



Due diligence

(noun) | due dil-i-gence

-

Detailed investigation that a reasonable person is expected to take in preparation for a business transaction.

PROPERTY MANAGEMENT SOFTWARE COMPARISON GUIDE 2020



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Total cost to business

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Features and Capabilities

PropertyMe
CORE

PropertyMe
PRO

Comparison
Product

Comments

Daily operations

✓ ✕

	PropertyMe CORE	PropertyMe PRO	Comparison Product	Comments
Real-time KPI and trust dashboard	✓	✓		
Upload to listing portals	•	Beta		
Maintenance <ul style="list-style-type: none"> • Jobs workflow • Realtime owner and tenant access 	✓	✓		
Inspections (routine and condition) <ul style="list-style-type: none"> • Option to use inbuilt functionality or integrated app • Automated communications 	✓	✓		
Mobile Manager apps <ul style="list-style-type: none"> • Contacts • Email • Maintenance • Inspections • Duress alert 	✓	✓		
Agreements and forms merge	Integrated apps	Integrated apps		
Bill scanning and management <ul style="list-style-type: none"> • Barcode • QRCode 	✓	✓		
Compliance management	✓			
Unlimited document storage	✓	✓		
Commercial <ul style="list-style-type: none"> • Recurring rent invoicing • GST accounting • Short stays 	✓	✓		

Features and Capabilities

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CORE

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Comparison
Product

Comments

Management operations

✓ ✕

	PropertyMe CORE	PropertyMe PRO	Comparison Product	Comments
KPI insights for management reporting	Default KPIs only	✓		
Agency insights reports	•	✓		
Agency revenue report	✓	✓		
Monthly projection	✓	✓		
Property data export	✓	✓		

Customer experience

Communications <ul style="list-style-type: none"> • Professional message templates • Triggered message automation • Communication trail recording • Customised communication preferences • SMS • Statements with attachments (email) • @mentions 	✓	✓		
Owner and Tenant access <ul style="list-style-type: none"> • 24/7 access • Real-time financial status and transaction history • Inspection updates and reports • Maintenance tracking • Document access 	✓	✓		

Features and Capabilities

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CORE

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PRO

Comparison
Product

Comments

Accounting workflows

✓ ✕

Trust accounting <ul style="list-style-type: none"> · Import bank files · Multi-point automatch transactions · Audit reporting · Sales trust accounting · Automated fees 	✓	✓		
Direct Bank feeds	•	✓		
Arrears workflow	✓	✓		

Reliability and futureproofing

Free trial	✓	✓		
Trial data migration before purchase	✓	✓		
Sophisticated data security <ul style="list-style-type: none"> · Two-factor authentication · Hosted in Australia with AWS 	✓	✓		
Transparent and published uptime status	✓	✓		
Product ease of use and reliability <ul style="list-style-type: none"> · Average monthly tickets per user · Free training for all existing and future team members · Open API policy 	✓	✓		
Does the product's development history support their vision for the future?	✓	✓		
Does the product's vision align with your company vision?	✓	✓		

Onboarding, Training and Support

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Comparison
Product

Comments

Onboarding

✓ ✕

Stress-free data migration <ul style="list-style-type: none"> • Most comprehensive migration tool on the market • Complete data migration in hours • Detailed data migration log 	✓	✓		
Single point of contact	✓	✓		
Point-to-point checklist	✓	✓		
Customised training plan	✓	✓		
Priority support	✓	✓		

Training

Free training sessions with live Q&A	✓	✓		
Free on-demand training 24/7	✓	✓		

Support

Reliable support	✓	✓		
Support first response time (last three months)				
Support full resolution time (last three months)				
Customer satisfaction rating (last three months)				

Total cost to business

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Comparison
Product

Comments

Subscription costs

✓ ✕

Monthly subscription cost				
Third-party subscription costs <ul style="list-style-type: none"> • Maintenance • Inspections • Document storage • Forms • Other 				
Additional trust accounts				
Total subscription costs				

SMS

Cost per SMS (up to 160 characters)				
No minimum spend/usage	✓	✓		
Credit does not expire	✓	✓		

Onboarding costs

Onboarding fee				
Training fee	Nil	Nil		
Total onboarding costs				

Total cost to business

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CORE

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PRO

Comparison
Product

Comments

Lead time

✓ ✕

Preferred go live date:				
No manual data entry	✓	✓		
Activation date:				

Flexibility and goodwill

Lock-in contract	Nil	Nil		
Archive data access fee	Nil	Nil		

Notes

Questions

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