

CREST to dash Migration

Frequently Asked Questions



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I'm already reporting to dash, aren't I?

dash was originally launched in Q1 of 2017. However, since its launch, the dash interface you've been using has actually been retrieving data from your CREST integration with brokerWOLF. In this way, CREST was essentially acting as a 'middle-man' for data transmission to dash. After March 31, 2018, this 'middle-man' will cease to exist.

Why do I need to migrate?

Realogy has communicated that a full transition from CREST to dash will take place on March 30, 2018. At this time, you'll need to have a direct integration with dash already setup to continue transmitting data to Realogy.

What's Lone Wolf doing to help?

Lone Wolf has developed a brand new dash integration for brokerWOLF, eliminating dependence on the CREST feed and improving the overall experience and performance of reporting. This new integration will continue transmitting listings, transaction, employees, and team data.

What improvements have been made to the integration?

We received a lot of feedback on the CREST integration. Based off of this feedback, we've made significant improvements reflected in the dash integration. With the new integration, you'll enjoy:

- An easier, more user-friendly interface*
- Fewer warnings issued when creating or editing in brokerWOLF*
- Simplified error-handling based on business rules*

Is there a blackout period during the migration from CREST to dash?

There will not be a blackout period if you are using brokerWOLF Hosted.

If you do not use Lone Wolf hosting, then there is a 1-2 day blackout period. During this time, brokerWOLF will be in read-only mode. This blackout period protects the integrity of your data while changes are being made to your system. Please note that, during this period, information manually entered into dash will not map back to the matching records in brokerWOLF. New data should only be entered once the blackout period is over.

How do I migrate to the new dash integration? And how long will it take?

Contact Lone Wolf to schedule your migration. From there, we'll assign your brokerage a migration date and discuss training. The migration process has four phases:

1. *Pre-initialization: In this phase, we replace your existing CREST codes in brokerWOLF with dash codes, types and sources of business. Then we map the brokerWOLF fields to sync with dash.*
2. *Initialization: In this phase, we download your data from Realogy and load it into brokerWOLF. Transaction, listing, employee, and office data is verified at this time.*
3. *Manual matching of data: In this phase, we match as many records as possible. Records that don't match automatically on the initial load are then matched manually.*
4. *Validating the data: Once the initialization is complete, we send a subset of data to Realogy for validation. When the initialization is declared successful, your database is returned and the blackout period (if applicable) ends.*

What is the cost of migration?

The dash Integration Setup Fee is \$450. This fee covers the complete migration, which will consist of 2 hours of technical time (configuration, mapping & validation), and 1 hour of training.

Is there a firm deadline to migrate over to the new dash integration?

Although Lone Wolf can setup your dash integration after the March 30th deadline, there will likely be an interruption in service. Realogy ultimately controls when CREST will discontinue service and once the platform is shutdown, you won't be able to transmit any data to Realogy. We recommend you schedule your migration with us as soon as possible as availability is on a first-come, first-served basis.

What happens if I do not to migrate before the deadline?

If you do not migrate before the deadline, then data will not transmit to Realogy after March 30, 2018. As such, the alternative to migrating to the new dash integration is to manually enter your data into dash.

dash isn't available to Lucero clients, what options do we have?

The dash integration is not available for Lucero, however there's never been a better time to consider migrating to brokerWOLF—with our Advanced Operational Reporting on the way! Contact clientsuccess@lwolf.com for more information.

I have specific concerns, who do I contact?

Our Client Success Team is happy to offer assistance to ensure you have the best possible experience getting up and running with dash. If you'd like to speak to us at any time, just send an email to clientsuccess@lwolf.com.