A More Perfect Union

Strategies for Creating a Better Integrated Proptech Stack & Ecosystem

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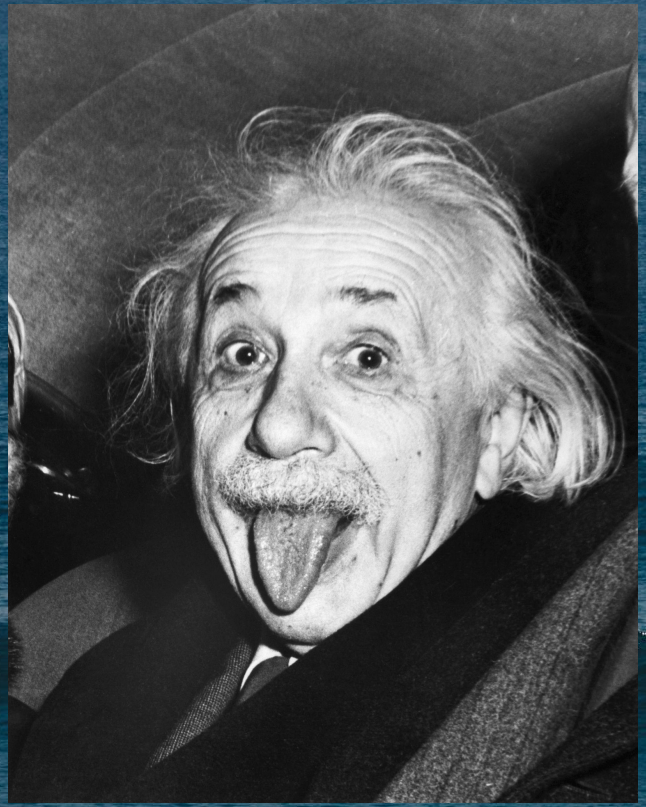

*“The definition of insanity is **doing the same thing over and over again** and expecting different results.”*

Albert Einstein

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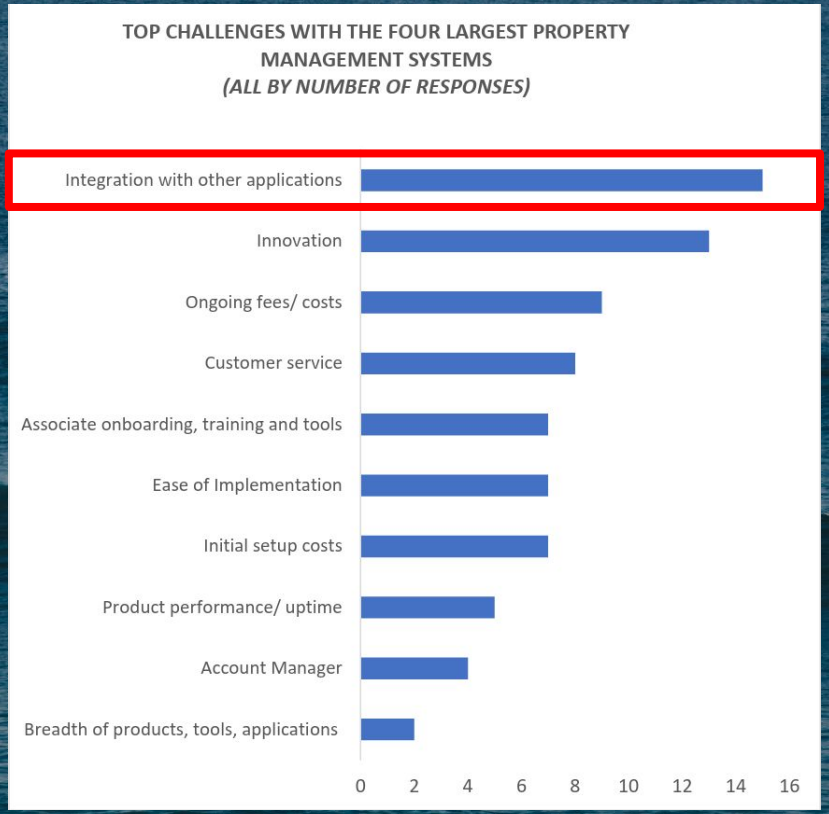
What are the top 3 areas for improvement of your property management software (PMS) solution?

2020



Sources: NMHC & RETTC

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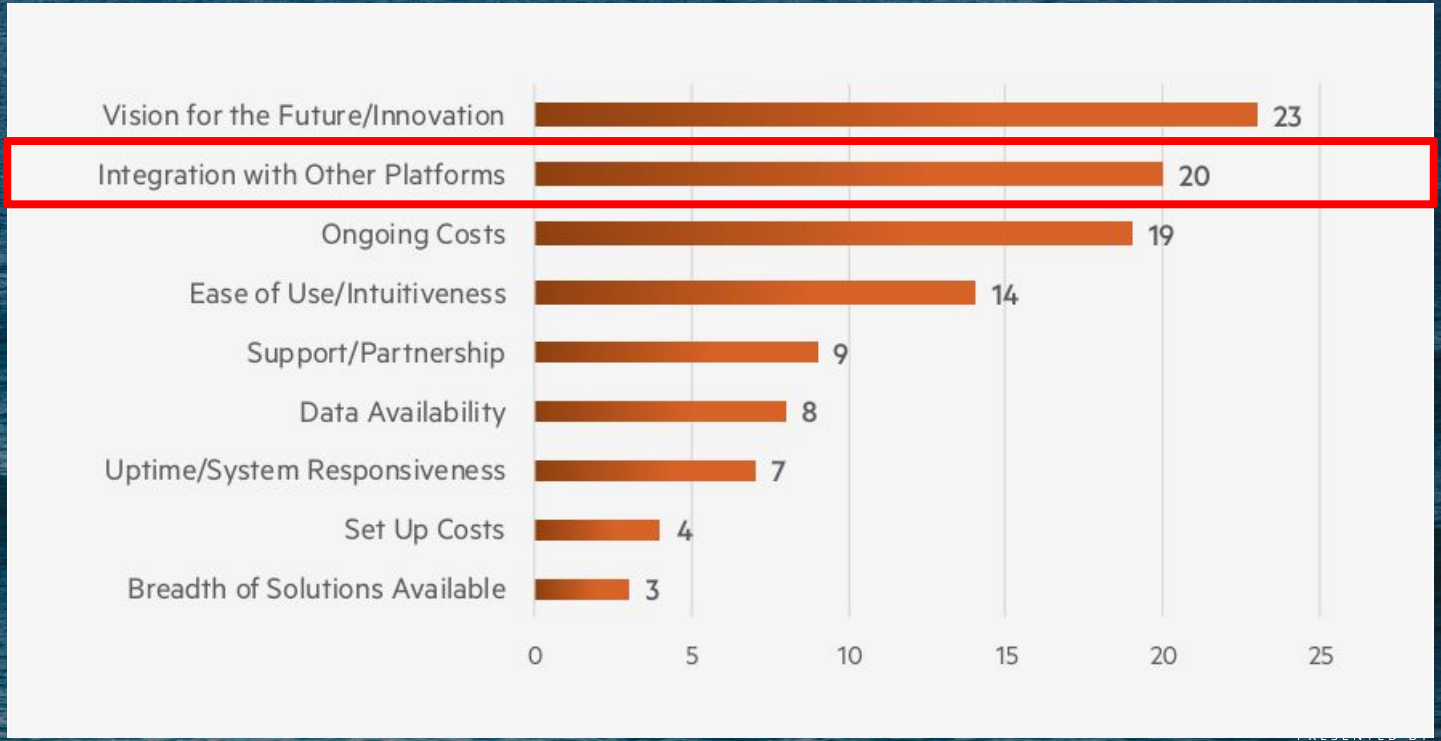
What are the top 3 areas for improvement of your property management software (PMS) solution?

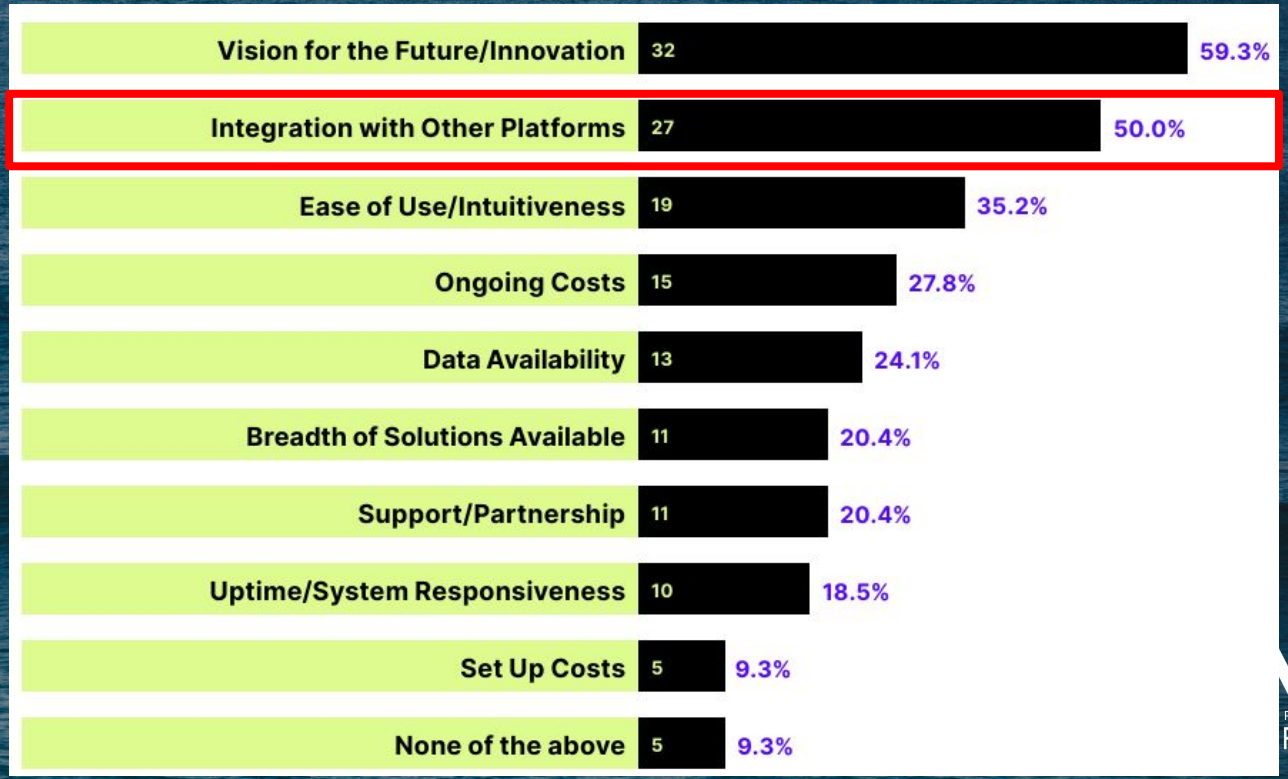
2022



Sources: NMHC & RETTC

What are the top 3 areas for improvement of your property management software (PMS) solution?

2024



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A RISK-BASED APPROACH TO VENDOR EVALUATION & SCREENING

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BUILD YOUR OWN CUSTOM MIDDLEWARE

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FIND INNOVATIONS OUTSIDE OF MULTIFAMILY: CUSTOMER DATA PLATFORM

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Takeaways

Use a risk-based approach to evaluate new & current vendors

Build out internal development capabilities and technology

Don’t be afraid to use tech from outside multifamily like CDPs

Be mindful of the user experience for residents & site teams

Seek vendors with established strategic partnerships with PM systems

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