

Community Intranet Feature Comparison Matrix

Introduction

Congratulations on your decision to implement a community intranet in your neighborhood. You have taken the first steps to making your neighborhood a wired community!

This Community Intranet Feature Comparison Matrix will help you thoroughly evaluate multiple vendors' community intranet product and services.

The Matrix covers a wide array of features that are typically found in community intranets. Some of the features covered in the matrix may not seem important to you in the short term, but as more and more people become comfortable with communicating and obtaining information online, members in your association will start to demand more advanced features from their community intranet. It is also important to keep future growth of usage patterns in mind, and consider concepts such as scalability and performance.


The features that are covered in this Comparison Matrix are the following:

- General Features
- Technical Support
- Summary Page
- Online Newsletters
- Document and File Library (optional module)
- Calendars
- Directories
- Classified Ads
- Message Boards
- Surveys
- Forms (optional module)
- Board Package (optional module)
- Local Content
- Security
- Marketing and Revenue Generating Features
- Technical Considerations


A Microsoft Excel version of this Feature Comparison Matrix is also available. The spreadsheet version includes a point scoring system that will quickly identify the best solution for your community based on the features you consider most important.

Good luck with your evaluation!


Community Intranet Feature Comparison Matrix

Feature Description	Priority		Option B	Option C
General Features				
Easy, Intuitive, and Consistent Navigation		Yes		
Feature Preferences Easy-to-use interface to turn features on/off		Yes		
Choice of Templates for “look” of the Intranet Community can choose from a wide array of interface templates, button styles, and graphical treatments.		Yes		
Integration with existing website Ability to add the Member Logon and Registration forms existing web site.		Yes		
Support for Multiple Administrators One intranet can have multiple administrators so that responsibilities can be shared.		Yes		
Configurable Administrative privileges High degree of configuration for Administrative rivulets. For example, Joan Smith could have Administrative privileges for the Newsletter and Calendars, but not for Surveys, Documents, etc.		Yes		
Broadcasting email capability Notification system to inform members of new newsletters, events, surveys, cancelled events, emergencies, etc.		Yes		
Opt-In/Out of Email Notifications Users can opt out of email notifications sent from the community intranet. They can opt-in/out of all messages or pick and choose the type of notifications that they want to receive.		Yes		


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Feature Description	Priority	 RESIDENT INTERACTIVE formerly iVicinity.com	Option B	Option C
General Features				
Activity Reports Activity Reports on intranet usage statistics		Yes		
Domain Name Registration A unique web address is included with the service. For example, www.yourcommunity.org		Yes		
Email Aliases An unlimited number of email aliases are available. For example, president@yourcommunity.org would forward to your board president, or board@yourcommunity.org would forward to all board members.		Yes		
High Degree of Interactivity Site is very easy to update and supports a high level of collaboration for keeping the content fresh and meaningful.		Yes		
Related Communities Users can belong to multiple intranet sites, i.e. a homeowners association, a church, a tennis team, and a parent's senior community.		Yes		


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Feature Description	Priority		Option B	Option C
Technical Support				
Toll-Free Technical Support Line		Yes		
Email Based Technical Support		Yes		
Automated Forgotten Password Feature When a user forgets their password, they can enter in their email address, and the system will automatically email the user their user id and password.		Yes		
Online Tutorials Online training helps a new administrator get up and running quickly, and experienced administrators become acquainted with new features and enhancements.		Yes		
Administrators Guide A complete administrators guide is available for online viewing, or a printer friendly format can be downloaded and printed.		Yes		
Technical Support Response Time Less than 24 hours		Yes		
Audio Help System Audio help links that explain different functions in the application.		Coming Soon		
Bug Fixes within 24 hours Most reported bugs fixed within 24 hours.		Yes		
Enhancements and New Features Automatically Enabled		Yes Resident Interactive is constantly enhancing the product and adding new features. All community intranets are automatically updated as soon as enhancements are released.		


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Summary Page				
<p>Summary Screen for the Community A summary screen that provides a snapshot of current content in the community intranet.</p>		Yes		
<p>Configurable Summary Page Administrator can configure which areas of the intranet feed the summary page. For example, you may want the "Community Events" calendar to feed the summary page, but not the "Swim Team" calendar.</p>		Yes		
<p>Automatic Feeds / Maintenance Free The summary screen is automatically updates itself when information elsewhere in the community intranet is updated.</p>		Yes		
<p>Summary of Community News A list of articles and pictures from the current newsletter is displayed to provide a quick overview of the newsletter contents.</p>		Yes		
<p>Alerts Important "alerts" that have been posted by the administrator are prominently placed.</p>		Yes		
<p>Upcoming Events Events occurring within the next 30 days are listed on the summary page.</p>		Yes		
<p>Surveys Any survey that a user has not yet responded to will appear on the Summary Page.</p>		Yes		


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Feature Description	Priority 1-5		Option B	Option C
Summary Page				
Classified Ads Links to the 3 most recently posted classified Ads appear on Summary Page.		Yes		
Links Important and helpful links appear on the summary page.		Yes		
Message Boards Message Boards and the date they were last updated appears on the Summary Page.		Yes		
Forms Links to important forms appear on the summary page.		Yes		
Directories Links to important directories appear on the summary page.		Yes		


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On-line Newsletters				
100% Internet Based Newsletter Builder. Easy to use. No HTML or advanced computer skills required.		Yes		
Advanced Newsletter Formatting Support for 1,2 and 3 column newsletters. Each page in the newsletter can have a different layout.		Yes		
Picture upload Ability to upload pictures into the newsletter.		Yes		
Newsletter Library Support for an unlimited number of newsletters, organized into a library.		Yes		
Configurable Guest View of Newsletters Newsletters can be designated as internal or external. External newsletters can be viewed by Guests browsing the site. Internal Newsletters are restricted to members only.		Yes		
Configurable Security for Who is Allowed to Create and Publish Newsletters		Yes		
Printer Friendly Format Available Newsletters built with the newsletter builder can be printed so that you don't have to manage two different versions of the newsletters.		Yes		


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Feature Description	Priority		Option B	Option C
On-line Newsletters				
Submission of Articles and Photos Ability for residents to submit articles and pictures to the administrator for placement in the newsletter.		Yes		
Photo Library Library of stock pictures and photos that can be included in the newsletter.		Yes		
Ability to link a Newsletter to a file Newsletters that are not created using the Resident Interactive Newsletter Builder, can be uploaded as a file.		Yes		


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Feature Description	Priority		Option B	Option C
Document and File Library (Optional Module)				
<p>Organization of Files and Documents into Custom Categories Ability to organize uploaded files and documents into user defined categories.</p>		Yes		
<p>Configurable Guest View of Documents Documents and File categories can be designated as internal or external. Guests browsing the site can view external documents/files. Internal documents/files are restricted to members only.</p>		Yes		
<p>Easy to upload Documents Documents can be uploaded directly from the Intranet site in 3 easy steps: Click the upload file button, Browse to find your file, click the Upload button.</p>		Yes		
<p>Upload of Word Documents Upload/download of Word documents e.g. Bylaws and large documents.</p>		Yes		
<p>Excel Upload Upload/download of Excel spreadsheets e.g. financial statements, budgets, contractor quotes etc.</p>		Yes		
<p>Multi-media Upload Upload/download of Sound, AVI, Video and other multimedia formats</p>		Yes		


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Feature Description	Priority		Option B	Option C
Document and File Library (Optional Module)				
PowerPoint Upload Upload/download of PowerPoint presentations.		Yes		
Adobe Acrobat Upload Upload/download of PDF files		Yes		
Other Files Upload Ability to upload zip files, Publisher files, Adobe acrobat and other file types.		Yes		
Configurable Security for who is allowed to upload Documents and Files		Yes		


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Feature Description	Priority		Option B	Option C
Calendars				
<p>Multiple Calendars Ability for the administrator to define an unlimited number of calendars. For example, swim team, tennis team, bridge club, playgroups, fitness schedules, etc.</p>		Yes		
<p>Configurable Guest View of Calendars Calendars can be designated as internal or external. Guests can view external calendars. Internal calendars are restricted to members only.</p>		Yes		
<p>Easy to Post Events Simple fill-in-the blank forms to add an event to a calendar. No HTML or advanced computer skills required.</p>		Yes		
<p>Map with Driving Directions When an address is specified for the location of an event, a map with driving directions from a user's house to the event will automatically be available to users with one click.</p>		Yes		
<p>RSVP Capability Ability for residents to RSVP to events, ability to limit attendance, and specify numbers of adults and children attending.</p>		Yes		
<p>Notification of Events Ability to send email notifications of new events that have been posted, and request RSVP responses. Email contains a direct link to event details.</p>		Yes		


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Feature Description	Priority		Option B	Option C
Calendars				
Notifications to Attendees Ability to send email notifications only to the individuals who have RSVP'ed that they will be attending the event.		Yes		
Full Month View and Daily View Available		Yes		
Configurable Security for who is allowed to post events on an individual calendar		Yes		
Contribute capability for resident to post events on a calendar Calendars can be configured to allow residents to post events to a calendar that are submitted to the site administrator for approval. Once approved, the event appears on the calendar.		Yes		


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Feature Description	Priority		Option B	Option C
Directories				
Multiple Directory Categories Phone numbers, addresses and internet web sites can be organized into folders that the administrator defines.		Yes		
Easy to Add Entries Simple fill-in-the blank forms to add directory entries. No HTML or advanced computer skills required.		Yes		
Configurable Guest View of Directories Directory categories can be designated as internal or external. Guests can view external directories. Internal directories are restricted to members only.		Yes		
Notifications Ability to send email notifications to all individuals in a directory category. (Administrators Only)		Yes		
Palm Pilot Synchronization Ability to load the community directories into a palm pilot. (Administrators Only)		Yes		
Exporting and Printing the Complete Directory Ability to export and print the community directories (Administrators Only)		Yes		
Ability to Generate Mailing Labels Directory exports can be used as data source for Mail Merge. (Administrators Only)		Yes		


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Directories				
Configurable Security for who is allowed to post entries in directories		Yes		
Contribute capability for resident to post entries to directories Directories can be configured to allow residents to entries that are submitted to the site administrator for approval. Once approved, the entry appears in the directory.		Yes		
Support for pictures Pictures can be uploaded as part of a directory entry.		Yes		
Alphabetic Searches Ability to search by alphabet.		Yes		
Keyword Search Ability to search directory by keyword.		Yes		
Batch Load Directory Directories can be loaded in a batch vs. making individual entries.		Yes		
Email Address Security Individual email addresses are not displayed in directory to protect against someone copying all email addresses and spamming users.		Yes Email addresses are represented with an email icon, which is a "mailto" link. Email address is displayed when you hover over the icon, and a mail client is launched when you click the icon.		


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Classified Ads				
Multiple Classified Categories Administrator can define the categories of Classified Ads (i.e. Homes for Sale, Furniture, Help Wanted, Fitness Equipment, etc.		Yes		
Configurable Guest View of Classifieds Classifieds can be designated as internal or external. Guests can view external categories. Internal categories are restricted to members only.		Yes		
Easy to Post Ads Simple fill-in-the blank forms to create an ad. No HTML or advanced computer skills required.		Yes		
Support for Pictures Users can upload pictures into the ad.		Yes		
On-line auction capability. Ads can contain an on-line auction capability.		Yes		


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Message Boards				
Threading Capability Ability to reply to messages and keep individual threads separated and easy to follow.		Yes		
Unlimited Number of Customized Message Boards Administrators can set-up different topic based message boards.		Yes		
Secure Message Boards Anonymous posting is not allowed. Only community members are allowed to post messages.		Yes		
Last Updated Date Last updated date is shown for each message board, allowing for someone to quickly see if there are recent postings.		Yes		
Administrator Delete Privilege Administrators can delete any message any time.		Yes		
Contribute capability for resident to post messages Message Boards can be configured to allow residents to post messages that are submitted to the site administrator for approval. Once approved, the message appears in the message boards.		Yes		
Configurable Security for who is allowed to post messages in a given message board		Yes		


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Surveys				
Multiple Survey Categories Survey Questions can be organized in user defined categories. For example, Landscaping, Pool, Budget, etc.		Yes		
Easy to Create Surveys Simple fill-in-the blank forms to create surveys. No HTML or advanced computer skills required.		Yes		
Guest Surveys A survey category can be made external for Guests to see. You can deploy survey questions to the Guests visiting your intranet site.		Yes		
Multiple Choice Surveys Surveys with a set of discrete response options.		Yes		
Feedback Surveys Surveys with a note box for people to type in free-form text.		Yes		
Surveys Results Graphical display of survey results.		Yes		
Response Report List of responses along with names and addresses to verify official votes.		Yes		
Vote Once Feature Once a survey is filled out it goes away to prevent people from voting more than once.		Yes		


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Forms (Optional Module)				
Online Form Builder Ability to create and deploy customized online forms.		Yes		
Online Form Submissions User can complete and submit forms directly from intranet site.		Yes		
Multiple Options for Form Routing Email, intranet, fax, etc. Ability to rout form submissions to more than one recipient.		Yes (Fax coming soon)		
Guest Forms Capability Ability to have some forms be made available to Guests		Yes		
Form Validation Administrator(s) can specify if fields are required or optional. These settings are automatically enforced on user submissions.		Yes		
Multiple Input Field Types Text boxes, Pull-down Menus, Notes boxes, and pre-populated user information				


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Feature Description	Priority		Option B	Option C
Board Package (Optional Module)				
Online Preparation of Board Packages Ability to create agenda, enter in reports, and attach files as supporting documentation.		Yes		
Archiving of Board Packages and Reports		Yes		
Search Prior Agendas and Reports		Yes		
Restrict Access to Board Members Only Access to the Board Package module must be explicitly granted to individual users.		Yes		


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Feature Description	Priority		Option B	Option C
Local Content				
Local Weather Ability to deliver zip code level weather.		Yes		
Local TV Listings Provides local TV listings based on the cable or satellite provider in each are.		Yes		
Local Movie Listings Provides Movie Theaters and Times in the Zip code of the Community.		Yes		
Local Traffic Provides Local Traffic Conditions		Yes		
Local and National News Feeds		Yes		
Local Sports Provides Sports News and Statistics for Local Professional and College Teams		Yes		
Local Business Listings Users can find businesses by selecting from logical categories without having to type in search criteria		Yes		


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Feature Description	Priority		Option B	Option C
Security				
<p>Password protected Before a member can register for the community intranet, they must know the community password.</p>		Yes		
<p>Change Password Often Ability to change the community password as often as desired.</p>		Yes		
<p>Log On Required When a user registers, they choose a unique user id and password that they will use for subsequent visits to the intranet. Full access is not granted unless a user can provide the correct user id and password. Guest access is optionally available for individuals who do not wish to register, and for non-members.</p>		Yes		
<p>End User Security of Content Users cannot edit or delete other users' content. Only the administrator(s) has the authority to edit/delete any content.</p>		Yes		
<p>No Anonymous Registered Users Everyone who registers for his or her intranet site must provide accurate information about his or her identity. If accurate information is withheld, user's access to the site can be withheld.</p>		Yes		


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Feature Description	Priority		Option B	Option C
Security				
<p>Verification of Identity When a user registers they are required to provide first and last name, email address, address, and phone number. This information can be viewed and exported by the site administrator for verification of identity of users.</p>		Yes		
<p>Restricted changes to a user's profile A user may change their personal password, their phone number, and update their email address. They are not allowed to make changes to the name or address they used to register.</p>		Yes		
<p>Audit Trail Logs regarding updates to the intranet site track who and when updates are made.</p>		Yes		
<p>Ability to remove a user's access An administrator can remove any user's access to the intranet at any time.</p>		Yes		
<p>Multiple Security Levels Available Community can choose between High, Medium, and Low Security. High and Medium security do not allow guests to browse the intranet at all. It is restricted to registered members only.</p>		Yes		
<p>Privacy Policy Will not rent, sell, or otherwise distribute personally identifiable information about users.</p>		Yes		


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Feature Description	Priority		Option B	Option C
Marketing and Revenue Generating Features				
Guest Access Allowing Guests to browse certain areas of the intranet site gives prospective homebuyers a good feel for "community life."		Yes		
Guest Registration Communities can optionally require a Guest to register before they are allowed to browse the site. This allows a community to capture leads from prospective homebuyers.		Yes		
View and Export Guest Registration Data Administrators can view an up-to-the minute report of Guest Registration information. This data can also be exported to an excel spreadsheet.		Yes		
A high-quality and robust intranet site The presence of an intranet site is viewed as a strong amenity for tech-savvy homebuyers.		Yes		
Banner Ads Ability to sell banner ads to local businesses and service providers		Yes		
Classified Ads Ability to sell space in Classifieds Ads to resident and/or business		Yes		
Directories Ability to sell directory listings to business		Yes		

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Technical Considerations				
Co-location Servers managed in a professional, state-of-the-art co-location facility.		Yes		
24x7 Monitoring Technology is used to ensure that service is online and available at all times. In case of a problem, a formal escalation/notification process has been established.		Yes		
Backups Routine backups of database. Physically locating backups in separate facilities.		Yes		
Expandable Bandwidth Ability to expand bandwidth without any downtime		Yes		
Network Redundancy Bandwidth for service is connected to multiple Tier 1 Internet providers		Yes		
Power Redundancy Multiple power-grid connections, uninterruptible power supplies, and back-up generators are in place and regularly tested.		Yes		
Database Capacity Ability for database to handle multi-terabyte databases.		Yes Resident Interactive runs on the Oracle database.		
2 Tier Architecture to Avoid Bottlenecks An architecture that allows the browser to communicate directly with the database for optimal results and security.		Yes The application logic is stored in the database, which is optimal when compared to ASP sites that require an NT Server between the browser and the database.		

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Feature Description	Priority		Option B	Option C
Technical Considerations				
<p>Storage of Multi-media and Documents in the Database Ability to store unlimited numbers of multi-media files and documents in the database as opposed to the file system.</p>		<p align="center">Yes Oracle's Intermedia options store documents and other multi-media data types directly in the database.</p>		
<p>Optimal Query Performance. Ability for database to run parallel queries and provide optimal performance.</p>		<p align="center">Yes Oracle's holds the record for the majority of TPC benchmarks and provides parallel query capabilities.</p>		
<p>Private Network All community data is stored in a database on a private network that is only accessible through the authenticated requests from the web server.</p>		<p align="center">Yes</p>		
<p>In-house Development Staff Product developers are not out-sourced to a third party.</p>		<p align="center">Yes</p>		
<p>Hosting Included All hosting fees, back-up of data, network availability, server maintenance, etc. is included</p>		<p align="center">Yes</p>		