WORLD WIDE TECHNOLOGY TRENDS IN THE COMMUNITY ASSOCIATION INDUSTRY

The Australian Perspective
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Gary Bugden

**CAI's Community Leadership Forum
Orlando FL**

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Historical Overview

- Professional management dates back to 1970's
- Accounting profession/some real estate agents
- Poor standards – focus on accounting
- 1973 Act introduced *strata managing agents*
- 1970's – specialised management companies
- 1980's – industry associations
- 1981 – manager licensing introduced in NSW

Early Technology

- Punch card machines
- Data processing agencies
- 1975 – Olivetti Australia system developed
- Late 1980's – DOS based custom systems

Current Technology

- Two DOS based systems
- Three windows based systems
- One proprietary system used by Australia's largest manager
- All are "thick client" solutions
- One web based system

Problem Areas

- Fee levels
- Industry size
- Manager size
- Quality of "outputs"
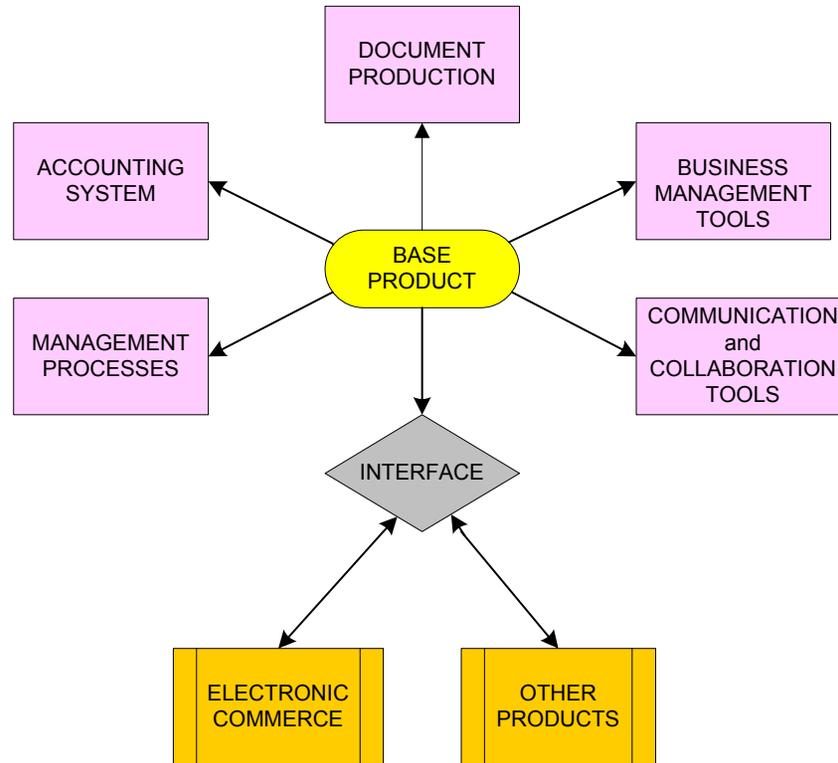- Availability of broadband

The Future

- Legislative change
- Extensive use of the web
- Development of e-commerce
- More effective use of "knowledge"
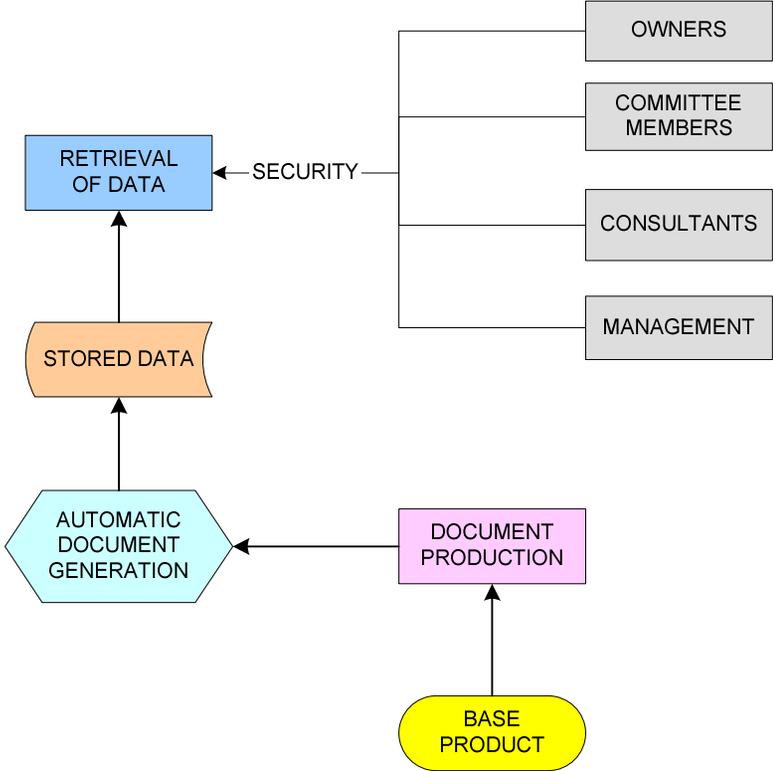- More profitable management businesses

The Future - *ComStrata*

- Wolters Kluwer nv   (CCH Australia Limited)

- Gary Bugden

- AXS-One

ComStrata
BASE PRODUCT

ComStrata
DOCUMENT
PRODUCTION
FUNCTIONALITY

OWNERS

COMMITTEE
MEMBERS

RETRIEVAL
OF DATA ← SECURITY

CONSULTANTS

MANAGEMENT

STORED DATA

AUTOMATIC
DOCUMENT
GENERATION ← DOCUMENT
PRODUCTION

BASE
PRODUCT

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