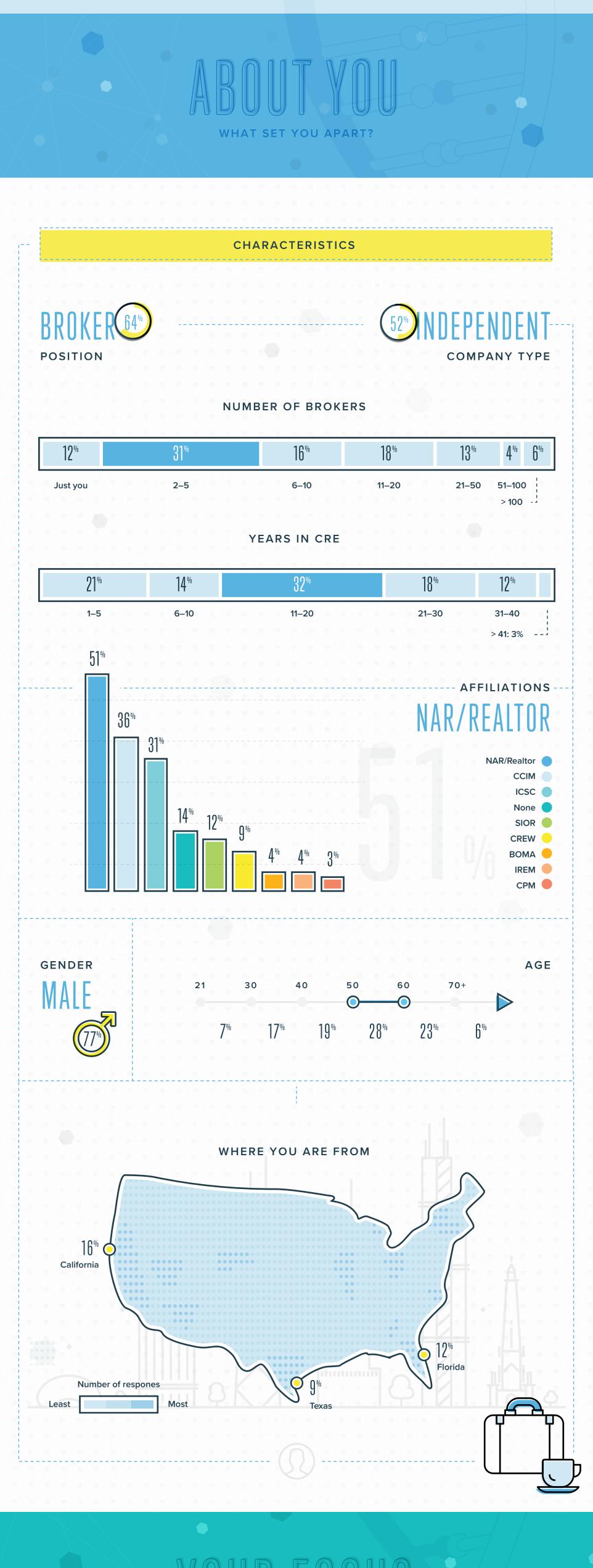
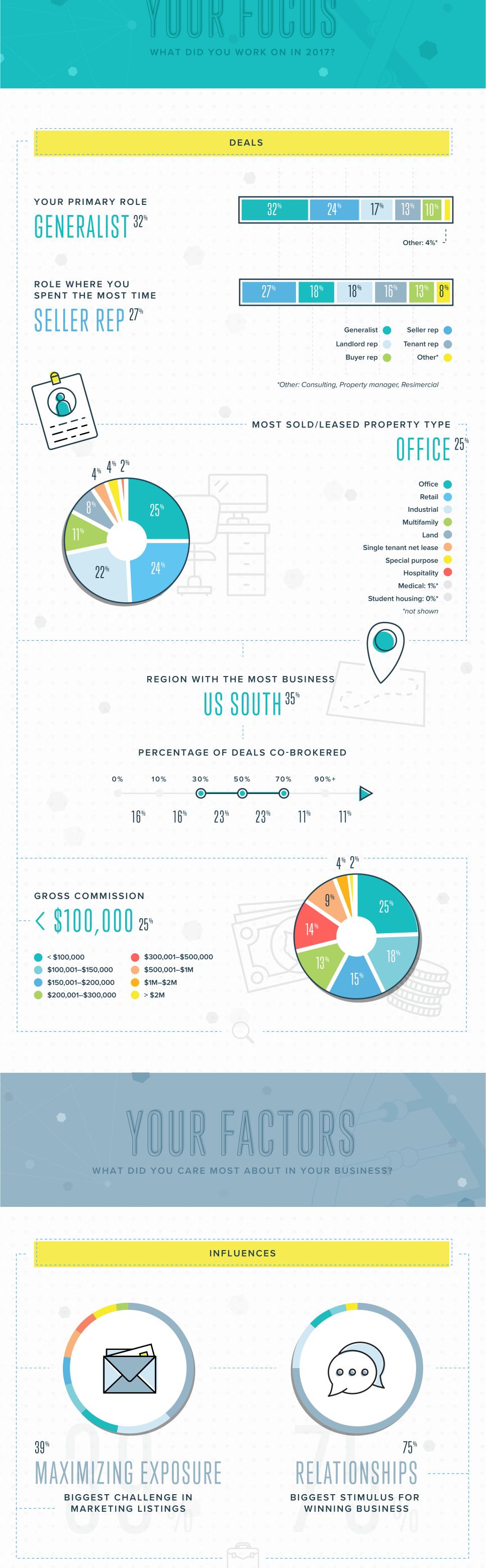
## 2017

## **2017** BROKER EDITION RESULTS





## WHAT TOOLS HELPED YOU THE MOST? **TECHNOLOGY TOP TECH TOOLS** FIND AND LIST SPACE 73<sup>th</sup> 61% 59% 73% Find and list space (CoStar, Catylist, LoopNet, RealMassive, Xceligent) **Email marketing** (Constant Contact, MailChimp) 43% 48% 42<sup>%</sup> **Document sharing** (Buildout, Dropbox, Real Capital Markets) CRM/relationship managing (Apto, ClientLook, RealNex) **Electronic document signatures** (DocuSign, HelloSign) Marketing software (Buildout, Property Capsule, RealNex) Source data: 41% // Commissions and back-office: 25% // Video/photography software: 21% // Blogging: 14% // Lead generation: 14% // Connect tools: 14% // Other: 9%\* // Online payments: 6% // Virtual reality and 3D tours: 6% // Lease management: 6% // \*Write ins: Yardi, Local CMLS **TOP MARKETING** AND SOCIAL TOOLS LinkedIn: 75% Google+: 12% Facebook: 50% Facebook Live: 5% Twitter: 35% Snapchat: 2% Blog: 18% Pinterest: 2% Periscope: 1% YouTube: 17% TOP SOURCE OF PROPERTY INFO Instagram: 17% SlideShare: 1%

R	ESPONSIBILITIES			
HAV	/E ADMIN SUPPORT			
38%	35%		2	7%
Yes, my firm pays for the support	No		Yes, I pay fo	r the support
HOURS PER WEEK SPENT ON ADMIN TASKS 6-10 26 <sup>%</sup>	22%	26 <sup>%</sup>	13% 11%	20%
		20	10 11	20
	- < 1: 1%			5% - <sup>-</sup> N/A: 2%
HOURS PER WEEK SPENT ON MARKETING TASKS				
<b>_ 5</b> 26 <sup>%</sup>	26%	22 <sup>%</sup>	13 <sup>%</sup> 13 <sup>%</sup>	<sup>∞</sup> 19 <sup>∞</sup>
	- <1:3%			 3% - <sup> </sup> N/A: 1% -
	<1	1–5	6–10	11–15
	<b>1</b> 6–20	> 20	Not sure	N/A
({				

HOW DID YOU SPEND YOUR TIME IN 2017?

## PREDICTIONS WHAT DO YOU FORESEE IN 2018?

	Increase Stay the same Decre
	BROKERAGE COMMISSION
LAN TO RECRUIT	REVENUE WILL
ORE BROKERS	
	CRE INDUSTRY STAFFING NEEDS WILL
<b>68</b> <sup>%</sup>	
HINK A NATIONAL REAL STATE LICENSE SHOULD OT BE REQUIRED	
RE WILL EMBRACE TECH	THE NUMBER OF CRE BROKERS WILL
INRE 84 <sup>%</sup>	<b>57</b> <sup>%</sup> <b>34</b> <sup>%</sup> <b>9</b> <sup>%</sup>
O O	
MOST ACTIVE	BRANCH IN 2018
<b>44</b> %	22 <sup>%</sup> 12 <sup>%</sup> 11 <sup>%</sup> 6 <sup>%</sup>
Industrial	Multifamily Office Retail Land O
THE TECH TOOLS YO	U PLAN TO ADOPT IN 2018
(52%) $(49%)$ $(44%)$	
Marketing CRM Electronic software document signature	Drone video Listing Document sharing marketplace (Dropbox)
*Document automation: 29% // Online p	
	ayment: 9% // Other: 7% // None of the above: 0%
	ayment: 9% // Other: 7% // None of the above: 0%
TECH THAT WILL AFFE	ayment: 9% // Other: 7% // None of the above: 0%
	ECT CRE THE MOST IN 2018
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Image: None of     Virtual reality     Artificial	ECT CRE THE MOST IN 2018 $ \begin{array}{c} \hline \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ $
Image: None of the aboveImage: Virtual realityImage: Virtual realityVirtual realityArtificial intelligence	ECT CRE THE MOST IN 2018 $ \begin{array}{c} \hline \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ $
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Image: None of the aboveImage: Virtual realityImage: Virtual realityImage: Virtual realityImage: None of the aboveImage: Virtual realityImage: Virtual realityImage: Virtual realityImage: None of the aboveImage: Virtual realityImage: Virtual realityImage: Virtual realityImage: None of the technologies will have an effect on CRE within 5–10 yearsImage: Virtual realityImage: Virtual realityImage: None of the technologies will have an effect on CRE within 5–10 yearsImage: Virtual realityImage: Virtual realityImage: None of the technologies will start planning forImage: Virtual realityImage: Virtual reality	ECT CRE THE MOST IN 2018
Image: state of the state of	TARY ECT CRE THE MOST IN 2018 $(12^{10})$
<ul> <li>(35%)</li> <li>(29%)</li> <li>(29%)</li> <li>(20%)</li> <li>(10%)</li> <li>(10%)</li> <li>(10%)</li> <li>(10%)</li> <li>(10%)</li> <li>(11%)</li> <li></li></ul>	TARY ECT CRE THE MOST IN 2018 $(12^{10})$
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<ul> <li>None of the above</li> <li>Virtual reality</li> <li>Virtual reality</li> <li>Artificial intelligence</li> <li>Artificial intelligence</li> <li>THEMES FROM WRITE-IN COMMENT</li> <li>Virtual reality will affect CRE the soonest</li> <li>All of the technologies will have an effect on CRE within 5–10 years</li> <li>Forward-thinkers will start planning for driverless cars</li> <li>Staying fluent in new CRE tech is critical for the industry</li> <li>Staying in the CRE industry will become difficult for brokers who cannot afford the rising cost of data</li> <li>In the absence of Xceligent, brokers lack a reliable, cost-effective source of critical data</li> </ul>	TARY EXERCISE TO TO TO TO TO TO TO TO TO TO
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<ul> <li>(35%)</li> <li>None of the above</li> <li>Virtual reality</li> <li>(29%)</li> <li>(10%)</li> <li>(10%)</li></ul>	TARY CT CRE THE MOST IN 2018
<ul> <li>(35%)</li> <li>None of the above</li> <li>Virtual reality</li> <li>Artificial chellingend</li> <li>Artificial chellin</li></ul>	TARY CT CRE THE MOST IN 2018
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