ARCORI PM FREQUENTLY ASKED QUESTIONS

What is Arcori PM? What sets it apart from other software?

Arcori PM is a cloud-based integrated property management, maintenance and accounting solution developed specifically for the non-profit housing sector. Arcori PM provides the tools needed to effectively manage your properties and streamline operations with customized features for Rent Geared to Income (RGI) calculations, subsidies and more.

Arcori PM is completely focused on the Canadian non-profit social housing sector, so it has complete applicability and alignment with housing needs. It offers the most competitive price point in the marketplace based on a feature-for-feature comparison as well as full unlimited support and system upgrades at no additional cost.

Who is using Arcori PM?

Arcori has a diverse client base that includes city, regional and local government partners as well as Housing Providers across Canada. There are over 250 organizations using Arcori in Canada, with more than 50 non-profit housing providers and over 100 co-ops using Arcori PM in British Columbia. BC-based clients range from societies under 50 units to societies with over 3,400 units.

I'm worried about data security. Where is my data stored and what security features does Arcori PM have?

Arcori's IT Security is a multi-staged and comprehensive process that includes best practice application development, hardware and software firewalls, as well as use of leading Canadian Tier 3 Data Centres. BC Housing's IT team agrees that it is a sound and secure system.

Arcori also recognizes that data ownership is as important as data protection, which is why your data is yours in the Arcori PM system; it is stored on a secure server, and you can obtain a copy upon request.

Is there ever any software downtime?

Arcori's service agreement offers you 99.9% runtime. Clients are notified in the case of an update, which is done during off-peak hours.

Is Arcori capable of doing payroll?

Arcori is a full financial management tool for property management but does not offer payroll. There are several standalone payroll programs that provide this service, such as PayWorks and ADP. Contact us and we can put you in touch with non-profits housing providers to discuss what payroll services work for them.

We have several bank accounts, can Arcori accommodate?

Absolutely! As Arcori PM is an integrated property management and accounting solution, you will be able to carry more than one bank account within the system.

We manage multiple types of tenants, including market rental. Can Arcori handle that?

Yes, Arcori is a robust system that can track multiple tenant types and finances, including market tenants.

If someone moves from one building to another, is it easy to transfer that person?

Yes, Arcori can do these types of transfers. You will also have a history of tenant correspondence and transaction from their previous unit.

What if there is a feature we want that is not in Arcori?

New features are frequently released so the software is improving all the time. Requests are submitted through the Help Portal and reviewed by the development team. BC-based clients are asked for feedback on development features at our quarterly Arcori User Group.

Are there hidden fees?

No, there is a one-time implementation fee followed by annual licensing & support fees, all of which are upfront. Arcori believes in providing a transparent total cost of ownership proposal for clients review prior to acceptance.

I've heard of softwares introducing a base model that is later phased out, forcing upgrades for increased fees? Does Arcori do this?

No, the Arcori software has a singular system that is constantly improving. All feature update releases are free and available to all users, and we will never cancel a module or require a client to pay for upgrades.

Can I try a demo site to test out how it works?

While the Arcori software can be intuitive, there are several integrated features that the Arcori team will want to show you so you can learn about all its capabilities. This is more easily done in an Arcori-driven demo where we can answer your specific questions.

Can we migrate our existing property data to the software?

Of course. Arcori provides a variety of Data Import Techniques that is based upon a specific client assessment and is all addressed during the implementation process.

Is training and customer support available?

The Arcori team combines operational management, IT systems, statistical monitoring, data analysis, and policy development/research to provide training during implementation. Our ability to align our team with a network of strategic partners and alliances enables us to provide highly qualified, comprehensive, and innovative solutions and support.

Can Arcori be configured to our needs?

Arcori PM's software package is highly configurable. Arcori can work with your workflow needs and share their expertise from working with hundreds of social housing providers and cooperatives to ensure you maximize your investment and improve the efficiency and effectiveness of your organization.

Can former staff be deleted from the software?

Former staff can be deactivated, although they will remain tagged to any of their completed tasks.

What are the system requirements?

Arcori PM has a very limited footprint with no additional organizational cost and only requires a late model web browser so there is no impact on the organization's IT capacity or need for special hardware. All IT related components such as backups and software updates are handled by Arcori with no impact to you.

Can Arcori integrate with other tools?

Any integration is based upon two willing parties and as such each instance is assessed and completed on a case-by-case basis. Arcori has a variety of tools available to assist with the sharing of data between other separate systems (eg. Financial, Business Intelligence, etc.)

Does Arcori conform to PIPA?

Yes, Arcori does conform to PIPA legislation.

What organizational protections does Arcori Provide to its customers?

Arcori has leading software and security practices for Arcori PM, but we also retain applicable Commercial General Liability, Errors and Omissions and Software Insurance policies.

What should we expect with implementation and onboarding?

For a smooth transition from your current system to Arcori, your team will need to dedicate resources for a system import and process mapping with all departments to capture workflows. Staff should be prepared to practice after weekly trainings. Household, Maintenance, and Accounts Payable and Accounts Receivable records will also need to be updated prior to going live with the software.

Our average implementation process from inception to go live is normally a 3-6 month process.