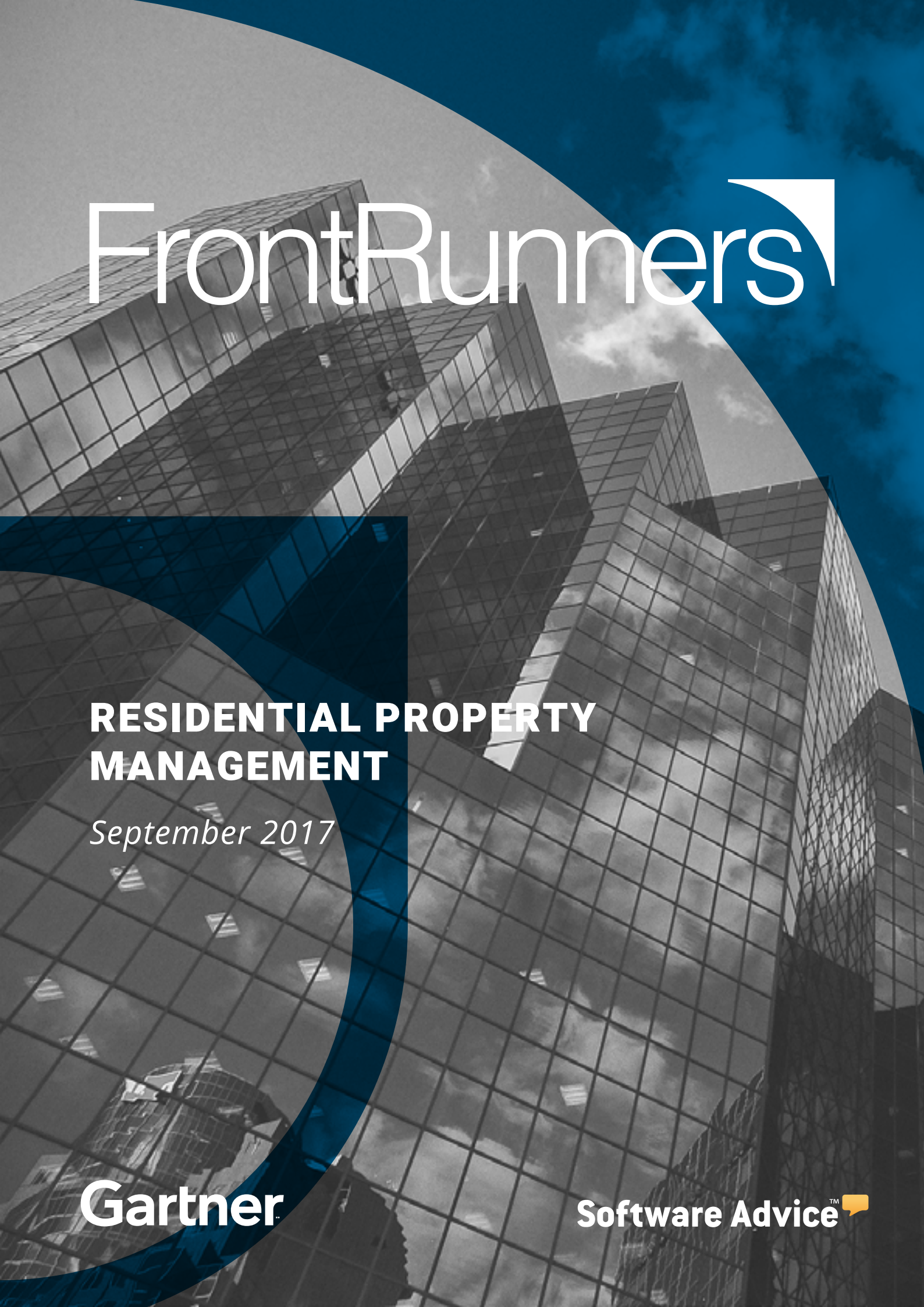


FrontRunners

RESIDENTIAL PROPERTY MANAGEMENT

September 2017

Gartner

Software Advice™

CONTENTS

4 Introduction

6 Defining Residential Property Management Software

7 The Quadrant

8 Residential Property Management FrontRunners Index

35 Runners Up

37 Methodology Basics

FRONTRUNNERS

9 ResMan

10 AppFolio Property Manager

11 Rent Manager

12 Buildium

13 OneSite

14 Rentec Direct

15 Property Vista

16 MRI Residential Management

17 Yardi Genesis2

18 Condo Manager

19 Propertyware

20 Property Boulevard

21 Tenant File

22 SimplifyEm

23 Hemlane

24 Rentmoji

25 Quicken Rental Property Manager

26 TenantCloud

27 Total Management

28 Property Matrix

29 RentPost

30 TOPS [ONE]

31 TrueRent

32 Property Manager Cloud

33 LandlordTracks Management Software

34 SKYLINE

INTRODUCTION

This FrontRunners analysis is a data-driven assessment identifying products in the Residential Property Management software market that offer the best capability and value for small businesses. For a given market, products are evaluated and given a score for the capability (x-axis) and value (y-axis) they bring to users. FrontRunners then plots the top 25-30 products in a quadrant format.

In the Residential Property Management FrontRunners graphic, the Capability axis starts at 2.60 and ends at 4.30, while the Value axis starts at 2.60 and ends at 4.50.

To be considered for the Residential Property Management FrontRunners, a product needed a minimum of 10 user reviews, a minimum capability user rating score of 2.2 and a minimum value user rating score of 2.3. In most cases, we evaluate hundreds of products and feature 20-25 as FrontRunners; all products that qualify as FrontRunners are top performing products in their market.

INTRODUCTION

Each product falls within a designated quadrant based on their axis scores. Dependent on the specific needs of the software buyer, a product placed in any quadrant category could be a good fit.

QUADRANT CATEGORIES:

- **Upper Right = Leaders:** Leaders are all-around strong products. They offer the highest value and capability in that market.

- **Upper Left = Masters:** Masters may have fewer capabilities, but end users value those capabilities highly. Depending on the functionality needed, a product positioned in the Masters quadrant might be a better option to consider than products positioned in other quadrants.

- **Lower Right = Pacesetters:** Pacesetters may offer a strong set of capabilities, but are not rated as high on value. For example, a Pacesetter might have a breadth of functionality at a higher price point.

- **Lower Left = Contenders:** Contenders are strong-performing products that have not yet achieved the Value and Capability of the products in the other quadrants. For example, products in this quadrant may be more suited for companies that need more specialized functionality that comes at a price.

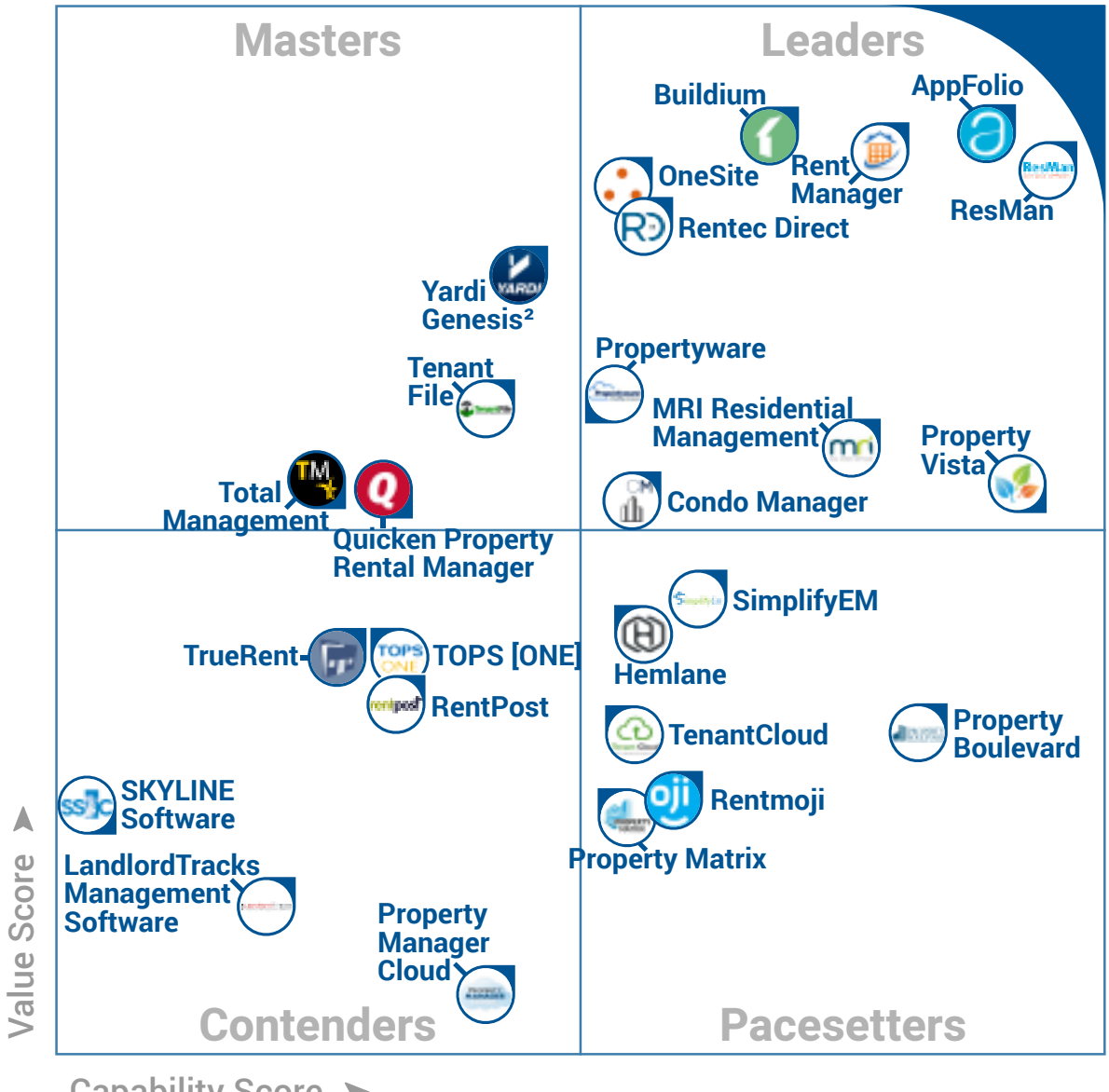
DEFINING RESIDENTIAL PROPERTY MANAGEMENT SOFTWARE

Residential Property Management software helps property managers oversee their daily operations for multi- and single-family properties, providing a centralized location where managers with multiple properties can view all of them at once.

Software Advice's FrontRunners quadrant is focused on the North American Residential Property Management software market. We identify this set of core capabilities for the Residential Property Management software category: **tenant and lease tracking.**

In addition, we identify several related features that organizations purchasing Residential Property Management software may also need or wish to consider: accounting, maintenance management, budgeting and forecasting, tenant portal, contact management, credit check, insurance management, landlord database, late fee calculation, online payments, owner portal, portfolio management, tax management, vacancy tracking and website management.

THE QUADRANT



All products that qualify as FrontRunners are top performing products in their market.

RESIDENTIAL PROPERTY MANAGEMENT FRONTRUNNERS

9 ResMan

10 AppFolio Property Manager

11 Rent Manager

12 Buildium

13 OneSite

14 Rentec Direct

15 Property Vista

16 MRI Residential Management

17 Yardi Genesis2

18 Condo Manager

19 Propertyware

20 Property Boulevard

21 Tenant File

22 SimplifyEm

23 Hemlane

24 Rentmoji

25 Quicken Rental Property Manager

26 TenantCloud

27 Total Management

28 Property Matrix

29 RentPost

30 TOPS [ONE]

31 TrueRent

32 Property Manager Cloud

33 LandlordTracks Management Software

34 SKYLINE

RESMAN
FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: LEADERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	4.26	VALUE	4.34
Capability User Rating	**4.83**	**Value User Rating**	**4.87**
Functionality Breadth	**3.70**	**Adoption Score**	**3.82**
Features	2.80	Customer Base	3.80
Integrations	4.60	Reviews Volume	2.80
Confidence Score	**3.70**	Google Searches	4.90
Customer Base	3.80	Skills Base	3.80
Employee Base	3.60		
Customer Growth	4.30		
Employee Growth	3.10		

Software Advice™

APPFOLIO PROPERTY MANAGER

FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: LEADERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	4.17	VALUE	4.41
Capability User Rating	**4.17**	**Value User Rating**	**4.22**
Functionality Breadth	**4.40**	**Adoption Score**	**4.60**
Features	4.40	Customer Base	4.90
Integrations	4.40	Reviews Volume	4.90
Confidence Score	**3.95**	Google Searches	3.10
Customer Base	4.90	Skills Base	4.90
Employee Base	4.10		
Customer Growth	4.10		
Employee Growth	2.70		

Software Advice™

RENT MANAGER
FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: LEADERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	4.00	VALUE	4.38
Capability User Rating	**4.16**	**Value User Rating**	**4.17**
Functionality Breadth	**3.70**	**Adoption Score**	**4.58**
Features	3.90	Customer Base	4.70
Integrations	3.50	Reviews Volume	4.60
Confidence Score	**4.00**	Google Searches	4.10
Customer Base	4.70	Skills Base	4.70
Employee Base	3.80		
Customer Growth	3.10		
Employee Growth	4.40		

Software Advice™

BUILDIUM
FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: LEADERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	3.83	VALUE	4.41
Capability User Rating	**4.29**	**Value User Rating**	**4.34**
Functionality Breadth	**3.05**	**Adoption Score**	**4.48**
Features	3.90	Customer Base	4.30
Integrations	2.20	Reviews Volume	5.00
Confidence Score	**3.70**	Google Searches	4.70
Customer Base	4.30	Skills Base	4.30
Employee Base	3.90		
Customer Growth	3.30		
Employee Growth	3.30		

Software Advice™

ONESITE
FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: LEADERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	3.61	VALUE	4.31
Capability User Rating	**4.32**	**Value User Rating**	**4.26**
Functionality Breadth	**1.70**	**Adoption Score**	**4.37**
Features	1.90	Customer Base	4.40
Integrations	1.50	Reviews Volume	3.90
Confidence Score	**4.10**	Google Searches	4.30
Customer Base	4.40	Skills Base	4.60
Employee Base	4.60		
Customer Growth	2.80		
Employee Growth	4.60		

Software Advice™

RENTEC DIRECT
FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: LEADERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	3.64	VALUE	4.24
Capability User Rating	**4.52**	**Value User Rating**	**4.69**
Functionality Breadth	**2.45**	**Adoption Score**	**3.78**
Features	2.70	Customer Base	3.60
Integrations	2.20	Reviews Volume	4.70
Confidence Score	**3.08**	Google Searches	3.60
Customer Base	3.60	Skills Base	3.60
Employee Base	2.70		
Customer Growth	2.50		
Employee Growth	3.50		

Software Advice™

PROPERTY VISTA
FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: LEADERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	4.21	VALUE	3.59
Capability User Rating	**4.90**	**Value User Rating**	**4.91**
Functionality Breadth	**3.55**	**Adoption Score**	**2.27**
Features	2.80	Customer Base	2.80
Integrations	4.30	Reviews Volume	1.00
Confidence Score	**3.48**	Google Searches	2.00
Customer Base	2.80	Skills Base	2.50
Employee Base	3.10		
Customer Growth	5.00		
Employee Growth	3.00		

Software Advice™

MRI RESIDENTIAL MANAGEMENT

FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: LEADERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	3.96	VALUE	3.81
Capability User Rating	**4.06**	**Value User Rating**	**4.09**
Functionality Breadth	**3.90**	**Adoption Score**	**3.53**
Features	2.80	Customer Base	4.10
Integrations	5.00	Reviews Volume	3.30
Confidence Score	**3.83**	Google Searches	1.50
Customer Base	4.10	Skills Base	4.10
Employee Base	4.30		
Customer Growth	2.00		
Employee Growth	4.90		

Software Advice™

YARDI GENESIS2
FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: MASTERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	3.37	VALUE	4.14
Capability User Rating	**3.77**	**Value User Rating**	**3.64**
Functionality Breadth	**2.25**	**Adoption Score**	**4.63**
Features	2.30	Customer Base	5.00
Integrations	2.20	Reviews Volume	2.80
Confidence Score	**3.68**	Google Searches	5.00
Customer Base	5.00	Skills Base	5.00
Employee Base	4.40		
Customer Growth	2.50		
Employee Growth	2.80		

Software Advice™

CONDO MANAGER
FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: LEADERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	3.62	VALUE	3.71
Capability User Rating	**4.33**	**Value User Rating**	**4.50**
Functionality Breadth	**3.15**	**Adoption Score**	**2.92**
Features	2.80	Customer Base	3.00
Integrations	3.50	Reviews Volume	2.50
Confidence Score	**2.68**	Google Searches	3.00
Customer Base	3.00	Skills Base	3.00
Employee Base	1.90		
Customer Growth	2.30		
Employee Growth	3.50		

Software Advice™

PROPERTYWARE
FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: LEADERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	3.46	VALUE	3.80
Capability User Rating	**3.25**	**Value User Rating**	**3.10**
Functionality Breadth	**2.95**	**Adoption Score**	**4.50**
Features	4.40	Customer Base	4.60
Integrations	1.50	Reviews Volume	4.40
Confidence Score	**4.40**	Google Searches	4.60
Customer Base	4.60	Skills Base	4.40
Employee Base	4.60		
Customer Growth	3.80		
Employee Growth	4.60		

Software Advice™

PROPERTY BOULEVARD

FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: PACESETTERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	4.06	VALUE	3.17
Capability User Rating	**4.21**	**Value User Rating**	**3.92**
Functionality Breadth	**4.55**	**Adoption Score**	**2.42**
Features	4.40	Customer Base	2.70
Integrations	4.70	Reviews Volume	1.50
Confidence Score	**3.25**	Google Searches	2.20
Customer Base	2.70	Skills Base	2.70
Employee Base	2.30		
Customer Growth	3.90		
Employee Growth	4.10		

Software Advice™

TENANT FILE
FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: MASTERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	3.33	VALUE	3.89
Capability User Rating	**4.22**	**Value User Rating**	**4.65**
Functionality Breadth	**2.50**	**Adoption Score**	**3.13**
Features	2.80	Customer Base	3.50
Integrations	2.20	Reviews Volume	2.70
Confidence Score	**2.38**	Google Searches	2.50
Customer Base	3.50	Skills Base	3.30
Employee Base	1.50		
Customer Growth	3.50		
Employee Growth	1.00		

Software Advice™

SIMPLIFYEM

FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: PACESETTERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	3.72	VALUE	3.43
Capability User Rating	**4.38**	**Value User Rating**	**4.38**
Functionality Breadth	**4.15**	**Adoption Score**	**2.47**
Features	4.40	Customer Base	1.90
Integrations	3.90	Reviews Volume	4.10
Confidence Score	**1.98**	Google Searches	3.50
Customer Base	1.90	Skills Base	1.70
Employee Base	3.00		
Customer Growth	1.00		
Employee Growth	2.00		

Software Advice™

HEMLANE
FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: PACESETTERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	3.53	VALUE	3.36
Capability User Rating	**4.88**	**Value User Rating**	**4.98**
Functionality Breadth	**1.65**	**Adoption Score**	**1.73**
Features	2.30	Customer Base	1.90
Integrations	1.00	Reviews Volume	2.00
Confidence Score	**2.73**	Google Searches	1.20
Customer Base	1.90	Skills Base	1.70
Employee Base	1.90		
Customer Growth	3.60		
Employee Growth	3.50		

Software Advice™

RENTMOJI
FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: PACESETTERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	3.69	VALUE	3.04
Capability User Rating	**5.00**	**Value User Rating**	**4.96**
Functionality Breadth	**2.85**	**Adoption Score**	**1.12**
Features	1.00	Customer Base	1.00
Integrations	4.70	Reviews Volume	1.00
Confidence Score	**1.93**	Google Searches	1.70
Customer Base	1.00	Skills Base	1.00
Employee Base	1.00		
Customer Growth	4.70		
Employee Growth	1.00		

Software Advice™

QUICKEN RENTAL PROPERTY MANAGER

FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: MASTERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	3.14	VALUE	3.57
Capability User Rating	**3.69**	**Value User Rating**	**3.70**
Functionality Breadth	**2.05**	**Adoption Score**	**3.45**
Features	1.90	Customer Base	3.10
Integrations	2.20	Reviews Volume	3.10
Confidence Score	**3.13**	Google Searches	4.40
Customer Base	3.10	Skills Base	3.50
Employee Base	5.00		
Customer Growth	1.90		
Employee Growth	2.50		

Software Advice™

TENANTCLOUD
FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: PACESETTERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	3.50	VALUE	3.17
Capability User Rating	**4.10**	**Value User Rating**	**4.33**
Functionality Breadth	**3.00**	**Adoption Score**	**2.02**
Features	3.80	Customer Base	1.90
Integrations	2.20	Reviews Volume	3.50
Confidence Score	**2.80**	Google Searches	1.40
Customer Base	1.90	Skills Base	1.70
Employee Base	3.30		
Customer Growth	1.00		
Employee Growth	5.00		

Software Advice™

TOTAL MANAGEMENT
FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: MASTERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	3.04	VALUE	3.60
Capability User Rating	**4.05**	**Value User Rating**	**4.12**
Functionality Breadth	**1.60**	**Adoption Score**	**3.08**
Features	1.00	Customer Base	2.50
Integrations	2.20	Reviews Volume	4.30
Confidence Score	**2.48**	Google Searches	3.80
Customer Base	2.50	Skills Base	2.70
Employee Base	2.30		
Customer Growth	1.00		
Employee Growth	4.10		

Software Advice™

PROPERTY MATRIX
FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: PACESETTERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	3.48	VALUE	3.01
Capability User Rating	**4.57**	**Value User Rating**	**4.51**
Functionality Breadth	**2.70**	**Adoption Score**	**1.50**
Features	4.40	Customer Base	1.00
Integrations	1.00	Reviews Volume	2.20
Confidence Score	**2.08**	Google Searches	2.80
Customer Base	1.00	Skills Base	1.00
Employee Base	2.80		
Customer Growth	1.00		
Employee Growth	3.50		

Software Advice™

RENTPOST
FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: CONTENDERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	3.17	VALUE	3.22
Capability User Rating	**4.48**	**Value User Rating**	**4.82**
Functionality Breadth	**2.50**	**Adoption Score**	**1.62**
Features	1.50	Customer Base	1.00
Integrations	3.50	Reviews Volume	1.00
Confidence Score	**1.23**	Google Searches	3.30
Customer Base	1.00	Skills Base	1.70
Employee Base	1.90		
Customer Growth	1.00		
Employee Growth	1.00		

Software Advice™

TOPS [ONE]
FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: CONTENDERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	3.08	VALUE	3.31
Capability User Rating	**3.85**	**Value User Rating**	**3.53**
Functionality Breadth	**1.85**	**Adoption Score**	**3.08**
Features	1.50	Customer Base	3.30
Integrations	2.20	Reviews Volume	3.80
Confidence Score	**2.75**	Google Searches	1.90
Customer Base	3.30	Skills Base	3.10
Employee Base	3.50		
Customer Growth	2.00		
Employee Growth	2.20		

Software Advice™

TRUERENT
FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: CONTENDERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	3.07	VALUE	3.31
Capability User Rating	**4.54**	**Value User Rating**	**4.60**
Functionality Breadth	**1.00**	**Adoption Score**	**2.02**
Features	1.00	Customer Base	1.90
Integrations	1.00	Reviews Volume	2.20
Confidence Score	**2.20**	Google Searches	2.70
Customer Base	1.90	Skills Base	1.70
Employee Base	1.00		
Customer Growth	4.90		
Employee Growth	1.00		

Software Advice™

PROPERTY MANAGER CLOUD
FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: CONTENDERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	3.30	VALUE	2.67
Capability User Rating	**4.20**	**Value User Rating**	**4.01**
Functionality Breadth	**2.90**	**Adoption Score**	**1.32**
Features	1.90	Customer Base	1.00
Integrations	3.90	Reviews Volume	1.70
Confidence Score	**1.90**	Google Searches	2.20
Customer Base	1.00	Skills Base	1.00
Employee Base	1.00		
Customer Growth	4.60		
Employee Growth	1.00		

Software Advice™

LANDLORDTRACKS MANAGEMENT SOFTWARE

FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: CONTENDERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	2.97	VALUE	2.83
Capability User Rating	**3.89**	**Value User Rating**	**4.05**
Functionality Breadth	**2.15**	**Adoption Score**	**1.60**
Features	2.80	Customer Base	1.00
Integrations	1.50	Reviews Volume	3.60
Confidence Score	**1.95**	Google Searches	1.00
Customer Base	1.00	Skills Base	1.50
Employee Base	1.50		
Customer Growth	4.30		
Employee Growth	1.00		

Software Advice™

SKYLINE
FRONTRUNNERS SCORECARD

QUADRANT PLACEMENT: CONTENDERS

The scores below are based on numeric value between 1 and 5.

CAPABILITY	2.68	VALUE	2.92
Capability User Rating	**2.24**	**Value User Rating**	**2.31**
Functionality Breadth	**2.70**	**Adoption Score**	**3.53**
Features	3.90	Customer Base	3.90
Integrations	1.50	Reviews Volume	1.70
Confidence Score	**3.53**	Google Searches	3.90
Customer Base	3.90	Skills Base	3.90
Employee Base	4.90		
Customer Growth	3.00		
Employee Growth	2.30		

Software Advice™

RUNNERS UP

Providers listed as Runners Up were considered for inclusion in the quadrant, but were ultimately not included for one or more reasons: they did not have enough reviews; they did not meet the reviews score minimum; they did not meet the ultimate Value and Capability minimum scores; or they did not meet our functionality requirements for the market.

123Landlord.com

360PM

AMTdirect

Angus AnyWhere

Apartment ManagerXP

ARGUS Enterprise

Arthur

Axxerion Property Management

Blue Sky Portfolio Manager

Bostonpost

BudgeTrac LEAD

Comet

ComVibe

CoStar Real Estate Manager

Easy Rental Software

Entrata

EstatePlus

Greenhouse PM

Hostaway

iManageRent

In4Suite

INFO-Tracker

Infor Property Management

InfoSite

iPM CRM

IQWARE PMS

Jenark Property Management

LandlordMAX

LandlordSidekick.com

Leasetool

Maisonette

MDS Explorer

MRI Commercial Management

MRI Software

MyCommunity

OnSite Property Manager

Palace

RUNNERS UP

PapayaPods Pro-Management

PCHomes

Point2 Property Manager

ProLease Lease Admin

ProNest

Propertify Cloud

Property Genie

Property360

PropertyBoss

PropertyBoulevard

Re-Leased

Real Estate Script

Real Home Finders

RealEstatePro

RealPage Property Management

Realty Shine

RealtyJuggler

RemoteLandlord

Rent Magic 2.0

Rentables

Rentalutions

Rentberry

RIS Property Management

RoomKeyPMS

Sakaar REMS

Skyware

Smart Building Apps

Smart Housing

Smart Property Systems

Spacebase

Tenmast

The Property

Turbo Tenant

ValencePM

Vi-Pro MIS

Village Management Software

Visual Lease

Visual Matrix PMS

METHODOLOGY BASICS

The FrontRunners methodology assesses and calculates a score for products on two primary dimensions: Capability on the x-axis and Value on the y-axis.

THE CAPABILITY SCORE IS AN OVERALL WEIGHTED AVERAGE OF SCORES INCLUDING:

- End-user ratings of one to five stars on the product's functionality.
- End-user ratings of one to five stars on the product's ease of use.
- End-user ratings of one to five stars on the product's customer support.
- A score, relative to other products in the market, for the product's inclusion of key functionality for the software category.
- A score, relative to other products in the market, representing the number of other products that integrate with it.

THE VALUE SCORE IS AN OVERALL WEIGHTED AVERAGE OF SCORES INCLUDING:

- End-user ratings of one to five stars on overall satisfaction with the product.
- End-user ratings of one to five stars on how valuable users consider the product to be relative to its price.
- End-user ratings of one to five stars on how likely they are to recommend the product to others.
- A score, relative to other products in the market, for the size of the product's customer base.
- A score, relative to other products in the market, for the number of professionals in the market who have experience with the product (e.g., users, developers, administrators).
- A score, relative to other products in the market, representing the total number of user reviews across the three Gartner web properties.
- A score, relative to other products in the market, representing the average number of times per month internet users search for the product on Google.

METHODOLOGY BASICS

Markets are defined by a core set of functionality, and products considered for, and included in, FrontRunners must offer that core set of functionality. Additional related functionality can contribute to the capability score for a product. To qualify for consideration in a FrontRunners quadrant, a product must have a minimum number of unique, user-submitted product reviews across the three Gartner Digital Markets web properties: softwareadvice.com, capterra.com and getapp.com. The minimum number of reviews required per product may differ by category, but will generally be between 10 and 20 unique reviews.

Gartner
Software Advice™