PILLAR 9
TECHNOLOGIES

Meet Pillar 9 – the registered company name of Alberta One Realty Listing Services Inc. (AORLS). Soon, Pillar 9 services will launch to provide a streamlined technology experience for REALTORS®.

Pillar 9 is a for profit company owned by its REALTOR® subscribers – members of nine Alberta real estate boards and the Alberta Real Estate Association (AREA), which represent the founding shareholders.

With Pillar 9, REALTORS® will have access to a wider pool of data to better serve their clients, improved buying power, access to new products and services, plus the ability to conduct business on a single-point MLS® System.

Alberta board members can anticipate the following services, support and system changes upon migration to Pillar 9:

Pillar 9 MLS® System

Alberta board members will have access to a newly designed Matrix™ interface, with streamlined data fields and pick lists that are consistent for all users across Alberta. The new MLS® structure and fields have been developed to streamline data input, provide greater data accuracy and meet the Real Estate Standards Organization (RESO) Gold standards.

As each board migrates to Pillar 9, their property listing data will be added to the new system. Boards will have access to all provincial data once every board has migrated to the new system.

Please note, once the Pillar 9 MLS® System launches for your board, access to your old MLS® System will no longer be available.

If your board is new to the Matrix™ interface, your members will now be using the number one MLS® System in North America. The Matrix™ platform will enhance member experience with the MLS® System. It's an intuitive system with cross-browser capabilities that is compatible across all operating platforms. It works seamlessly on Microsoft, Apple and Android devices.

Agent efficiency tools

With Pillar 9, REALTORS® will have access to a full suite of real estate technology to support their business.

> **Prospects CRM** is integrated with Matrix™ to provide real estate agents seamless access to client and listings data to organize contacts and manage customer relationships.

Prospects Mobile app works hand in hand with the Matrix™ MLS® System and Prospects CRM to help agents close more deals when they are away from their computer and office.

REMaps is an intuitive mapping tool uniquely designed for REALTORS®. REMaps uses data from Matrix™ MLS® System, along with additional third-party data, to provide agents with a dynamic mapping experience.

Data protection

REALTORS® will have increased data protection with Clareity SafeMLS, a single sign-on password management system to keep member and listing data secure. Members will be sent a migration checklist before moving to the Pillar 9 system, which will include login instructions.

Data integrity

Pillar 9 will have an automated data checking solution integrated with Matrix™, capable of reducing the all-manual listing checking processes.

System training

Prior to migration, member subscribers will receive communication inviting them to register for interactive training webinars hosted online by an instructor. Training will run on each board's cutover and migration dates via Zoom webinars. A recording of these webinars and other training resources will be available on the Pillar 9 website for members.

Members will also have access to recorded training videos on the Pillar 9 website that will review MLS® System features including: Quick CMA; Create and modify auto email; My Information (Profile); and how to copy listings.

Training webinars, videos and support materials will also be available for agent efficiency tools, including Prospects CRM and Prospects Mobile.

Tech support

All member subscribers of Pillar 9 will have access to live help desk support via phone and email seven days a week. Help desk contact information will be available to members when they migrate to the new system.

Members will also have access to on-demand, step-by-step member support available directly in the MLS® System software via the WalkMe browser extension. WalkMe helps users complete online tasks without leaving the software to watch video tutorials, read manuals or FAQ pages.

Migration dates

Alberta boards will begin migration to Pillar 9 in April 2020. When a board migrates, their property listing data will be added to the MLS® System. Once all Alberta boards have migrated, members will have access to all Alberta listing data.

Please note, there will be a short cutover for each board. Once members migrate to the Pillar 9 system, they will lose access to their previous MLS® System. This is because the data sync must go in one direction from members' old MLS® System to new MLS® System.

Please view the Alberta board migration schedule below:

Board	Cutover date	Migration date
GPAAR – Grande Prairie & Area Association of REALTORS®	April 14	April 15
CREB® – Calgary Real Estate Board	May 4	May 5
AWRA – Alberta West REALTORS® Association	May 25	May 26
RALD – REALTORS® Association of Lloydminster & District	May 25	May 26
CARA – Central Alberta REALTORS® Association	June 15	June 16
LDAR – Lethbridge & District Association of REALTORS®	June 15	June 16
MHREB – Medicine Hat Real Estate Board	June 15	June 16
FMREB – Fort McMurray Real Estate Board	June 15	June 16
RASCA – REALTORS® Association of South-Central Alberta	June 15	June 16

More information

For more information on Pillar 9, please read the attached FAQ.

For additional questions, please email contact@onerls.com.