

A Common Sense Approach to Purchasing Housing Management Software

The old outdated approach

For years, housing authority administrators used the same approach for purchasing Housing Management Software. The purchase started with an expensive, time consuming process to develop a Request for Proposal (RFP). In the opinion of many, the RFP process is an ineffective method for purchasing software.

In some cases, housing authorities simply copy the software requirements from an old, outdated RFP used by another agency. In other cases, housing authorities choose to hire an outside computer consultant to determine the software requirements. Once the sometimes voluminous RFP responses are received it is difficult for housing authority management and staff to relate written software specifications to their hands on operating needs. Whatever the situation, in far too many instances the traditional selection process causes software purchase failure or dissatisfaction.



Likewise, outdated pricing models have inflated software prices. Typically, vendor software was priced like dinner at expensive steakhouse where everything from soup to dessert was an add-on cost. The same was true of the software purchase; each module was priced and sold separately with an additional fee for the ongoing support. Many times this ala cart pricing required the housing authority to purchase only the software they could afford, not what they needed.

At the same time, the housing authority had to buy costly servers and database licenses to host the application. After all this, the agency still had to provide its own data backup solution and IT services.

Once the software was installed, housing authorities suffered from many common problems including difficult to use software, inadequate training and software support that often took days or weeks to get a call back let alone an answer.

In addition, if the software vendor released a new version or major update the whole process started all over again.

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A Common Sense Approach to Purchasing Housing Management Software - continued

The new common sense approach

Management Computer Services, Inc. (MCS) created a completely different approach to housing management software with the development of PHA-Web. In short, PHA-Web is a leader in offering a complete web-based software solution designed specifically for housing authorities.

PHA-Web is designed with a completely different business model that eliminated most of the issues agencies faced when purchasing housing software.



First, PHA-Web pricing is offered as an all inclusive software subscription service. Since it is priced as an annual service there is nothing to buy and in most cases this has eliminated the need for going through the RFP process.

Even if a RFP is necessary, MCS requires a PHA-Web demonstration as part of the purchasing process. This live and hands on demonstration is performed either online or on site at no cost so housing authority management and staff can evaluate and understand how the software works.

The subscription fee pricing provides access to **all** core PHA-Web components of the software and **unlimited** toll free technical support. In fact, there are only a few optional components including document imaging, mobile solutions and website integration.

Since PHA-Web is cloud based there are no servers or database management software to buy. In addition, MCS handles all database administration, backups and automatic monthly software updates. The subscription service includes a software support system that is provided by friendly support team members on a first name basis with an average response time of 5 minutes!

Finally, the PHA-Web subscription service pricing greatly simplifies purchasing software and even more importantly make software very affordable especially for the small and medium size housing authorities that operate on a very tight budget.

If you are looking for new software and want to look at a solution that makes common sense visit www.pha-web.com or contact Scott Gleason at scott@pha-web.com or (608) 784-0354.

Better Software, Better Service... PHA-Web