

Concerning the REMicrotools paperless management / compliance system. Here are just some of the immediate benefits of the paperless system we have experienced so far:

First off, 99% of our agents are crazy about this system. We have agents all over the Dallas area who don't office or live particularly close to our office, and with everyone watching their expenses more than ever, it is such a help with both time and convenience. We have had very little resistance in making this change. Agents were very curious as to how it would actually work – and it has exceeded everyone's expectations. There have been a handful of agents who are afraid of the technology and are hesitant to use the system, but we are helping them with it and it has not been a problem.

The savings in man-hours, paper costs, copier/printer maintenance and usage charges and toner/ink expense has been tremendous. We average around 350 transactions a month so print and copy related costs were very real to us. The paperless system is already saving us at least \$500 a month in hard costs – probably more.

We are anticipating enormous savings in storage expense as well. Our storage costs this year was nearly \$500 and we also have to factor in the expense of file folders for each transaction plus the expense of having it all boxed and shipped to off-site storage. We will not have to box files for 2009 and are delighted about that.

Lastly, but very importantly whenever our level one compliance person is unable to be at work we can seamlessly pickup that work with others in the MCA office because the system is web based. We see all the notes, the current status of a transaction. Prior to this system we would have to farm out all these files for approval by team leaders etc. – who obviously don't have the time to go through each transaction. Because the system is web based compliance can be done from any location which translates to additional huge savings for the office and the agents because compliance does not have to stop or slow down. Lack of interruption to flow in an MCA office is a big deal.

We also take advantage of vendor banner ads that run along the top of our paperless system. Because of the huge traffic to the site, they pay to be seen there. This is another source of revenue for the office from this system.

The paperless system has been of TREMENDOUS benefit to the Keller Williams/Dallas Preston Road office. We can't say enough good things about it and I actively encourage any MCA to look into obtaining it for their own market center use.

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