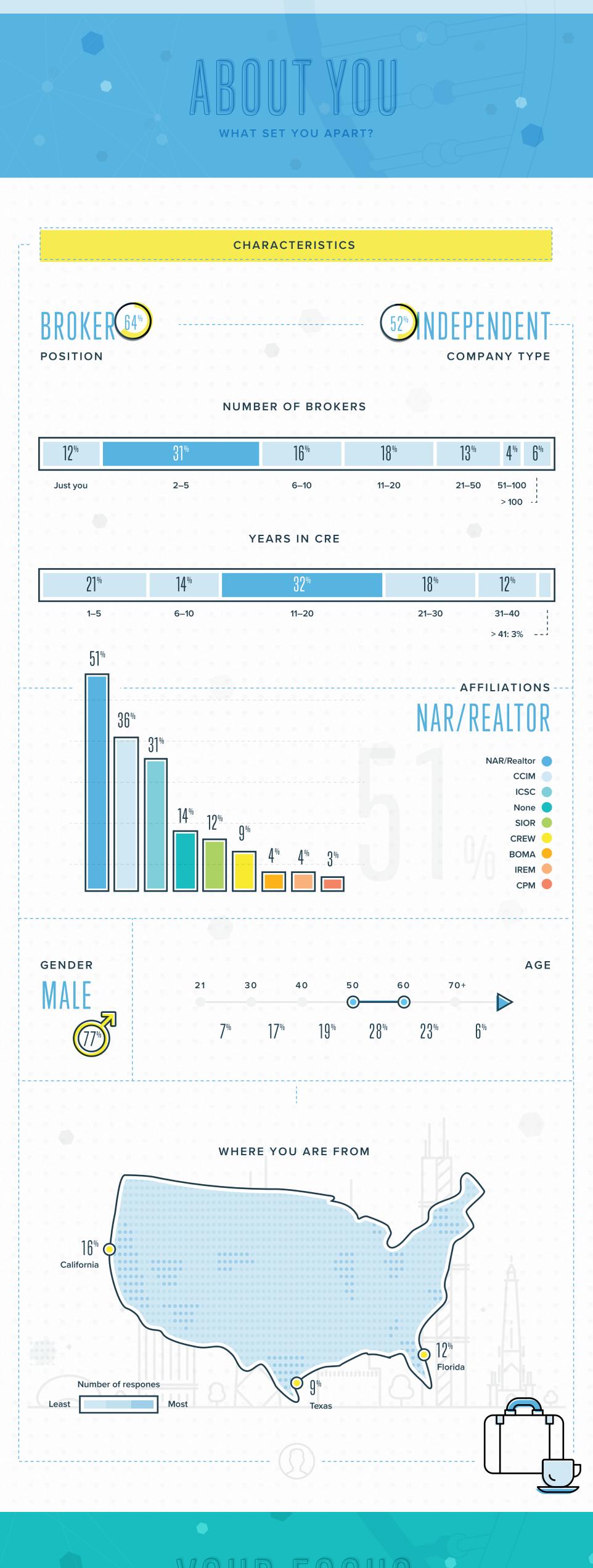
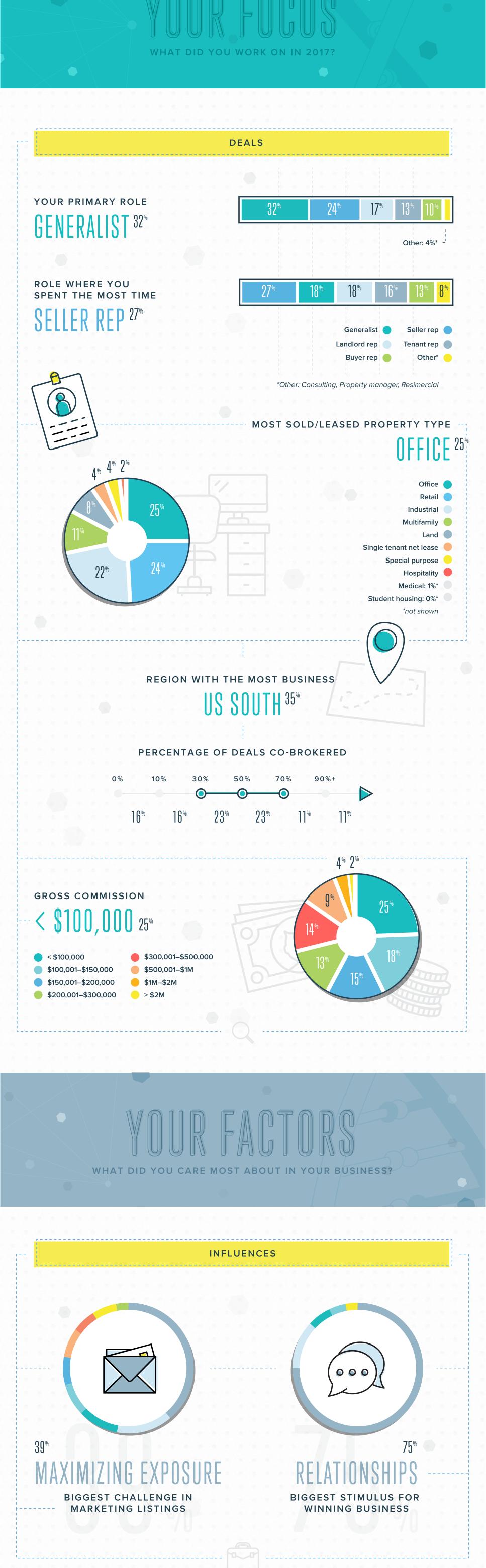
2017

2017 BROKER EDITION RESULTS





WHAT TOOLS HELPED YOU THE MOST? **TECHNOLOGY TOP TECH TOOLS** FIND AND LIST SPACE 73th 61% 59% 73% Find and list space (CoStar, Catylist, LoopNet, RealMassive, Xceligent) **Email marketing** (Constant Contact, MailChimp) 43% 48% 42[%] **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 [%]	22%	26 [%]	13% 11%	20%
		20	10 11	20
	- < 1: 1%			5% - ⁻ N/A: 2%
HOURS PER WEEK SPENT ON MARKETING TASKS				
_ 5 26 [%]	26%	22 [%]	13 [%] 13 [%]	[∞] 19 [∞]
	- <1:3%			 3% - N/A: 1% -
	<1	1–5	6–10	11–15
	1 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
68 [%]	
HINK A NATIONAL REAL STATE LICENSE SHOULD OT BE REQUIRED	
RE WILL EMBRACE TECH	THE NUMBER OF CRE BROKERS WILL
INRE 84 [%]	57 [%] 34 [%] 9 [%]
O O	
MOST ACTIVE	BRANCH IN 2018
44 %	22 [%] 12 [%] 11 [%] 6 [%]
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%
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