

MLS SYSTEMS PERSPECTIVES

SYNOPSIS REPORT

Confidential Summary and Analysis
of Survey Results
RESEARCHED AND COMPILED BY T3 SIXTY

The logo for T3 Sixty, featuring the letters 'T3' stacked above the numbers '60' in a large, white, sans-serif font. The text is partially enclosed by a white circular arc that starts from the left and curves around the top and right sides of the text.

T3
60

T3 Sixty
Enabling Intelligent Change
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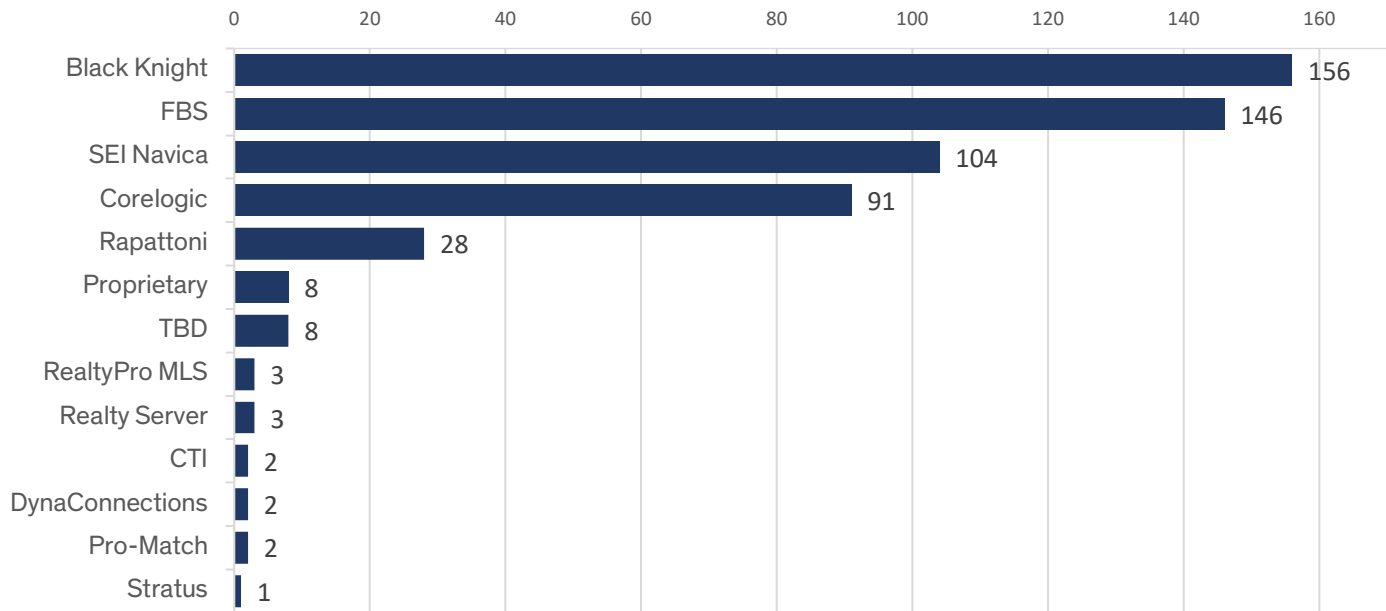
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MLS SYSTEM REALITIES

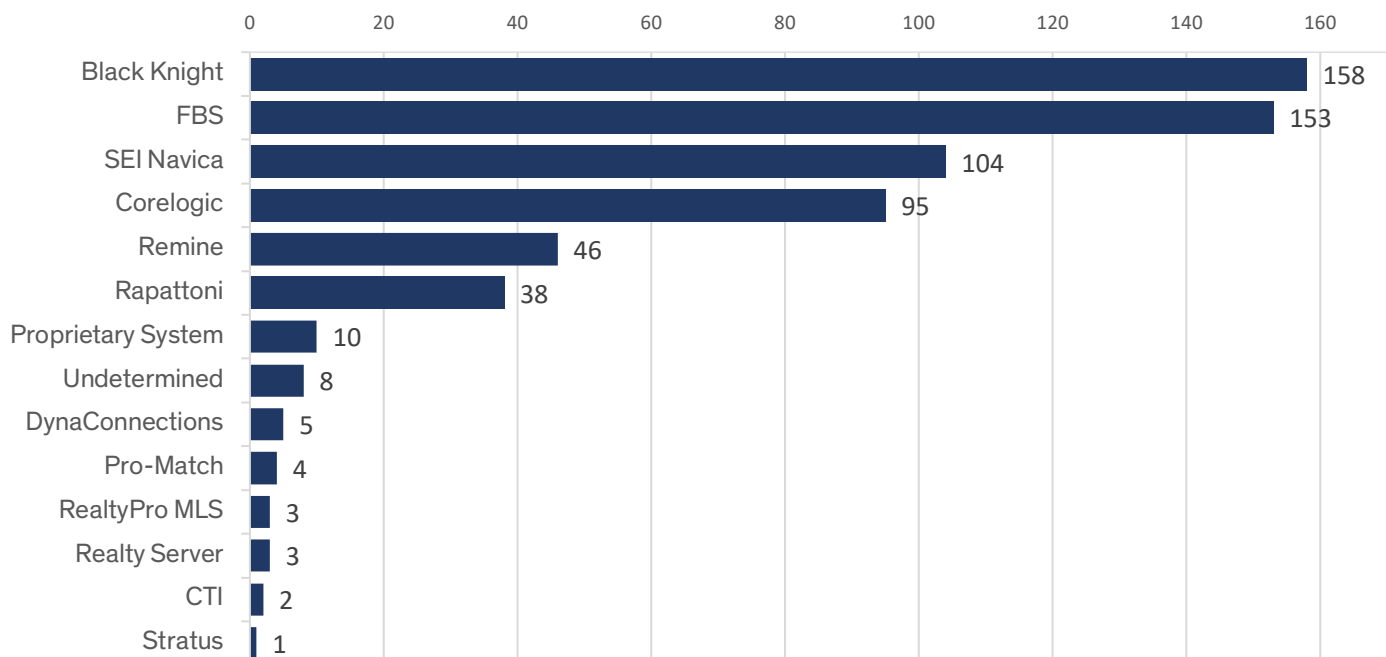
The following section highlights the realities of today's MLS Systems landscape across the United States

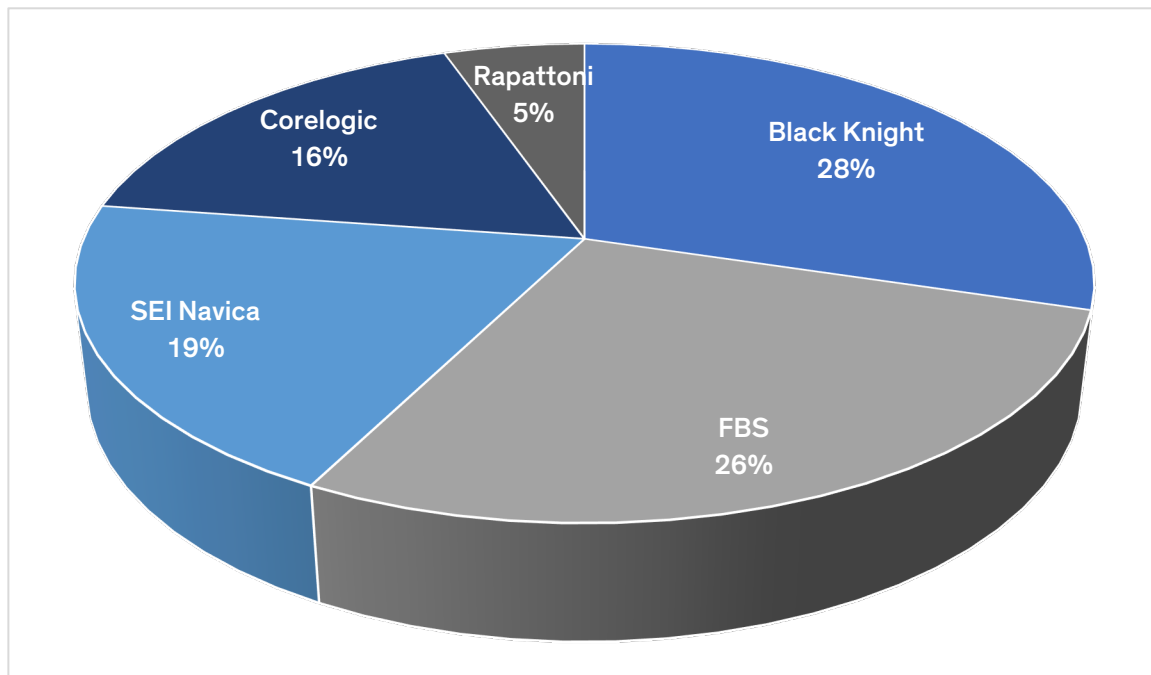
Just as the MLS is a unique concept so too are the organizational structures for the nearly 550 MLSs organizations in the United States and in total there are 630 MLS systems, as some MLS's have more than one system. We have also included comparable data from our 2019 report where applicable.

Primary MLS System Provider Totals (553)-US

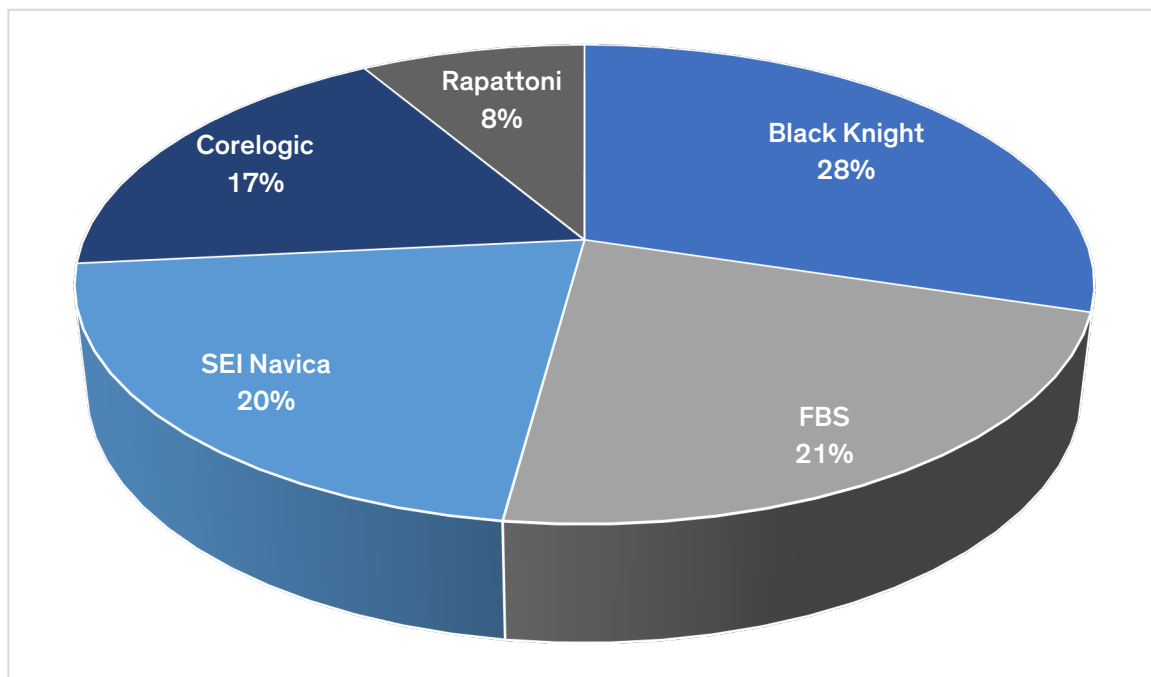


All MLS System Provider Totals including Secondary MLS Systems (630)-US

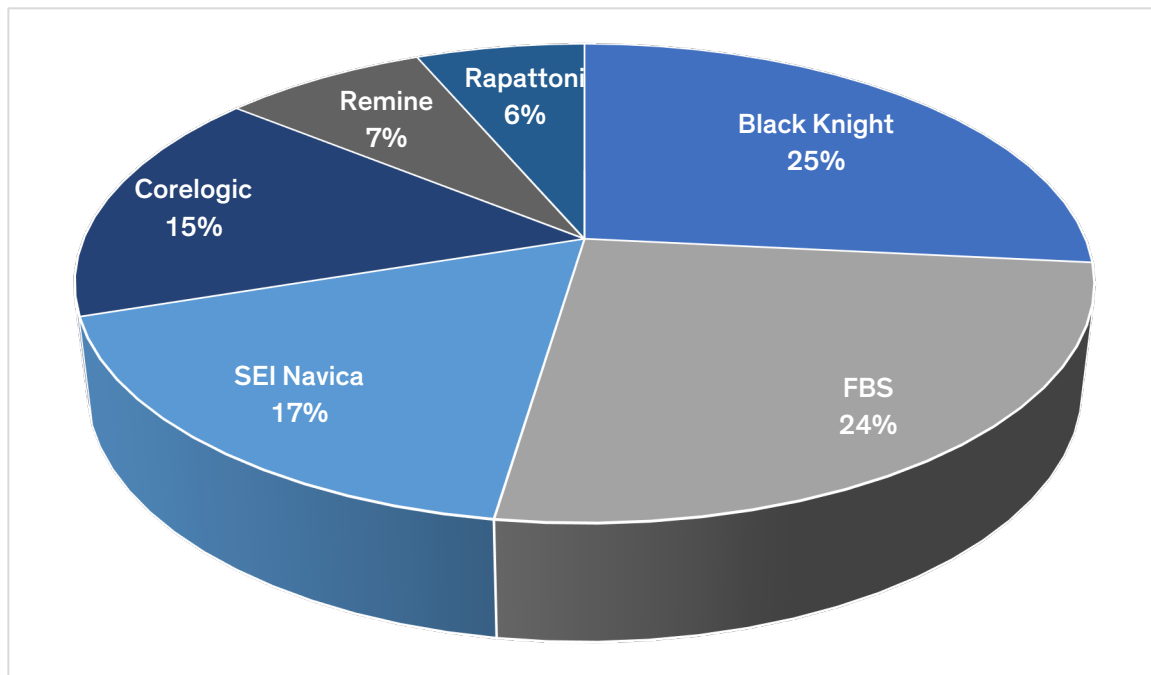


2021 Primary MLS System Providers by Percentage (553)

Note that we have only included specific MLS systems for those with greater than five percent (5%) in the percentage of use pie charts.

2019 Primary MLS System Providers by Percentage (575)

Note that we have only included specific MLS systems for those with greater than five percent (5%) in the percentage of use pie charts.

All MLS System Providers by Percentage (630)-US

Note that we have only included specific MLS systems for those with greater than five percent (5%) in the percentage of use pie charts.

MLS SYSTEM PERFORMANCE SURVEY RESULTS

T3 Sixty conducted a survey of MLS/Association executives to test their level of satisfaction with their current MLS System(s), key components, and to better understand the general usage and perceptions about the various MLS Systems available. The following are the combined results of the 208 responses to the survey with a **±5.366%** margin of error.

Again, where possible we have included comparable data from our 2019 survey results of the same Association/MLS audience. The numbers in (parenthesis) illustrate the change between 2021 and 2019 results. Where the number appears in **Green** it is a higher score, **Black** is the same score, and **Red** indicates a score that is lower.

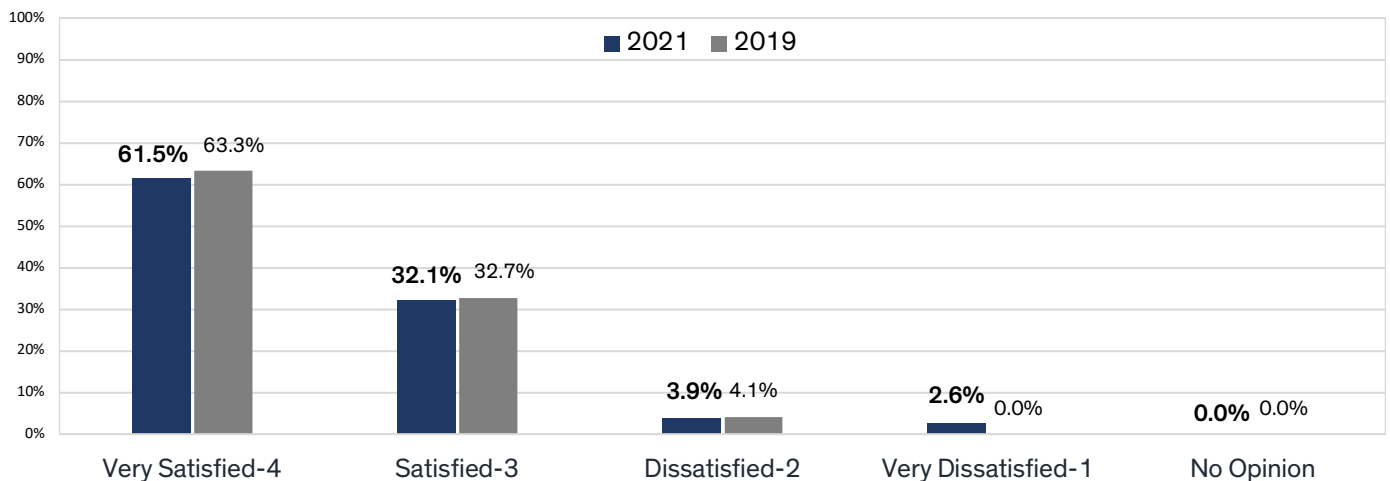
We have also included breakout results by MLS Type and Size for contrasting purposes. Due to the smaller sizes of these breakouts they are for reference purposes only and should not be considered scientifically valid.

In instances where scoring is possible, we use a weighted average scoring approach. This means 4 is equal to the highest level of agreement/satisfaction and a score of 1 is equal to the lowest level of agreement/satisfaction. Below is a rating scale developed by T3 Sixty based on the weighted average of responses to each of the areas of comparison.

T3 Sixty Performance Weighted Average Scoring and Rating

Under 1.5	1.51-2.25	2.25-2.49	2.50-2.99	3.00-3.24	3.25-3.49	3.50-3.74	3.75-4.0
Non-functional	Deficient	Poor	Average	Good	Superior	Exceptional	Best in Class

Q: What is your overall level of satisfaction with your Primary MLS System?



	MLS Satisfaction Performance Score	MLS Satisfaction Performance Rating
2021 Overall	3.53 (.06)	Exceptional
2019 Overall	3.59	Exceptional
Regional MLS	3.45	Superior
Local MLS	3.60	Exceptional
1,001+ Subscribers	3.48	Superior
Under 1,000 Subscribers	3.66	Exceptional

[illegible]

- Just used to it like the monthly webinars they offer
- The ease of use.
- Responsive to requests and questions.
- listings and public records all included
- ease of use; staff
- It's uptime. In 14 years almost never down.
- Ease of use
- The ability to make changes in-house
- It works good.
- The simplicity of searching.
- Paragon Collaboration Center and Paragon Connect
- Being able to customize fields and display. Access to edit business rules.
- The people and how they want to make the system better
- We can customize to our resort needs. Though that is slowly going away which is a huge bummer. Standards do not work for our resort area.
- Their customer service. User friendly
- Service, Connectivity, Reliable, Easy-to-Use
- Speed and ease of use
- quick response times for change requests. Great people to work with.
- More data
- Speed, familiarity for members.
- Ease of use, continuing to innovate
- Ease of usage
- Flexible
- support is available

- Showing manager and easy to use
- User friendly and constantly improving
- Modern look, design and feel.
- It is user friendly and members are used to it.
- The functionality
- It works easily- and well.
- Started with RISCO in the 1980's and have not had anything else.
- The ease in use.
- Ease of use.
- Ease of use
- Ease of use, great customer service, members love it
- It is what it claims: Flexible. There's a lot of staff control and the ability for staff oversight.
- The flexibility of having multiple MLSs within one platform
- Their support team is absolutely the best, both for end-users and MLS staff. They are responsive to requests for changes.
- Users like it.
- Level of customization available.
- Having a good contact person to go to for help
- flexibility to customize some features
- Very helpful when we have questions, and they work with us for any changes we need.
- Adaptability to customer needs
- ease or reports
- Friendly, quick to reply, willing to share information, clean look, agents like it
- Flexibility
- Their ability to quickly respond to member requests for improvements or additions to the system.
- The users are trained on it and it has tons of tools
- Uptime, support, good partner.
- It is extremely user friendly
- reliable and up to date
- Most Business Rules are built into the MLS settings module, which makes it easy to alter and control necessary settings on our own.
- Very user friendly and intuitive
- ability to find properties and manage MLS members
- they are revamping 1 page at a time to be more user friendly and better looking.
- The system is stable; and allows agents to complete their tasks
- up time, relationship
- Service guy
- I can get just about any solution with one company instead of using multiple. Their staff has been amazing in every department.
- They are not influenced by outside influences, like investors. They are entirely focused on serving MLSs serving brokers. Technology, communication, and trust is what they offer.
- We have used Matrix for several years, so our subscribers are used to and have learned how to make it work for them. Remine offers a lot of additional functionality.
- Our members appear to be happy with the platforms, integrations have improved, vendors are responsive.
- Easy to navigate
- Easy to use. Great customer support for Members and Staff.
- Security
- Members know the system and they are working to improve it regularly.
- Like family. Strong relationships and attentive to customers - Customers have access to almost everyone in the organization - from Tier 1 support to product & executive teams. They get passionate about good customer ideas and execute them for all.
- cost for small board
- Ease of use, online member training available through Paragon, great customer support.

- Simple to use for the members.
- it's customized to our agents
- Flexibility
- In Rapattoni, the User interface is fresh and easy to use
- Many of the functions, we can change on the MLS level.
- Comfort and knowledge of system
- ease of use
- The fact that I can change things on the back end.
- It is kept up to date.
- Fully enhanced and intuitive for ease of use
- Ease of use.
- It is reliable and stable. The support team is responsive.
- Very customizable
- From admin point of view, I can always get ahold of them
- User friendly
- Flexible enough for our current needs.
- Stable, fast and ease of use.
- They are consistent and reliable.
- Always improving their product(s) and constantly adding better features
- Ease of operation
- Easy to use and has many tools to help our members as well as clients
- I like the personal contact and having one person that I have to talk with. Very easy to communicate & resolve problems. I know they are always working to upgrade and improve system all the time.
- The tabs allow for multi-tasks
- Speed. SSO dashboard. Customization. Data distribution.
- Showing system is internal; support is always available and the AMS attached to the MLS is one entry level
- Customization.
- Owning our own allows us the flexibility to work on OUR priorities
- Support is very responsive.
- stability, meets professional agent use needs
- Easy to use
- Direct feedback from users and the development team creates a fantastic user experience.
- It is very flexible, has many report options, and a great member/user experience.
- The functionality, the professional look, the customer service
- Ease of use and customer service
- Speed and products included in one fee
- Responsive staff, new ideas, always keeping updated.
- easy to use and great support
- Easy to use, easy to get requested updates, always has been up and running, no down time.
- Flexible, customizable
- dynaConnections is nimble enough to adapt to changing needs and has enough experience in the industry to know trends and not get distracted by shiny objects.
- Stability
- We have control over the full development and features of our software.
- Ability to provide input. Dedicated System Support Manager. Willingness to adapt to local needs.
- Customer service is awesome
- Agents like it
- reliability
- The many options available for our agents to use.
- ease of use. new mobile option "Paragon Connect" has better performance than the previous mobile option.
- Reliable.
- Easy to read reports, relatively simple to update. Data entry is logical.

- Right now, nothing.
- Customization at the agent level.
- Speed, new training updates and options. Staff is extremely responsive and easy to work with
- Ease of use on most things.
- Both systems are good but our second system, dynaConnections is by far the most superior system. It is 100% mobile-friendly, it is faster, the company is very responsive to our needs and is extremely user friendly.
- Ease of use.
- It's new and fancy
- BK's responsiveness to our requests and questions.
- Uptime is pretty stable
- They attempt to stay on top of modern needs with updates
- Our subscribers know how to use it. Black Knight has been good to work with.
- Responsiveness, Employee Owners, Desire to truly serve the MLS industry
- Level of Support
- Better technology
- Mobile side
- Remine - modern user interface, mapping layers, demographic and consumer contact info. Matrix - configurability
- No pun intended - it's flexible and it allows us to do more at the staff level without having to ask the vendor to do it for us. It forces the members to search more similarly to how their client's search.
- The new One Home feature.
- Features and dependability - Matrix, Flex, Remine | Support - Matrix, Flex, Remine | Vision - Matrix, Flex, Remine, Paragon
- Great communication and training opportunities whether live or on video. Very user friendly.
- Cutting edge technology.
- Rarely has downtime, flexible and the staff we work with at CoreLogic is dependable and knowledgeable.
- Very user friendly
- Integration with third party vendors
- We feel we have the most updated MLS out there and CoreLogic keeps coming up with even more.
- Our members get to use a dashboard they are familiar with, but their listings are going out to a much broader range of agents across the state.
- reasonably fast, members are used to it, has all the basic functions needed, OneHome is a nice upgrade on the consumer interaction piece
- Ease of use
- Performs the basics very well. Love the company (staff, support).
- easy to use
- The smooth integration with my other systems, and THE CUSTOMER SERVICE IS AMAZING!!!
- They ask for our input on future needs/wants. Ease of us by Admins to adjust settings quickly as the MLS leadership changes policy.
- Stability
- Ease of operation all around.
- Access to top level leadership
- ease of use and great customer support

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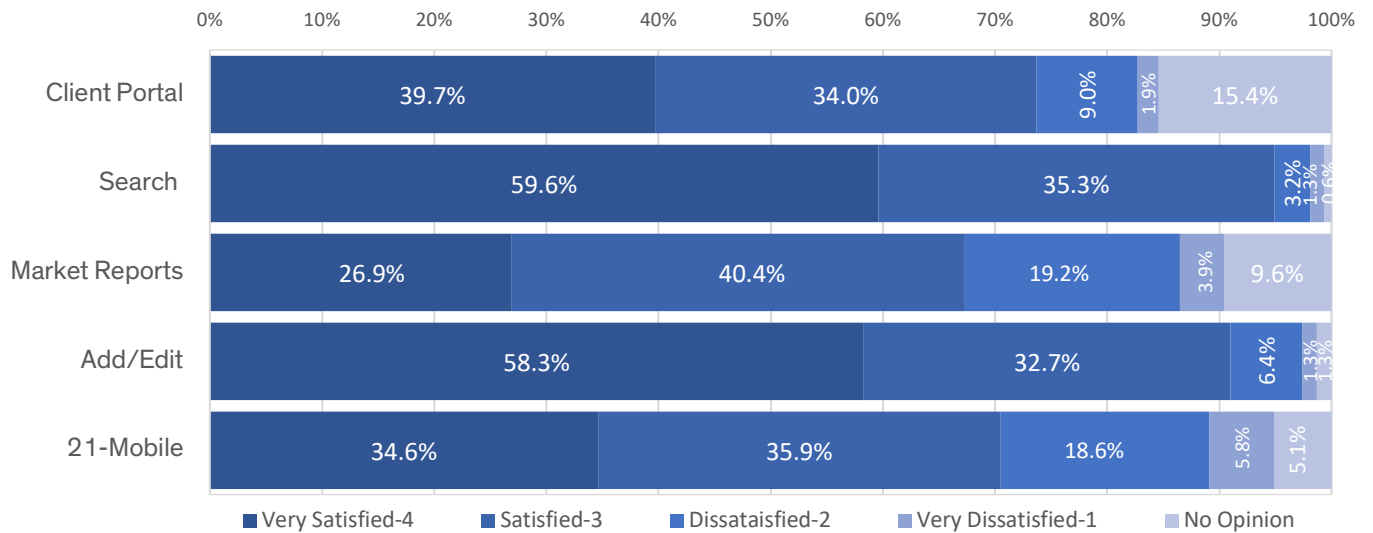
- Better service, seems to change a lot
- easier way of doing searches for properties especially on the commercial side.
- The ability to integrate other member apps on a SSO dashboard.
- Better listing add/edit module
- less mandated changes and rules
- An improved UI as the current one is dated.
- Mobile functionality
- Mobile Add/Edit
- In person Training.
- The stats product.
- Continued expansion of AI based predictive logic in applications. More integrations of BK Corp Analytics in Paragon Statistical Reports
- The UI, its stuck in the 90s.
- More modern software
- More customization though I understand we have a lot of similarities to other markets, resorts do have different needs. To be transparent to the consumer we need to customize the fields.
- I don't have a problem. With it.
- Reports
- Updated - Modern Customer Reports
- prospecting module could definitely be more user friendly. more streamlined.
- The time it takes to get updates from one system to another and the MLS administrator to be able to make updates instead of contacting the vendors for changes. Making changes quickly is imperative to data integrity.
- Reports area has not been improved -- creating your own report is still very unfriendly. This area needs update, also the contacts management in legacy version is difficult to navigate - not intuitive.
- Nothing

- Can't think of a thing
- speed
- If it was less expensive (lol). If our tax program Realist could better integrate with Paragon
- The App is not very good.
- The ability to make changes/modifications in a timely manner.
- maybe the app
- can't think of anything
- Updated dashboard that would work better with our membership system RAMCO.
- Tax Integration
- It is old fashioned
- Upgrade in mobile system
- Some places could be more intuitive
- Update the UI to a mobile first design
- Add a function so MLS staff could make bulk listing changes through an upload process (from an Excel spreadsheet) rather than having to make changes one listing at a time. (The FBS data team is very helpful in doing this for us, but I would love to do it locally.)
- Easier to import data from other systems (merge databases)
- The ability of agents to "port" a listing into the MLS from another MLS/System and/or "port" the listing out.
- more contact from vendor
- reporting
- Mobile add edit
- lack of training
- A better help/tutorial system for the agent
- A better Mobile interface / responsive design.
- Reports
- dual entry use, more reports
- The UI, need APIs for add/edit.
- I would like for us to have more training available to understand the more advanced options of Flex.
- cheaper is always better
- Better functionality on mobile app- limited compared to web.
- User training material
- UI needs updated badly. Teams functionality
- better way to manage & access RETS & API info and settings.
- UI and UX ; Collaboration tools ; Speed of Data transmission
- to focus on MLS as their customer.
- Compliance checking
- We have no complaints.
- Updated UI
- The ability for subscribers to design their own listing reports or displays. This has been promised for years!
- lack of high quality mobile solution; MLS client subscription interface antiquated and unappealing. Non-responsive design on Views. Reports are somewhat lacking.
- The tax program
- More staff
- More training offered for MLS administrators.
- 1- (In progress) - product evolution from Paragon 5 to mobile-first Paragon Connect platform. 2.- Sometimes different customers get different solutions to the same problem or configuration request - both ways usually work but the other way isn't discovered until later and could potentially work better.
- There is a roster printing issue. We've had issues since January.
- A little more flexibility in the database structure.
- Ability to do more work/changes on our own.
- Both systems lack a reply good CRM and Statistics packages
- Programming for specific situations. For example, ability to not require a photo for coming soon listings while other statuses much have a photo.

- New listing input AI
- Faster upgrades.
- More statistical reporting options.
- Fully functioning CRM
- More improvements to the basic system.
- A better GUI for users for more intuitive and easier results.
- I don't love the API/RETS Solutions or Business Rules
- maybe some other services added but from a board perspective
- Tutorials for new agents
- Better importing ability - bulk upload of listings without having to go through gymnastics or a special project with vendor.. Need better support for rentals/property managers.
- Ability to add more customization without requiring all MLSs on the platform to agree to.
- Customization, intuitive design, look/feel.
- Faster turnaround time on customer requests for changes/enhancements
- Everything is good, no improvements needed.
- More modern UI and training resources
- Modernized UI.
- Speed
- User interface.
- Consumer facing options
- Customization is not a strong point.
- Client collaboration, integrating new data analytics, and access to robust APIs for data fluidity.
- 2 items on the list. More modern UI and Mobile App
- Everything is always improving.
- Be able to have slightly more ability to customize our product
- Reports
- The ability for MLS staff to make minor changes to the system or field names and more interactive reports
- Keep up the good work
- not sure
- Nothing at this time. FBS takes care of keeping the system updated.
- Can't think of any
- Better access/support for the API
- updates to UI
- Consolidating other MLSs so we can provide a larger database to our nearly statewide membership.
- 1. Needs modernization. Easier searching, setting up contacts, etc. (BK is working on that with the release of Paragon Connect) 2. Needs improvement on access/roll out of Native API.
- Drip texting vs. just emails
- It would be nice to have a more modern interface. Agents complain but they also complain when changes are made.
- update interface and upgrade UI and listing input
- better integration with AMS systems
- Simplification of functions and easier accessibility.
- Customer service first and foremost. It seems that a higher priority is placed on new conversions over customer retention. Second, the provider doesn't seem to take into account customer feedback regarding what upcoming updates should be for, so they're releasing what they think should be the latest and greatest as opposed to what is needed.
- Switch to a different system
- Customer support - both subscriber and staff - needs lots of work!
- updated UI across the system, better statistics and CMA options
- Billing and receiving. It seems too difficult to create invoices and download payments.
- Black knight needs to be mobile friendly and up to date with the Reso web API standards.
- Mobile access update
- Too many clicks to accomplish ANYTHING. Have you ever tried to bring a listing back to active, no less than 5 clicks to get that done.

- Easier data share with non-Paragon systems
- nickel and diming on anything, any contract change requires months and months of legal review by the vendor, slow to implement features needed over 2 years ago with a focus to only add upsell products.
- More areas the MLS can customize. With nationwide standards they are slowly becoming a one size fits all where each MLS should be customized to fit the needs of the members for competition purposes.
- Native Data Dictionary compliant and API for data feeds.
- Mobile Interface
- Speed of innovation. Cost for every enhancement. To me, if your product is lacking in an error, such as consumer portal or mobile tech, then the vendor should be working to make them better without making those improvements optional MLS-paid upgrades.
- Allow for more customization.
- CMA
- Matrix - better photo management, enhanced user interface
- The ability to automate data license requests. FBS has the Spark store that does this, but we share a data base with two other MLS's and because of antitrust issues we can't take advantage of the Spark store as we would all three have to agree on pricing.
- Reports and Statistics
- Interchangeability of Saved Searches and Contacts
- Not sure
- Reports.
- Presently, CoreLogic will improve most all programs that we may have issues.
- Ability to change things easier
- Our own membership program which we are developing
- I'm sure everything could be improved upon, but we are all good.
- All systems need to be more common in their primary data fields so any type of conversion isn't so difficult. ALL vendors that are involved with an MLS in any way, need to use the common data of the NRD# so that member records match and follow.
- better interface, modernize, simplify usage
- Better market reports and client interaction
- More modern technology/flexibility. It was built on old infrastructure technology and cannot handle certain requests that modern day infrastructure technology can handle.
- not sure, I am very pleased!
- needs flexibility to meet our needs. We need to be able to get out usage data back and utilize it to its fullest potential.
- One widget on the dashboard that users can't delete - this would aide in MLS communications to all users
- Nothing I can think of
- Needs to be further streamlined and add additional reporting

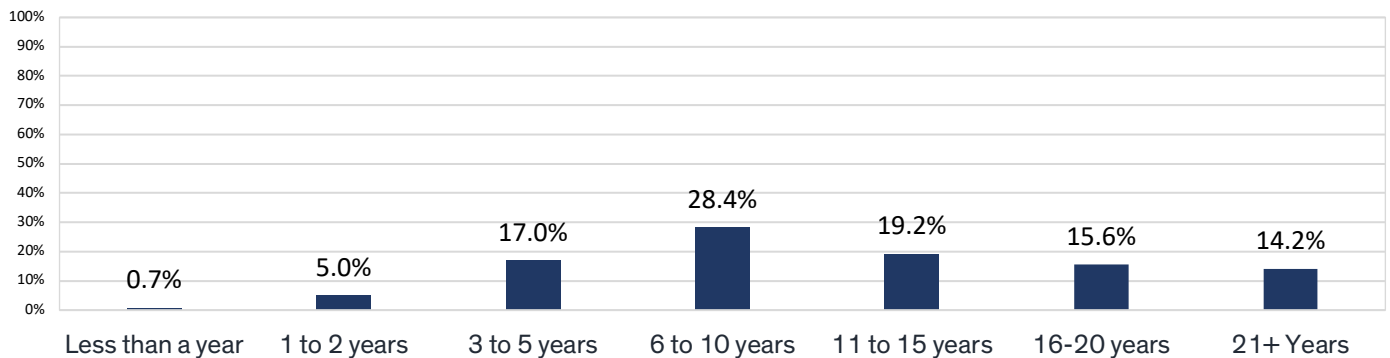
Q: What is your level of satisfaction with these key features of your MLS System?



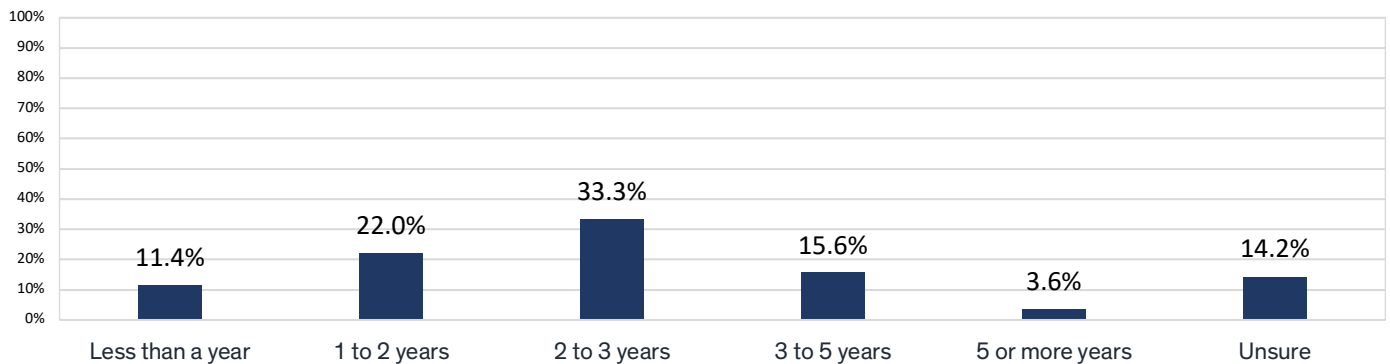
	Client Portal Score-Rating		Search Score-Rating		Market Reports Score-Rating	
2021 Overall	3.32 (.00)	Superior	3.54 (.04)	Exceptional	3.00 (.21)	Good
2019 Overall	3.32	Superior	3.58	Exceptional	3.21	Good
Regional MLS	3.06	Good	3.35	Superior	2.87	Average
Local MLS	3.51	Exceptional	3.66	Exceptional	3.05	Good
1,001+ Subscribers	3.23	Good	3.45	Superior	2.85	Average
Under 1,000 Subscribers	3.61	Exceptional	3.74	Exceptional	3.26	Superior

	Add/Edit Score-Rating		Mobile Score-Rating	
2021 Overall	3.50 (.07)	Exceptional	3.05 (.20)	Good
2019 Overall	3.57	Exceptional	3.25	Good
Regional MLS	3.31	Superior	2.84	Average
Local MLS	3.58	Exceptional	3.13	Good
1,001+ Subscribers	3.33	Superior	2.92	Average
Under 1,000 Subscribers	3.79	Best in Class	3.24	Good

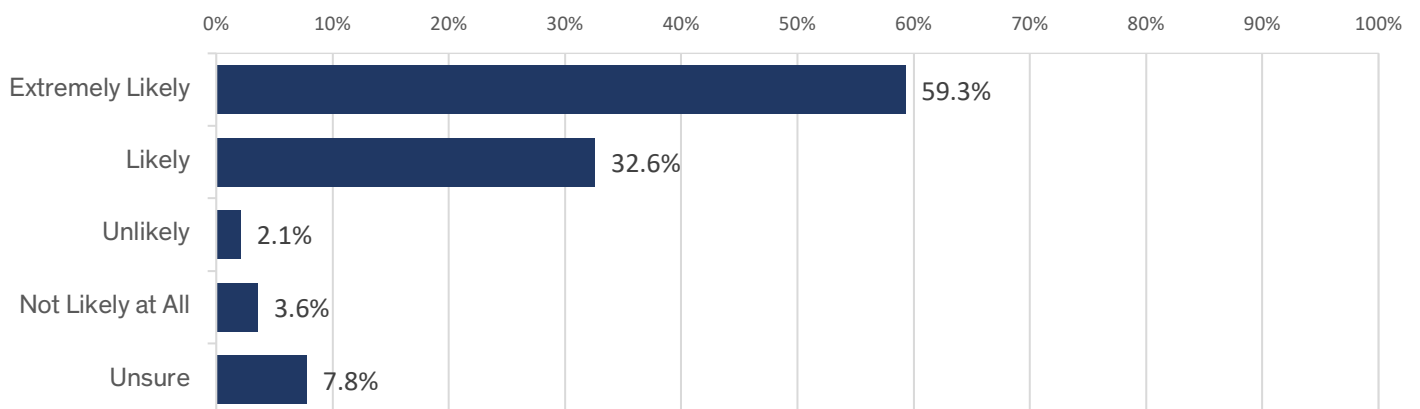
Q: How long have you been on your current MLS System?



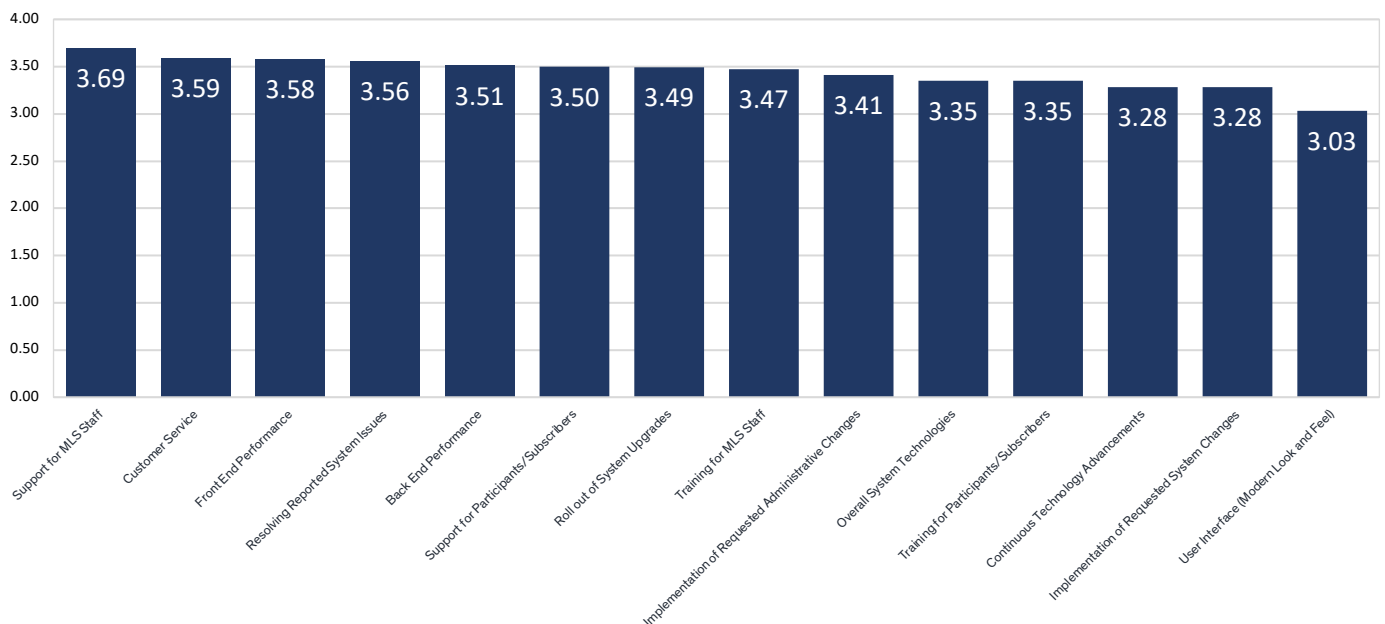
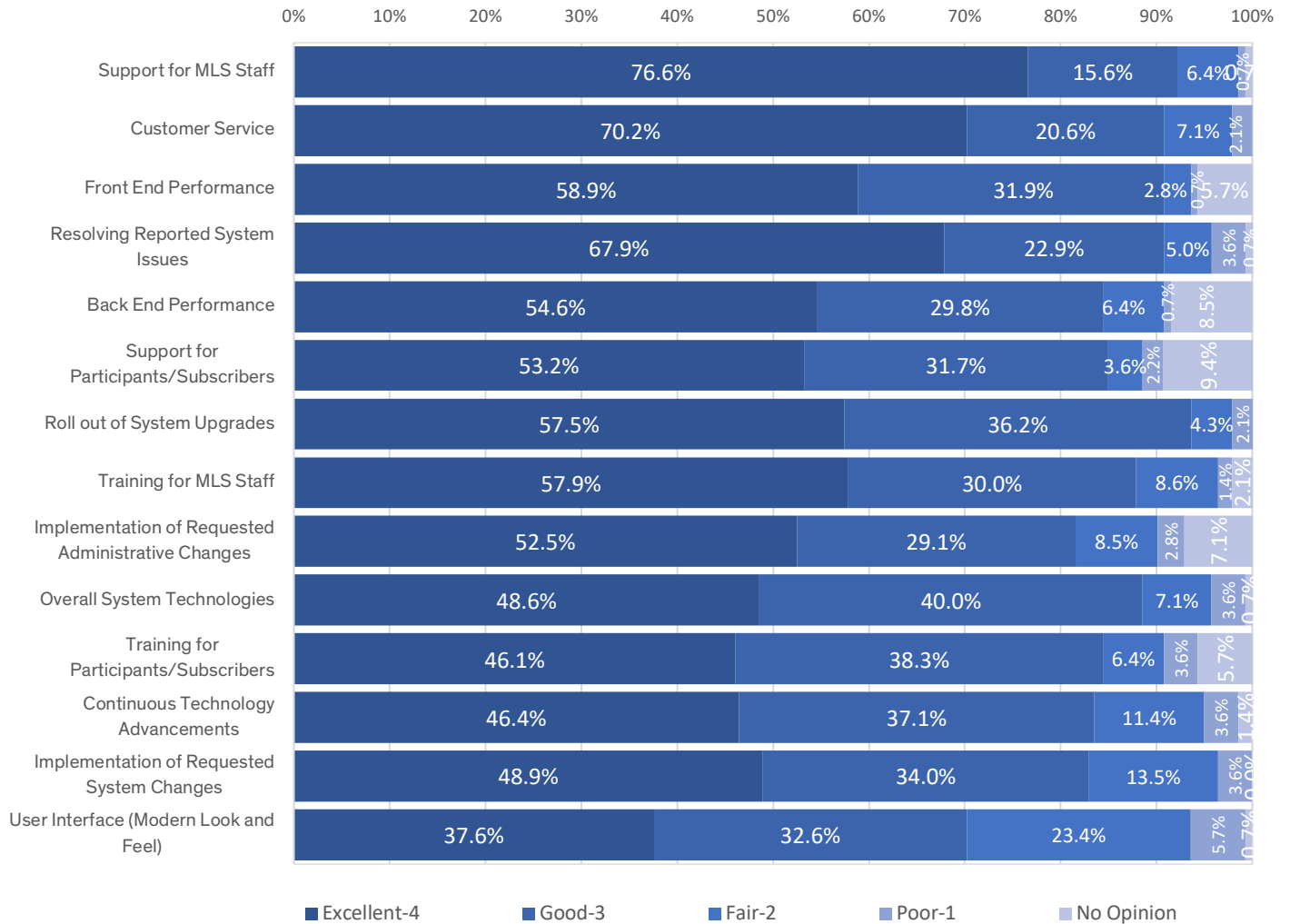
Q: When does your current contract expire?



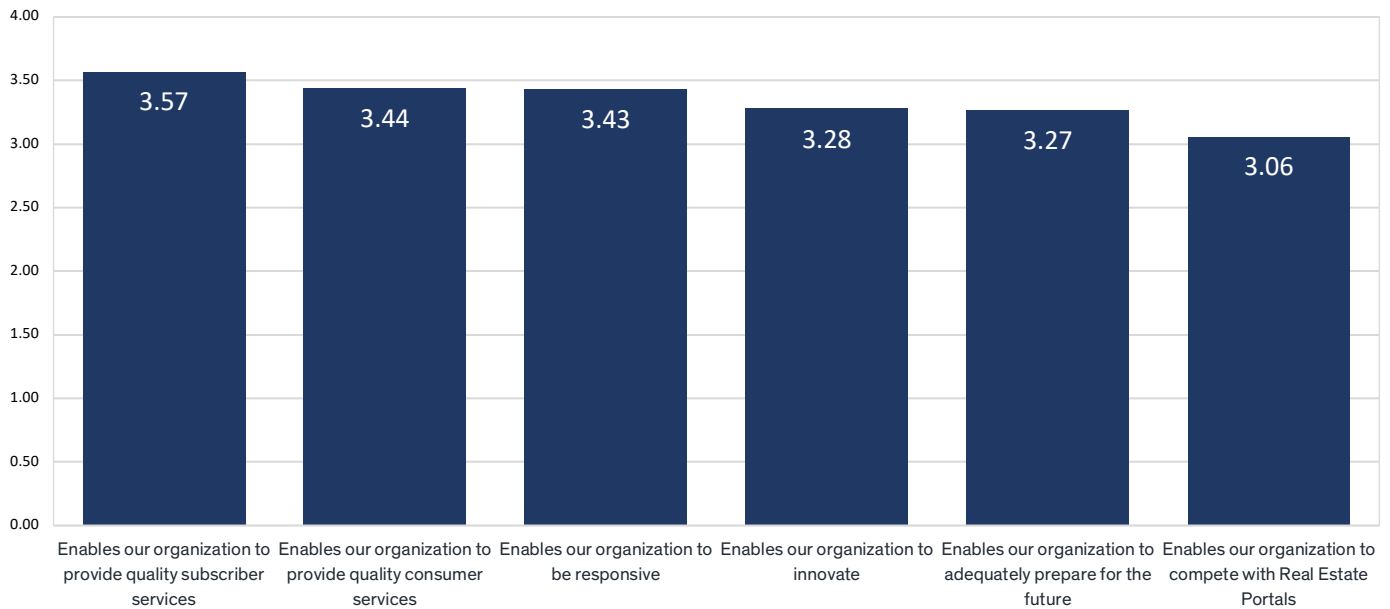
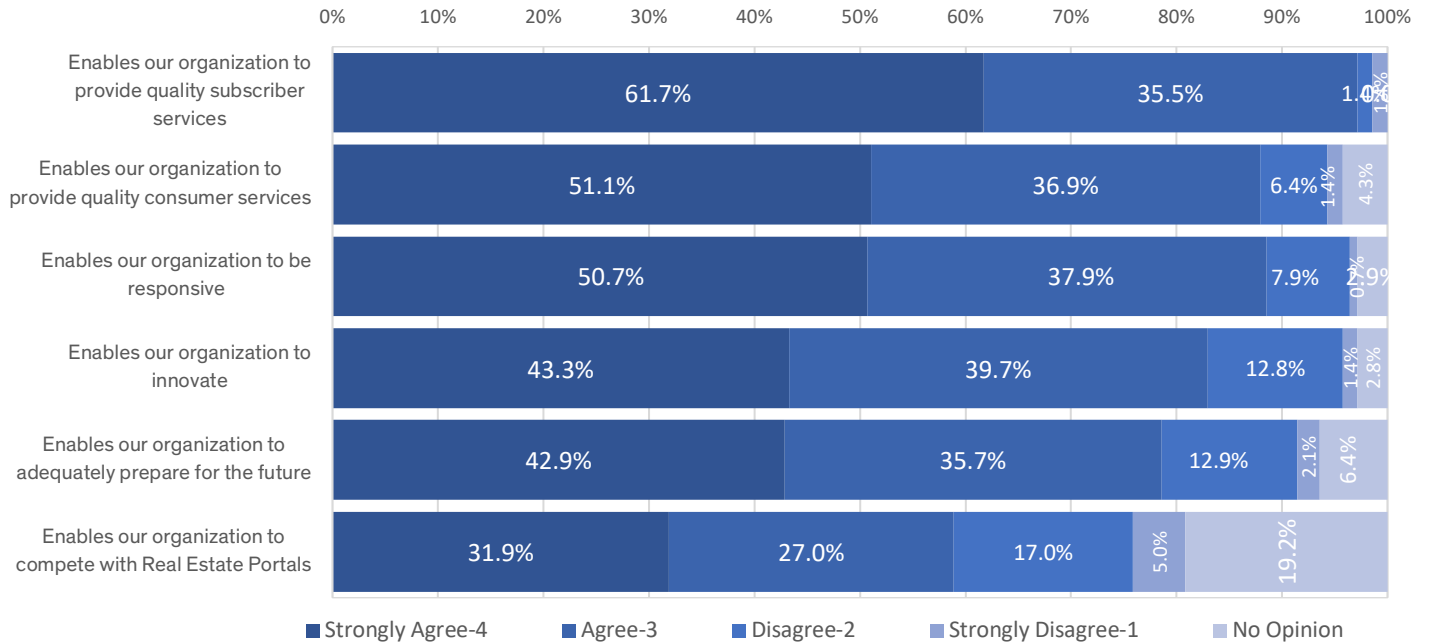
Q: How likely are you to renew your agreement for your current MLS Systems when your contract is up?



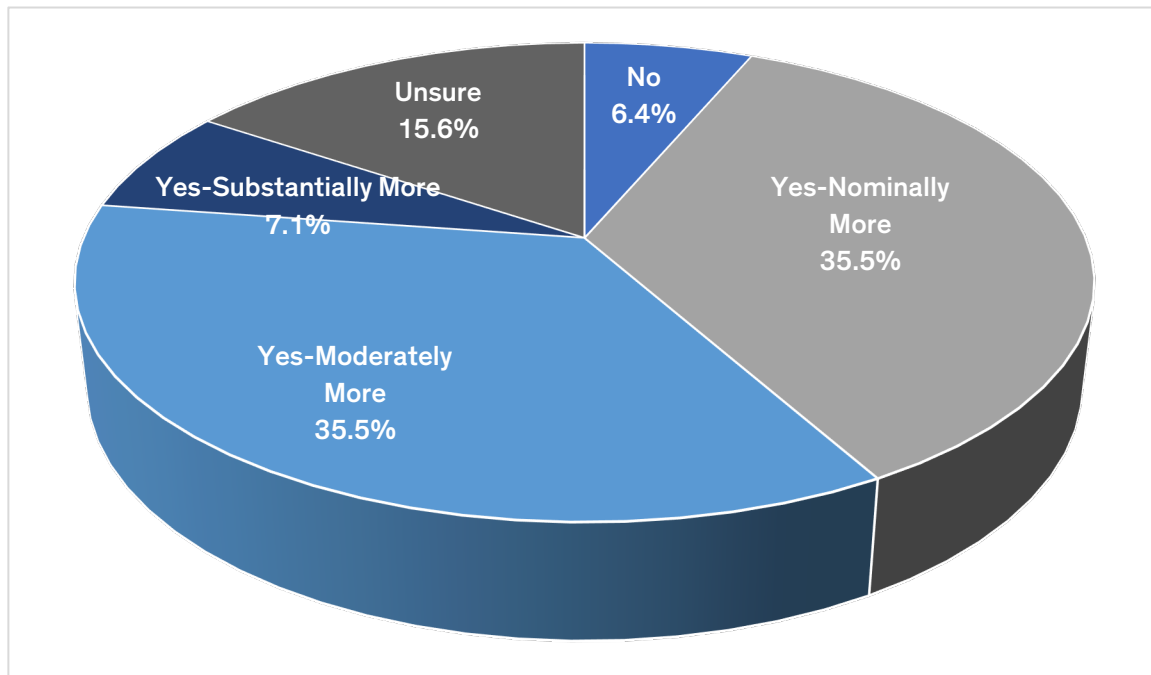
Q: How would you rate the quality of your MLS Provider(s) in the following areas?



Q: What is your level of agreement with the following statements about your current MLS System(s)?

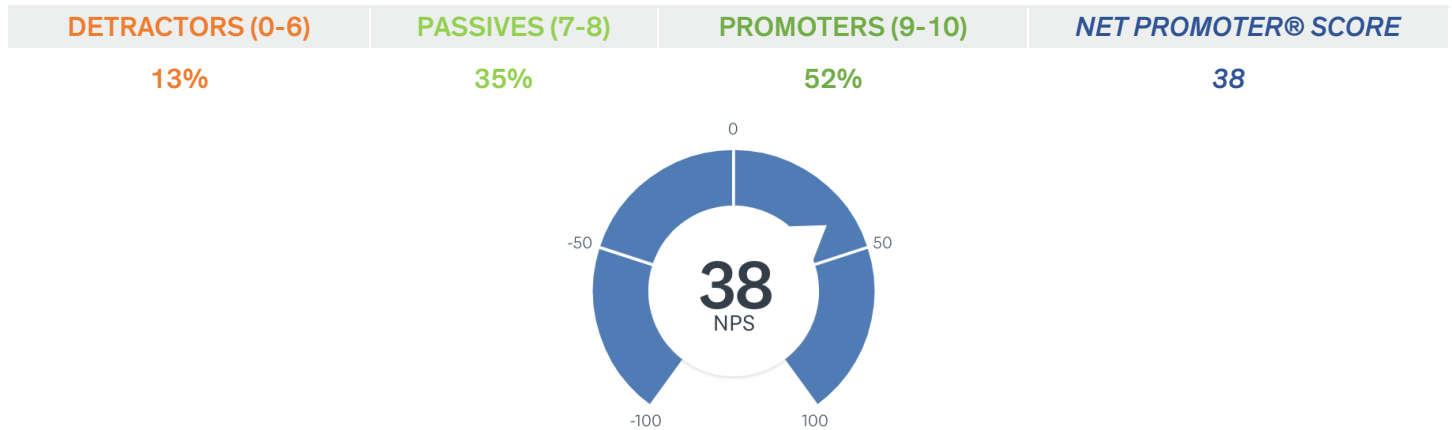


Q: Would you be willing to spend more on your MLS System(s) to ensure that they are able to deliver the latest technologies and a modern platform?

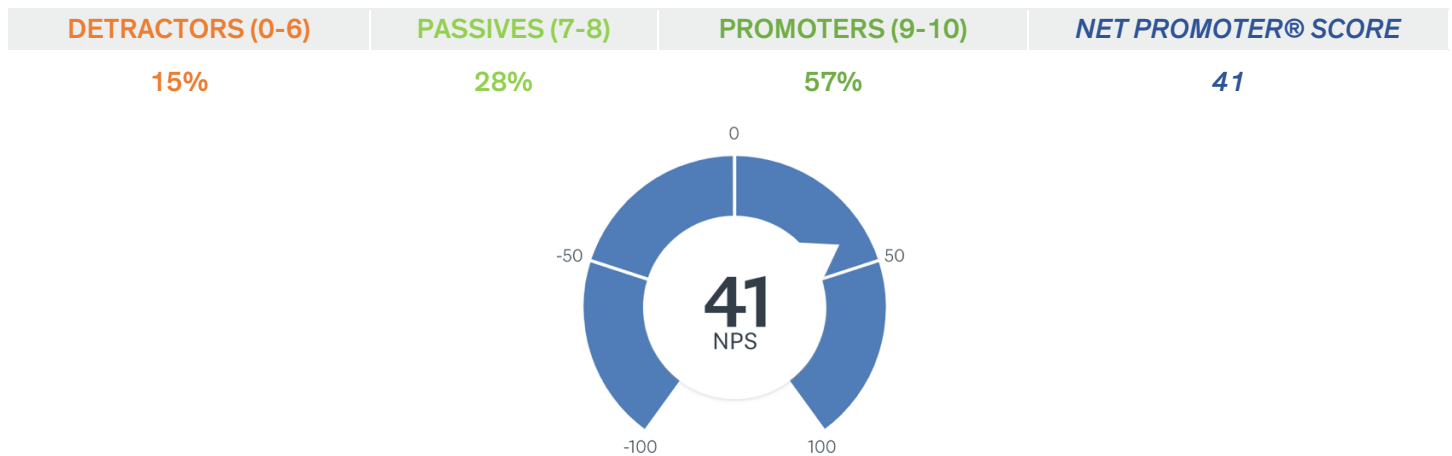


Q: Net Promoter Score (NPS): How likely is it that you would recommend your MLS System to a friend or colleague?

2021



2019



Net Promoter Score®, or NPS®, measures customer experience and predicts business growth. This proven metric transformed the business world and now provides the core measurement for customer experience management programs the world round.

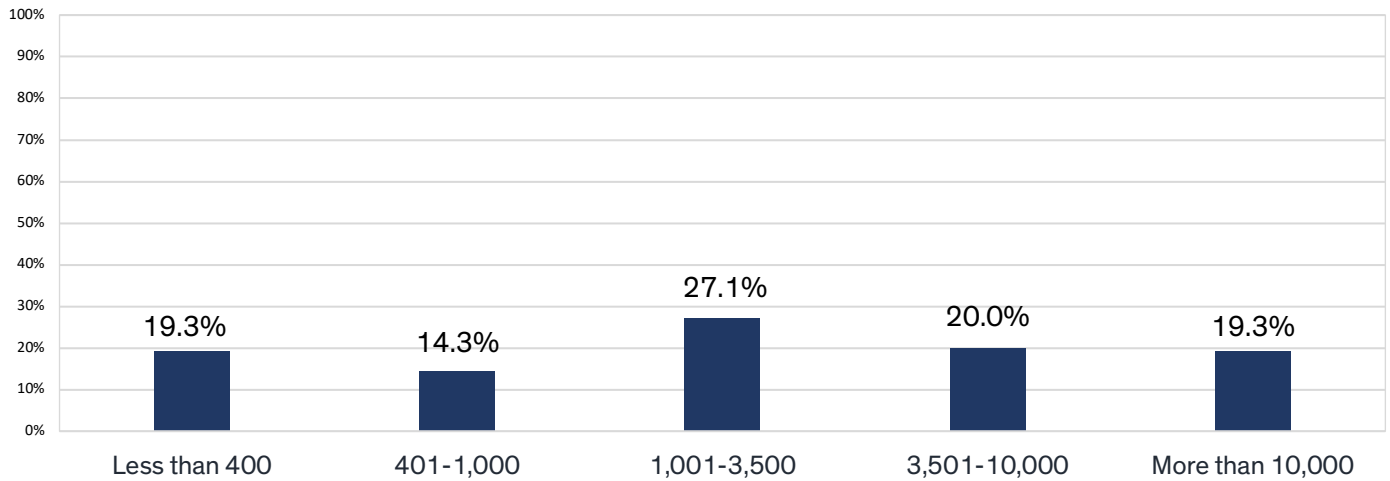


% PROMOTERS - % DETRACTORS = NPS (NET PROMOTER SCORE)

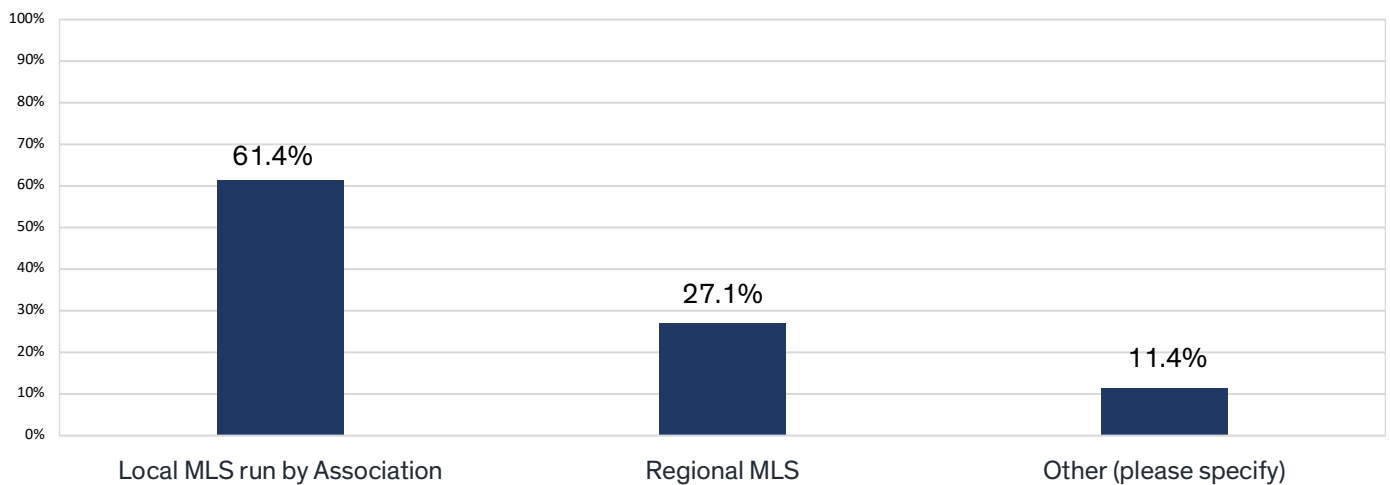
Respondent Profiles and Usage

The following questions related to the respondent profiles are provided for additional context regarding the Satisfaction, Technical, and Support survey results outlined above.

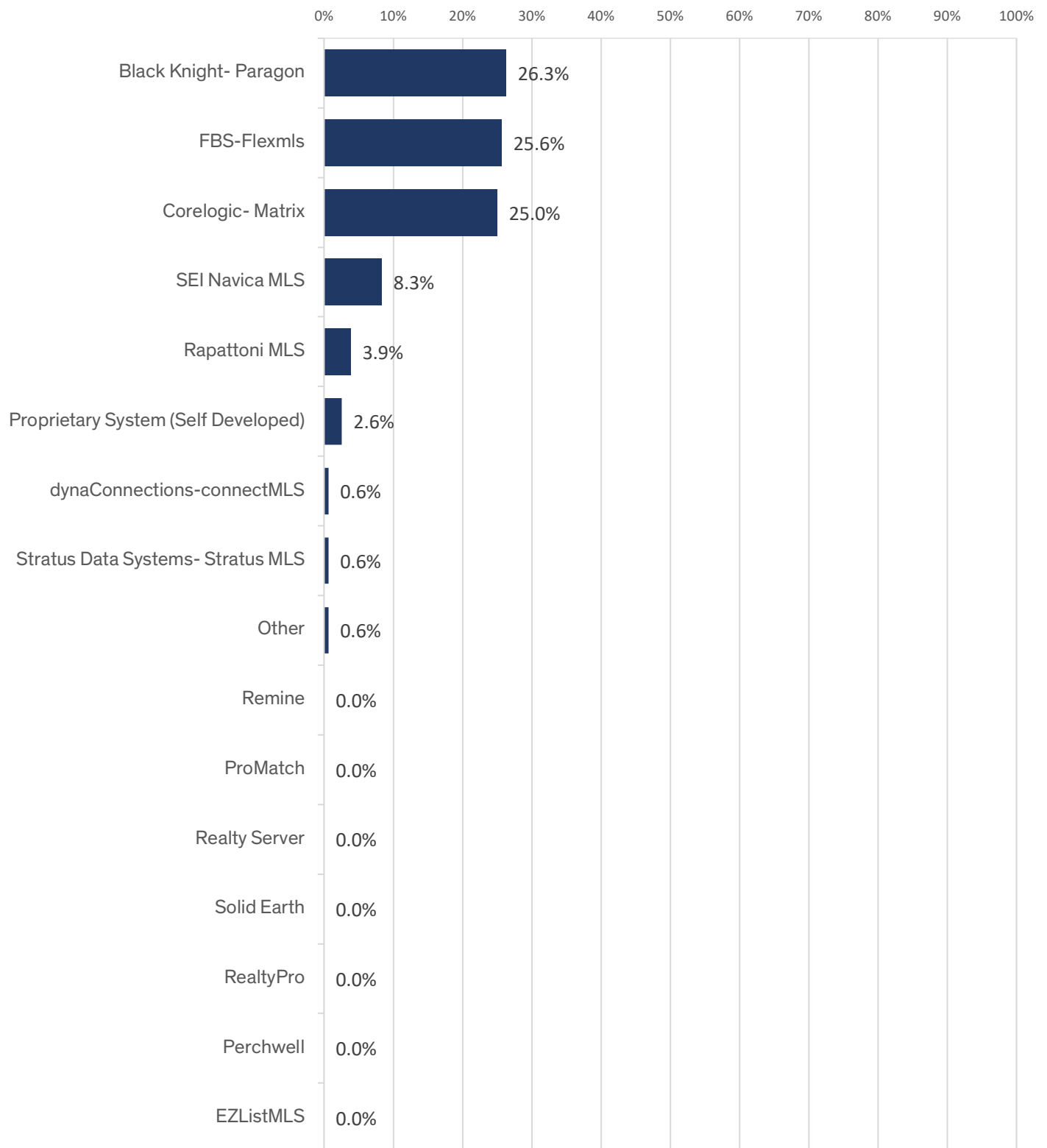
Q: How many members do you currently have in your MLS?



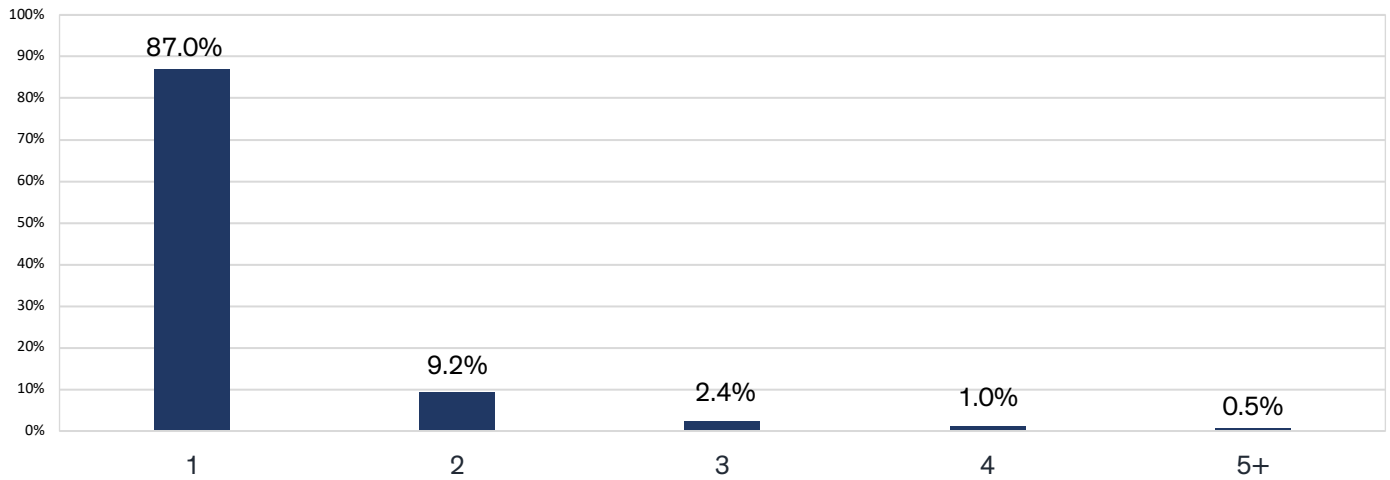
Q: Which best describes your MLS?



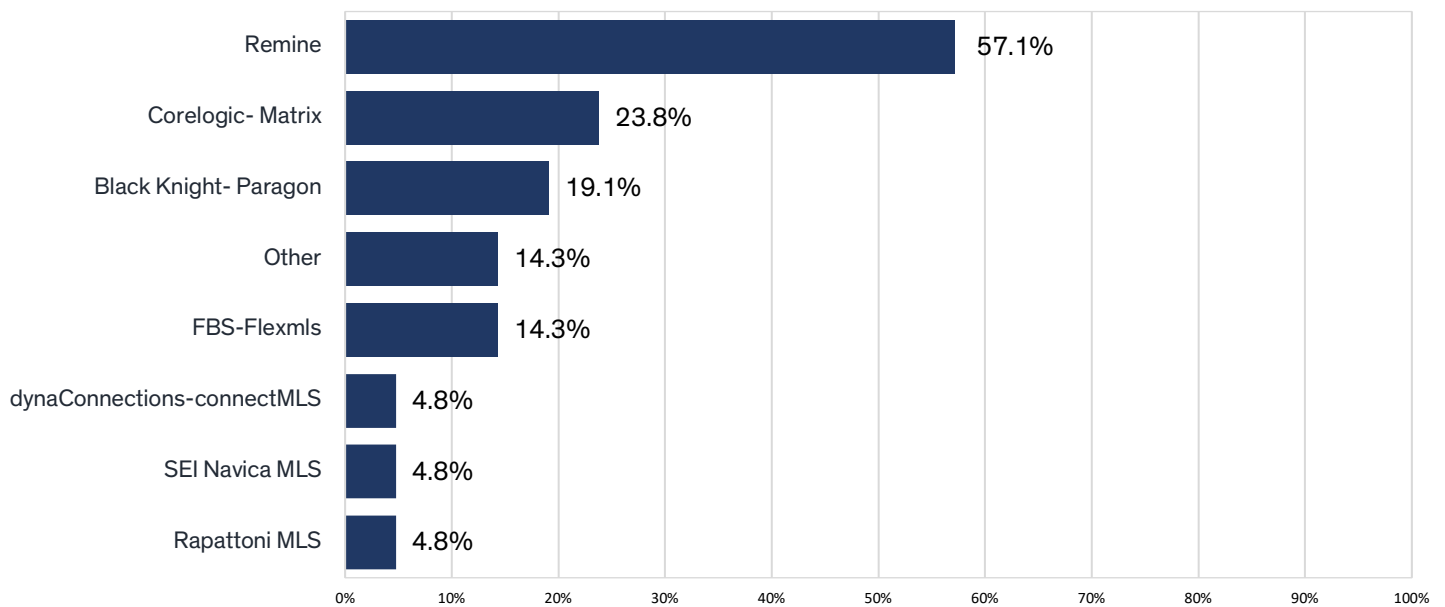
Q: What MLS System Provider(s) do you currently use? (Select all that apply)



Q: How many MLS System Providers does your organization use?



Q: Select all other MLS System Providers currently used/offered in addition to your Primary MLS System.

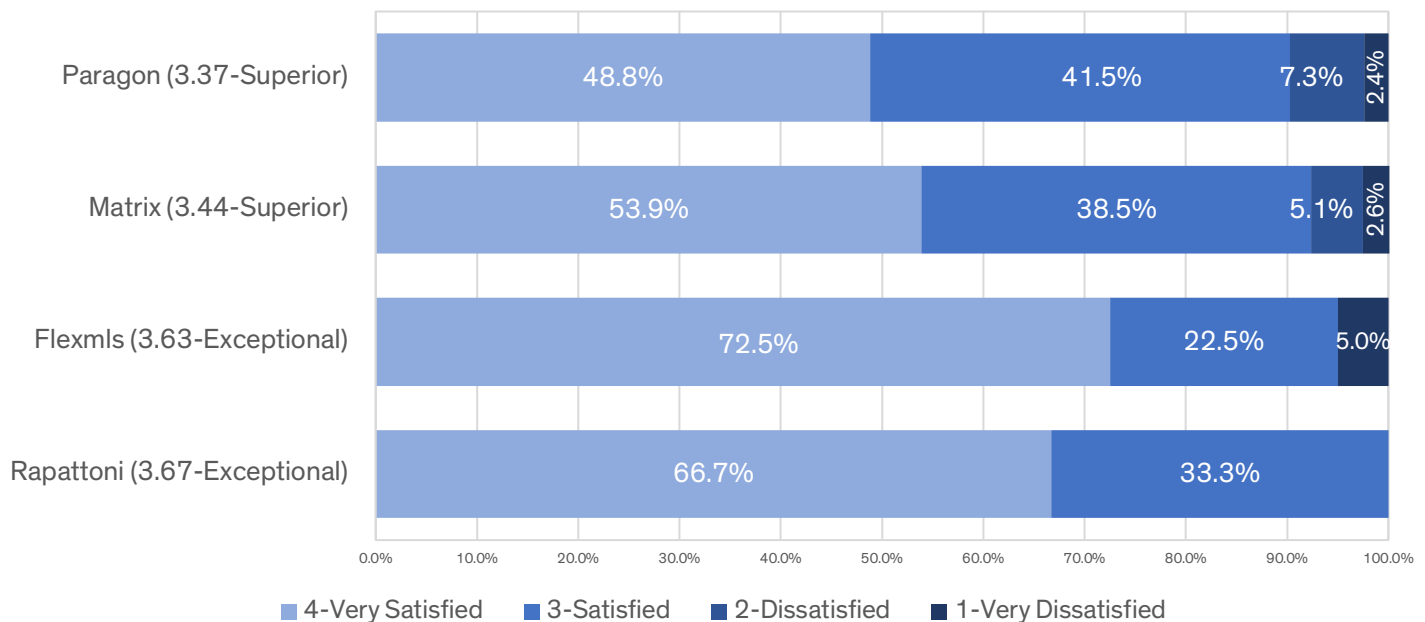


LEADING SYSTEM SATISFACATION COMPARABLES

To assist with your efforts to compare and contrast the established Leading Systems from Black Knight-Paragon, CoreLogic-Matrix, FBS Solutions-Flexmls, and Rapattoni-Rapattoni MLS we have included the results for each in the satisfaction performance categories from our survey.

Due to the smaller sizes of these breakouts they are for reference purposes only and should not be considered scientifically valid. For the remaining systems we do not have enough responses to include for them at this time.

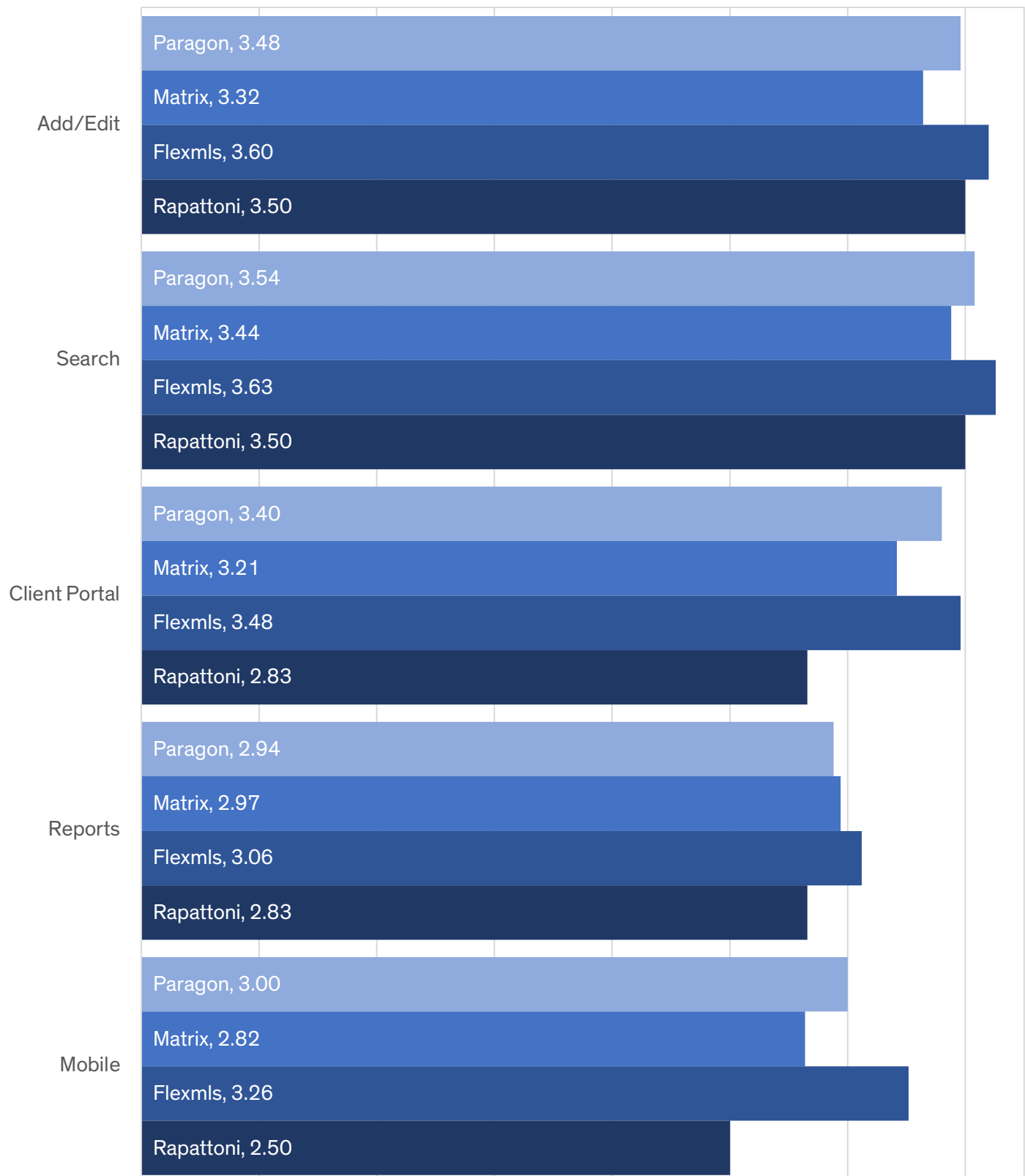
Q: What is your overall level of satisfaction with your MLS System?



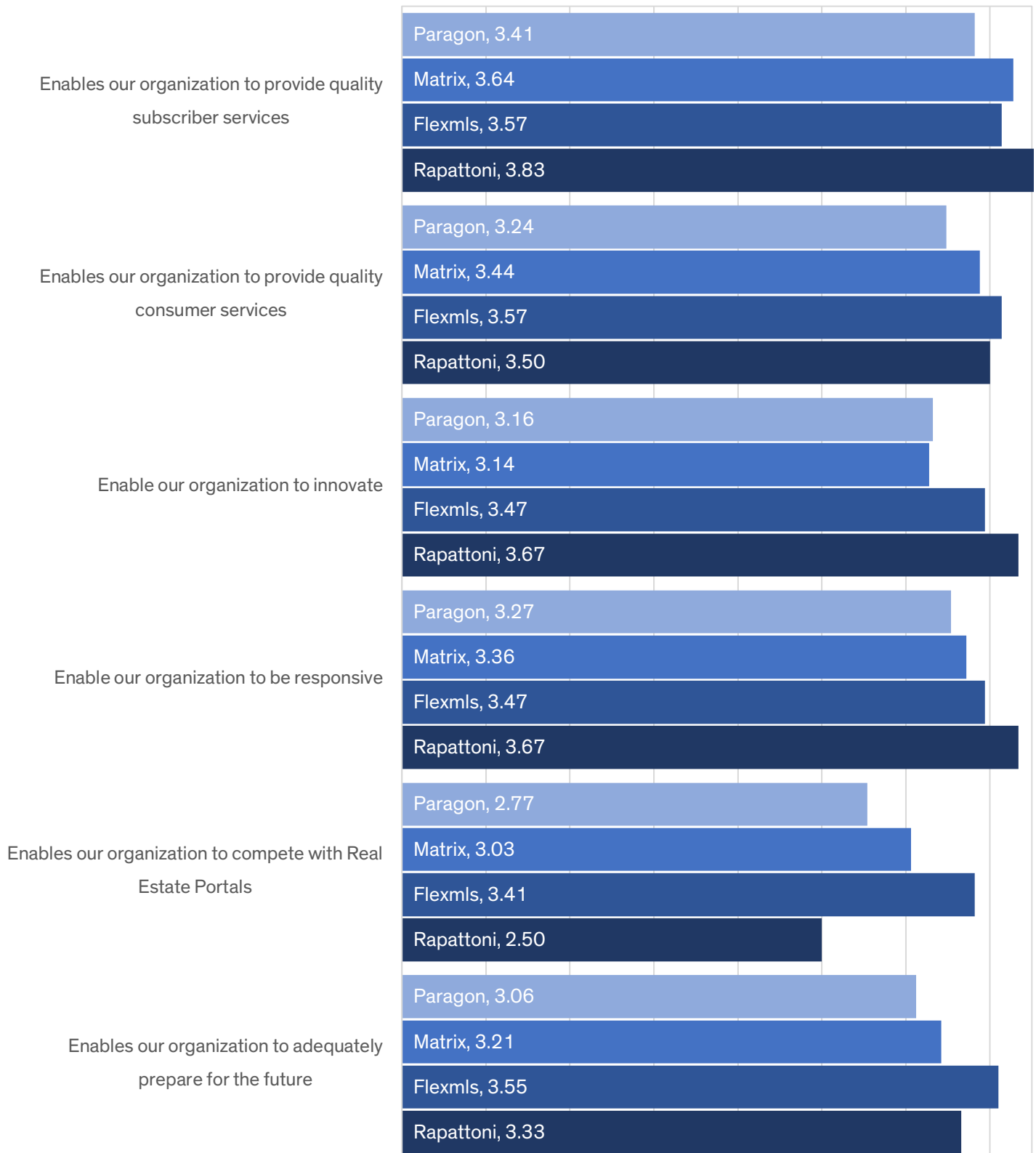
	21' Overall Satisfaction Score-Rating		19' Overall Satisfaction Score-Rating	
2021 Overall	3.53	Exceptional	3.59	Exceptional
Paragon	3.37	Superior	3.59	Exceptional
Matrix	3.44	Superior	3.39	Superior
Flexmls	3.63	Exceptional	3.67	Exceptional
Rapattoni	3.67	Exceptional	2.67	Average

Q: What is your level of satisfaction with these key features of your MLS System?

(4= Very Satisfied | 1= Very Unsatisfied)



Q: What is your level of agreement with the following statements about your current MLS System?
(4= Strongly Agree | 1= Strongly Disagree)



Q: Net Promoter Score (NPS): How likely is it that you would recommend your MLS System to a friend or colleague?

Overall MLS Systems

Year	NET PROMOTER® SCORE
2021	38
2019	41

Black Knight- Paragon

Year	NET PROMOTER® SCORE
2021	18
2019	39

CoreLogic- Matrix

Year	NET PROMOTER® SCORE
2021	36
2019	16

FBS Solutions- Flexmls

Year	NET PROMOTER® SCORE
2021	51
2019	62

Rapattoni- Rapattoni MLS

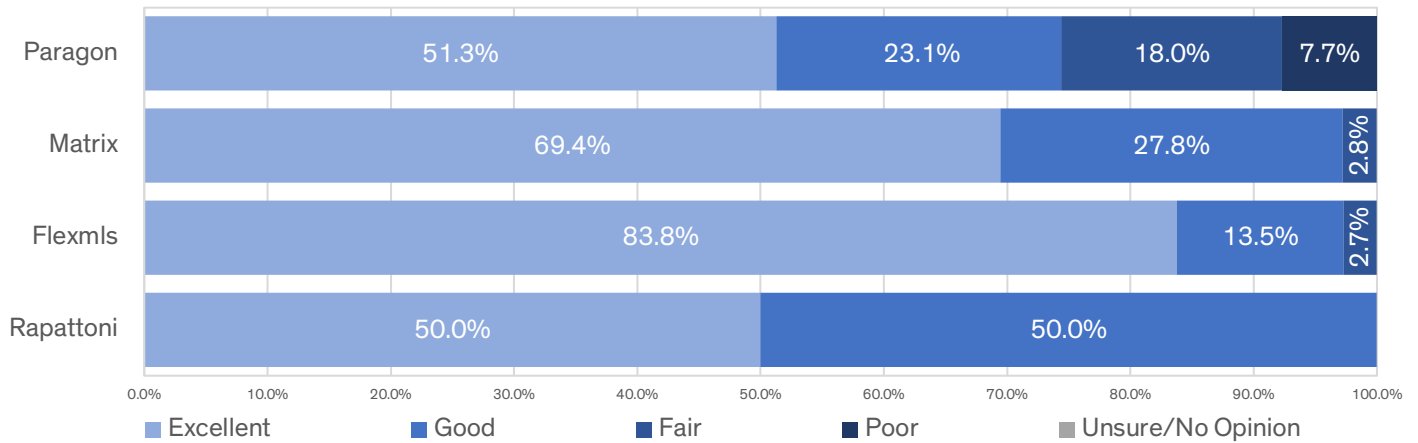
Year	NET PROMOTER® SCORE
2021	67
2019	-33

Net Promoter Score®, or NPS®, measures customer experience and predicts business growth. This proven metric transformed the business world and now provides the core measurement for customer experience management programs the world round.

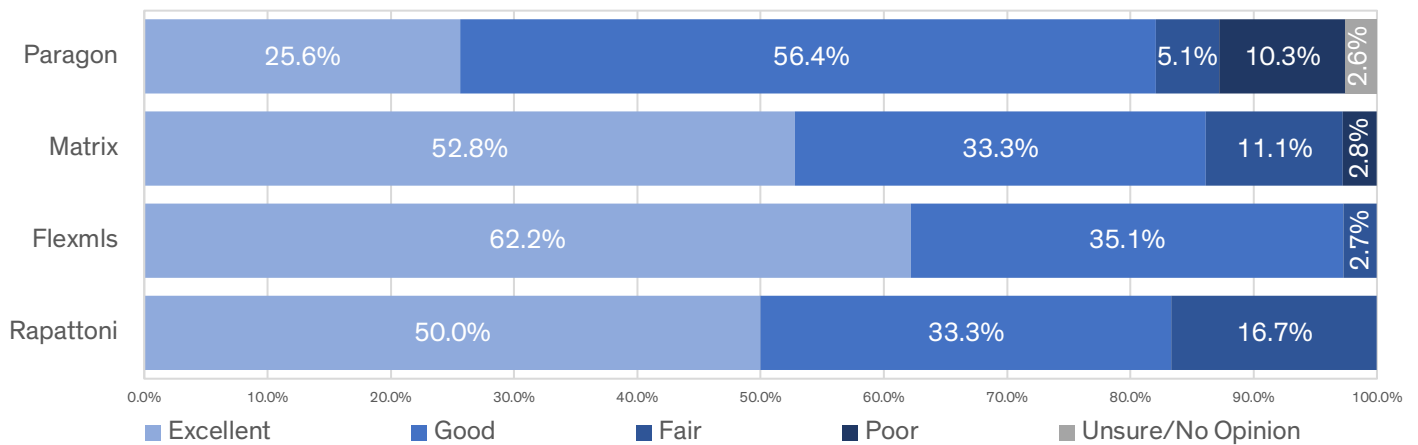
For reference an NPS score below 0 is viewed as being poor, between 1 and 50 is seen as a good, a score above 50 would be considered excellent and 70 or more would be a best-in-class experience.

Q: How would you rate the quality of your MLS Provider in the following areas?

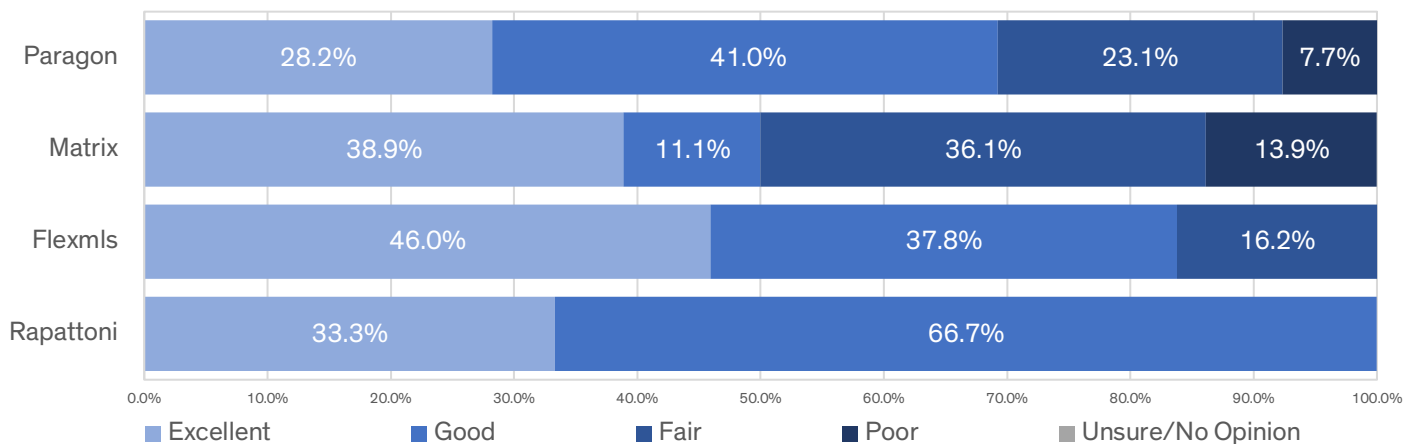
Customer Service



Overall System Technology

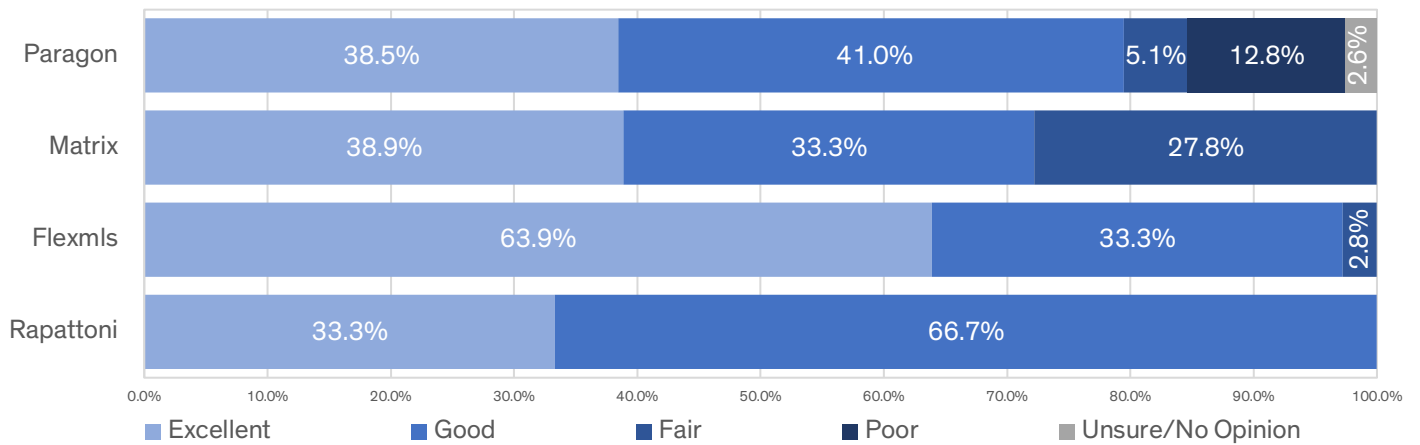


User Interface (Modern Look and Feel)

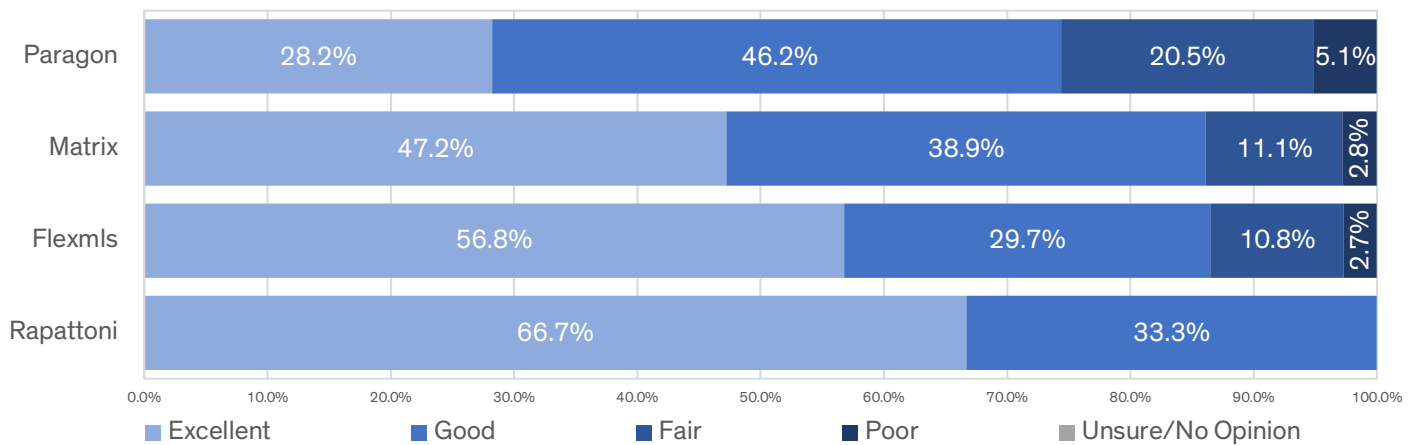


Q: How would you rate the quality of your MLS Provider in the following areas?

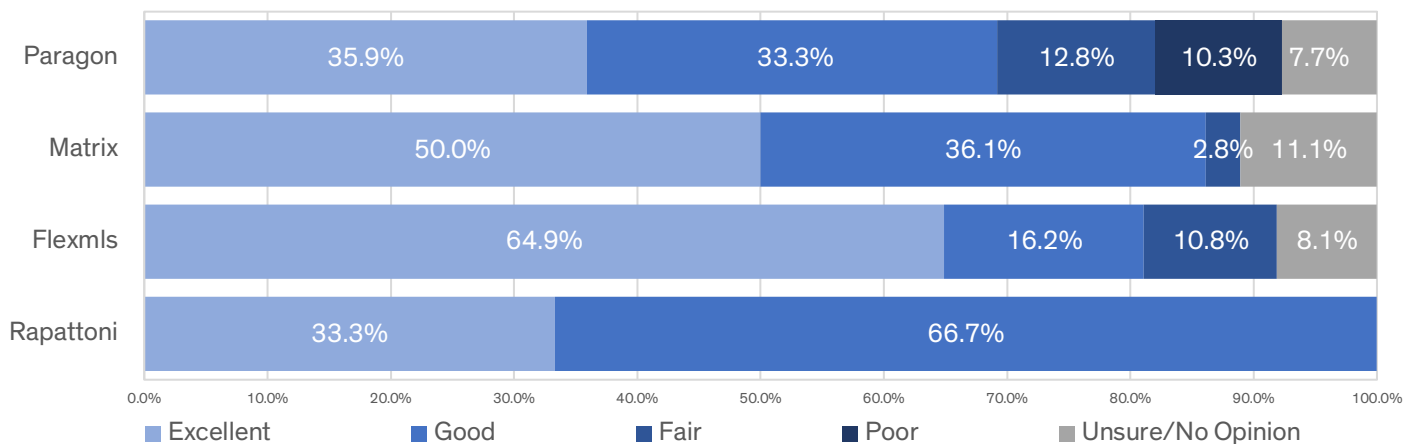
Continuous Technology Advancement



Implementation of Requested System Changes

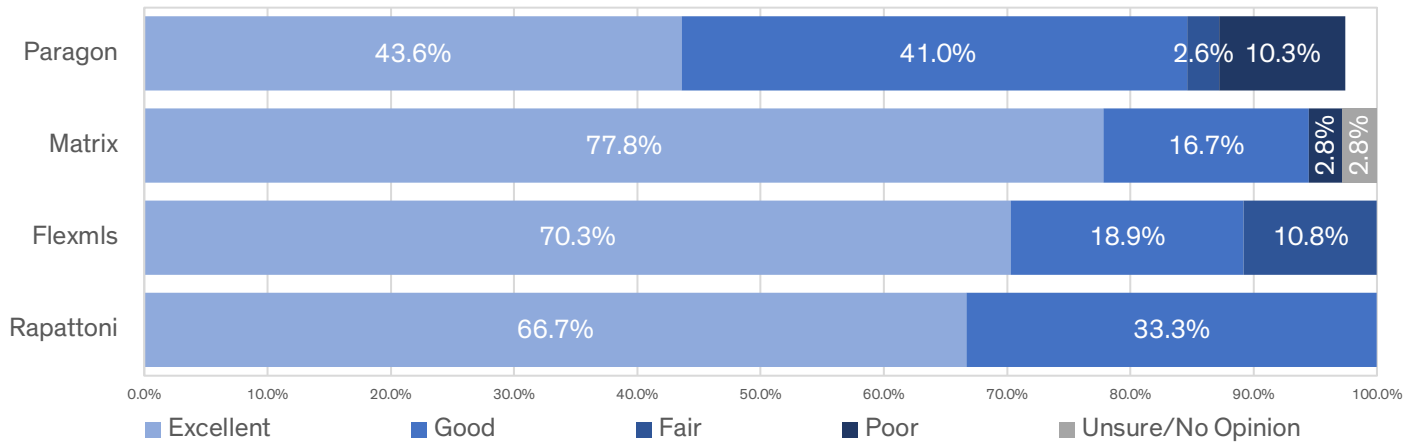


Implementation of Administrative Changes

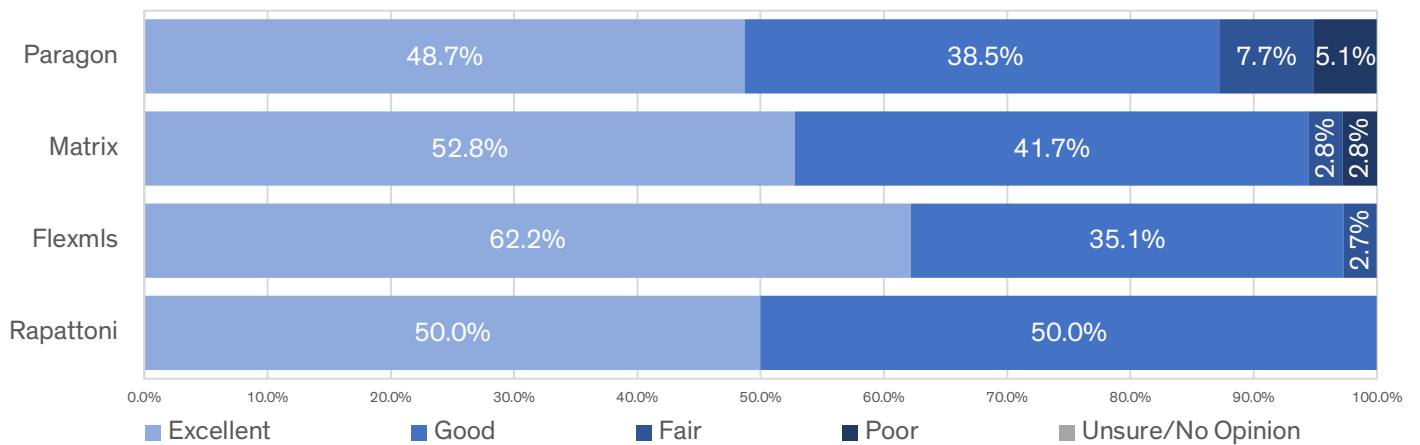


Q: How would you rate the quality of your MLS Provider in the following areas?

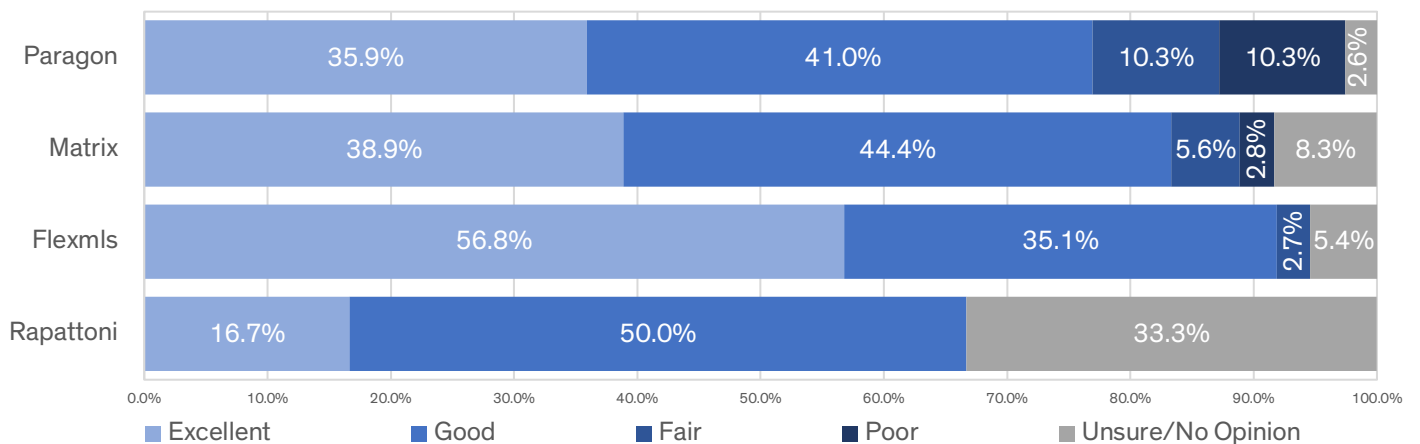
Resolving Reported System Issues



Roll Out of System Updates

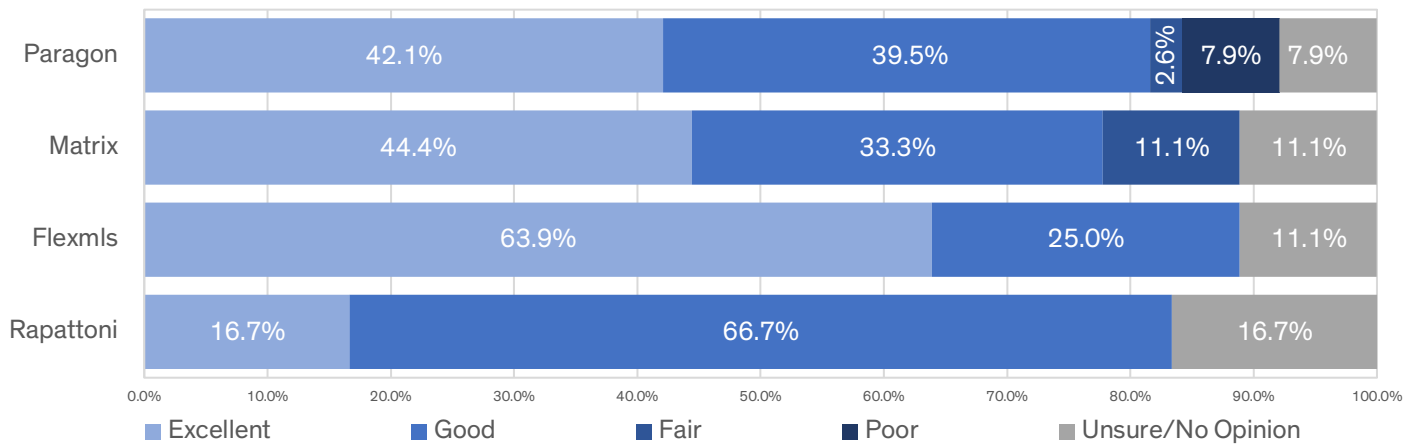


Training for Subscribers

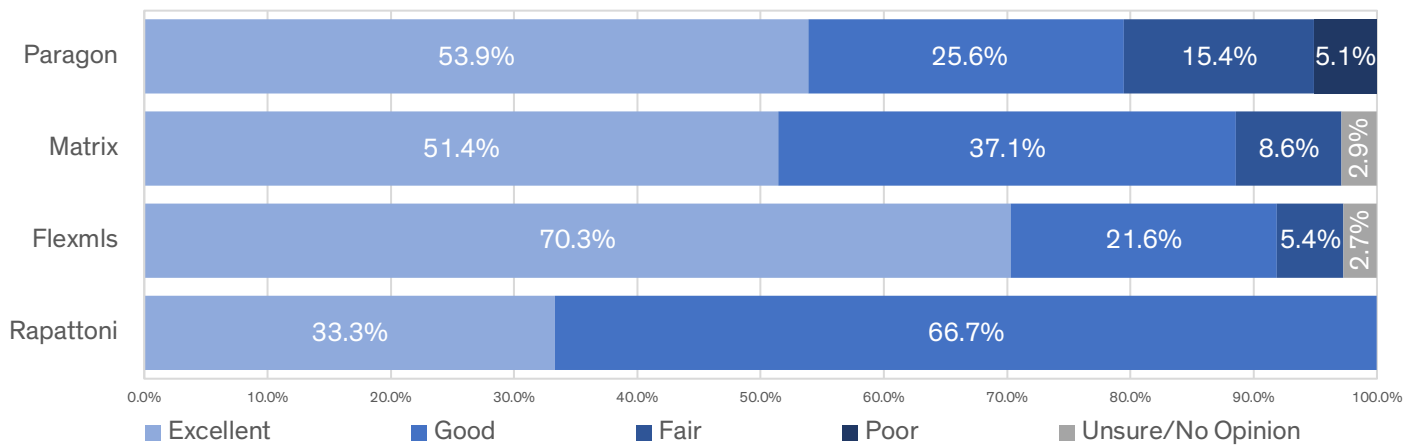


Q: How would you rate the quality of your MLS Provider in the following areas?

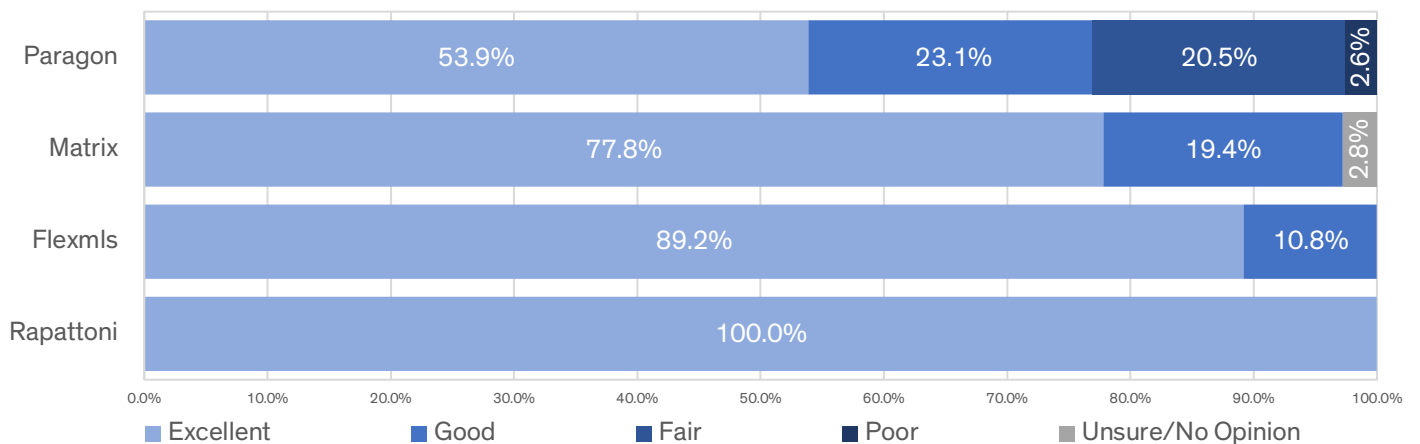
Support for Subscribers



Training for MLS Staff

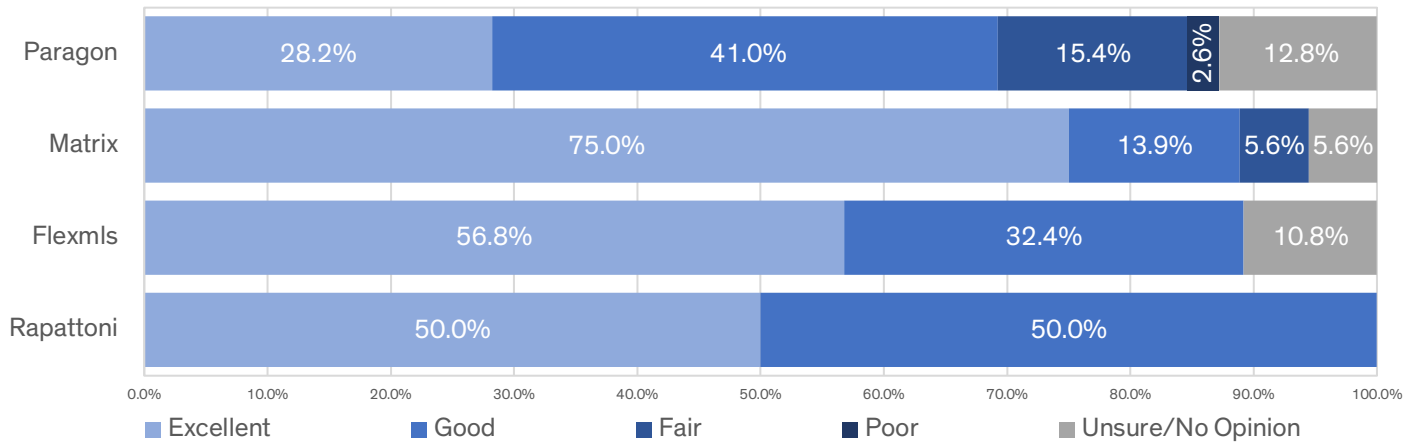


Support for MLS Staff

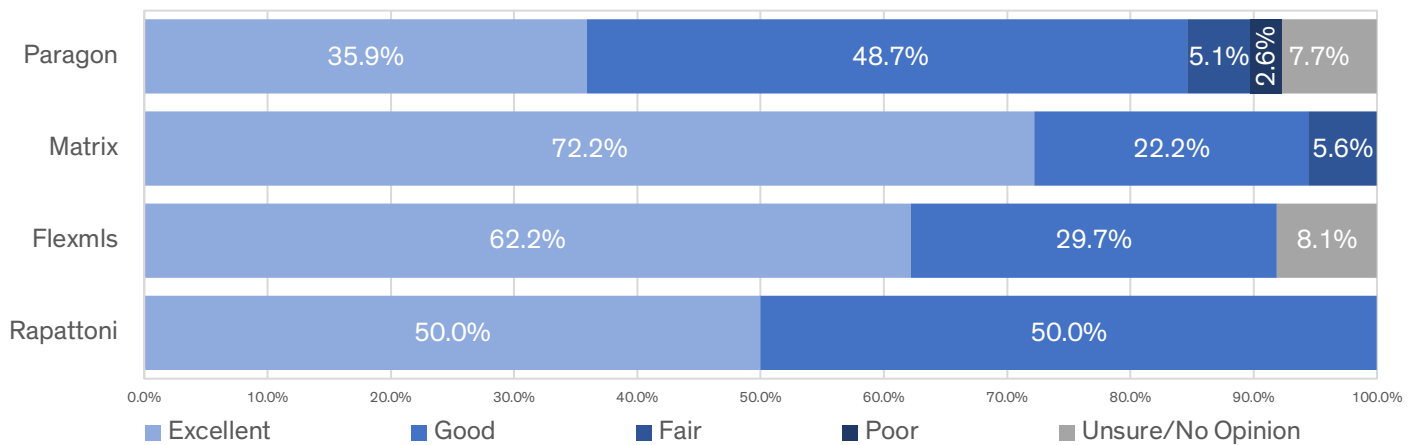


Q: How would you rate the quality of your MLS Provider in the following areas?

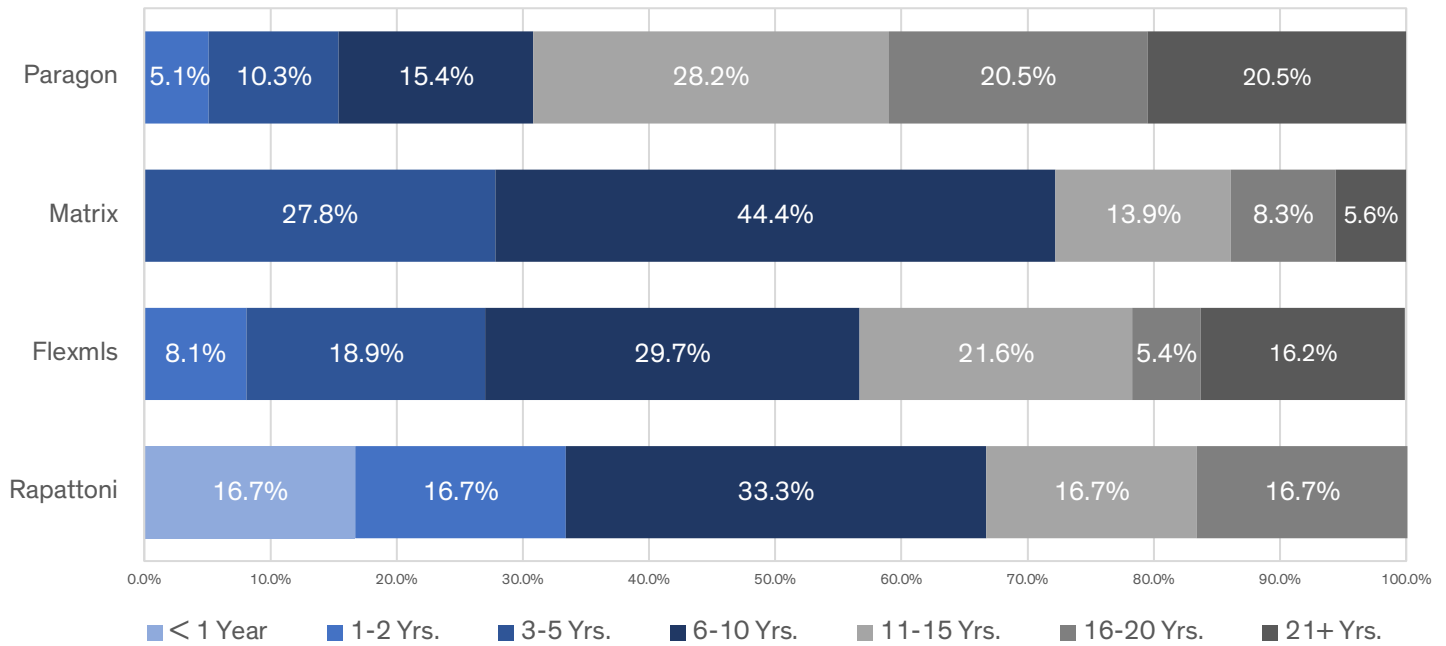
Back End Performance



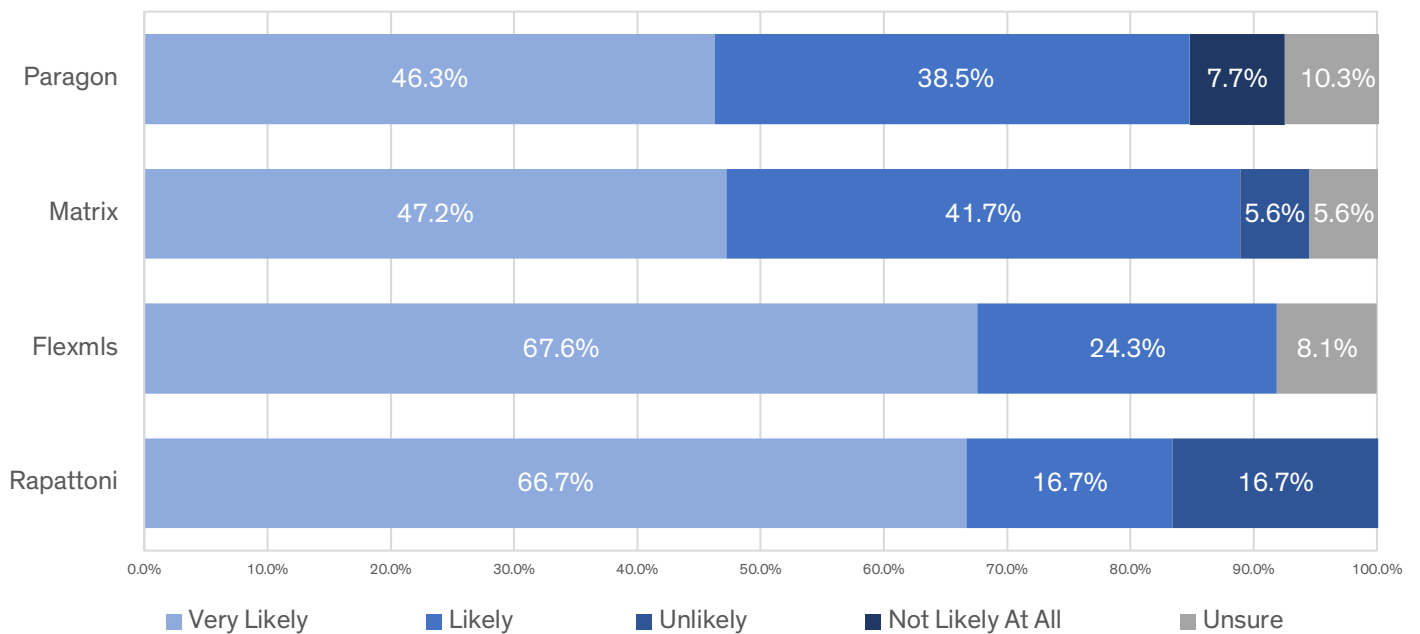
Front End Performance



Q: How long have you been on your current MLS System?



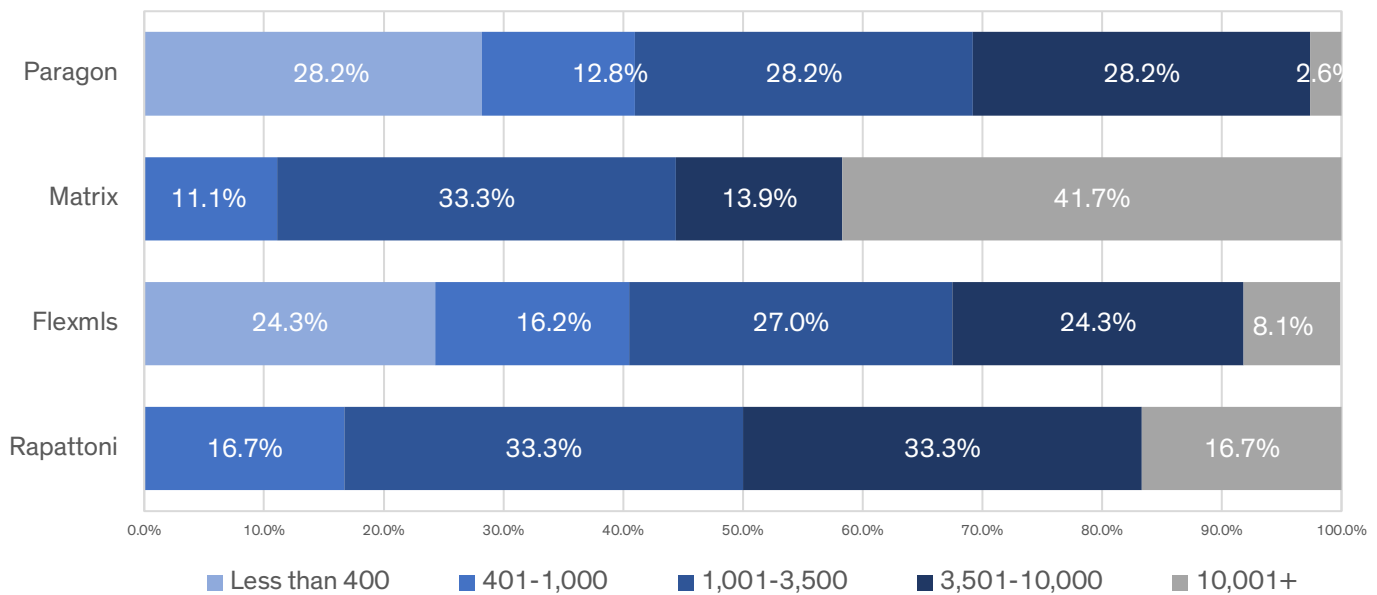
Q: How likely are you to renew your agreement for your current MLS Systems when your contract is up?



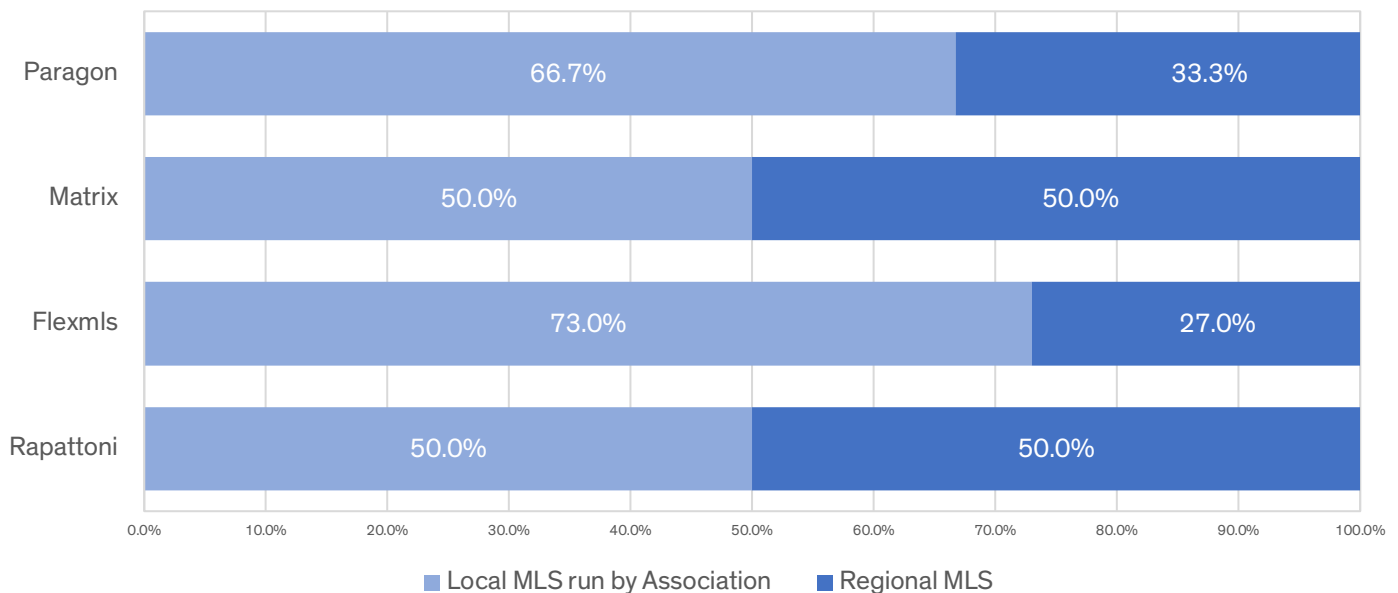
Leading System Respondent Profiles and Usage

The following questions related to the respondent profiles are provided for additional context regarding the Satisfaction, Technical, and Support survey results outlined above. As Remine is a new entrant we do not have comparable data to include for them at this time.

Q: How many members do you currently have in your MLS?



Q: Which best describes your MLS?



LEADING SYSTEM PERFORMANCE SCORING-RATINGS

The following comparables utilize the responses to each of the four-point question included in the survey in the areas of system component satisfaction, value provided to the MLS organization by the vendor, and the evaluation of the vendor services and support provided directly to MLS staff. A score of 4 is the highest level of agreement or satisfaction whereas a score of 1 is the lowest level of agreement or satisfaction.

Below is a rating scale developed by T3 Sixty based on the weighted average of responses to each of the areas of comparison. This scale helps to differentiate among organizations where scoring is often very close in nature.

T3 Sixty Performance Rating Scale

Under 1.5	1.51-2.25	2.25-2.49	2.50-2.99	3.00-3.24	3.25-3.49	3.50-3.74	3.75-4.0		
Non-functional	Deficient	Poor	Average	Good	Superior	Exceptional	Best in Class		
Rating Category		21' Paragon	21' Matrix	21' FlexMLS	21' Rapattoni	19' Paragon	19' Matrix	19' FlexMLS	19' Rapattoni
Combined		3.19 (.26)	3.34 (.20)	3.55 (.02)	3.34 (.67)	3.45	3.14	3.57	2.67
		GOOD	SUPERIOR	EXCEPT.	SUPERIOR	SUP.	GOOD	EXC.	AVG.
OVERALL SATISFACTION		3.37	3.44	3.63	3.67	3.59	3.39	3.67	2.67
ADD/EDIT		3.48	3.32	3.60	3.50	3.67	3.33	3.63	3.00
SEARCH		3.54	3.44	3.63	3.50	3.65	3.29	3.71	2.83
CLIENT PORTAL		3.40	3.21	3.48	2.83				
REPORTING		2.94	2.97	3.06	2.83	3.21	3.04	3.27	3.00
MOBILE		3.00	2.82	3.26	2.50	3.13	2.81	3.57	2.67
SUBSCRIBER VALUE		3.41	3.64	3.57	3.83	3.65	3.42	3.73	3.20
CONSUMER VALUE		3.24	3.44	3.57	3.50	3.57	3.24	3.54	2.60
INNOVATION		3.16	3.14	3.47	3.67	3.29	2.94	3.54	2.20
RESPONSIVENESS		3.27	3.36	3.47	3.67	3.48	3.30	3.54	2.60
PORTAL COMPETITION		2.77	3.03	3.41	2.50	3.26	2.60	3.58	2.00
FUTURE PREPERATIONS		3.06	3.21	3.55	3.33	3.38	3.03	3.45	2.40
CUSTOMER SERVICE		3.18	3.67	3.81	3.50	3.64	3.35	3.75	3.17
TECHNOLOGIES		3.00	3.36	3.59	3.33	3.53	3.23	3.73	2.50
USER INTERFACE		2.90	2.75	3.30	3.33	3.20	2.58	3.44	2.17
TECH ADVANCEMENT		3.06	3.11	3.61	3.33	3.27	2.87	3.71	2.20
SYSTEM CHANGES		2.97	3.31	3.41	3.67	3.30	2.87	3.39	2.33
ADMIN. CHANGES		3.03	3.53	3.59	3.33	3.54	3.06	3.56	3.00
ISSUE RESOLUTION		3.21	3.74	3.59	3.67	3.43	3.42	3.65	2.40
UPGRADE ROLL OUTS		3.60	3.13	3.54	2.67	3.60	3.13	3.54	2.67
TRAINING FOR STAFF		3.28	3.44	3.67	3.33				
SUPPORT FOR STAFF		3.28	3.80	3.89	4.00				
SUBSCRIBER TRAINGING		3.05	3.30	3.57	3.25	3.41	3.33	3.55	2.83
SUBSCRIBER SUPPORT		3.26	3.38	3.72	3.20				
BACK END		3.09	3.74	3.64	3.50	3.56	3.40	3.70	2.83
FRONT END		3.28	3.67	3.68	3.50	3.56	3.17	3.71	3.00

IN CONCLUSION

In conclusion with all the dynamics impacting the evolving MLS platform landscape we believe that any responsible body of decision makers would be best served to fully explore the options now available and work to ensure that your MLS vendor of choice is going to empower you to make the decisions necessary for success as it relates to the level of service, quality and diversity of data, and investment in ongoing innovation of their product.

As you consider your MLS Platform options, we encourage you to consider a wide variety of solutions that allow you to provide the best service possible for your subscribers and those they serve.

With the new era of an open API environment, it is possible to offer multiple platform solutions. Especially, as some of the new MLS system entrants offer a module-based sales model that allows you to select the best parts of their system without having to go all in on an Emerging vendor prior to them having proven themselves to be an Established vendor.

To help with your selection efforts and creation of an acceptance criteria it would be valuable to clearly define your level of services required, have a documented technology landscape document, an identified or written data strategy, and a formal outline for your comprehensive evaluation process.

We believe that there are many viable MLS system solutions available in today's market and that a renewed sense of competition can be great for everyone involved so long as the focus is maintained on providing the greatest service possible rather than on constantly working to drive the pricing downward at the expense of innovation and continuous improvement.

Today's vendors who provide MLS systems to MLS organizations across the US are all well intentioned and committed to the real estate industry. Each offers a unique culture and approach to business, as well as innovation.

There is likely a solution, or solutions, that best fits your organization, but your ability to make the correct selection will largely be influenced by your leadership and organization's willingness to being honest, business minded, strategically driven, and committed to making the right long-term decision for the MLS and its users on whole, regardless of the immediate popularity of the decision. Because that is what good and well-intentioned leaders do.

Organized Real Estate MLS System Study



T3 Sixty
Enabling Intelligent Change
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