

# Training and Support

When you choose CoStar you get a lot more than access to the industry's leading information service. Our ongoing training and customer service program will help ensure you gain the full value of your subscription.

## Speed of implementation

Introducing CoStar to your business is seamless. CoStar can be up and running instantaneously.

## Unlimited training at our offices, or we come to you

CoStar operates over 80 offices throughout the U.S. and Canada, providing you access to a wealth of people, resources, and industry events to help further your business development efforts. We put in place a tailored, unlimited, and all-inclusive training program that leverages Account Executives, Client Relationship Managers, and Market Analysts in order to deliver a user experience that is second-to-none. This approach to training has resulted in a 94% retention rate among CoStar clients.



# 100K

trainings in the  
past year

## Support

As a CoStar subscriber, you enjoy free access to our helpdesk, available to answer and resolve any inquiries or issues. Your local account management team will arrange for support and ongoing training so that you can maximize the value of your subscription.

## Continuous product updates

We maintain an active dialogue with our clients, listen to their needs, and respond to them with regular product enhancements. Live and recorded webinars include tutorials on new product releases so that you can tap into CoStar's value as soon as you need it.