

ROAM MLS Unified Platform Transition

Questions & Answers for Members

This document addresses common questions about ROAM MLS's decision to unify operations into a single MLS platform. It is intended to supplement the member announcement and the detailed overview document.

Governance & Decision-Making

Who made this decision?

The decision was formally made by the **ROAM Board of Managers**, acting within its governance authority and fiduciary responsibility to the membership.

Were members or committees involved?

Yes. While the final decision rests with the Board, the evaluation process included input, testing, and advisory feedback from the ROAM Operations Committee, local Association's MLS committees, and ROAM staff. The ROAM Operations Committee is composed of practitioners selected by the local Associations to represent the needs of participants and subscribers. ROAM Operations Committee members typically also sit on the local Association's MLS committee.

What was the timeline for making this decision?

This decision reflects several years of operational experience, member feedback, technical evaluation, and strategic planning.

What Is Changing

What MLS systems are being retired?

ROAM will retire the existing **Matrix, Paragon, and legacy Flex** MLS systems.

What system is replacing them?

ROAM will deploy a **new, ROAM-specific instance of the Flex MLS platform**, designed to serve all ROAM members through a single, unified system.

Is the ROAM organization changing?

No. The ROAM organization is not changing. This is a **platform unification and modernization**, not an organizational change.

Will my data move to the new system?

Yes. Members will be converted to the new platform with their **listings, contacts, and saved searches**.

What about the Clarity dashboard?

The Clarity dashboard will be retired as part of the transition.

What about the Realist or CRS tax systems?

The ROAM Board, Operations Committee, and staff are currently evaluating both systems for a possible unification on one solution. As additional information and decisions are made, announcements will follow.

What Is *Not* Changing

Are ancillary services going away?

No. All existing ancillary services will remain in place, including:

- Cloud CMA
- ShowingTime
- Lockboxes
- RentSpree
- RPR
- Other current integrations

Will local support still exist?

Yes. Local Association based support and training structures will continue. ROAM has also contracted for supplemental direct support resources from FBS, the maker of Flex MLS.

Are fees changing?

ROAM is a wholesale model billed directly to the Associations. ROAM has worked to maintain our current cost to the associations throughout the transition. There are **no wholesale fee changes** associated with this announcement. Any future changes would be communicated to the Associations, who competitively set their own rates for services rendered to members.

Why ROAM Is Making This Change

Why can't ROAM continue operating multiple MLS systems?

Maintaining multiple front-end systems—some 10+ years old—has become increasingly complex, costly, and limiting. It slows problem resolution, creates data inconsistencies, and makes it difficult to deliver improvements efficiently. While many of these issues can be resolved with a sufficient investment of time and money, the ROAM Board has determined the return on investment was insufficient to warrant other possible directions.

What problems does a single platform solve?

A unified platform:

- Eliminates data discrepancies and latency
- Creates 100% consistency across ROAM data
- Provides equal access to listings for all members
- Simplifies training and support
- Accelerates delivery of fixes and new tools
- Reduces long-term operating costs

Does this eliminate the need for multiple MLS subscriptions?

Yes. One of the benefits of unification is eliminating the need for multiple MLS subscriptions within ROAM.

Historical Context

Didn't ROAM already consolidate listings?

Yes. ROAM successfully aggregated listings from multiple MLSs into a regional data server, significantly expanding listing exposure. However, maintaining multiple legacy front-end systems introduced technical and operational challenges that could not be fully resolved under the existing model.

Why didn't "platform choice" work?

When given the option to standardize on a single platform, very few participants elected to do so. As a result, fragmentation, training complexity, and duplicated workflows persisted.

Why Flex

Why was the Flex platform selected?

Flex was selected because it supports MLS governance and data control, offers proven execution at scale, and provides flexibility to reflect real-world MLS workflows.

Is this about choosing a vendor?

The primary driver is the benefit of a **single unified system** for ROAM members. Flex was selected as the platform that best supports this goal.

Do other MLSs use Flex?

Yes. Flex is used by many MLS organizations nationwide and supports hundreds of thousands of real estate professionals.

Has Flex been validated by other MLSs?

Yes. Large MLS organizations across the country have publicly cited Flex as a strong partner with a track record of high user satisfaction..

Features & Member Experience

What benefits will members see day to day?

Members can expect:

- A single point of entry for all listings
- Consistent data and workflows across markets
- Faster searches and streamlined workflows
- Strong mobile and tablet functionality
- Single Sign-On (SSO) across MLS tools

Will Flex work on my phone or tablet?

Yes. Flex offers full functionality across desktop, iOS, Android, and mobile web.

Implementation & Timeline

When is this happening?

The target go-live is **Q4 2026**.

What happens before then?

The transition will follow a staged approach:

- **Q1 2026** – Detailed planning, staff training, and communications
- **Q1–Q2 2026** – System configuration and conversion preparation
- **Q2–Q3 2026** – Testing and staff preview access
- **Q3–Q4 2026** – Training and read-only access for members
- **Q4 2026** – Conversion and go-live

Will there be training?

Yes. Comprehensive training, documentation, and advanced access will be provided well before the transition.

Looking Ahead

Will ROAM offer other platforms in the future?

Following the unified platform launch, the Board will continue to evaluate future opportunities, including potential additional front ends designed specifically for interoperability.

How will members be kept informed?

ROAM will provide ongoing updates, additional documentation, training opportunities, and forums for questions as the project progresses. Communications, support and training continue to be delivered to members by way of their local Association.

What is the ultimate goal of this change?

The goal is to simplify the MLS experience, reduce friction, and position ROAM for long-term success—so the MLS can not only *make the market work*, but make it work better for everyone.