

Software Options for the Affordable Housing Professional

By Sharon Jackman, NAHP-e

This survey of the national and regional software vendors who actively promote their property management (PM) software to the affordable housing (AH) industry was conducted for the February 2009 issue of the Novogradac *Property Compliance Report*. The survey was broken down into the following areas:

- Vendor business, support and development profile
- Software features and benefits
- Support features, third party or value added service integrations
- Enterprise reporting features

In alphabetical order, here are the respondents' answers to the survey:

Boston Post Technology - www.bostonpost.com (Product – Boston Post)

Vendor Business Profile

1. Years established in the PM software business
Started software development in 1997
Began marketing product in 2002
2. Years established in the affordable housing/compliance PM software business
Started software development in 1997
Began marketing product in 2002
3. Percentage of software clients using your AH software - **100%**
4. How do you price your software: per site; per seat; per user; per unit; other?
Per unit

Vendor Support Profile

1. How many technical support staff per 1000 installed sites do you have?
2960 sites, 13 customer support staff
2. How many AH trained technical support staff per 1000 AH sites do you have?
2960 sites, 13 customer support staff
3. What percentage of your AH trained staff have attended certified training courses?
10%.
4. What is your average response time for technical support?
All incoming calls are answered in person. Voice mail is not permitted.
Average call duration is less than five minutes
5. What are your hours of operation for technical support?
8 am EST to 7 pm EST
6. How do you provide training: company training center; online training; client location?
Primarily online instructor led training. Training at client locations as needed

Vendor Development Profile

1. What percentage of your engineering staff is dedicated to AH software development?
100%
2. What software platforms do you support: hosted web services; non-hosted web services; MS Windows (desktop); MS Windows/ Citrix Terminal Services; Linux?
Hosted Web Services only
 - a. For hosted systems, do you provide a contractual guarantee of uptime and bandwidth (QOS) and if so, is there an additional charge?
We guarantee 97% up time. There is no additional fee for hosting services or for the performance warranty
3. What additional license fees exclusive of operating systems software, if any, are applicable with your self hosted systems?
Self-hosting is not offered

AH Software Features and Benefits

Please list the tax credit (TC) programs you support:

1. 100% TC projects; mixed income, layered with bond finance; layered with Home funds, Hope VI, locally issued S-8 vouchers, etc?
All of the above. Supports tax credit set asides layered with any combination and number of other affordable housing programs
2. Does your software specifically monitor local and state preference programs (set asides and carve-outs)?
Yes
3. Does your software specifically support HUD projects rehabilitated with tax credits?
Yes
4. Does your software specifically support Rural Development projects with tax credits?
Yes
5. Are your affordable software features a core functionality of your PM software?
Yes. The software was designed from the start to support affordable housing

Support Features

1. Does your software integrate the background screening process with applicant processing?
Interfaces with First Advantage SafeRent, CBC Amrent, Rentgrow
2. Does your software support periodic criminal checks of current residents?
Only via the third party screening software
3. Does your software have an integrated electronic banking option? (payments, invoicing, payroll)

Interface with any bank software for EFT, lockbox payments, and check scanning

4. Does your software include an integrated financial accounting program (GL and AP) that you support?

Yes

5. Do you support an Executive Dashboard, and if so, what specific information and data analysis is available from your dashboard?

Yes. Vacancy details and trends, A/R aging, turnovers, upcoming recertifications, To Do list, open work orders

Domin-8 - www.domin-8.com (Product - Management Plus Software)

Vendor Business Profile

1. Years established in the PM software business – **18 yrs**
2. Years established in the affordable housing/compliance PM software business – **18 yrs**
3. Percentage of software clients using your AH software – **23%**
4. How do you price your software: per site; per seat; per user; per unit; other?
Per site/seat/unit

Vendor Support Profile

1. How many technical support staff per 1000 installed sites do you have? **1.25**
2. How many AH trained technical support staff per 1000 AH sites do you have? **1.25**
3. What percentage of your AH trained staff have attended certified training courses? **20%**
4. What is your average response time for technical support? **2 hours**
5. What are your hours of operation for technical support? **9 am CST – 6 pm CST**
6. How do you provide training: company training center; online training; client location? **All of the above**

Vendor Development Profile

1. What percentage of your engineering staff is dedicated to AH software development?
35%
1. What software platforms do you support: hosted web services; non-hosted web services; MS Windows (desktop); MS Windows/ Citrix Terminal Services; Linux? **MS Windows (desktop. Citrix, TS)**
 - a. For hosted systems, do you provide a contractual guarantee of uptime and bandwidth (QOS) and if so, is there an additional charge?

- i. **Yes we do and there are no additional charges.**
2. What additional license fees exclusive of operating systems software, if any, are applicable with your self hosted systems? **None**

AH Software Features and Benefits

Please list the tax credit programs you support:

1. 100% TC projects; mixed income, layered with bond finance; layered with Home funds, Hope VI, locally issued S-8 vouchers, etc?
All of the above
2. Does your software specifically monitor local and state preference programs (set asides and carve-outs)? **Yes**
3. Does your software specifically support HUD projects rehabilitated with tax credits? **Yes**
4. Does your software specifically support Rural Development projects with tax credits? **No**
5. Are your affordable software features a core functionality of your PM software? **Yes**

Support Features

1. Does your software integrate the background screening process with applicant processing? **Yes**
2. Does your software support periodic criminal checks of current residents? **Yes**
3. Does your software have an integrated electronic banking option? **Yes**
4. Does your software include an integrated financial accounting program (GL and AP) that you support?
Interface only with several apps
5. Do you support an Executive Dashboard, and if so, what specific information and data analysis is available from your dashboard?
Occupancy, maintenance, financial (compliance due 2Q2009)

Domin-8 (Product – i-CAM/ACCUCert)

Vendor Business Profile

1. Years established in the PM software business – **25 years**
2. Years established in the affordable housing/compliance PM software business
25 years
3. Percentage of software clients using your AH software – **23%**
4. How do you price your software: per site; per seat; per user; Per unit; other?
Per site/seat/unit

Vendor Support Profile

1. How many technical support staff per 1000 installed sites do you have? **1.25**
2. How many AH trained technical support staff per 1000 AH sites do you have? **1.25**
3. What percentage of your AH trained staff have attended certified training courses? **25%**
4. What is your average response time for technical support? **1.5 hours**
5. What are your hours of operation for technical support? **9 am EST – 6 pm EST**
6. How do you provide training: company training center; online training; client location? **All of the above**

Vendor Development Profile

1. What percentage of your engineering staff is dedicated to AH software development?
35%
2. What software platforms do you support: hosted web services; non-hosted web services; MS Windows (desktop); MS Windows/ Citrix Terminal Services; Linux?
MS Windows (desktop. Citrix, TS)
3. For hosted systems, do you provide a contractual guarantee of uptime and bandwidth (QOS) and if so, is there an additional charge?
Yes we do and there are no additional charges.
4. What additional license fees exclusive of operating systems software, if any, are applicable with your self hosted systems? **None**

AH Software Features and Benefits

Please list the tax credit programs you support:

1. 100% TC projects; mixed income, layered with bond finance; layered with Home funds, Hope VI, locally issued S-8 vouchers, etc? **100%, Mixed Income**
2. Does your software specifically monitor local and state preference programs (set asides and carve-outs)? **No (projected by Q4 2009)**
3. Does your software specifically support HUD projects rehabilitated with tax credits? **Yes**
4. Does your software specifically support Rural Development projects with tax credits? **Yes**
5. Are your affordable software features a core functionality of your PM software? **Yes**

Support Features

1. Does your software integrate the background screening process with applicant processing? **Yes**
2. Does your software support periodic criminal checks of current residents? **Yes**
3. Does your software have an integrated electronic banking option? **Yes**

4. Does your software include an integrated financial accounting program (GL and AP) that you support? **Interface only with several apps**
5. Do you support an Executive Dashboard, and if so, what specific information and data analysis is available from your dashboard?
Occupancy, maintenance, financial (compliance due Q2 2009)

Integrated Property Management Software Inc. - www.ipm-software.net
(Product – CornerStone)

Vendor Business Profile

1. Years established in the PM software business
Sam started the business in 1987 working first with A&M and later as IPM-Software
2. Years established in the affordable housing/compliance PM software business
Since 1987
3. Percentage of software clients using your AH software - **98%**
4. How do you price your software: per site; per seat; per user; per unit; other?
By installation or by seat, depending on setup

Vendor Support Profile

1. How many technical support staff per 1000 installed sites do you have? **4**
2. How many AH trained technical support staff per 1000 AH sites do you have?
All are trained in AH, either Bonnie Wilpon, Anita Moseman or Jed Graef
3. What percentage of your AH trained staff have attended certified training courses?
15%
4. What is your average response time for technical support?
Online chat...less than 1 minute during normal business hours
Phone chat less than 2 hours to respond and better than 60% answered live
5. What are your hours of operation for technical support?
8 AM to 6 PM CST
6. How do you provide training: company training center; online training; client location?
All of the above, currently in the process of developing a web-based training program

Vendor Development Profile

1. What percentage of your engineering staff is dedicated to AH software development?
100%
2. What software platforms do you support: hosted web services; non-hosted web services; MS Windows (desktop); MS Windows/ Citrix Terminal Services; Linux?

All but Hosted Web Service

3. What additional license fees exclusive of operating systems software, if any, are applicable with your self hosted systems?

AH Software Features and Benefits

Please list the tax credit programs you support:

1. 100% TC projects; mixed income, layered with bond finance; layered with Home funds, Hope VI, locally issued S-8 vouchers, etc?
All. Direct support for Home and bonds. Other programs can be set up manually.
2. Does your software specifically monitor local and state preference programs (set asides and carve-outs)? **Yes**
3. Does your software specifically support HUD projects rehabilitated with tax credits? **Yes**
4. Does your software specifically support Rural Development projects with tax credits?
Yes. We have a separate product for RD compliance, but our tax credit product supports monitoring of RD income limits.
5. Are your affordable software features a core functionality of your PM software? **Yes**

Support Features

1. Does your software integrate the background screening process with applicant processing? **Yes, user must subscribe to a separate program**
2. Does your software support periodic criminal checks of current residents? **Yes**
3. Does your software have an integrated electronic banking option (payments, invoicing, payroll)? **Yes, through lockbox**
4. Does your software include an integrated financial accounting program (GL and AP) that you support? **Yes**
5. Do you support an Executive Dashboard, and if so, what specific information and data analysis is available from your dashboard? **Yes**

RealPage, Inc. - www.realpage.com (Product – OneSite)

Vendor Business Profile

1. Years established in the PM software business
RealPage, or one of its predecessor companies, has been in the multifamily property management software industry for more than 20 years. RealPage in its current form was founded by Steve Winn. He acquired Rent Roll, the predecessor to RealPage, in November 1998. In December 1998, the company merged with RealPage Communications Inc. and changed its name to RealPage Inc.
2. Years established in the affordable housing/compliance PM software business

RealPage has provided compliance solutions to the affordable housing industry for more than 12 years.

3. Percentage of software clients using your AH software
52% of our primary sites are using our AH products.
4. How do you price your software: per site; per seat; per user; per unit; other?
RealPage charges an initial license fee (*includes conversion*) and monthly access fees either per site or per unit.

Vendor Support Profile

1. How many technical support staff per 1000 installed sites do you have?
Our support department has a staff of more than 60 representatives, all focused on the residential multifamily market.
2. How many AH trained technical support staff per 1000 AH sites do you have?
30 members of the staff are dedicated to affordable products with an additional 10 to 25 percent cross-trained.
3. What percentage of your AH trained staff have attended certified training courses?
Our internal training program is four weeks long and incorporates topics from the COS certification program as well as extensive product training.
4. What is your average response time for technical support?
We have established resolution targets based on issue severity. This determines the priority of the issue. The targets are: Priority 1: System down – 12 hours, Priority 2: Major functionality unavailable/no workaround – 36 hours, Priority 3: Feature not working as designed – Next available release, Priority 4 – Enhancement request.
5. What are your hours of operation for technical support?
Our support professionals can be reached by phone or e-mail Monday through Friday, 7:30 A.M. to 7 P.M. (Central Time).
6. How do you provide training: company training center; online training; client location?
RealPage offers a variety of training methods to meet the needs of its customers, including RealPage-led training, client-led training, self-paced training and on-demand learning.

Vendor Development Profile

1. What percentage of your engineering staff is dedicated to AH software development?
RealPage has more than 20 people on the development team dedicated exclusively for affordable housing solutions.
2. What software platforms do you support: hosted web services; non-hosted web services; MS Windows (desktop); MS Windows/ Citrix Terminal Services; Linux?
The OneSite Affordable system is an on-demand system that is hosted by RealPage in its data center and is accessible by a web browser. It is a browser based system with no software needing to be installed on the local computer.
3. For hosted systems, do you provide a contractual guarantee of uptime and bandwidth (QOS) and if so, is there an additional charge?

All OneSite product centers are contractually bound by service level specifications that forms part of the product center warranty set forth in the OneSite Product Center Use Agreement. There is no additional charge.

4. What additional license fees exclusive of operating systems software, if any, are applicable with your self-hosted systems?
Not applicable as RealPage hosts the system.

AH Software Features and Benefits

Please list the tax credit programs you support:

1. 100% TC projects; mixed income, layered with bond finance; layered with Home funds, Hope VI, locally issued S-8 vouchers, etc?
100% tax credit, mixed tax credits with market, bond programs, special needs set-asides, Home funds, locally issued vouchers, ADHP, HDF, and numerous state programs. OneSite allow sites to submit reports electronically to state agencies or generate paper reports. OneSite also incorporates more than 47 different tenant income certifications that are kept updated.
2. Does your software specifically monitor local and state preference programs (set asides and carve-outs)?
Yes, OneSite Tax Credits has the ability to track state and local programs, both income and non-income based set-asides. Programs such as Florida's SAIL and MMRB, and North Carolina's HDDS are a sample of what OneSite Tax Credits can handle.
3. Does your software specifically support HUD projects rehabilitated with tax credits?
Yes, OneSite can handle both layered HUD and tax credit set-asides in the same property. OneSite can also track the dual income requirement tracking for combo properties. For example, average projected income and asset values will be used for HUD and Rural Housing reporting. Certain tax credit properties need to calculate income at a rate higher than the standard HUD formulas. OneSite will allow changes to incomes and assets that allow the program to have separate income and asset totals for 50059s and TICs.
4. Does your software specifically support Rural Development projects with tax credits?
Yes, OneSite can handle Rural Housing properties stand alone, and Rural Housing properties layered with tax credits and/or HUD project based subsidies. We also provide functionality to generate 3560-7 and 3560-10 budget forms and MINC file transmission.
5. Are your affordable software features a core functionality of your PM software? **Yes**

Support Features

1. Does your software integrate the background screening process with applicant processing?
Yes, OneSite integrates (not interfaced) with background screening process which allows property management companies to enforce resident selection policies more directly. Credit, multi-state and multi-county criminal searches, eviction records, resident payment histories, TeleCheck, and National Sex Offender Registry are all available in less than a minute. Additionally RealPage has an affordable specific scoring system available as well.
2. Does your software support periodic criminal checks of current residents?

Yes clients can do this today in OneSite. A more automated criminal annual recertification feature will be released in March of 2009.

3. Does your software have an integrated electronic banking option (payments, invoicing, payroll)?
Yes, OneSite Payments allows resident to pay both in person or online, via ACH, Credit card, money orders, and Check 21. Our accounting solution also has an option to interface to various payroll providers.
4. Does your software include an integrated financial accounting program (GL and AP) that you support?
Yes, OneSite Accounting is a fully-integrated accounting solution for clients that need a general ledger, accounts payable and cash management system. Consolidated income statements, balance sheets, 12 month trailing reports, can be built in an easy to use report wizard. Drill down reporting and various export options of reports are available.
5. Do you support an Executive Dashboard, and if so, what specific information and data analysis is available from your dashboard?
Yes, RealPage has a solution that allows select users to review multiple or all properties with a single view. Over 450 KPI (key performance indicators) are available to choose from. Standardized views are available out of the box, or custom views can be created with no technical knowledge necessary. All are exportable to various formats, including Excel, PDF, XML, and CSV.

If there are any specific features or information which you would like the Novogradac readers to know about your company or product, please include in this survey. However, the content of this article is solely reserved by Novogradac and Company. I would appreciate brief comments since we have a limited amount of space and wish to give everyone equal opportunity to "share".

RealPage has a robust document management solution that provides storage, retrieval, security, and archiving of all documents and forms associated with a property management company's business processes and procedures. It provides trustworthy storage of electronic records and other digital information required for compliance. Critical documents, such as resident leases and certifications, are retained and managed in a manner that better ensures admissibility, promotes evidentiary strength, and supports governance processes. The packet management features allows you to define and manage the collection of documents and forms before a process or transaction can be completed. An approval process can be used for all packets.

**Simply Computer Software, Inc. - www.simplycomputer.net
(Product-Federal Housing Assistant (aka FHA Software))**

Vendor Business Profile

1. Years established in the PM software business - **23 Years (Since 1985)**
2. Years established in the affordable housing/compliance PM software business
23 Years (Since 1985)
3. Percentage of software clients using your AH software - **100%**

4. How do you price your software: per site; per seat; per user; per unit; other?
Pricing is based on the total number of units. If networked, a maximum number of users setting is also figured in.

Vendor Support Profile

1. How many technical support staff per 1000 installed sites do you have? – 4
2. How many AH trained technical support staff per 1000 AH sites do you have? – 4
3. What percentage of your AH trained staff have attended certified training courses?
100%
4. What is your average response time for technical support? - **1 to 3 hours**
5. What are your hours of operation for technical support?
Phone Support – 9 am to 4 pm CST (Monday through Friday)
Email Support – 24/7
6. How do you provide training: company training center; online training; client location?
Annual 2-day training seminar held in Rockford, Ill. in March, company training facility (Loves Park, Ill.), client location, and by phone.

Vendor Development Profile

1. What percentage of your engineering staff is dedicated to AH software development?
100%
2. What software platforms do you support: hosted web services; non-hosted web services; MS Windows (desktop); MS Windows/ Citrix Terminal Services; Linux?
Self-hosted web services, MS Windows XP/2000/Vista, VPN, Citrix and Terminal Services.
3. For hosted systems, do you provide a contractual guarantee of uptime and bandwidth (QOS) and if so, is there an additional charge? - **N/A**
4. What additional license fees exclusive of operating systems software, if any, are applicable with your self hosted systems?
None – Total number of units and networking license with a maximum allowable users' setting is all that is required.

AH Software Features and Benefits

Please list the tax credit programs you support:

1. 100% TC projects; mixed income, layered with bond finance; layered with Home funds, Hope VI, locally issued S-8 vouchers, etc?
100% TC projects, mixed income, layered with bond finance and Home funds.
2. Does your software specifically monitor local and state preference programs (set asides and carve-outs)? - **Yes**
3. Does your software specifically support HUD projects rehabilitated with tax credits?- **Yes**
4. Does your software specifically support Rural Development projects with tax credits? **Yes**
5. Are your affordable software features a core functionality of your PM software? - **Yes**

Support Features

1. Does your software integrate the background screening process with applicant processing? - **Built-in tenant screening features are coming in early 2009.**
2. Does your software support periodic criminal checks of current residents?
Built-in tenant screening features are coming in early 2009.
3. Does your software have an integrated electronic banking option (payments, invoicing, payroll)? - **No**
4. Does your software include an integrated financial accounting program (GL and AP) that you support?
Full accounting features are built-in to the program. No integration hassles.
5. Do you support an Executive Dashboard, and if so, what specific information and data analysis is available from your dashboard?
No Executive Dashboard. Pull-down reporting menus provide standard unit, tenant, project, tax credit, accounting, etc. analysis, in addition to user customizable reports.

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FHA Software provides RD, HUD, and LIHTC compliance, accounting, work orders, inventory, and custom report generation in one program with no entry duplications. FHA Software is the most reasonably priced program available with unlimited, prompt support access.

Yardi Systems, Inc. - www.yardi.com (Product Yardi Classic)

Vendor Business Profile – Yardi Classic

1. Years established in the PM software business
Yardi Systems purchased Classic Real Estate Systems in July 2006. Classic had been a leading provider to the affordable housing industry since 1993. Yardi plans to continue to market and develop this Windows-based product under the name Yardi Classic.
- 2.
3. Years established in the affordable housing/compliance PM software business
15 years
4. Percentage of software clients using your AH software
More than 850 management companies license Yardi Classic software.
5. How do you price your software: per site; per seat; per user; per unit; other?
Classic is priced per user or per property

Vendor Support Profile

1. How many technical support staff per 1000 installed sites do you have?
8 technical support staff
2. How many AH trained technical support staff per 1000 AH sites do you have?
8 technical support staff
3. What percentage of your AH trained staff have attended certified training courses?
ALL
4. What is your average response time for technical support?
Support calls are generally handled in the order in which they are received; however, Yardi Systems also prioritizes client support requests according to the severity of the impact of the software problem on the client. For emergency situations, a client may request "front line" support for the next available technician or support requests may be escalated to team leaders and department managers. It is our goal to handle all issues within a two-hour time period.
5. What are your hours of operation for technical support?
Our standard support plan typically includes a block of support hours with technical support specialists accessible via a toll-free hotline, e-mail, or fax from 8 a.m. to 5 p.m. local time. Off-hour or extended support can be arranged on an ongoing or as-needed basis, although the majority of our clients find that our standard plan meets their needs. For ASP clients, 24/7/365 connectivity support is accessible via another toll-free hotline. Technical support is included in the annual software license fee.
6. How do you provide training: company training center; online training; client location?
Most Classic clients opt for telephone training only primarily due to its ease of use and simple set up. Yardi Systems offers a variety of training options and develops a customized training plan during the project kick-off meeting, based on each client's needs, schedules, and preferences. We provide on-site trainers and include a block of technical support days for initial training during the software implementation period. After implementation, we offer ongoing training for new users, training for users on new or upgraded software products, and refresher courses for experienced users who want to hone their skills. We can train end users, executive management, system administrators, and corporate trainers at one or a combination of facilities (including Yardi training facilities, one-site client offices or another mutually convenient location, such as a local computer training facility to suit client needs. We also offer online and Webinar training.

Vendor Development Profile

1. What percentage of your engineering staff is dedicated to AH software development?
3 developers are dedicated to Classic
2. What software platforms do you support: hosted web services; non-hosted web services; MS Windows (desktop); MS Windows/ Citrix Terminal Services; Linux?
 - a. For hosted systems, do you provide a contractual guarantee of uptime and bandwidth (QOS) and if so, is there an additional charge?

Classic is supported as MS Window desktop and MS Windows/Citrix Terminal Services. Yardi does not provide a hosted option for Classic but works with third-party vendors who can host the product for clients.

3. What additional license fees exclusive of operating systems software, if any, are applicable with your self hosted systems?
N/A

AH Software Features and Benefits

Please list the tax credit programs you support:

100% TC projects; mixed income, layered with bond finance; layered with Home funds, Hope VI, locally issued S-8 vouchers, etc?

All of the above listed examples can be set up and managed in Classic.

Compliance Features:

- **Section 42 low-income housing tax credit (LIHTC)**
 - **All HUD project-based 50059 contracts**
 - **HOME funds**
 - **RHS Section 515 (Rural Development)**
1. Does your software specifically monitor local and state preference programs (set asides and carve-outs)?
We do not provide specific compliance for state or local programs. Any preference or set aside can be set up and monitored in the software.
2. Does your software specifically support HUD projects rehabilitated with tax credits?
Yes
3. Does your software specifically support Rural Development projects with tax credits?
Yes
4. Are your affordable software features a core functionality of your PM software?
Yes

Support Features

1. Does your software integrate the background screening process with applicant processing?
Third-party screening interfaces are available.
2. Does your software support periodic criminal checks of current residents?
This is provided via the third-party interface
3. Does your software have an integrated electronic banking option (payments, invoicing, payroll)?
Electronic banking is an available option via our integration with Yardi Genesis for GL and AP functions. There is no payroll option. There are also third party GL/AP interfaces available.
4. Does your software include an integrated financial accounting program (GL and AP) that you support?
GL/AP is integrated via Yardi Genesis, and a variety of interfaces to third party accounting products.

5. Do you support an Executive Dashboard, and if so, what specific information and data analysis is available from your dashboard?
N/A

Yardi Systems, Inc. - www.yardi.com (Product Yardi Voyager)

Vendor Business Profile – Yardi Voyager

1. Years established in the PM software business
27 years. Mr. Anant Yardi founded the company in 1982 with a mission to provide PC-based solutions for the real estate industry. The company has since grown into the largest provider of property and asset management software in North America, with an installed client base of more than 20,000 clients.
2. Years established in the affordable housing/compliance PM software business
10 years. The first release was in 1998.
3. Percentage of software clients using your AH software
Yardi Systems products are in use by more than 20,000 clients globally with more than 2,000 clients using our Yardi Voyager™ solution in the U.S. region; of those, more than half utilize our Yardi ASP Hosting Services. Approximately 25% of Voyager clients license the affordable features.
4. How do you price your software: per site; per seat; per user; per unit; other?
Voyager is offered with self hosting or ASP (hosted) licensing options on an annual fee basis. It can be priced per property (most common), per unit, or per user.

Vendor Support Profile

1. How many technical support staff per 1000 installed sites do you have?

We don't track staff by site as our products are licensed to the management company, not the site in general

36 staff work directly related to our affordable products. In addition:

Staff	Domestic	International
Sales	91	82
Development	21	117
Support	404	316
Management	46	40

2. How many AH trained technical support staff per 1000 AH sites do you have?
We employ 24 staff trained for affordable support not including public housing.
3. What percentage of your AH trained staff have attended certified training courses?
100% of affordable staff (including sales) is required to attend certified training.
4. What is your average response time for technical support?
Support calls are generally handled in the order in which they are received; however, Yardi Systems also prioritizes client support requests according to the

severity of the impact of the software problem on the client. For emergency situations, a client may request “front line” support for the next available technician or support requests may be escalated to team leaders and department managers. It is our goal to handle all issues within a two-hour time period.

5. What are your hours of operation for technical support?
Our standard support plan typically includes a block of support hours with technical support specialists accessible via a toll-free hotline, e-mail, or fax from 8 a.m. to 5p.m. local time. Off-hour or extended support can be arranged on an ongoing or as-needed basis, although the majority of our clients find that our standard plan meets their needs. For ASP clients, 24/7/365 connectivity support is accessible via another toll-free hotline. Technical support is included in the annual software license fee.

6. How do you provide training: company training center; online training; client location?
Yardi Systems offers a variety of training options and develops a customized training plan during the project kick-off meeting, based on each client’s needs, schedules and preferences. We provide on-site trainers and include a block of technical support days for initial training during the software implementation period. After implementation, we offer ongoing training for new users, training for users on new or upgraded software products, and refresher courses for experienced users who want to hone their skills. We can train end users, executive management, system administrators and corporate trainers at one or a combination of facilities (including Yardi training facilities, one-site client offices or another mutually convenient location, such as a local computer training facility, to suit client needs. We also offer online and Webinar training. Using “Client Central” on our Web site (www.yardi.com), clients can access training videos on various topics related to our Yardi Voyager™ product suite. Clients can access these training videos at any time at no additional cost. Yardi Systems also offers scheduled online training classes using Webinar and conference call technology. Clients can register for our online classes directly from the training section of our Web site and participate in these classes from the comfort of their own offices. Clients also have the option of working with Yardi certified consultants instead of/or in conjunction with Yardi staff.

Vendor Development Profile

1. What percentage of your engineering staff is dedicated to AH software development?
5 developers and programmers are dedicated to Voyager Affordable, not including public housing.

2. What software platforms do you support: hosted web services; non-hosted web services; MS Windows (desktop); MS Windows/ Citrix Terminal Services; Linux?

Voyager is offered as both ASP hosted and self-hosted options to our clients.

3. What additional license fees exclusive of operating systems software, if any, are applicable with your self hosted systems?

The following optional third-party software is suggested for optimal performance of our proposed solution (e.g., custom report writing, creating Microsoft Word documents, and Microsoft Excel spreadsheets) if the self-hosted option is selected:

Name of Product	Vendor	Optional for Optimal Performance	Current Version
Crystal Reports	Business Objects	✓	9.X
Acrobat Distiller	Adobe	✓	6.0
MS Office (Word, Excel)	Microsoft	✓	2003

The following optional third-party software is suggested for optimal performance (e.g., custom report writing) if the Yardi-hosted (ASP) option is selected:

Name of Product	Vendor	Optional for Optimal Performance	Current Version
Crystal Reports	Business Objects	✓	9.X

In the Yardi-hosted (ASP) environment, Yardi Systems provides for SQL Server and Acrobat Distiller licenses; however, the client must license Crystal Reports if desired.

AH Software Features and Benefits

1. Please list the tax credit programs you support:
100% TC projects; mixed income, layered with bond finance; layered with Home funds, Hope VI, locally issued S-8 vouchers, etc?

All of the above listed examples can be set up and managed in Voyager. Yardi Affordable is the first browser-based software to seamlessly integrate compliance, accounting, and property management functionality in a single comprehensive solution. The powerful relational database provides all the tools necessary to manage affordable properties with unparalleled ease and efficiency. Streamlined, intuitive workflows and comprehensive compliance features reduce training time and increase productivity.

Compliance Features:

- **Section 42 low-income housing tax credit (LIHTC)**
- **All HUD project-based 50059 contracts**
- **HOME funds**

- **RHS Section 515 (Rural Development)**
 - **Public housing and tenant-based Section 8**
2. Does your software specifically monitor local and state preference programs (set asides and carve-outs)?
We do not provide specific compliance for state or local programs. Any preference or set aside can be set up and monitored in the software.
 3. Does your software specifically support HUD projects rehabilitated with tax credits?
Yes
 4. Does your software specifically support Rural Development projects with tax credits?
Yes
 5. Are your affordable software features a core functionality of your PM software?
Affordable features are fully integrated into the core but licensing the features is an option.

Support Features

1. Does your software integrate the background screening process with applicant processing?
Yardi Systems has developed browser-based interfaces for many solutions for ancillary business services and processes important to the affordable industry. Clients can choose among a variety of third-party software solutions for credit screening, internet listing services, utility billing, resident billing and collections as examples.
2. Does your software support periodic criminal checks of current residents?
This function would be supported using optional Voyager interfaces.
3. Does your software have an integrated electronic banking option (payments, invoicing, payroll)?
Yes. Payroll is an optional feature that can be licensed. Yardi electronic banking is fully integrated with Voyager and enables automated cash receipt and check clearing functions. In addition to adding special options for creating customized tenant/resident statements and coupons, it gives the sophisticated cash management controls needed in today's world of fast-paced electronic commerce. This module is a valuable tool that provides user confidence and control in property management operations. System administrators find that Yardi electronic banking adheres to the same easy-to-use layout of all Yardi Systems products.

Key functionality features:

- **Integrate MICR check reader and magstripe card reader**
- **Scan checks (for credit cards) and apply receipts to resident in one step**
- **Automatically link multiple payors with a resident**

- **Improve collections by converting batch receipts into EFT/ACH files for processing by a clearinghouse service**
- **Improve bank reconciliation process and avoid check fraud with reverse-positive pay and positive pay**
- **Generate custom resident statements, coupons, and lock-box processing**

- **Functionality tests the file submissions prior to transferring funds**

Voyager also offers a robust portal product option that includes online payments.

4. Does your software include an integrated financial accounting program (GL and AP) that you support?

Yes

5. Do you support an Executive Dashboard, and if so, what specific information and data analysis is available from your dashboard?

Our products contain a variety of dashboards including an optional Executive Dashboard product that can be configured to client determined reports or web sites.

More information about this survey can be found in the February 2009 *Property Compliance Report*.

Sharon Jackman holds certifications in Occupancy, Fair Housing and Tax Credits from Novogradac & Co and NAHMA and is a principal in SIG Service, LLC, a consulting firm, specializing in services to the property management professional in the affordable industry. SIG Services consults in the areas of systems and integration, company procedures, customized procedures manuals and training.

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