



## Press Release

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### **Black Knight's Paragon MLS System Achieves First-Place Rating for Fifth Straight Year in Annual Clarity MLS Customer Satisfaction Survey**

- Paragon scored highest for overall satisfaction of both end-users and MLS staff for systems used by 10 or more MLS organizations.
- Paragon scored positive ratings of 90 percent or more for most areas measured by the survey.
- Respondents' favorite enhancements include the Collaboration Center portal and Paragon for Brokers (P4B).

JACKSONVILLE, Fla. – March 20, 2017 – [Paragon MLS](#), the flagship multiple listing service (MLS) system from [Black Knight Financial Services](#) (NYSE: BKFS), earned top honors again in the 16<sup>th</sup> annual Clarity MLS Customer Satisfaction Survey, capturing first-place ratings for the fifth consecutive year among vendors/systems used by 10 or more MLS organizations. [Clarity Consulting](#) conducted its survey between January and February 2017 and received feedback from 223 MLS organizations representing 1,044,947 subscribers nationwide. Respondents rated MLS systems on key metrics for customer satisfaction, including system performance and uptime, technical support, vendor responsiveness and communications.

Paragon earned “excellent” or “good” ratings from 96 and 93 percent of respondents for end-user and MLS staff overall satisfaction, respectively. Paragon was also awarded high ratings for system speed during peak periods; system uptime/availability; quality of software upgrades; and vendor customer service/technical support.

Other survey result highlights include:

- Paragon scored more than 90% positive ratings for most of the areas measured in the survey.
- Recently released innovative offerings from Black Knight positively impacted customer satisfaction, with respondents citing the Collaboration Center portal, mobile enhancements, [Paragon 4 Brokers \(P4B\)](#), and enhanced power search capabilities as favorite key new features.
- Nearly 91 percent of respondents indicated they would “definitely” or “likely” choose Black Knight as their MLS vendor if they had the option to select one again.

Paragon is a dynamic software platform that helps real estate professionals more easily manage their businesses and collaborate with clients using PC or Mac platforms or on mobile devices. Customers cite

high-quality conversions, attention to detail and dedicated support managers for each account as major contributors to Paragon's success. With agent support available 80 hours per week, including weekends, Black Knight is also able to provide an outstanding support experience for Paragon end users, with a first-call resolution rate of over 90 percent. In addition to Paragon's device and browser flexibility, the Black Knight system is known for its intuitive design, multi-tasking capabilities, ease-of-use, professionally branded comparative market analyses (CMAs) and Collaboration Center portal, where real estate agents and their customers can collaborate online by sharing access to the MLS system.

"Clareity Consulting applauds Black Knight MLS Solutions' Paragon team for earning top rankings in our survey for the fifth year in a row," said Gregg Larson, Clareity Consulting CEO. "We hope this annual survey provides Black Knight with valuable insight about what respondents commend about their system and the enhancements they appreciate most."

"On behalf of the entire Black Knight Paragon team, I would like to express our deepest gratitude to our valued clients, who provided open and honest feedback on our systems, implementations and service," said Black Knight Data & Analytics Vice President and Real Estate Market Leader Chip McAvoy. "This recognition inspires us to strive even harder to exceed our clients' expectations and provide their real estate professional members with the innovation and exceptional service they need to better support their home buyers and sellers."

#### **About Black Knight MLS Solutions**

At Black Knight MLS Solutions, we understand that great products must be equaled with great support. Our customers are involved in every aspect of our business model from product priorities and future enhancements to all aspects of customer support. Each of our customers receives a dedicated support representative to ensure an ongoing understanding of their needs, effective communication and timely execution of change requests. Agent support is available 80 hours/week, including weekends, with a first-call resolution rate over 90 percent. Additionally, we pride ourselves with consistently delivering customer-driven enhancement releases to the Paragon MLS system every six weeks. More information can be found at <http://www.BKFS.com/MLS>

To learn more about Paragon MLS or other market-leading MLS systems and public records data from Black Knight MLS Solutions, please contact Bob Morse at 650.863.4333.

#### **About Black Knight Financial Services, Inc.**

Black Knight Financial Services, Inc. (NYSE: BKFS) is a leading provider of integrated technology, data and analytics solutions that facilitate and automate many of the business processes across the mortgage lifecycle.

Black Knight Financial Services is committed to being a premier business partner that lenders and servicers rely on to achieve their strategic goals, realize greater success and better serve their customers by delivering best-in-class technology, services and insight with a relentless commitment to excellence, innovation, integrity and leadership. For more information on Black Knight Financial Services, please visit [www.bkfs.com](http://www.bkfs.com).

#### **About Clareity Consulting**

Clareity Consulting was founded in 1996 to provide information technology consulting to the real estate industry and its related businesses. Clareity is an innovative solutions provider committed to delighting its consulting clients. The company is headquartered in Scottsdale, Arizona. Clareity provides a wide variety of services to MLS, Associations,

brokers, franchises, and software and service companies that serve the residential real estate market including business planning, system selection, public speaking, product reviews, and more.

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SOURCE: BLACK KNIGHT FINANCIAL SERVICES, INC.