reliable. 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.



dynaConnections has built connectMLS on a customizable, single-source codebase allowing them to easily rollout the product for the unique needs of multiple markets. Each implementation is characterized by re-configuration, rather than re-programming. dynaConnections is committed to fast support response times.



More information: <http://www.dynaconnections.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 - 1	 50.00%
8000 to 15000 - 0	0.00%
15000 or more - 1	 50.00%


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) - 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 – 2	100.00%
Yes - 2	 100.00%
No - 0	0.00%



In the past year, did subscriber satisfaction:	
Total Responses – 2	100.00%
Greatly improve - 1	 50.00%
Somewhat improve - 0	0.00%
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 - 1	 50.00%
Good - 1	 50.00%
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 - 2	100.00%
Excellent - 0	0.00%
Good - 1	 50.00%
Fair - 1	 50.00%
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%

Vendor customer service and technical support to end users (if applicable):	
Total Responses - 1	50.00%
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 - 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?

- User interface customization; i.e. widgets. MLS read-only access to database
- Our vendor has been extremely receptive to our requests for improvement. We have a significant release pending installation 1st week of Feb. and will continue to look for additional enhancements after that.

How could service be improved?

- No issues with service
- Continue to make further improvements to give staff more control to update tables and fields.

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

- Listing Validator, teams, Realtor favorites, expanded photo upload.
- Client web page has been improved significantly and members have now embracing the concept. The RETS UI was made extremely easy for staff to set up accounts.

FBS

Company Name / Division Name: FBS

Year Established / Year Started in MLS System Business: 1979

Number of Employees: 41 employees (16 technology, 10 support, 7 sales/marketing, 8 others)

Headquarter Location: Fargo, ND

Primary MLS Product Name(s): flexmls® Web

Web Browsers / Platforms Supported: Current versions of Internet Explorer and Firefox

Number of MLS Accounts: 110

Number of Total Subscribers: 90,000

Offline Product Name: flexmls® PC (Windows)

Mobile Product Name: flexmls® Wireless (supports any device with an HTML browser)

RETS Compliance (version #): 1.7

Other Products Offered: flexmls® IDX, flexmls® Tax, flexmls® Mapping, flexmls® Forms

Strengths:






FBS is a 100% employee-owned company – each employee has a stake in the success of the company.




The system is called flexmls because the system is flexible. The system can be tailored by the MLS through the Administrative module as well as by individual brokers and agents through preferences for defining searches, custom reports, listing views and more.



The flexmls Web system and related products are designed to allow agents to engage with prospects and customers in new ways, focused on generating more sales by brokers and agents through the MLS. The system offers sub-second average page delivery times and a 99.9% uptime guarantee with redundant and secure hosting facilities. The system is designed to be easy to use, from the dashboard that gives one-click access to your key data to the pop-up free search results module, flexmls Web is designed to produce results with the fewest clicks through an intuitive interface. flexmls Web follows web standards and works with multiple browsers, including Firefox, Internet Explorer and mobile phone browsers as well.






Data sharing among different MLSs is a core feature of flexmls Web, and is used extensively by FBS customers in Pennsylvania, Minnesota, Oregon and elsewhere to provide broader reach for their members.



More information: <http://www.mlslistingonlinesoftware.com/>



How many subscribers are in your MLS?	
Total Responses - 27	100.00%
Less than 1000 - 17	 62.96%
1000 to 3000 - 7	 25.93%
3000 to 8000 - 2	 7.41%
8000 to 15000 - 0	 0.00%
15000 or more - 1	 3.70%



Do you host your MLS system locally, or does an MLS vendor host the MLS system?	
Total Responses - 27	100.00%
Locally hosted (in your MLS office) - 1	 3.70%
Locally hosted (in a co-location facility) - 1	 3.70%
MLS vendor hosted - 25	 92.59%



Do you measure subscriber satisfaction with your MLS system via surveys?	
Total Responses - 27	100.00%
Yes - 9	 33.33%
No - 18	 66.67%





In the past year, did subscriber satisfaction:	
Total Responses - 24	88.89%
Greatly improve - 5	 20.83%
Somewhat improve - 4	 16.67%
Remain the same - 15	 62.50%
Somewhat decrease - 0	 0.00%
Greatly decrease - 0	 0.00%





Current overall end-user overall satisfaction:	
Total Responses - 27	100.00%
Excellent - 16	 59.26%
Good - 11	 40.74%
Fair - 0	0.00%
Poor - 0	0.00%





Current overall MLS <i>staff</i> satisfaction:	
Total Responses - 27	100.00%
Excellent - 23	 85.19%
Good - 4	 14.81%
Fair - 0	0.00%
Poor - 0	0.00%





System speed / response time during peak periods:	
Total Responses - 27	100.00%
Excellent - 23	 85.19%
Good - 4	 14.81%
Fair - 0	0.00%
Poor - 0	0.00%


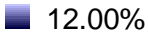
System uptime and availability:	
Total Responses - 27	100.00%
Excellent - 26	 96.30%
Good - 1	 3.70%
Fair - 0	0.00%
Poor - 0	0.00%



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 - 27	100.00%
Excellent - 24	 88.89%
Good - 2	 7.41%
Fair - 1	 3.70%
Poor - 0	 0.00%

Vendor responsiveness to system change / feature requests:	
Total Responses - 27	100.00%
Excellent - 23	 85.19%
Good - 3	 11.11%
Fair - 1	 3.70%
Poor - 0	 0.00%

Quality of software upgrades (e.g. bugs or other problems):	
Total Responses - 27	100.00%
Excellent - 20	 74.07%
Good - 7	 25.93%
Fair - 0	 0.00%
Poor - 0	 0.00%

Vendor customer service and technical support to MLS staff:	
Total Responses - 27	100.00%
Excellent - 26	 96.30%
Good - 1	 3.70%
Fair - 0	 0.00%
Poor - 0	 0.00%

Vendor customer service and technical support to end users (if applicable):	
Total Responses - 25	92.59%
Excellent - 22	 88.00%
Good - 3	 12.00%
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 - 27	100.00%
Definitely - 23	 85.19%
Likely - 4	 14.81%
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?

- Not much to add (to any vendor system). Challenges will be to integrate ancillary services, broker in-house systems/needs and the emerging RPR services/options. This will take everything to the next quantum level over the next few years.
- Improve/change the Bulk Email system to improve email delivery time.
- Additional training options for new features.
- They are great. Wish we had a few more admin tools. They are coming out with an interface with Quickbooks and we are signed up to Beta test it so we are looking forward to that. I would like to know how many times a property came up in a search.
- The ability to print Statistical Reports. FBS has great reports, but the are not printable.
- Add security
- FBS does a great job of staying on top of our needs and implementing changes quickly and efficiently. They seem to know what we need before we do...
- upload pics to incomplete listings ability to modify stats ability to adjust forms/contracts more readily
- I wish the MLS Office staff and myself could have more flexibility in being able to make changes within the program ourselves instead of to request changes.
- Add an automatic fine implementation for violation of Rules and Regs.
- The ability to auto-populate MLS fields from county tax records.
- Redesign the interface to make it more modern looking.

- Continue to improvement in statistics using graphs
- Statistical Reports of more variety
- Improve the mapping system for the end users, and simplify the complex administration system for my office.


How could service be improved?

- Difficult to assess. Agents are a broad spectrum of needs and competence. All the basic tools and data are available for analysis and presentation and their success, depending on the markets. Staff continue to feed, repeat and present ideas and tips-and-tricks to help them.
- No recommendation.
- It's the best already.
- More advanced notice to MLS staff on changes/upgrades to the admin functions of the system
- They are already top notch...
- A better consumer facing MLS website would be the best improvement along with a better Forms program.
- FBS provides excellent service
- Very satisfied.
- The service is already outstanding in my opinion.
- A second interface, the simple, easy to use 10% of current functions that are used 90% of the time.
- Service is A
- By all MLSs in the state use the same vendor
- I have no complaints about service.
- Hard to improve upon perfection...

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

- Metrics on how subscribers use the system. Metrics for agents on how their contacts/prospects view and use the MLS Content that is emailed/searched/presented.
- Customer portal, RETS Manager, and Customizable Dashboard (coming next month)
- RETS Manager, auto-save listing maintenance, 1004MC Fannie Mae Report, User Forum
- The addition of the Forms Module.
- All of the changes made to the system this year have been pretty fabulous and incredibly helpful.
- Their improvements stated are February are very good. They are also giving us the ability to print 4 up postcards at the end of February at our request. Great support in that area. Their CMA's are not quite as flexible for market areas that serve two area, resort and residential, but still very good.
- Improved mapping
- Constraints module

- Vendor support handled the RETS compliance testing. One less thing that I had to worry about.
- Advancements in mapping, allowing users to draw, change drawing, overlay map pieces and combine or exclude certain areas after drawing them
- Enhanced Bing maps, saved listings
- FBSs last upgrade has new reports
- When FBS does upgrades, they allow agents to choose to keep their classic screen or change to the new screen
- Auto-Save for new listings 2. Customizable Dashboard! 3. timeliness of Fannie Mae 1004MC Report implementation

If your system was installed in the past year, please rate the implementation and cutover:	
Total Responses - 2	7.41%
Excellent - 0	0.00%
Good - 2	 100.00%
Fair - 0	0.00%
Poor - 0	0.00%

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

- Our cutover was good, however if there had been another month between the dates, and not at the end of the year, I think it could have been excellent.

Filogix

Company Name / Division Name: Filogix Limited Partnership, a Davis + Henderson company

Year Established / Year Started in MLS System Business: Davis + Henderson was established in 1875, and Celerity (amalgamated as part of Filogix in 2000) started in the MLS system business in 1994. Current solution is called DMS®

Number of Employees (please break down by technology, support, sales/marketing, other): Davis + Henderson has 4,700 employees across 22 locations, Filogix has 250 employees including 30 contact center staff.

Headquarters Location: Davis + Henderson's head office is at 939 Eglinton Ave. East, Suite 201, Toronto, ON, and the majority of the Filogix business is at 276 King St. West, Suite 400, Toronto, ON.

Primary MLS Product Name(s): Filogix DMS®

Web Browsers / Platforms Supported: IE 6, 7, 8, Mozilla Firefox 2.0, 3.0, Safari, Google Chrome

Number of MLS Accounts: 40

Number of Total Subscribers: 14,500

Offline Product Name: AD DMS (Microsoft Compatible)

Mobile Product Name: MDMS (supports all smart phones including Blackberry, Windows Mobile, Palm TREO/PRE, Iphone)

RETS Compliance (version #): RETS 1.5



Other Products Offered: Filogix Forms®


Strengths:



Filogix currently provides solutions to 40 real estate boards/associations and can customize and build a solution to meet individual specifications. Filogix DMS® provides some innovative solutions including a fully featured Inter-board sharing feature allowing users to access other participating customers' content seamlessly. Filogix has also facilitated connectivity to other providers giving local boards members the ability to search/ view listings of neighboring boards without leaving the interface. Marketing tools such as real time prospecting with interactive Client Web Portal give users the ability to effectively market properties and view feedback instantly. Filogix includes Mobile MLS®, Forms, IDX, and DMX (members/office framed website data tools).





Support includes access to the Filogix contact center with professionally trained, full time client care representatives, onsite training, E-learning, online and help tools. Customers also benefit from participation in User Groups and a Client Advisory Board, giving them a voice in future development.



More information: <http://www.filogix.com/>



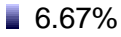
How many subscribers are in your MLS?	
Total Responses - 15	100.00%
Less than 1000 - 13	 86.67%
1000 to 3000 - 2	 13.33%
3000 to 8000 - 0	0.00%
8000 to 15000 - 0	0.00%
15000 or more - 0	0.00%



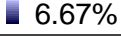
Do you host your MLS system locally, or does an MLS vendor host the MLS system?	
Total Responses - 14	93.33%
Locally hosted (in your MLS office) - 0	0.00%
Locally hosted (in a co-location facility) - 0	0.00%
MLS vendor hosted - 14	 100.00%



Do you measure subscriber satisfaction with your MLS system via surveys?	
Total Responses - 15	100.00%
Yes - 5	 33.33%
No - 10	 66.67%

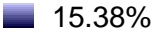


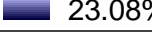
In the past year, did subscriber satisfaction:	
Total Responses - 13	86.67%
Greatly improve - 1	 7.69%
Somewhat improve - 5	 38.46%
Remain the same - 5	 38.46%
Somewhat decrease - 2	 15.38%
Greatly decrease - 0	0.00%

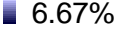


Current overall end-user overall satisfaction:	
Total Responses - 14	93.33%
Excellent - 8	 57.14%
Good - 6	 42.86%
Fair - 0	0.00%
Poor - 0	0.00%



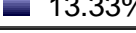
Current overall MLS <i>staff</i> satisfaction:	
Total Responses - 15	100.00%
Excellent - 8	 53.33%
Good - 6	 40.00%
Fair - 1	 6.67%
Poor - 0	0.00%




System speed / response time during peak periods:	
Total Responses - 15	100.00%
Excellent - 8	 53.33%
Good - 6	 40.00%
Fair - 1	 6.67%
Poor - 0	0.00%




System uptime and availability:	
Total Responses - 15	100.00%
Excellent - 12	 80.00%
Good - 3	 20.00%
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	86.67%
Excellent - 2	 15.38%
Good - 3	 23.08%
Fair - 5	 38.46%
Poor - 3	 23.08%

Vendor responsiveness to system change / feature requests:	
Total Responses - 15	100.00%
Excellent - 1	 6.67%
Good - 8	 53.33%
Fair - 6	 40.00%
Poor - 0	0.00%

Quality of software upgrades (e.g. bugs or other problems):	
Total Responses - 15	100.00%
Excellent - 6	 40.00%
Good - 7	 46.67%
Fair - 2	 13.33%
Poor - 0	0.00%

Vendor customer service and technical support to MLS staff:	
Total Responses - 15	100.00%
Excellent - 7	 46.67%
Good - 5	 33.33%
Fair - 3	 20.00%
Poor - 0	0.00%

Vendor customer service and technical support to end users (if applicable):	
Total Responses - 15	100.00%
Excellent - 8	 53.33%
Good - 5	 33.33%
Fair - 2	 13.33%
Poor - 0	0.00%

If you could do it over again, would you select this MLS system again today?	
Total Responses - 15	100.00%
Definitely - 11	 73.33%
Likely - 4	 26.67%
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?



- Make the system better for recreational lake properties
- Allow own system modifications
- Pre-formatted html templates for board messages
- Have consistently accurate statistical reports.

How could service be improved?

- Customization to be done quicker
- Excellent service now.
- While service directly to members is excellent, I would like to see more efficient responses to queries from the board and more organized and timely enhancement requests.
- It would be nice to have an update on who is responsible for what with contact info. Then we would not have to contact the same person over and over for things that he forwards on. It is a waste of his time and delays response.
- Quicker answers to board questions

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

- Whole new look
- Key Word Search
- New homepage
- Complete overhaul of interface which is now much more organized and efficient.
- Upgraded mapping functions
- Mapping system improvement
- Floating toolbar

If your system was installed in the past year, please rate the implementation and cutover:	
Total Responses - 4	26.67%
Excellent - 3	 75.00%
Good - 0	0.00%
Fair - 1	 25.00%
Poor - 0	0.00%

LPS Real Estate Group

Company Name / Division Name: LPS Real Estate Group, formerly Fidelity National Real Estate Solutions (FNRES)

Year Established / Year Started in MLS System Business: 1979

Number of Employees: 120

Headquarter Location: Olathe, Kansas

Primary MLS Product Name(s): Paragon Online, Paragon XL, REX – Real Estate Explorer

Web Browsers / Platforms Supported: Microsoft Internet Explorer 6.0 or higher, Firefox, Safari, Chrome and Opera. PC: Windows XP-SP2, Vista and Windows 7. MAC: OS X

Number of MLS Accounts: Paragon: 244; Paragon XL: 4; REX: 2

Number of Total Subscribers: 192,966

Offline Product Name: Paragon Desktop

Mobile Product Name:

RETS Compliance (version #): Version 1.5 compliance complete and version 1.7.2 in progress

Other Products Offered: Paragon Wi-Fi, reInsight Mobile, Voice Search & Alerts, reInsight Tax, reInsight DataShare, DocCentral, rDesk IDX, MLS Portal, Real Estate & Living Media Network (REALM), rDesk Agent & Broker Websites

Strengths:

The LPS Real Estate Group provides a comprehensive collection of fully-integrated MLS systems and tools. Designed with customization as a standard and easy-to-use interface, LPSREG provides real estate professionals with business solutions to increase profits and enhance efficiencies.





Through continual enhancements guided by a customer advisory group, LPSREG constantly evolves its “best in industry” functionality. Reliable systems, compatible with the most popular industry browsers, are an integral component of a successful organization. With 99.97% uptime, Paragon servers are one of the most reliable MLS systems available. LPSREG is also dedicated to delivering premier customer service, providing 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 MLS staff support experience.



As part of Lender Processing Services (LPS), the nation’s leading provider of mortgage data and analytics, mortgage technology solutions, strategic consulting expertise and high performance services, LPS Real Estate Group is backed by the company’s financial strength to fuel continued success and future growth.



More information: <http://www.lpsreg.com/>











Paragon





How many subscribers are in your MLS?	
Total Responses - 58	100.00%
Less than 1000 - 42	 72.41%
1000 to 3000 - 11	 18.97%
3000 to 8000 - 4	 6.90%
8000 to 15000 - 0	0.00%
15000 or more - 1	 1.72%





Do you host your MLS system locally, or does an MLS vendor host the MLS system?	
Total Responses - 57	98.28%
Locally hosted (in your MLS office) - 2	 3.51%
Locally hosted (in a co-location facility) - 0	0.00%
MLS vendor hosted - 55	 96.49%





Do you measure subscriber satisfaction with your MLS system via surveys?	
Total Responses - 57	98.28%
Yes - 19	 33.33%
No - 38	 66.67%





In the past year, did subscriber satisfaction:	
Total Responses - 55	94.83%
Greatly improve - 14	 25.45%
Somewhat improve - 21	 38.18%
Remain the same - 19	 34.55%
Somewhat decrease - 0	0.00%
Greatly decrease - 1	 1.82%





Current overall end-user overall satisfaction:	
Total Responses - 58	100.00%
Excellent - 24	 41.38%
Good - 31	 53.45%
Fair - 2	 3.45%
Poor - 1	 1.72%





Current overall MLS <i>staff</i> satisfaction:	
Total Responses - 58	100.00%
Excellent - 35	 60.34%
Good - 18	 31.03%
Fair - 5	 8.62%
Poor - 0	 0.00%




System speed / response time during peak periods:	
Total Responses - 58	100.00%
Excellent - 28	 48.28%
Good - 23	 39.66%
Fair - 6	 10.34%
Poor - 1	 1.72%





System uptime and availability:	
Total Responses - 58	100.00%
Excellent - 39	 67.24%
Good - 16	 27.59%
Fair - 3	 5.17%
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 - 58	100.00%
Excellent - 26	 44.83%
Good - 22	 37.93%
Fair - 7	 12.07%
Poor - 3	 5.17%

Vendor responsiveness to system change / feature requests:	
Total Responses - 58	100.00%
Excellent - 23	 39.66%
Good - 22	 37.93%
Fair - 10	 17.24%
Poor - 3	 5.17%

Quality of software upgrades (e.g. bugs or other problems):	
Total Responses - 58	100.00%
Excellent - 15	 25.86%
Good - 34	 58.62%
Fair - 8	 13.79%
Poor - 1	 1.72%

Vendor customer service and technical support to MLS staff:	
Total Responses - 56	96.55%
Excellent - 38	 67.86%
Good - 12	 21.43%
Fair - 6	 10.71%
Poor - 0	0.00%

Vendor customer service and technical support to end users (if applicable):	
Total Responses - 55	94.83%
Excellent - 30	 54.55%
Good - 20	 36.36%
Fair - 5	 9.09%
Poor - 0	 0.00%

If you could do it over again, would you select this MLS system again today?	
Total Responses - 58	100.00%
Definitely - 34	 58.62%
Likely - 23	 39.66%
Not likely - 0	 0.00%
Definitely not - 1	 1.72%

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

- Contact Management Integration with outlook and availability to e-mail out of Outlook
- MLS System with less configuration of browsers.
- Cross Browser capable.
- Make add on features free.
- The new version will answer most of our immediate wishes, however a better IDX solution and a GPS enabled mobile version are key considerations. Fully functional single sign-on and more advanced RETS filtering are also wanted.
- Add better reporting of RETS data feeds. Increase security of RETS.
- There isn't much I would do to change the current system. It is responsive to our needs, and allows modifications to fit about any situation. Perhaps the statistical information could be presented in a more "user friendly" format.
- Better "problem fixing" in a timely manner. More attention to getting current bugs fixed NOW!!
- Allow data input via RETS. Better acceptance of single log-on by outside identities.
- Not have to pay for every new feature that comes out.
- Better RETS Reporting, SSO, Better Statistical Reports
- More customization of forms and reports. Better functionality of reports and property views.

- Security functions - track logins
- We are unique that we do not put the selling agent. We use the Selling office Broker of record. Since agents do not always know who that is, misinformation is put in. I would like only the selling office feature without the selling agent.
- Headed in the right direction with cross-platform compatibility. More mobile options, more reporting, greater level of consumer participation.
- Report system needs further enhancement. Customizable reports at an agent level still limited.
- Associated Docs available via RETS
- Multi tab browsers multiple browser capability. Ability for MLS staff to change/add reports, fields etc...
- Make the system more user friendly. Improve reports. Have more appropriate search fields for local practice.
- We are currently upgrading from Paragon 4 to Paragon 5 so I won't know the answer to this question until we see how P5 works.
- Allow billing direct from MLS system.
- 1. Integrated language options
- 2. Options to integrate some customizable functions regarding local mls rules
- 3. Integrated software/data protection to better track our exported data (data seeding) or some form of tracking our data so that we do not have extra costs or have to pay 3rd party vendors to locate our info out on web
- run report for TREPAC contributions - the field is there you just cannot run report
- Nicer IDX solution.
- True integration with 3rd party software (tax, document storage, lockboxes, etc.)
- Everything that should be in P5

How could service be improved?


- More end user support staff with an emphasis on how to's in the MLS system
- Faster response time. Better customer support during holidays / service closures. Better quality control when upgrades are deployed. More proactive management involvement when problems identified after upgrades installed.
- Does not need improvement
- Communication could be improved so we don't spend as much staff time troubleshooting known issues.
- N/A
- Better or more technical support that concentrates on the "NOW PROGRAM" -- not one in development. Fix what we have first -- then work on improving it.
- Better communication of system problems, causes, anticipated down time and repair completion times during those periods.
- We have great service
- The system seems to be slow. Personally I have extremely fast cable connection, yet loading of MLS pages is still quite slow. I have heard this from a number of our agents who have different ISPs. Recommend a diagnostic test of the connections from our area to FNIS servers.
- It's already really good.
- I believe there is always room for improvement no matter what system you use.

- Improvements have already been made. Communication needs to be continuously improved.
- Faster implementation of new programs ie Clarity, data integration, etc. Our installation dates keep being extended from what promised.
- Faster response time with technical issues for MLS Staff.
- quality control of changes/fixes timely response to issues looking ahead at the industry and be ready for things like RETS
- Better turn around for system change requests and bug fixes
- Direct chat support.
- Our MLS Coordinator is constantly told that "it can not be done" too often when making requests.
- n/a
- LPS service is excellent. They respond to our requests/needs and are always available to discuss options and answer questions.
- Never have any problems/bugs ever, don't have many now.
- Service is excellent.
- It appears that when we have an issue or situation that goes above the support level beyond our SSM (who is excellent btw) there tends to be somewhat of a long delay in getting it resolved, I am sure it is due to several of the top level support being inundated or behind with so many issues but if I could improve anything it would be the timeframe of attention to these escalated type issues.
- LPS seems to be moving the system forward much better and faster than FNIS did prior to the buy out.
- Faster improvements and bug fixes.
- Better communication with vendor; sooner time line to get problems corrected. Less "bugs"




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


- Too many to talk about. Paragon has made leaps and bounds in its system
- Cumulative Days on Market
- Mobile features for members.
- All were good
- Very pleased that they are keeping up with mapping enhancements released by Microsoft. System performance and response time has improved.
- Adding Cumulative Days on the Market.
- The addition of the training webinars for end users.
- Email changes
- Agent/client hits on listings. WEBINAR training twice a week -- a WONDERFUL tool. Best thing they have ever done.
- A complete online video library of short, intuitive, and conclusive system training for users.
- Neighborhood Demographic Reports, Improved Mapping
- Including access to the "days of market" field for listing agents and their brokers.
- mobile app
- We're really looking forward to Paragon 5 being rolled out.
- Change in mapping, new brochures for end users



- The feature Hit Count. Members really seem to like it.
- reInsight mobile, Rdesk Neighborhood and school reports.
- paragon mobile
- Cross browser support
- Webinars for agents/training for subscribers
- Paragon Mobile
- Mapping upgrade
- Mapping
- Paragon 5
- launch of Partagon 5 currently ongoing phased launch
- Merger of our two databases and communications and webinars on upcoming Paragon 5 system.
- Nothing. The system enhancement did not mean much to our end users.
- the online pre-recorded training video's best thing EVERRRRRRRRRRRRRRR
- New mapping features.
- Improved reports and training videos and quick start guides to help us train new agents and allow current users to refresh their training as necessary on the system.
- Training webinars both end-user and admin; new custom brochure, flyer, message area upgrade offered.
- Product Advisory Committee which provides guidance/feedback on wants/needs/design priorities. Adding cross-browser compliance this spring.
- mapping and integration of the Tax rolls.
- As a pre-release MLS, I appreciate the new format of running P5 as parallel for testing purposes so that it doesn't cripple or hinder p4 during the p5 building process.
- The technical support, webinar, training modules online.
- Paragon 5 upgrade.




If your system was installed in the past year, please rate the implementation and cutover:	
Total Responses - 2	3.45%
Excellent - 2	 100.00%
Good - 0	0.00%
Fair - 0	0.00%
Poor - 0	0.00%



Paragon XL



How many subscribers are in your MLS?	
Total Responses - 4	100.00%
Less than 1000 - 2	 50.00%
1000 to 3000 - 1	 25.00%
3000 to 8000 - 0	0.00%
8000 to 15000 - 1	 25.00%
15000 or more - 0	0.00%



Do you host your MLS system locally, or does an MLS vendor host the MLS system?	
Total Responses - 4	100.00%
Locally hosted (in your MLS office) - 0	0.00%
Locally hosted (in a co-location facility) - 0	0.00%
MLS vendor hosted - 4	 100.00%



Do you measure subscriber satisfaction with your MLS system via surveys?	
Total Responses - 4	100.00%
Yes - 2	 50.00%
No - 2	 50.00%



In the past year, did subscriber satisfaction:	
Total Responses - 4	100.00%
Greatly improve - 2	 50.00%
Somewhat improve - 1	 25.00%
Remain the same - 1	 25.00%
Somewhat decrease - 0	0.00%
Greatly decrease - 0	0.00%


Current overall end-user overall satisfaction:	
Total Responses - 4	100.00%
Excellent - 2	 50.00%
Good - 2	 50.00%
Fair - 0	0.00%
Poor - 0	0.00%



Current overall MLS <i>staff</i> satisfaction:	
Total Responses - 4	100.00%
Excellent - 3	 75.00%
Good - 1	 25.00%
Fair - 0	0.00%
Poor - 0	0.00%


System speed / response time during peak periods:	
Total Responses - 4	100.00%
Excellent - 2	 50.00%
Good - 2	 50.00%
Fair - 0	0.00%
Poor - 0	0.00%



System uptime and availability:	
Total Responses - 4	100.00%
Excellent - 3	 75.00%
Good - 1	 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 - 3	75.00%
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 - 4	100.00%
Excellent - 4	 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 - 4	100.00%
Excellent - 3	 75.00%
Good - 1	 25.00%
Fair - 0	0.00%
Poor - 0	0.00%

Vendor customer service and technical support to MLS staff:	
Total Responses - 4	100.00%
Excellent - 4	 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 - 3	75.00%
Excellent - 2	 66.67%
Good - 1	 33.33%
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	100.00%
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?

- Charting and Market trends and mobile phone enhancements
- Make the user interface load faster, behave more responsively, particularly property searches.

How could service be improved?

- Customer service is top notch.

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

- The architecture of the system was improved significantly.
- Tie between Fannie Mae 1004MC report, downloadable spreadsheet grid (save as CSV), and larger listing photos (640x480)

MarketLinx

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

Year Established: 2007 (component companies since 1966).

Number of Employees: 270 (7 Executive, 28 Sales & Field Services, 9 Product Mgmt, 2 Marketing, 115 Development, 30 Application Support, 75 Operations, 4 Administration)

Headquarters Location: Santa Ana, CA

Primary MLS Product Names: MLXchange, TEMPO and InnoVia

Web Browsers/Platforms Supported:

- TEMPO/MLXchange: Internet Explorer 6+ running on Windows
- InnoVia: Compatible with nearly all browsers (IE and Firefox *officially* supported) running on Windows and Mac operating systems

Number of MLS Accounts: MLXchange: 61; TEMPO: 18; InnoVia: 56

Number of Subscribers: MLXchange: 199,862; TEMPO: 208,702; InnoVia: 53,391

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

Mobile Product Name: MarketLinx MLS Wireless (Blackberry, Palm, Windows Mobile and iPhone), Wireless InnoVia (Blackberry, Palm, Windows Mobile and iPhone)

RETS Compliance (version #): TEMPO/MLXchange – 1.7.2; InnoVia – 1.7

Other Products Offered: Membership Director, Document/Transaction Manager, Consumer MLS Websites, MLX Professional, RETS Professional, RETS Connector, Statistics Professional, MLS Data Checker, SecurityLinx, MarketLinx AnnounceMyListing, MarketLinx Blue Dasher, MarketLinx GIS, MarketLinx Marketing Center, MarketLinx Wireless, MarketLinx Property Panorama, MarketLinx RatePlug, MarketLinx RealtyBid, MarketLinx VoiceLinx, SAFEMLS/SAFEACCESS, AgentAchieve

Strengths:






MarketLinx has built its reputation on customer service and responsiveness, with a streamlined, single-point-of-contact customer service structure, same-day fulfillment of many program change requests, and a full range of support, training, consulting and professional services. MarketLinx maintains an active and successful User Group and holds monthly Advisory Board conference calls, providing a strong sense of product ownership among customers and high customer involvement in the product planning process. MarketLinx is financially stable, with a profitable business model and proven sustainability. MarketLinx is backed by First American, a Fortune 500 company.




The MLXchange/TEMPO product offers flexible customization and localization capabilities through metadata configuration, strong RETS functionality via RETS Pro and RETS Connector, advanced CRM tools and an Agent Web portal. MLXchange/TEMPO “SmartLink” technology allows for includes a diverse lineup of seamless third-party product integrations.



The InnoVia product offers platform/browser neutrality, matching online/offline interfaces, advanced wireless access (including listing add/edit), and great intuitiveness and ease of use. InnoVia is also capable of supporting the Spanish language.

More information: <http://www.MarketLinx.com>

MLXchange

How many subscribers are in your MLS?	
Total Responses - 42	100.00%
Less than 1000 - 17	 40.48%
1000 to 3000 - 10	 23.81%
3000 to 8000 - 10	 23.81%
8000 to 15000 - 4	 9.52%
15000 or more - 1	 2.38%

Do you host your MLS system locally, or does an MLS vendor host the MLS system?	
Total Responses - 41	97.62%
Locally hosted (in your MLS office) - 2	 4.88%
Locally hosted (in a co-location facility) - 1	 2.44%
MLS vendor hosted - 38	 92.68%





Do you measure subscriber satisfaction with your MLS system via surveys?	
Total Responses - 42	100.00%
Yes - 20	 47.62%
No - 22	 52.38%





In the past year, did subscriber satisfaction:	
Total Responses - 36	85.71%
Greatly improve - 7	19.44%
Somewhat improve - 16	44.44%
Remain the same - 12	33.33%
Somewhat decrease - 0	0.00%
Greatly decrease - 1	2.78%





Current overall end-user overall satisfaction:	
Total Responses - 42	100.00%
Excellent - 19	45.24%
Good - 22	52.38%
Fair - 1	2.38%
Poor - 0	0.00%





Current overall MLS <i>staff</i> satisfaction:	
Total Responses - 42	100.00%
Excellent - 23	54.76%
Good - 15	35.71%
Fair - 4	9.52%
Poor - 0	0.00%





System speed / response time during peak periods:	
Total Responses - 42	100.00%
Excellent - 20	47.62%
Good - 14	33.33%
Fair - 6	14.29%
Poor - 2	4.76%





System uptime and availability:	
Total Responses - 42	100.00%
Excellent - 36	 85.71%
Good - 4	 9.52%
Fair - 2	 4.76%
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 - 41	97.62%
Excellent - 10	 24.39%
Good - 16	 39.02%
Fair - 10	 24.39%
Poor - 5	 12.20%

Vendor responsiveness to system change / feature requests:	
Total Responses - 42	100.00%
Excellent - 21	 50.00%
Good - 15	 35.71%
Fair - 5	 11.90%
Poor - 1	 2.38%

Quality of software upgrades (e.g. bugs or other problems):	
Total Responses - 42	100.00%
Excellent - 20	 47.62%
Good - 17	 40.48%
Fair - 5	 11.90%
Poor - 0	 0.00%

Vendor customer service and technical support to MLS staff:	
Total Responses - 41	97.62%
Excellent - 29	 70.73%
Good - 9	 21.95%
Fair - 3	 7.32%
Poor - 0	 0.00%

Vendor customer service and technical support to end users (if applicable):	
Total Responses - 32	76.19%
Excellent - 21	 65.63%
Good - 11	 34.38%
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 - 42	100.00%
Definitely - 28	 66.67%
Likely - 14	 33.33%
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?

- Add IDX map search feature
- Better stat reports without to purchase additional program
- Modifications to be more easily made by MLS(R) staff.
- more tax and property data and more seamless integration.
- n/a
- Simplify the statistics controls. Improve speed. Centralize the function controls
- Statistics, MAC access, capability of staff to make system changes easily
- Cross-browser compatibility, which will be available at the end of the year.
- Be able to have Staff make changes to our MLS Lineside as needed. Be able to take Listing contract information and import it into MLXchange (in the works)

- Home page modification, Flash messaging, improved Stats,
- Integrated member managements system into the MLS
- Data security should be included as a core service and not considered an "add-on" expense. We are supposed to be technology partners with the security of the data considered one of our primary objectives.
- I would like to see more reliability and stability with the listing maintenance program in general. It is an integral part of our day-to-day operation and we find it is very sluggish on most days.
- Cross platform and cross browser compatibility.
- And/Or search capability between fields.
- A more powerful report editor.
- The product is feature rich and would like to see more focus on optimizing existing features and functionality.
- Better integration with Member Management System
- As soon as we have a suggestion of improvement and notify MarketLinx...they implement our suggestions.
- Improved market analytical tools; Cross-platform (Mac) functionality; free mobile device access; increased document storage; user/server analytics; increased database transaction storage (archive of property history, listing modifications, etc.)
- Better CMA, Better RETS Support
- Improve the CMA program.
- Improve the speed of the system.
- Improve ability to modify reports. Add better and more user friendly statistical reports.
- We would like to see the Open Houses shown in the home screen, like a hot sheet for open houses (MLX is working on this feature). We would like to see on the showing information an option to schedule showing appointments within the system.
- Better Statistical Reports that come with the Pro System
- upload photos before listing# generated; better custom report generator; expanded functionality for member web pages; cross browser compatibility
- Boolean search Searchable Attachments Agent Style CMA (Compass / RE/Xplorer format) Agent Style AMS (statistics to back up CMA) Better GUI
- It should be more cross OS friendly
- responsiveness

How could service be improved?



- Service is great, which is what sold us on our vendor
- Marketlinx is responsive, however, their 3rd party partners are not and Marketlinx should insist on this or not actively advertise their partnership with them. GeoJet and Property Panorama are two prime examples.
- Faster turnaround time for quotes for enhancements. Faster deployment times for enhancements. More support engineers and network specialists to provide support.

- When the upgrade that allows staff to make changes to field list is delivered next month that should help significantly.
- I cannot think of anything that could be improved at this time.
- Service is Great
- Communications with vendor technical support staff and MLS staff
- Service is outstanding with this company.
- Offer more hours of 800# Tech Support at no charge
- Excellent service. Improved, more flexible statistics module
- Faster contract turn-around Better responsiveness from 3rd party vendors of products incorporated into MLXchange OR support by MarketLinx of such 3rd party products.
- Could have used additional System Support engineers on staff over the past year. They just now realized they were short-staffed in that area and have added a new person and moved our account to the new person. Unfortunately, growing pains - at our expense. On a positive note - it was a move in the right direction.
- Overall, the service is very good and it has improved in the past year and a half. Better communication with our Support Engineer has made my life so much easier.
- Service and support is excellent from the senior management on down. We are particularly impressed with the management team. While we have excellent system engineers we would like to see more of their time.
- Respond quicker to emails giving timelines.
- Nothing
- easier RETS update
- speed...always more speed :)
- At this time we view it at optimum!
- Better monitoring & notification of system issues.
- More frequent version upgrades
- Ability to customize some of the fields without the use of a tech.
- Vendor staff rep to customer is overloaded with work.
- Service with MLXchange has been very good. Terry Fitzpatrick is our Rep and he goes above and beyond to be sure we have what we need. He even goes the xtra mile to help me train staff as well as agents.
- Ron Doane our Site Engineer is the best service person I have to deal with in this job. He is very pleasant to work with and you never have to wait for an answer.
- more functionality available to MLS staff; continue to improve in response time
- Meet expectation of delivery date for new enhancements and/or new system release.
- It is already excellent!!!
- Excellent Now

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

- Options for agents to make the system more accessible to them in more places
- Haven't had a major upgrade in past year
- Increase speed.

- We implemented the Pro version of MLXchange and it has helped our agents out tremendously as well as saved them some money.
- Giving MLS staff ability to easily assume the identity of members. This greatly simplifies troubleshooting and issue identification.
- Coming with next upgrade in two weeks: ability for MLS staff to make changes to fields without involving vendor or additional cost.
- MLX Professional Upgrade
- RETS Pro (enhanced security)
- A stable system move from one data center to another. No impact to performance. Kudos MarketLinx!
- The sidebar was a huge hit.
- The biggest improvement is the supplier's commitment to a ground up redesign of the application with focus on performance, reliability, and browser and platform compatibility.
- Property Panorama
- Staff ability to modify fields.
- MLX Wireless
- Stats on line
- Property Panorama
- identity sharing by tech staff of user accounts for support purposes
- improved mapping features/quality
- Easier to move around in the program.
- The implementation of a Document Management program
- New statistical reports.
- System automatic emails to end users with reminders of actions they need to respond to and take care of.
- The minor staff changes that mean a lot to me. As for the members the cross browser function that is coming is highly anticipated and we are all very excited about this improvement
- multi-level search options (able to combine two variables to single search field - "this AND this, but NOT that"
- Availability of Identity Sharing
- Significantly improved system performance and commitment to our organization

If your system was installed in the past year, please rate the implementation and cutover:	
Total Responses - 2	4.76%
Excellent - 1	 50.00%
Good - 1	 50.00%
Fair - 0	0.00%
Poor - 0	0.00%

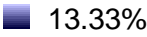

TEMPO




How many subscribers are in your MLS?	
Total Responses - 15	100.00%
Less than 1000 - 0	0.00%
1000 to 3000 - 1	6.67%
3000 to 8000 - 7	46.67%
8000 to 15000 - 1	6.67%
15000 or more - 6	40.00%



Do you host your MLS system locally, or does an MLS vendor host the MLS system?	
Total Responses - 15	100.00%
Locally hosted (in your MLS office) - 3	20.00%
Locally hosted (in a co-location facility) - 3	20.00%
MLS vendor hosted - 9	60.00%



Do you measure subscriber satisfaction with your MLS system via surveys?	
Total Responses - 15	100.00%
Yes - 12	80.00%
No - 3	20.00%



In the past year, did subscriber satisfaction:	
Total Responses - 14	93.33%
Greatly improve - 2	14.29%
Somewhat improve - 9	64.29%
Remain the same - 3	21.43%
Somewhat decrease - 0	0.00%
Greatly decrease - 0	0.00%




Current overall end-user overall satisfaction:	
Total Responses - 15	100.00%
Excellent - 2	 13.33%
Good - 13	 86.67%
Fair - 0	0.00%
Poor - 0	0.00%




Current overall MLS <i>staff</i> satisfaction:	
Total Responses - 15	100.00%
Excellent - 4	 26.67%
Good - 10	 66.67%
Fair - 1	 6.67%
Poor - 0	0.00%




System speed / response time during peak periods:	
Total Responses - 15	100.00%
Excellent - 8	 53.33%
Good - 7	 46.67%
Fair - 0	0.00%
Poor - 0	0.00%

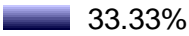

System uptime and availability:	
Total Responses - 15	100.00%
Excellent - 14	 93.33%
Good - 1	 6.67%
Fair - 0	0.00%
Poor - 0	0.00%



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 - 15	100.00%
Excellent - 0	0.00%
Good - 0	0.00%
Fair - 9	 60.00%
Poor - 6	 40.00%

Vendor responsiveness to system change / feature requests:	
Total Responses - 15	100.00%
Excellent - 3	 20.00%
Good - 9	 60.00%
Fair - 3	 20.00%
Poor - 0	0.00%

Quality of software upgrades (e.g. bugs or other problems):	
Total Responses - 15	100.00%
Excellent - 7	 46.67%
Good - 7	 46.67%
Fair - 1	 6.67%
Poor - 0	0.00%

Vendor customer service and technical support to MLS staff:	
Total Responses - 15	100.00%
Excellent - 9	 60.00%
Good - 4	 26.67%
Fair - 2	 13.33%
Poor - 0	0.00%

Vendor customer service and technical support to end users (if applicable):	
Total Responses - 6	40.00%
Excellent - 2	 33.33%
Good - 4	 66.67%
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 - 15	100.00%
Definitely - 9	 60.00%
Likely - 6	 40.00%
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?

- Geo-Coding, a higher level of user customization.
- Add an auto-notification to broker each time their client saved a listing, or otherwise changed something in their shopping cart.
- A browser Agnostic system. Better Statistics, Broker Reports, and enhanced CMA options.
- Browser independence.
- We are on old technology. I would like to see a modular approach to adding/replacing existing functionality starting with photo management, search functionality that is not browser dependent, add/edit that can run in parallel databases via RETS update transaction to ease issues related to MLS conversion
- Improve technical expertise and response regarding our data exchange with another MarketLinx account. We understand exchanging data is not fun, but when it is essential, in this day and age it should be relatively seamless.
- Improve the add/edit listing function. Improve the overall appearance quality of the product. Needs a face lift.
- Being able to customize our system. In Tempo 5 every site is on the same platform which does not allow individual site customization. If a change is requested all Tempo 5 sites must agree and accept the change. Tempo 3 was completely customizable. Giving sites the ability to items themselves to the system Ex: Subdivisions, schools etc. is a long awaited request. Making Tempo

MAC compatible (which is in the works) would make a lot of agents and HD staff very happy.



- The ability for staff to make changes
- Cross browser compatibility
- Better statistics Better mapping performance, More integration with 3rd party products Multiple browser access
- make more cross browser friendly, reporting capabilities, more graphical CMA
- Better statistical capability. Better MLS staff capabilities.
- Moving to T5 with many adjunct products in March 2010.
- More control over file defs, etc. Hopefully their NextGen product will allow for more of this.

How could service be improved?

- Quicker System enhancements & changes.
- Better Q&A before programming changes are installed.
- Start by saying yes when a request is asked for, as of today NO is the default answer to all questions. Don't tell us how many hours you are burdened by to implement simple requests, instead just do the work.
- One TSR per customer.
- Service is good. Would like to see new technology features integrated into old T4 systems more quickly.
- Again, MarketLinx has data from our MLS as well as our neighbor's, and the systems have the same OS, so exchanging data should be more seamless. Also, RETS functionality should be easier to work with.
- Increased access to highly technical people at the vendor's office. Questions now go over the head of the first line of service and then we have to "nag" to get an answer or change made.
- MarketLinx TSRs, while doing a great job, have their hands tied when a change request or bug is submitted. There are many hoops that have to be jumped through before and resolutions are evident. Giving the TSRs more authority would help.
- We are improving services with MDC; DM; Announce My Listing; Stats Pro; RETS Pro
- Some reported bugs not fixed in a timely manner - we have a couple of items over 120 days reported and they do not seem to be high priority
- More frequent publishes (system changes). Better RETS capability. More resources dedicated to customer problems
- MLS staff, pull data not from members, prompter response
- Knowing how MLS companies work I feel we are getting probably the best possible service (probably at the expense of some of our smaller fellow MLSs)

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



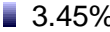
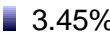
- Update to CMA Wizard
- Increased performance due to a middle tier upgrade.
- New CMA.
- New CMA
- We moved from Tempo 4 to Tempo 5 - here are just a few: 1. When inputting a listing, T5 remembers where you are and saves to that point. You are also able to auto the drop down pick list items when adding/editing. 2. T5 remembers your last search 3. All the new mapping features-awesome
- The NEW CMA put into the Tempo 4 system
- HD staff was given the ability to assume the identity of the agent they are on the phone with to help in trouble shooting problems.
- New website and working on upgrading to T5
- .net replacement of middle tier
- Switched to Virtual Earth mapping
- Document Management System
- search and mapping capabilities
- We upgraded from Tempo 4 to Tempo 5. The improvements for our members were significant. The ability to sort results by columns, create their own reports, have their own office/broker message boards, etc.
- Complete integration of CARETS, addition of Green Features

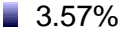

If your system was installed in the past year, please rate the implementation and cutover:	
Total Responses - 3	20.00%
Excellent - 2	 66.67%
Good - 0	0.00%
Fair - 1	 33.33%
Poor - 0	0.00%



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





- Better comparison of previous functionality and implementation of that into the new system




InnoVia




How many subscribers are in your MLS?	
Total Responses - 29	100.00%
Less than 1000 - 19	 65.52%
1000 to 3000 - 8	 27.59%
3000 to 8000 - 0	0.00%
8000 to 15000 - 1	 3.45%
15000 or more - 1	 3.45%




Do you host your MLS system locally, or does an MLS vendor host the MLS system?	
Total Responses - 28	96.55%
Locally hosted (in your MLS office) - 0	0.00%
Locally hosted (in a co-location facility) - 1	 3.57%
MLS vendor hosted - 27	 96.43%



Do you measure subscriber satisfaction with your MLS system via surveys?	
Total Responses - 29	100.00%
Yes - 12	 41.38%
No - 17	 58.62%





In the past year, did subscriber satisfaction:	
Total Responses - 24	82.76%
Greatly improve - 7	 29.17%
Somewhat improve - 7	 29.17%
Remain the same - 8	 33.33%
Somewhat decrease - 2	 8.33%
Greatly decrease - 0	0.00%





Current overall end-user overall satisfaction:	
Total Responses - 28	96.55%
Excellent - 12	 42.86%
Good - 14	 50.00%
Fair - 2	 7.14%
Poor - 0	0.00%





Current overall MLS <i>staff</i> satisfaction:	
Total Responses - 29	100.00%
Excellent - 20	 68.97%
Good - 8	 27.59%
Fair - 0	0.00%
Poor - 1	 3.45%





System speed / response time during peak periods:	
Total Responses - 29	100.00%
Excellent - 23	 79.31%
Good - 5	 17.24%
Fair - 1	 3.45%
Poor - 0	0.00%





System uptime and availability:	
Total Responses - 29	100.00%
Excellent - 28	 96.55%
Good - 1	 3.45%
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 - 29	100.00%
Excellent - 11	 37.93%
Good - 12	 41.38%
Fair - 2	 6.90%
Poor - 4	 13.79%

Vendor responsiveness to system change / feature requests:	
Total Responses - 29	100.00%
Excellent - 13	 44.83%
Good - 13	 44.83%
Fair - 1	 3.45%
Poor - 2	 6.90%

Quality of software upgrades (e.g. bugs or other problems):	
Total Responses - 28	96.55%
Excellent - 15	 53.57%
Good - 10	 35.71%
Fair - 2	 7.14%
Poor - 1	 3.57%

Vendor customer service and technical support to MLS staff:	
Total Responses - 29	100.00%
Excellent - 21	 72.41%
Good - 6	 20.69%
Fair - 1	 3.45%
Poor - 1	 3.45%

Vendor customer service and technical support to end users (if applicable):	
Total Responses - 28	96.55%
Excellent - 16	 57.14%
Good - 10	 35.71%
Fair - 2	 7.14%
Poor - 0	 0.00%

If you could do it over again, would you select this MLS system again today?	
Total Responses - 29	100.00%
Definitely - 19	 65.52%
Likely - 8	 27.59%
Not likely - 1	 3.45%
Definitely not - 1	 3.45%

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

- Add tabbed sessions, like IE 7.0
- Would like to see more Demographic Information.
- Improvements to Prospecting module. It's a good module but has room for improvement to match today's techie customers and agents needs. Vender is currently working on a new version so we'll have to see what they offer.
- Improve the prospect feature. Improve the IDX websites used within InnoVia
- Feature improvements are satisfactory and efforts are improving - too early to see results yet.
- Add ins (and awareness of) the enhancements that have become available primarily that others have implemented.
- more mapping, reports, sale tracking, consumer interface
- Unknown
- Spell Check, ability to create templates
- Have a last search button, it would bring up whatever your last search criteria was. More in-depth assessor info (somewhat the counties are not online).
- Attain public records, the holy grail! Provide capability for user creation of statistical reports
- We want all of our MLS data to upload to several sites such as Facebook, Twitter, Craigs List and other Social Media sites.
- Better membership reports and more access to system for staff administrators.

- A wider array of statistical reports. The ability for the end user to easily customize certain search screens and displays. Improve framed IDX and public website search and display screens.
- Agents would like live "hot sheet" links to their listings.



How could service be improved?

- Give staff access to bug tracking software to see current status so to be able to update staff or members on progress of bug/issue.
- Speed Increases, maybe a little more QA of changes/modifications. The changes are made fast, response times great, but sometimes they overlook things or do not check the change to make sure it's right.
- Faster programming speed for requested changes.
- Couldn't
- Service has been fantastic so far.
- The overall service has been improving and looks to be increasingly getting better but over the span of our contract it has been poor at times.
- Simply work on tightening up the program testing after changes. Often new features or other programming changes cause issues elsewhere that isn't noticed until the end user can't use a feature, function, or report.
- more quality control
- When a problem is reported, take more time to investigate, rather than trying to respond quickly.
- After making request be able to code for how quickly item is needed.
- Just not implement before we educate. Advance notice. THIS HAS GREATLY IMPROVED in 2009
- Have more "back in" ability by MLS staff.
- Systematic analysis of user calls with appropriate training or other action resulting
- I think you are doing a great job. We really enjoy working with Ethan and Allison they are the best.
- Better support for Association staff.
- More timely response to software problems.
- Rather than short form and long form have everything on one form.
- Service could be improved with faster turn-around and less costs.
- better response time to issues

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

- Revised wireless InnoVia.
- Prospecting, Map based Changes.
- Custom Search Screen builder. Also InnoVia did a complete "facelift" giving the system a great up to date look and feel.
- Adding "tabs - the ability to search one more than one MLS screen at a time.
- Trend Maps.....simply awesome

- We are looking forward to multiple tabs open within MLS to allow multitasking in MLS. It also eliminates the need to log into MLS multiple times opening up multiple windows.
- Wireless Innovia 3.0-It is the best MLS Vendor wireless solution that we have seen!
- PropectPro
- property panorama - virtual tours
- Virtual Tours
- Home page - ability to customize. Customize searches
- being able to "park" and have multiple screens open
- The "tab"!! We had 25 new items this year for Innovia. . . .
- Have to mention a few: excellent mobile application (wireless InnoVia), multi tab browsing, RETS Capability / streamlined data handling
- Mobile phone updates
- MLS Data Checker was made available.
- We added Document Manager
- Enhancements to the wireless access to InnoVia.
- New redesign coming
- Integrating Member Director with InnoVia
- Fannie Mae Market Conditions Report
- To better track agent/broker sales volume, especially when switching real estate companies.
- none to speak of

If your system was installed in the past year, please rate the implementation and cutover:	
Total Responses – 3	10.34%
Excellent – 2	 66.67%
Good – 1	 33.33%
Fair – 0	0.00%
Poor – 0	0.00%

Rapattoni

Company Name: Rapattoni Corporation

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

Number of Employees: 100+

Headquarter Location: Simi Valley, California

Primary MLS Product Name(s): Rapattoni MLS

Web Browsers / Platforms Supported: Microsoft Internet Explorer 6.0+ / Windows XP or Vista

Number of MLS Accounts: 110 accounts

Number of Total Subscribers: approximately 200,000

Offline Product Name: N/A

Mobile Product Name: Rapattoni MLS for Internet Capable Cell Phone or PDA

RETS Compliance (version #): 1.5

Other Products Offered: Secure Logon, Association Management (NetMagic, Magic)

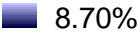
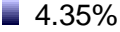

Strengths:



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 services. In 2007 the company began offering Single Sign-On capability.

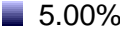




Rapattoni MLS system powers more than 100 multiple listing services around the country.

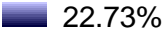

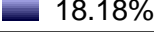
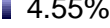
More information: www.rapattoni.com





How many subscribers are in your MLS?	
Total Responses - 23	100.00%
Less than 1000 - 10	43.48%
1000 to 3000 - 6	26.09%
3000 to 8000 - 5	21.74%
8000 to 15000 - 1	4.35%
15000 or more - 1	4.35%





Do you host your MLS system locally, or does an MLS vendor host the MLS system?	
Total Responses - 23	100.00%
Locally hosted (in your MLS office) - 2	 8.70%
Locally hosted (in a co-location facility) - 1	 4.35%
MLS vendor hosted - 20	 86.96%





Do you measure subscriber satisfaction with your MLS system via surveys?	
Total Responses - 23	100.00%
Yes - 8	 34.78%
No - 15	 65.22%





In the past year, did subscriber satisfaction:	
Total Responses - 20	86.96%
Greatly improve - 1	 5.00%
Somewhat improve - 7	 35.00%
Remain the same - 9	 45.00%
Somewhat decrease - 3	 15.00%
Greatly decrease - 0	 0.00%




Current overall end-user overall satisfaction:	
Total Responses - 22	95.65%
Excellent - 5	 22.73%
Good - 12	 54.55%
Fair - 4	 18.18%
Poor - 1	 4.55%





Current overall MLS <i>staff</i> satisfaction:	
Total Responses - 23	100.00%
Excellent - 7	 30.43%
Good - 9	 39.13%
Fair - 5	 21.74%
Poor - 2	 8.70%





System speed / response time during peak periods:	
Total Responses - 23	100.00%
Excellent - 7	 30.43%
Good - 10	 43.48%
Fair - 5	 21.74%
Poor - 1	 4.35%




System uptime and availability:	
Total Responses - 23	100.00%
Excellent - 11	 47.83%
Good - 10	 43.48%
Fair - 1	 4.35%
Poor - 1	 4.35%





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 - 23	100.00%
Excellent - 0	 0.00%
Good - 7	 30.43%
Fair - 6	 26.09%
Poor - 10	 43.48%

Vendor responsiveness to system change / feature requests:	
Total Responses - 23	100.00%
Excellent - 0	0.00%
Good - 9	 39.13%
Fair - 7	 30.43%
Poor - 7	 30.43%

Quality of software upgrades (e.g. bugs or other problems):	
Total Responses - 23	100.00%
Excellent - 6	 26.09%
Good - 8	 34.78%
Fair - 8	 34.78%
Poor - 1	 4.35%

Vendor customer service and technical support to MLS staff:	
Total Responses - 23	100.00%
Excellent - 6	 26.09%
Good - 9	 39.13%
Fair - 7	 30.43%
Poor - 1	 4.35%

Vendor customer service and technical support to end users (if applicable):	
Total Responses - 22	95.65%
Excellent - 6	 27.27%
Good - 7	 31.82%
Fair - 9	 40.91%
Poor - 0	0.00%

If you could do it over again, would you select this MLS system again today?	
Total Responses - 23	100.00%
Definitely - 8	 34.78%
Likely - 9	 39.13%
Not likely - 4	 17.39%
Definitely not - 2	 8.70%

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

- More staff tools
- Improve speed. More flexible for MLS staff to make changes. Quicker turnaround time on enhancement requests. Request that new features are thoroughly tested prior to implementation.
- Increase staff's ability to make changes.
- Make the MLS fully Cross browser compliant, improve map searching experience, write custom reports, give more power to the MLS to change business rules.
- Allow for more customization for local MLSs
- To have the ability to take a snapshot of the data on a daily basis - so I could look back one year and be able to tell I had x number of actives on that day.
- Allow staff access to add, delete and modify table values
- More flexibility for user rights so the MLS could turn on/off the based on functions.
- can add features and are moving forward to add an annual review
- Listing Upload from Transaction Desk or Forms
- Reports should be arranged more logically with related fields grouped together. MLS staff is directed by the vendor to use the report writer that is available on the system, which is very cumbersome and difficult to use.
- Mapping should be improved. Agents should be required to manually identify the location of a listing if the system cannot map it.
- The public search frames should be improved.
- The MLS system should operate in more than one browser and other operating systems.
- Improve the prospecting functionality.
- Secure MLS, rule automating MLS compliance and tax data so that we wouldn't have to pay for such things separately.
- Make it more customizable. Make the public / IDX searches more robust. Finish making it work on Firefox.
- n/a
- Not sure
- Nothing



How could service be improved?

- Less frequent updates. Updates tend to be too often and frequently break things that were working fine. Overall internal communication does not seem to be there from our current vendor.
- Vendor could be more receptive to customer requests and feedback.
- Untie the support staff's hands from the archaic infrastructure that prevents the support staff from actually helping the MLS make changes it wants to make.
- Service has been excellent. Rapattoni is a very people-oriented company and was formed as a family business, so even though we're a small MLS we feel that we get the attention and care much larger MLSs command.
- I am more than pleased at this time!!!
- Have west coast staff available to MLS staff beginning 8 AM eastern.
- Very happy with service today.
- When changes are made advanced notification should be received more thorough communication to our staff
- Faster implementation of requested enhancements
- Faster tech support response times on the general support line.
- MLS vendors should offer suggestions to improve the use of a system to existing customers.
- Rapattoni has just made changes that should improve bug fixes and enhancements. They need to get better at letting us know when they intend to make changes to the system further in advance.
- Making it possible for staff to make more changes, design reports and make modifications.
- Service has improved some in 2009 compared to 2008. Further improvements could be achieved by retaining staff so they are not too new to know what is going on.
- If they gave us more control
- Quicker response

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

- Report Writer
- Prospecting system is more flexible from end user's point of view. Now able to control whether or not they need to receive auto-e-mail for auto-prospecting feature.
- N/A
- Search History
- Implementation of "sprints" to allow for much quicker, more responsive software development and programming, etc.
- Last search and being able to add photos and documents to incomplete listings.
- Adaptive Technology
- The Walls software.
- Added a training report
- Adaptive Security in place of tokens
- Property History improvements.

- Sorting improvements.
- Some field improvements.
- Ability to view last search.
- Listing detail page improved and saved searches and hot sheets on home page.
- Incomplete listings can now have photos/attachments attached to them before completing the listing. 1004MC Market Conditions Report native to system (the appraisers LOVE this).
- Adding short sales, foreclosures

If your system was installed in the past year, please rate the implementation and cutover:	
Total Responses - 2	8.70%
Excellent - 0	0.00%
Good - 1	 50.00%
Fair – 1	 50.00%
Poor – 0	0.00%

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

- Many issues unresolved at cut-over; needed more time to review and tweak before release date.
- Our experience has always been that too much is left to be fixed after the cutover.

Solid Earth

Company Name: Solid Earth, Inc.

Year Established / Year Started in MLS System Business: 1998

Number of Employees: 16

Headquarter Location: Huntsville, Alabama

Primary MLS Product Name(s): LIST-IT

Web Browsers / Platforms Supported: Microsoft Internet Explorer, Mozilla; Windows 98 to current, Macintosh OSX running Mozilla

Number of MLS Accounts: 25

Number of Total Subscribers: 50,000

Offline Product Name: LIST-IT Desktop (being phased out)

Mobile Product Name: (part of LIST-IT)





RETS Compliance (version #): 1.5 through 1.7.2



Other Products Offered: LIST-IT IDX Gateway, MLS/Association Groupware Websites



Company Strengths:





According to Solid Earth President Matt Fowler, "Solid Earth has consistently delivered for its 25 MLS clients so that after 10 years in business, only 2 have ever left for other suppliers. By carefully listening to its subscribers, the AEs and MLS Administrators, Solid Earth learns about new features and tools needed by today's real estate professional. The value Solid Earth delivers is to rapidly develop, test and stage solutions that meet the MLS's needs in an orderly and deliberate way, but with a sense of urgency. On average Solid Earth posts 18 new "enhancements" (not bug fixes) to the network per week creating an environment that is highly responsive and evolutionary. Advanced mapping, consumer facing webs, prospect portals, advanced statistics, automated AVM powered 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 a committed and organized MLS organization may use to create the system they have always wanted. 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 delivers the benefits of a fully custom system. Since Solid Earth spends so much time on each new system, the company never contracts more than 3 or 4 new systems per year. That allows Solid Earth to deliver an optimum solution while also limiting the growth of the company."




Solid Earth's lead product is LIST-IT MLS and is used by markets with as many as 10,000 subscribers (Monmouth NJ). The LIST-IT system is built using the latest Microsoft asp.net programming environment staged on the industry leading Oracle 11g, 64-bit database platform. Paired with the dedication, experience and commitment to service of the Solid Earth Team, LIST-IT is a solid choice for proven, custom real estate technology solutions. More information: <http://www.solidearth.com/>



How many subscribers are in your MLS?	
Total Responses - 22	100.00%
Less than 1000 - 8	 36.36%
1000 to 3000 - 9	 40.91%
3000 to 8000 - 4	 18.18%
8000 to 15000 - 1	 4.55%
15000 or more - 0	0.00%



Do you host your MLS system locally, or does an MLS vendor host the MLS system?	
Total Responses - 22	100.00%
Locally hosted (in your MLS office) - 1	 4.55%
Locally hosted (in a co-location facility) - 0	0.00%
MLS vendor hosted - 21	 95.45%



Do you measure subscriber satisfaction with your MLS system via surveys?	
Total Responses - 22	100.00%
Yes - 10	 45.45%
No - 12	 54.55%





In the past year, did subscriber satisfaction:	
Total Responses - 19	86.36%
Greatly improve - 3	 15.79%
Somewhat improve - 8	 42.11%
Remain the same - 6	 31.58%
Somewhat decrease - 2	 10.53%
Greatly decrease - 0	0.00%





Current overall end-user overall satisfaction:	
Total Responses - 19	86.36%
Excellent - 9	 47.37%
Good - 9	 47.37%
Fair - 1	 5.26%
Poor - 0	0.00%





Current overall MLS <i>staff</i> satisfaction:	
Total Responses - 21	95.45%
Excellent - 11	 52.38%
Good - 10	 47.62%
Fair - 0	0.00%
Poor - 0	0.00%





System speed / response time during peak periods:	
Total Responses - 21	95.45%
Excellent - 16	 76.19%
Good - 5	 23.81%
Fair - 0	0.00%
Poor - 0	0.00%



System uptime and availability:	
Total Responses - 21	95.45%
Excellent - 14	 66.67%
Good - 7	 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 - 22	100.00%
Excellent - 8	 36.36%
Good - 7	 31.82%
Fair - 5	 22.73%
Poor - 2	 9.09%

Vendor responsiveness to system change / feature requests:	
Total Responses - 22	100.00%
Excellent - 5	 22.73%
Good - 11	 50.00%
Fair - 5	 22.73%
Poor - 1	 4.55%

Quality of software upgrades (e.g. bugs or other problems):	
Total Responses - 22	100.00%
Excellent - 10	 45.45%
Good - 9	 40.91%
Fair - 3	 13.64%
Poor - 0	 0.00%

Vendor customer service and technical support to MLS staff:	
Total Responses - 22	100.00%
Excellent - 12	 54.55%
Good - 8	 36.36%
Fair - 2	 9.09%
Poor - 0	 0.00%

If you could do it over again, would you select this MLS system again today?	
Total Responses - 22	100.00%
Definitely - 14	 63.64%
Likely - 8	 36.36%
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?

- We add and improve as we go and when we find better ways to do or present things.
- Custom dashboard and messaging features for users.
- User Dashboard; Support Staff Ticketing System;
- Enhanced features to mobile site More ability for agents to customize their own MLS experience Customized to the agent stat reporting RSS feeds of new listings to agent prospects Enhanced user interfaces
- New public website.
- Response time on feature requests and changes has slowed so there is now a backlog of enhancement requests. I would add a feature that lets MLS staff have real time access to the queue of open enhancement requests so that we can prioritize and track the progress of those requests through to implementation.
- Add Customizable Portals for each member.
- Create CRM functions that will let the MLS/Assn offer User rich reports on their activity with anytime availability.
- We get mostly what we ask for if the system is capable.
- Lease Options
- The mapping function is wonderful; however, existing streets & subdivisions are not on Google maps.
- Track enhancement requests.
- Add end user support
- All listing print on one page. Pictures automatically resized during entry.
- Better mobile support. Better public site services. Property-based data
- The mobile access needs to be updated.


How could service be improved?

- Sometimes the enhancements are a little slow in coming.
- Bug/Enhancement Base for staff to log in and check status of a request.
- Support Staff ticketing system; more uniform enhancement/release dates; access to system-wide enhancement requests list
- Better tracking and follow up of new requests and bugs

- Better communication regarding status of updates.
- Better system to handle bugs and enhancements.
- Better communication with staff about status of requests and timelines for implementation. Can't stand new features that we didn't know anything about suddenly appear in the software without any notice. This is unacceptable.
- Improved communication.
- We are waiting on a revised Enhancement tracking report for MLS staff.
- Maybe providing us with a list of suggestions for changes from other MLSs.
- Timely updates
- While there is always room for improvement in everything we do, communication with Solid Earth is such that should our membership request an enhancement or improvement to the system, SEG makes every effort to make it possible.
- end user support
- If we could get a bi-monthly or monthly status report on our requests and updates. A report that is readable and printable.
- See above item
- Occasionally features are changed, and I don't know about it until I start getting calls. Example: Statistics was removed, and we did not ask for this to be done. Just because one Association asks for it, does not mean we all want it done/removed/added.

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

- 1004 MC form for the appraisers
- Update of the public website.
- The upgrade on our public website; multiple image upload and re-order
- RETS client
- Statistics upgrade.
- Consolidation of two different mapping engines and the ability to geo-validate entry of the MLS areas at listing input.
- CDOM rules and automatic listing renewal handling according to those rules.
- Data Quality validation
- RETS (the ease of composing the feeds) Prospect Function (Consumer URL)
- Statistics / CMA Reports
- Citation Manager
- Improvements to public site/idx
- "Sale Type" field added

If your system was installed in the past year, please rate the implementation and cutover:	
Total Responses - 1	4.55%
Excellent - 0	0.00%
Good - 1	 100.00%
Fair - 0	0.00%
Poor - 0	0.00%

Stratus

Company Name / Division Name: Stratus Data Systems, Inc. (STRATUS)

Year Established / Year Started in MLS System Business: 1998. Stratus principals have been providing MLS Systems together since the early 1980s.

Number of Employees: 15 (Technology: 11; Support: 2; Sales: 1; Other: 1)

Headquarter Location: Katonah, NY with offices also in Phoenix, AZ and Long Island, NY

Primary MLS Product Name(s): StratusMLS

Web Browsers Fully Supported: All the major web browsers including Microsoft Internet Explorer, Safari, and Firefox.

Platform (OS) Supported: Any operating system capable of running a major web browser. i.e. Microsoft Windows 7, Vista, or XP, Mac OS 10.4, 10.5, or 10.6, or Desktop Linux

Number of MLS accounts: 2

Number of Total Subscribers: 55,000

Offline Product Name: N/A

Mobile Product Name: Stratus Unplugged

Platforms: Any web-enabled phone with a browser that supports standard HTML, including BlackBerry, Windows Mobile, Palm OS, iPhone.

RETS Version(s) offered: 1.7

Other Products Offered: Stratus IDX Search, Sold Property Search, RETS-Compliant Server, dPath™ - A unique data share technology designed for efficient MLS collaboration. In a single pass, dPath transfers search results data from participating MLS systems, and maps that data to a common format on the fly.

Strengths:

STRATUS is a technology firm that has been dedicated to building and supporting real estate information systems for large MLS and Realtor Associations since 1982. STRATUS systems are recognized for their technical excellence, reliability, exceptional performance and meeting its customers' requirements over the long haul.


STRATUS' flagship product, StratusMLS, is a full-featured Internet based system offering real estate professionals flexible searching and reports, mapping, CMA, Contacts, Prospect Match, Forms Designer, Listing Maintenance, dynamic multi-tasking and more. Stratus MLS's high performance, cutting-edge user interface features a desktop-style application that runs in a web browser with dynamic client-side functionality. The system's user-centric, consistent and well structured interface features clean and visually attractive layouts and icons.



STRATUS provides customers with a high level of customization. Rather than requiring conformity to a rigid cookie cutter solution, each StratusMLS system installation is tailored to the MLS's specific needs. STRATUS customers play an integral part in the



design of new features and products for their MLS system. STRATUS' Metadata Editor lets its MLS customers take charge of their StratusMLS system by enabling them to expand or make changes without programming and control business rules, field attributes, & sets. Customers can create new data fields and view forms as well as manage nomenclature.


STRATUS systems are designed for scalability and component redundancy and employ sophisticated and optimized methods of real time replication of databases across servers within a network or across the Internet to a Disaster Recovery site. The STRATUS system's architecture is designed to avert most common problems associated with system downtime by using redundant components at every possible level. STRATUS has been applying this methodology since the late 1980s and is proud to point to consistent 99.9% uptime year after year.


More information: 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 the past year, did subscriber satisfaction:	
Total Responses - 1	50.00%
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 - 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 - 2	100.00%
Excellent - 0	0.00%
Good - 1	 50.00%
Fair - 1	 50.00%
Poor - 0	0.00%

Vendor responsiveness to system change / feature requests:	
Total Responses - 2	100.00%
Excellent - 1	 50.00%
Good - 1	 50.00%
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%

Vendor customer service and technical support to end users (if applicable):	
Total Responses - 1	50.00%
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 - 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?

- No Responses

How could service be improved?

- Service is great.

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

- Notification of Prospect Matches and CMA's due to expire.
- Great new Slideshow for each listing as well as one including the primary photo for each listing in your search results.
- New Charts and Graphs for Market Share report.
- New IDX Search Engine.
- CONNECT

Systems Engineering

Company Name: Systems Engineering, Inc.

Year Established / Year Started in MLS System Business: 1975

Number of Employees: More than 40

Headquarter Location: Greensboro, NC

Primary MLS Product Name(s): NAVICA Revolution MLS

Web Browsers / Platforms Supported: Any browser

Number of MLS Accounts: Approximately 130

Number of Total Subscribers: Approximately 40,000

Offline Product Name: NAVICA Revolution Distributed

Mobile Product Name: NAVICA Mobility

RETS Compliance (version #): 1.5 / 1.7

Other Products Offered: NAVICA Showing Manager, NAVICA Seller Listing Gateway, NAVICA Open House Manager, NAVICA Listing Syndication, and IDX and VOW solutions, NAVICA Tax, Navica Association Management, MLS Books


Strengths:



Systems Engineering, Inc. (SEI) has been in operation for over 40 years, with no change in ownership, offering various products to computer users in a broad range of businesses. From its inception, our company has demonstrated stability and sound financial integrity.



SEI's original Internet offering in early 1999 provided both online and distributed products for Brokers and Agents. Its second generation Internet product, NAVICA, was introduced in early 2001 followed in 2006 by its third generation Internet offering, NAVICA REVOLUTION. Since its introduction, REVOLUTION has been adopted by over 130 Multiple Listing Services nationwide.




SEI's NAVICA product line includes a diverse set of tools for the REALTOR® to access MLS data. Each NAVICA installation provides online, distributed and wireless access as well as a robust Showing Manager. SEI also provides a full suite of IDX Solutions and Data Sharing options. This combination of feature rich products and customer support creates satisfaction among SEI customers.




More information: <http://www.seisystems.com/>




How many subscribers are in your MLS?	
Total Responses - 12	100.00%
Less than 1000 - 12	 100.00%
1000 to 3000 - 0	0.00%
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 - 12	100.00%
Locally hosted (in your MLS office) - 3	 25.00%
Locally hosted (in a co-location facility) - 0	0.00%
MLS vendor hosted - 9	 75.00%



Do you measure subscriber satisfaction with your MLS system via surveys?	
Total Responses - 12	100.00%
Yes - 6	 50.00%
No - 6	 50.00%

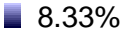


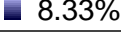
In the past year, did subscriber satisfaction:	
Total Responses - 11	91.67%
Greatly improve - 2	 18.18%
Somewhat improve - 6	 54.55%
Remain the same - 3	 27.27%
Somewhat decrease - 0	0.00%
Greatly decrease - 0	0.00%



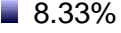
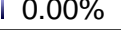
Current overall end-user overall satisfaction:	
Total Responses - 12	100.00%
Excellent - 5	 41.67%
Good - 6	 50.00%
Fair - 1	 8.33%
Poor - 0	0.00%



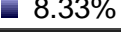
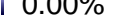
Current overall MLS <i>staff</i> satisfaction:	
Total Responses - 12	100.00%
Excellent - 6	 50.00%
Good - 4	 33.33%
Fair - 2	 16.67%
Poor - 0	0.00%



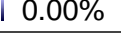
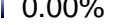
System speed / response time during peak periods:	
Total Responses - 11	91.67%
Excellent - 6	 54.55%
Good - 4	 36.36%
Fair - 1	 9.09%
Poor - 0	0.00%



System uptime and availability:	
Total Responses - 12	100.00%
Excellent - 11	 91.67%
Good - 1	 8.33%
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 - 12	100.00%
Excellent - 1	 8.33%
Good - 7	 58.33%
Fair - 3	 25.00%
Poor - 1	 8.33%





Vendor responsiveness to system change / feature requests:	
Total Responses - 12	100.00%
Excellent - 7	 58.33%
Good - 4	 33.33%
Fair - 1	 8.33%
Poor - 0	 0.00%

Quality of software upgrades (e.g. bugs or other problems):	
Total Responses - 12	100.00%
Excellent - 6	 50.00%
Good - 5	 41.67%
Fair - 1	 8.33%
Poor - 0	 0.00%

Vendor customer service and technical support to MLS staff:	
Total Responses - 12	100.00%
Excellent - 8	 66.67%
Good - 4	 33.33%
Fair - 0	 0.00%
Poor - 0	 0.00%

Vendor customer service and technical support to end users (if applicable):	
Total Responses - 12	100.00%
Excellent - 8	 66.67%
Good - 4	 33.33%
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 - 11	91.67%
Definitely - 6	 54.55%
Likely - 5	 45.45%
Not likely - 0	0.00%
Definitely not - 0	0.00%

Which is the next year you may have to start considering MLS vendor options?	
Total Responses - 12	100.00%
Do not know / does not apply - 0	0.00%
2010 - 3	 25.00%
2011 - 3	 25.00%
2012 - 4	 33.33%
2013 - 2	 16.67%
2014 - 0	0.00%
2015 - 0	0.00%

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

- Add more board reporting tools. Enable the board to load & remove documents
Board roster report generators are somewhat cumbersome
Dates to expire and automatically pull items on all of the News Bulletin Boards (Agent, Office, Caravan, etc.)
Create and manage our own feeds
- Make it a bit more professional looking.
- Have MLS Committee to study change and present it to the Board of Directors for action.

- I would improve the mapping and enhance it -particularly the mapping available to the public.
- From an administrative standpoint, the mass email feature could be easier to use.
- Better integration with Top Producer * Easier and wider range of data access, particularly for several years back * Enhanced mass e-mail capability (now is text-only and capability for only one attachment, no return on bad e-mails)
- Add spell check in public and private remarks as well as broadcast messages. Have virtual tours as an option.
- Mapping capabilities

How could service be improved?

- The service is very good.
- Understanding what staff is asking.
- Service is good now.
- Systems Engineering seems more efficient in this than our Association could be. If we request some type of change they try to make it immediately.
- Less waiting time for adding new features. (In all fairness, some things are added very quickly, but others are not.)
- Not applicable
- Don't think that is humanly possible. They are EXTREMELY responsive.

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

- Improved CMA software - easier and better according to the members.
- More positive attitudes at their company with regards to issues and questions.
- Navica's Revolution.
- No major improvements this year.
- The ability to multitask or work in multiple screens.
- There were several.

Tarasoft

Company Name: Tarasoft

Year Established / Year Started in MLS System Business: 1990

Number of Employees: Technology: 20; Support: 3; Sales/Marketing: 5

Headquarter Location: Victoria and Nelson British Columbia, Canada

Primary MLS Product Name(s): Matrix

Web Browsers / Platforms Supported: Mac & PC compatible - Fully functional on IE, Firefox, Mozilla, Safari and Chrome

Number of MLS Accounts: 15

Number of Total Subscribers: 205,000

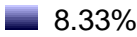

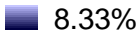


Offline Product Name: n/a

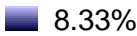


Mobile Product Name: Matrix Mobile



RETS Compliance (version): 1.5 and 1.7




Strengths:


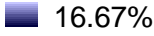
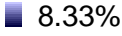
In the recent 12 months, Tarasoft has continued to advance its primary MLS platform releasing Tarasoft Matrix 5.0. This release was the largest combined functionality upgrade to date for Tarasoft's flagship product. Among various advancements, the 5.0 release includes the Tarasoft Matrix SpeedBar; a quick way to perform and revise searches speeding up the entire agent experience (recent statistics on the early adopters of the SpeedBar have shown 20% of Matrix searches are now performed utilizing the SpeedBar). Tarasoft also added a new CMA wizard offering significant agent customization, a new Tarasoft Matrix statistics engine providing agents the power to produce an array of sophisticated industry statistics based on any search criteria, and a new agent dashboard allowing for complete individual customization of the agent homepage look and feel. The Tarasoft customer list has continued to expand with its launch of systems for regional providers MLSListings of Sunnyvale, California and Northwest MLS of Kirkland, Washington; these two deployments combine for over 45,000 additional end users. In addition Tarasoft also deployed Matrix to a number of new accounts in Canada. Expect to see many new Tarasoft initiatives and announcements in the coming months. More information: <http://www.tarasoft.com/>



How many subscribers are in your MLS?	
Total Responses - 12	100.00%
Less than 1000 - 1	 8.33%
1000 to 3000 - 4	 33.33%
3000 to 8000 - 1	 8.33%
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) - 1	 8.33%
Locally hosted (in a co-location facility) - 3	 25.00%
MLS vendor hosted - 8	 66.67%



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 the past year, did subscriber satisfaction:	
Total Responses - 11	91.67%
Greatly improve - 5	 45.45%
Somewhat improve - 4	 36.36%
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 - 9	 75.00%
Good - 2	 16.67%
Fair - 1	 8.33%
Poor - 0	0.00%




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



System speed / response time during peak periods:	
Total Responses - 12	100.00%
Excellent - 10	 83.33%
Good - 2	 16.67%
Fair - 0	0.00%
Poor - 0	0.00%


System uptime and availability:	
Total Responses - 12	100.00%
Excellent - 9	 75.00%
Good - 3	 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 - 12	100.00%
Excellent - 8	 66.67%
Good - 1	 8.33%
Fair - 2	 16.67%
Poor - 1	 8.33%

Vendor responsiveness to system change / feature requests:	
Total Responses - 12	100.00%
Excellent - 7	 58.33%
Good - 5	 41.67%
Fair - 0	0.00%
Poor - 0	0.00%

Quality of software upgrades (e.g. bugs or other problems):	
Total Responses - 12	100.00%
Excellent - 7	 58.33%
Good - 4	 33.33%
Fair - 0	0.00%
Poor - 1	 8.33%

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 - 6	50.00%
Excellent - 6	 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 - 10	 83.33%
Likely - 2	 16.67%
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 CRM related features and better stats
- Tarasoft is extremely responsive and interested in our Members needs and seem to think of innovations before our Members ask for them.
- Making the system more user friendly, more web 2.0
- start from the beginning with Matrix as search and our home built business rules, RETS, and Listing Management; which is not where we are headed
- Make input on farm/acreage more simplified
- Delineate between farm and acreage properties
- Allow flexibility on partial sales of farm land listed under the same MLS number
- Improve Searching via NLQ type search techniques. Enhance CMA Provide key market trends and stats Improved mapping search and display tools, layers Mobile Apps Pattern matching security (no more fobs)
- Easier capability for technically inclined staff to access the database and make changes or add fields.
- Better CMA, ability to create custom reports, ability to send auto-emails without the client portal.



How could service be improved?

- All of our service needs are met in a timely and professional manner. We would love if they would open an office in the East so we could visit with them more often.
- Proactive in DR solution.
- I have no complaints, regarding either my own staff or the Tarasoft staff....i have the best of both worlds right now
- Service is very good - have no suggestions
- Better documentation and communication regarding updates.
- Service is excellent; however it could be improved with more complete documentation resulting in better support and training materials. Online Help and more instructional videos would also improve the service.
- Great service from top down. However, a little better communication from vendor rep to tech staff would be good.

- N/A
- Better communication

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

- The new portal and improved report generator
- Speed bar search
- Speed bar
- Our Members love the "Team" functions which allows assistants to salespersons or teams of salespersons to manage the same listings.
- Those coming...we had no time to implement (speed bar, new CMA wizzard)
- CRM in Tarasoft very well done!
- User access to make certain changes and photo changes to their listings
- CMA Wizard for easier creation of CMAs and Speed Bar Search for searching faster than ever.
- We have many-- Doc Management Access to Foreclosures collected by FaCoreLogics ListHub tools Click to Call (realPing) Enhanced Matrix Email features Enhanced photo display Added Eco-Friendly diors to the system
- New system for us so too early to tell.
- Integration with Membership system

If your system was installed in the past year, please rate the implementation and cutover:	
Total Responses - 4	33.33%
Excellent - 3	 75.00%
Good - 1	 25.00%
Fair - 0	0.00%
Poor - 0	0.00%

Thank You!

Thank you for reading Clareity's "9th Annual MLS Customer Satisfaction Survey"! And thanks again to the many MLS organizations that participated in this year's survey collectively representing over one million MLS subscribers!

The Clareity Consulting Team

About Clareity Consulting

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
- VOW Audits
- 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:

Gregg Larson
Clareity Consulting
Scottsdale
480-368-8100

Gregg.Larson@callclareity.com

Matt Cohen
Clareity Consulting
Minneapolis
612-331-1788

Matt.Cohen@callclareity.com

Or visit <http://www.CallClareity.com>

