



# Frequently Asked Questions About The City

## Regarding the end of service announcement

### **Why is The City going away?**

The City is solid communication platform, but it doesn't effectively deliver the data and administrative tools that churches need. Also, it is built on an older technology platform that is not sustainable.

### **When is The City going away?**

The City will run through the end of February 2019. This will give churches that want to stay on it until then time to close the books on 2018, and export any data they would like from The City.

### **What are the advantages of moving to Realm?**

Realm is a more robust product than The City because it has been designed from the beginning to be both a database and engagement tool. While The City does a great job helping people connect with each other, it didn't always do a great job giving you the data underneath that engagement. Realm meets both needs. To see it in action compared to The City, check out this hyperlinked video.

### **What features does Realm have that The City doesn't?**

- Native paid events
- Native text giving
- Check-in for more than just kids
- Stronger reporting
- Custom Queries
- Enhanced Dashboards
- Native Accounting
- Check scanning
- Stronger group management
- Better attendance tracking (and it's in the mobile apps, too!)

### **How much does Realm cost?**

Realm pricing is based on typical weekly attendance. In general, it's pretty close to the price of The City. Contact us and we'll get you specific numbers.

### **Will our data convert? Is there a charge?**

Yes, we can convert the data from The City to Realm. There is no charge for that. We are able to convert people, groups, families, profile information, attendance, giving history etc., online giving information (including recurring gifts) and custom fields. We do not have the ability to convert content like topics, posts, and needs.

### **How do we transition our church to Realm? Do we have to re-launch?**

While a move to Realm is a transition, it's not a full re-launch because an individual's data is already there. They'll need to enter a new password (and download a different app if they use the mobile apps), but their groups, personal information, family information, giving information, and even their barcodes for check-in will already be there.

### **How do I know if Realm is right our church?**

We'd love to help you explore if Realm is right for your church. You can watch this hyperlinked video, join us for a webinar, or simply contact us and one of our team members will answer any questions you have.

### **What's the future of Realm?**

Realm is already a powerful tool, but we're adding more to it everyday. We have a team of over 80 people just working on its development. There is a release every two weeks, and major features are released quarterly. Thousands of churches are using it to manage their ministries and operations.



If you have any questions or would like to speak with one of our experts, please give us a call at 1-800-736-7425.

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