Ask the Tech Pros

Speakers:
Bob Lamb – VP IT Gables Residential
James Hamrick – VP IT Bell Partners
Michael Baldwin – VP IT UDR, Inc.
Rich Voinovich – VP IT Equity Residential
What is the current size of your company?

a. Less than 10K units  
b. 10K to 20K units  
c. 20K to 50K units  
d. 50K plus units
What is the current size of your IT Department (including long term contractors)?

a. 5 or less FTE
b. 6 – 15 FTE
c. 16 – 25 FTE
d. 26 plus FTE
What is your Business Model?

a. Owner Operator
b. Owner and Third Party Manager
c. Third Party Manager
d. Vendor Observer
What is your Biggest Enterprise Technology Challenge?

a. Business intelligence demands
b. System security demands
c. IT staffing
d. Mobile devices
e. Innovation
What is your Biggest Resident / Property Based Technology Challenge?

a. Smart home technology  
b. Cellular services  
c. Matching internet speeds as IoE evolves  
d. Advanced portal services – i.e. Package tracking, payments and concierge services
What is your Company’s Security Philosophy?

a. We are secure and not worried about a breach
b. We are in “Blocking Mode” and planning for when a breach happens
c. We have a firewall and crossing our fingers
d. Don’t know
Do you have any IT Staffing Challenges?

a. No, we contract out everything
b. It is difficult to find talent
c. Hard to retain talent
d. Lack of budget for additional resources
Do you have BYOD on your Network?

a. We allow all devices to access our network resources
b. We isolate all personal mobile devices on “Guest Network”
c. We allow personal devices through MDM access only
d. We only allow company devices
e. Not sure what BYOD means
Does your Company have a BI Platform?

a. We work with basic reports from our PMS
b. We utilize basic Excel worksheets
c. We utilize a data warehouse with Excel tools
d. We utilize a data warehouse with a high end BI reporting tool
e. I love big data and I cannot lie