property me ™

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 2021

Contents

Features and Capabilities

Onboarding, Training and Support

Total cost to business

Features and Capabilities	PropertyMe CORE	PropertyMe PRO	Comparison Product	Comments

Daily operations

	✔ ✘			

Features and Capabilities	PropertyMe CORE	PropertyMe PRO	Comparison Product	Comments
Real-time KPI and trust dashboard	✔	✔		
Upload to listing portals	●	Beta		
Maintenance · Jobs workflow · Realtime owner and tenant access	✔	✔		
Inspections (routine and condition) · Option to use inbuilt funcionality or integrated app · Automated communications	✔	✔		
Mobile Manager apps · Contacts · Email · Maintenance · Inspections · Duress alert	✔	✔		
Agreements and forms merge	Integrated apps	Integrated apps		
Bill scanning and management · Barcode · QrCode	✔	✔		
Compliance management	✔			
Unlimited document storage	✔	✔		
Commercial · Recurring rent invoicing · GST accounting · Short stays	✔	✔		

Features and Capabilities	PropertyMe CORE	PropertyMe PRO	Comparison Product	Comments

Management operations

✔ ✕

Features and Capabilities	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

	PropertyMe CORE	PropertyMe PRO	Comparison Product	Comments
Communications · Professional message templates · Triggered message automation · Communication trail recording · Customised communication preferences · SMS · Statements with attachments (email) · @mentions	✔	✔		
Owner and Tenant access · 24/7 access · Real-time financial status and transaction history · Inspection updates and reports · Maintenance tracking · Document access	✔	✔		

Features and Capabilities	PropertyMe CORE	PropertyMe PRO	Comparison Product	Comments
Accounting workflows		✔ ✘		
Trust accounting · 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 · Two-factor authentication · Hosted in Australia with AWS	✔	✔		
Transparent and published uptime status	✔	✔		
Product ease of use and reliability · 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	PropertyMe CORE	PropertyMe PRO	Comparison Product	Comments

Onboarding

✔ ✕

	PropertyMe CORE	PropertyMe PRO	Comparison Product	Comments
Stress-free data migration · 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

	PropertyMe CORE	PropertyMe PRO	Comparison Product	Comments
Free training sessions with live Q&A	✔	✔		
Free on-demand training 24/7	✔	✔		

Support

	PropertyMe CORE	PropertyMe PRO	Comparison Product	Comments
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

	PropertyMe CORE	PropertyMe PRO	Comparison Product	Comments

Subscription costs

✔ ✕

	PropertyMe CORE	PropertyMe PRO	Comparison Product	Comments
Monthly subscription cost				
Third-party subscription costs · Maintenance · Inspections · Document storage · Forms · Other				
Additional trust accounts				
Total subscription costs				

SMS

	PropertyMe CORE	PropertyMe PRO	Comparison Product	Comments
Cost per SMS (up to 160 characters)				
No minimum spend/usage	✔	✔		
Credit does not expire	✔	✔		

Onboarding costs

	PropertyMe CORE	PropertyMe PRO	Comparison Product	Comments
Onboarding fee				
Training fee	**Nil**	**Nil**		
Total onboarding costs				

Total cost to business	PropertyMe CORE	PropertyMe PRO	Comparison Product	Comments

Lead time

✓ ✗

	PropertyMe CORE	PropertyMe PRO	Comparison Product	Comments
Preferred go live date:				
No manual data entry	✓	✓		
Activation date:				

Flexibility and goodwill

	PropertyMe CORE	PropertyMe PRO	Comparison Product	Comments
Lock-in contract	Nil	Nil		
Archive data access fee	Nil	Nil		

Notes

Questions