

## Pick & Choose the Products you need



### COMMUNICATION

Automated phone, email, & text messaging with message tracking & advanced analytics.

[WATCH VIDEO](#)



### MAINTENANCE

Service requests, work orders and vendor management tools that keep you updated.

[WATCH VIDEO](#)



### HELP DESK

Community specific support and customer relationship software.

[WATCH VIDEO](#)



### BOARD<sup>+</sup>

Board Task Management, Architectural Change Requests and Rule Violations products.

[WATCH VIDEO](#)



### RESIDENT PORTAL

Balance, ledger, payments, documents, directory, & more.

[WATCH VIDEO](#)



### CONDO & RENTAL

Tools for condos, high-rises, apartments and rentals.

[WATCH VIDEO](#)



### COMMUNITY WEBSITES

Easy to manage & build websites for your community.

[WATCH VIDEO](#)

## Pick & Choose the Products you need



### COMMUNICATION

Automated phone, email, & text messaging with message tracking & advanced analytics.

- Foreign language support
- Archived history of all outgoing messages
- Reverse 911 emergency communications
- Invalid contacts reports
- Create dynamic distribution groups by street, building, floor, or individuals
- Confirmation of delivery
- Send to multiple communities at once



### MAINTENANCE

Service requests, work orders and vendor management tools that keep you updated.

- Portfolio-level dashboards
- Vendor management
- Auto & ad-hoc reporting
- Stale & forgotten work order reports
- Vendor & staff assignment
- Notify resident of ticket updates
- Audit trail of ticket history
- Automated vendor COI expiration notifications



### HELP DESK

Community specific support and customer relationship software.

- Activity & incident logs
- Searchable FAQ & Knowledge base
- Support ticket assignment
- Portfolio-level dashboard
- Cross-community search
- Task management
- Ticket level tracking
- Employee & community performance report
- PDF meeting report



### BOARD<sup>+</sup>

Architecture Change Requests, Board Task Management and Rule Violations products built for HOAs.

- Track and monitor rule violations, ACRs and tasks
- Approve ACR forms
- Assign violations for follow ups with scheduled dates
- Attach documents
- Notify residents of changes
- Assign tasks & ACRs to management or board members.

## Pick & Choose the Products you need



### RESIDENT PORTAL

Balance, ledger, payments, documents, directory, & more.

- Resident login
- Online payments
- Balance & ledger
- Community documents
- Resident directory
- Update personal data & have it go to the accounting software
- Occupants can manage other unit occupants
- Community calendars
- Alternate address



### CONDO & RENTAL

Tools for condos, high-rises, apartments and rentals.

- Tenant & lease tracking
- Package notifications
- Unit document management
- Vehicle tracking
- Pet management
- Insurance tracking
- Alternate contact
- Automated lease expiration reporting
- Visitor & guest



### COMMUNITY WEBSITES

Easy to manage & build websites for your community.

- Easy drag and drop interface
- Custom colors and styling
- Use your community logo and banners
- Integrated with other Pilera functionality
- View balance & ledger
- Mobile friendly and responsive designs
- Modern look