

Ask the Tech Pros

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Size of Your Organization?

A. Less than 10k Units

B. 10-25k Units

C. 25k+ Units

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Size of Your IT Staffing? *

A. 5 or Less FTE

B. 6 – 10 FTE

C. 10 – 19 FTE

D. 20+ FTE

** Including any full-time long-term contractors*

What is your Biggest Technology Challenge?

A. Business Intelligence demands

AKA - "1 part crap data + 1 part inconsistent data definitions does not equal the proof my developers want that rents will triple"

B. Application Integration demands

AKA - "When did my job expand to babysitter to convince my property management software supplier to work well with others?"

C. System security demands

AKA - "The unintended but highly secure (even from our employees!) model of 25 disconnected systems, each with their own userID & password"

D. Niche technology across the organization

AKA - "5 Years ago, you were doing well if your senior execs could get their email and leasing could rent apartments"

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What Keeps You Up at Night?

- A. Application/Network Security**
- B. Application downtime**
- C. Cost containment/budget issues**
- D. IT Staffing issues/turnover**

What's your current Business Intelligence platform?

- A. The basics - Each system includes reports and the ability for SMEs to download to excel
- B. Some cross-pollination of data - IT provides the ability to report or analyze data across systems, over time via a simple tool
- C. A data warehouse specific to 1-3 key related functions e.g., leasing, revenue management, customer service. Typically includes a couple FTE to maintain this system and create reports & dashboards.
- D. Cross-department enterprise data warehouse with analytic tools, standard data definitions, role-specific dashboards and KPIs etc.

What's your progress on Application Integration?

- A. Cajoling + frequent happy hours to convince companies to work together
- B. Just send me the data nightly and we'll get it loaded
- C. Forget the suppliers (I would if I could...) - my application developer(s) have figured it out for core applications
- D. It is a core focus of our IT shop. If we cannot integrate the data, we don't purchase the application