



March 8, 2016

To: Whom it may concern

Re: Pilera Communication Software/Websites

Desert Shores Community Association needed to improve communication with its 3,351 owners and I was looking into different services that included reverse 911 calls, text, email and a more secure website that would integrate with our accounting software. After some research, I found the products either too cumbersome to implement, cost prohibitive or didn't integrate well with the community management industry.

I was excited to learn about Pilera, which addressed all forms of communication that I was interested in and hopeful that it would be affordable and that the implementation would be simple. While going through the vetting process and exploring options, I was very happy with all the assistance and support that was provided by the Pilera staff. They were always helpful and professional, providing answers to my many questions and patient with the Board approval process.

The website for us was a key component as I elected to have that be the point of contact for our owners to interact with the Pilera software. During the time of setting up the website, I was completely satisfied with the level of one on one training provided and the expediency in which they would respond back to my inquiries.

Our website and Pilera software have been up and running now for 3 months and aside from a few minor glitches, which were quickly resolved, I would say the implementation was quite smooth and well received throughout the community. I'm happy to recommend Pilera and I'm pleased that they continue to make improvements, on an already great product, to keep it up to speed with the ever changing technology and world we live in.

Sincerely,

Cary Brackett, CMCA, AMS, PCAM
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