

MIGRATION · 14 PAGES

Switching from ButterflyMX — A Step-by-Step Migration Guide

For communities currently on ButterflyMX considering a move to Vivo.
Covers the transition process, resident communication, timeline
expectations, and what to do with existing hardware.

14 pages · 11 min read · PDF

INTRODUCTION

Who This Guide Is For

This guide is for property managers and boards currently running ButterflyMX who are evaluating whether to switch — whether that's driven by cost, a need for bilingual resident support, multi-gate functionality, or simply wanting to compare options before a contract renewal.

We'll be direct about this upfront: ButterflyMX is a legitimate, widely used platform, and it remains a reasonable choice for some properties — particularly a single-entrance urban building with an English-speaking resident base and access to established local dealer support. This guide isn't built to convince you switching is always right. It's built to walk through exactly what switching involves, so you can make that call with a realistic picture of the process, not guesswork.

WHAT THIS GUIDE COVERS

Contract review, hardware compatibility, cutover strategy, resident communication, data re-enrollment, staff training, what happens to your existing hardware, a typical timeline, and answers to the most common questions we hear from communities making this switch.

Information to Gather First

Before requesting a migration assessment from any new vendor, gather the following — it will make your first conversation dramatically more useful and specific.

- ✓ **Your current ButterflyMX contract**, including the renewal date, notice period for cancellation, and any early termination terms.
- ✓ **A count of your entry points** — main entrance, secondary gates, pedestrian doors, elevator access — and which ones currently have ButterflyMX hardware installed.
- ✓ **Your resident count and rough estimate of app adoption** under your current system, since this affects the re-enrollment timeline.
- ✓ **Any integration you currently have** with property management software (Yardi, RealPage, Entrata, or similar).
- ✓ **Photos of your current panel installations**, which any new vendor can use for a preliminary compatibility assessment before a formal site visit.

STEP 1

Review Your Current Contract

This is the step most communities skip, and the one most likely to cause a surprise later. Before you commit to a timeline with any new vendor, confirm the specifics of your existing agreement.

- ✓ **Renewal and notice dates.** Most contracts require written notice a set number of days before auto-renewal — missing this window can lock you in for another term even after you've decided to switch.
- ✓ **Early termination fees,** if you're switching before your current term ends, and whether those costs should factor into your overall cost comparison.
- ✓ **Hardware ownership.** Confirm whether the installed panels and hardware belong to your association/property or remain the vendor's property — this affects what happens to existing equipment (more on page 10).
- ✓ **Data export terms,** though be aware this is typically limited across the industry (see page 8).

If you're unsure about any of these terms, your board's legal counsel or your original signing contact at ButterflyMX can confirm them — do this before scheduling installation with a new vendor, not after.

STEP 2

Hardware Compatibility Assessment

One of the most common concerns communities have about switching is whether it means tearing out walls and starting from scratch. In most cases, it doesn't.

Vivo Control's video intercom hardware installs in the same physical location as ButterflyMX panels in the majority of retrofit scenarios, using existing conduit and power. A pre-installation assessment — typically done during the demo process — confirms compatibility for your specific property before any contract is signed.

WHAT THE ASSESSMENT TYPICALLY CHECKS

Existing conduit routing and condition at each entry point, available power at each panel location, network connectivity options, and whether any additional entry points (secondary gates, elevators) can be added using the same infrastructure.

Bring your entry point count and panel photos from page 3 to this assessment for the most accurate result.

If your property has secondary gates or pedestrian entrances that currently have no ButterflyMX hardware at all, this is also the point to discuss QR-based entry for those points — see our QR vs. Video Intercom guide for how to decide.

STEP 3

Choose Your Cutover Strategy

Strategy	How It Works	Best For
Hard cutover	Old system deactivated the same day the new system goes live	Single-entrance properties, smaller resident counts, tight installation windows
Parallel run	Both systems operate briefly (typically a few days to a week) while residents transition	Larger properties, multiple entry points, or where minimizing disruption is the top priority
Phased by entry point	Entry points are migrated one at a time rather than all at once	Multi-gate properties where installation crews can only work on one point per day

There's no universally correct choice — a five-gate community and a single-lobby building have very different risk profiles for a hard cutover. Discuss your specific property's constraints with your installation team before committing to a strategy.

STEP 4

Resident Communication Timeline

Timing	Communication
3–4 weeks before cutover	Initial notice: the community is switching platforms, why, and the high-level timeline
1–2 weeks before cutover	Detailed instructions: how to download the new app and complete re-enrollment (see page 8)
Days before cutover	Reminder notice with a specific cutover date and support contact information
Cutover day	On-site staff support for residents who haven't yet activated their new credential
1–2 weeks after cutover	Follow-up to any resident who still hasn't activated, plus confirmation the transition is complete

Our HOA Board Guide includes a full sample announcement letter and FAQ template that can be adapted specifically for this transition.

STEP 5

Resident Data and Re-Enrollment

It's worth setting accurate expectations here: resident data from ButterflyMX is not transferable through any automated export tool. This is standard across the access control category, not specific to any one vendor relationship — credential systems generally don't support cross-platform data migration, similar to how you can't automatically import contacts from one phone platform's ecosystem into a competing one.

What this means in practice is a structured re-enrollment process rather than a data migration. Vivo Control's onboarding flow typically takes 5–10 minutes per resident via the mobile app, and can be completed by residents themselves rather than requiring a staff member to manually enter each record.

HOW TO MAKE RE-ENROLLMENT GO SMOOTHLY

Treat this exactly like a move-in activation — see our Multifamily Operator's Playbook for adoption best practices. The pattern that works best is guided, in-person activation at a set time (such as a resident event or during regular office hours) rather than relying on residents to self-serve on their own timeline.

STEP 6

Staff Training and Go-Live

- ✓ **Train staff before residents, not simultaneously.** Staff who are confident using the new dashboard and resident app can support residents far more effectively than staff learning alongside them.
- ✓ **Assign a point person for the go-live period** — someone specifically responsible for handling activation issues and questions during the first one to two weeks.
- ✓ **Confirm guard or front-desk workflow changes** if your property uses staffed entry alongside ButterflyMX — visitor verification and guest access workflows may work differently on the new platform.
- ✓ **Test every entry point after installation, before residents rely on it** — including secondary gates, elevator integration if applicable, and any property management software integration.
- ✓ **Keep a rollback contact available** during the first week in case an unexpected issue requires temporary reliance on manual processes at any single entry point.

What Happens to Your Existing Hardware

What happens to your current panels depends on the ownership terms confirmed in Step 1, and on whether the new installation reuses the same physical location.

- ✓ **If hardware is owned by your association/property** and the new panel installs in the same location, the old unit is typically removed during the same visit as the new installation.
- ✓ **If hardware is leased or remains vendor property**, confirm the return process and any associated timeline or fees as part of your contract review in Step 1.
- ✓ **Conduit and wiring infrastructure generally stays in place** and is reused by the new system — this is the core of what makes a "drop-in" style replacement possible in most retrofit scenarios.
- ✓ **Any hardware at points not being replaced immediately** (for example, if you're phasing the migration by entry point) can typically continue operating during the transition period.

Confirm hardware removal and disposal responsibilities in writing as part of your new installation agreement, so it's clear whose responsibility it is before installation day.

TIMELINE

Typical Timeline at a Glance

For a community of 50–200 units, the typical timeline from signed agreement to go-live is 2 to 4 weeks. Larger or more complex properties, or those with multiple entry points needing phased installation, should expect longer.

Week	Activity
Week 1	Contract signed; pre-installation assessment scheduled and completed; initial resident notice sent
Week 2	Installation at primary entry point(s); staff training begins
Week 3	Installation at secondary points, if applicable; detailed resident re-enrollment instructions distributed
Week 4	Go-live; on-site support for resident activation; follow-up with residents who haven't yet activated

This timeline assumes hardware compatibility was confirmed in Step 2 and no unusual site conditions are discovered during installation.

Common Questions About Switching

Q

Does this work as a drop-in replacement?

In most cases, yes — new hardware typically installs in the same location using existing conduit and power. A pre-installation assessment confirms this for your specific property.

Q

Can multiple entry points be managed together — gate, pedestrian entry, and lobby?

Yes. A modern platform manages every entry point — vehicle gate, pedestrian gate, lobby, elevator — from the same admin dashboard, which is a meaningful difference for multi-gate properties.

Q

How does visitor access work differently?

ButterflyMX routes visitors through a video call to a resident's phone. Some alternative platforms, including Vivo Control, also offer QR-based visitor access, where a visitor receives a secure, time-limited code in advance and scans it at entry without requiring a resident to answer a call.

Q

Does switching cost more or less?

It depends on property size, configuration, and which modules you select. Compare total cost of ownership, not just the monthly software fee — see our Total Cost of Your Current System worksheet for a like-for-like comparison framework.

Migration Checklist and Key Takeaways

- ✓ Current contract reviewed — renewal date, notice period, termination fees, hardware ownership
- ✓ Entry point count and panel photos gathered for a compatibility assessment
- ✓ Pre-installation assessment completed and hardware compatibility confirmed
- ✓ Cutover strategy chosen — hard cutover, parallel run, or phased by entry point
- ✓ Resident communication timeline scheduled, starting 3–4 weeks before cutover
- ✓ Re-enrollment approach planned — ideally guided, in-person activation, not self-service only
- ✓ Staff trained before residents, with a designated go-live point person
- ✓ Existing hardware disposition confirmed in writing as part of the new agreement

Switching platforms is a bigger project than swapping a single piece of hardware, but for most properties it's a well-understood, repeatable process rather than a leap into the unknown — the key is working through each of the steps in this guide in order, rather than skipping straight to installation.

VIVO CONTROL

Get a Free Compatibility Assessment

We'll review your current setup, confirm hardware compatibility, and give you a realistic timeline and quote for your specific property — no obligation to switch.

Book a Free Demo →

www.vivocontrol.com/en/demo/ · hello@vivocontrol.com · ButterflyMX is a trademark of its respective owner. This guide is for general informational purposes based on publicly available information and does not constitute a comprehensive comparison of every plan or configuration either company offers.