Inspection Support Network®

Home inspection software **BUYING GUIDE**

A guide for new inspectors

Everything you need to choose the right software for your business

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Introduction

This guide is published by Inspection Support Network, the parent company of ISN, Palmtech, and Home Inspector Pro (HIP). Throughout this document, we also review Spectora, Scribeware, and Hive Inspect. We believe our products are the strongest in the market and will make that case directly. We have also tried to represent competing platforms accurately, because a buying guide that cannot be trusted is not worth reading.

This edition of the guide is written specifically for new inspectors who are choosing their first software platform. We pay particular attention to two factors that consistently separate good software from great software: the quality of customer service and support, and the pace of innovation around features that help you work faster and more efficiently, especially around artificial intelligence.

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CHAPTER 1

What to look for in home inspection software

Report writing

The inspection report is the primary deliverable clients and agents will remember about their experience with you as an inspector. Look for customizable templates, a well-organized comment library, offline mobile capability, and professional client-facing output. ISN includes a complete report writer at no extra charge as part of its per-inspection pricing. Palmtech and HIP offer their own dedicated report writers and can be used alongside ISN, or independently.

Your report is often the first professional document a homebuyer has seen with your name on it. Look for software that lets you customize templates, branding, and output so your reports stand apart from a generic form — it signals professionalism to both clients and the agents who refer business to you.

Consider how the software handles report delivery from the field. Can you send the completed report to your client before you leave the property? Does it require a sync or Wi-Fi connection, or does it work fully offline and upload automatically? For clients and agents, receiving the report same-day — or even on-site — is a meaningful differentiator.

Report writing time is one of the highest-leverage variables in your business. An inspector who writes reports in two hours instead of four can take on meaningfully more work. AI comment tools and image defect detection directly impact that number — ask each vendor for a realistic estimate of average report completion time among their users.

If you serve communities where English is not the primary language, report translation capability is worth evaluating. Home Inspector Pro currently stands alone in the market by offering AI-powered report translation into more than six languages — a meaningful feature for inspectors working in diverse markets.

Scheduling and business management

Some platforms focus only on report writing and require separate tools for scheduling, invoicing, agreements, and communications. Others cover the full workflow. HIP, for example, offers a complete suite of reporting and business management functionality, all for a flat monthly subscription fee. **ISN is the most comprehensive option in the industry:** the only platform that includes a report writer, scheduling, CRM, automation, and business reporting under a single per-inspection price, with no monthly subscription fee.

New inspectors often underestimate how much operational work comes with running an inspection business — scheduling, agreements, invoicing, communications, and record-keeping all need a home. Before defaulting to the cheapest report writer, evaluate whether the total cost and complexity of a multi-tool stack exceeds the cost of a single all-in-one platform. **ISN is the only platform in this guide that covers every one of these functions under a single per-inspection price.**

Growing your business: Add-on services and scalability

Look for software that makes it easy to offer and upsell ancillary services — radon testing, sewer scope, wind mitigation, and similar add-ons. The ability to present these options at booking, and track their uptake over time, can significantly increase your average revenue per inspection. ISN and America's Call Center both support ancillary service upselling as part of the booking workflow.

If you plan to grow beyond a solo operation, check how the platform handles adding inspectors before you commit. ISN and HIP both support multi-inspector operations natively. Migrating platforms later is possible but adds friction — choosing a scalable platform from the start costs nothing extra and saves a transition later.

Customer service and the client experience

Professional branded communications, easy report navigation, and smooth online booking all shape how agents and clients perceive your business. ISN's automated communication tools are the most advanced and comprehensive in the market. HIP also offers automated client communication through text and email. For inspectors who miss calls while on the job site, America's Call Center (ACC) integrates directly with ISN, HIP, and Spectora for booking appointments in real time.

ISN, HIP, and Palmtech also offer easy transition when migrating between platforms, meaning that if you initially select Palmtech, but decide later that HIP's solutions are more in line with your needs, you'll have a frictionless transition between the two, with customer support there to assist you.

AI tools and innovation

The two most practical AI applications in inspection software today are image defect detection and comment assistance. Both ISN and Palmtech offer these and are actively developing further capabilities. In 2026, ISN will also introduce MCP (Model Context Protocol) server support, which allows AI agents to connect directly to your business data. No other inspection platform has done this to date. HIP also has a standout feature not seen anywhere else in the market with its AI-powered report translation, allowing inspectors to easily translate reports into more than six languages.

Translate inspection reports into more than six languages with HIP's built-in AI.

Support quality

ISN, Palmtech, and HIP all offer phone support, live chat, and email during extended business hours. Spectora offers live chat support only, offers support just six days out of the week, and does not offer inbound phone support. Scribeware and Hive Inspect have good documentation but thinner support infrastructure.

For new inspectors, support quality is not a nice-to-have — it's a safety net. When something goes wrong during a report on the day of an inspection, you need a knowledgeable person available by phone, not a chatbot or a ticket queue. Call the support line of any platform you're seriously considering before you commit.

Data Security

Your inspection software stores client contact information, payment data, signed agreements, and completed reports. Ask each vendor where data is hosted, how it is backed up, and what their policy is in the event of a breach. Platforms backed by established companies with enterprise infrastructure — like ISN, Palmtech, and HIP— offer more accountability and continuity than smaller independent platforms.

Pricing

Software	Cost	Comments
ISN	**Per inspection** (no monthly subscription): **$7.25** for inspections 1-50/month **$5.50** for inspections 51-100/month **$3.75** for inspections 101+/month	ISN charges per inspection with no monthly subscription fee[1]: $7.25 for the first 50 inspections per month, $5.50 for the next 50, and $3.75 beyond that. The ISN Report Writer is included for no additional charge, a $50 value. [1] ISN has a $20/month minimum fee if you perform fewer than three (3) inspections per month.
Palmtech	**$50/month**	Palmtech starts at $50 per month, making it one of the most affordable dedicated report writers on the market.
HIP	**$89/month**	HIP is $89 per month for the report writer and business management tools, which includes scheduling, payment processing, reporting, and communications features.
Spectora	**$109/month** (solo inspector) **$99/month** per additional inspector **$4/inspection** for business management features	Spectora charges $109 per month for a solo inspector, $99 per month per additional inspector, with no per-report fees on the base plan. Spectora Advanced, which adds business management features, adds $4 per report.
Scribeware	**$7/report** (pay-as-you-go) **$99/month** (unlimited plan)	Scribeware offers $7 per report with no monthly fee, practical at low volume, but the $99 per month unlimited plan is a better value at roughly 14 or more inspections per month.

| Decision checklist: What to look for

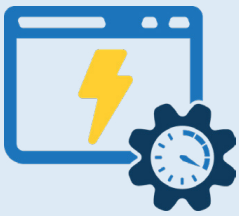
READY?	QUESTION
☐	Does the platform include report writing, scheduling, payments, and automated communications, or will I need to build a separate stack?
☐	Is there a mobile app available for writing reports in the field?
☐	Can I customize my reports with my logo, colors, and branding so they reflect my business professionally?
☐	Can the platform deliver my completed report from the field, without needing to sync or return to a desktop?
☐	Have I timed myself completing a report during the free trial, from first entry to delivery?
☐	Do I serve clients or communities where report translation into another language would be valuable?
☐	Does the platform make it easy to offer ancillary services at booking — and track which services clients are choosing?
☐	If I plan to grow, how does the platform handle adding inspectors?
☐	What AI features are available today, and what has the vendor added to the software in the past twelve months?
☐	Will the product's AI features help me manage or grow my business, or are they more superficial?
☐	What is my total cost across all the tools I need?
☐	Have I calculated my total monthly cost at my expected inspection volume — including per-report fees, monthly subscription, and any add-ons I need?
☐	Are there setup fees, long-term contracts, or price increases after an introductory period?
☐	Can I reach a knowledgeable support person by phone or live chat during business hours?
☐	Have I asked each vendor how client data is stored, secured, and backed up?
☐	Have I used a free trial to conduct an actual home inspection?

| Our recommendation

Our overall pick: ISN

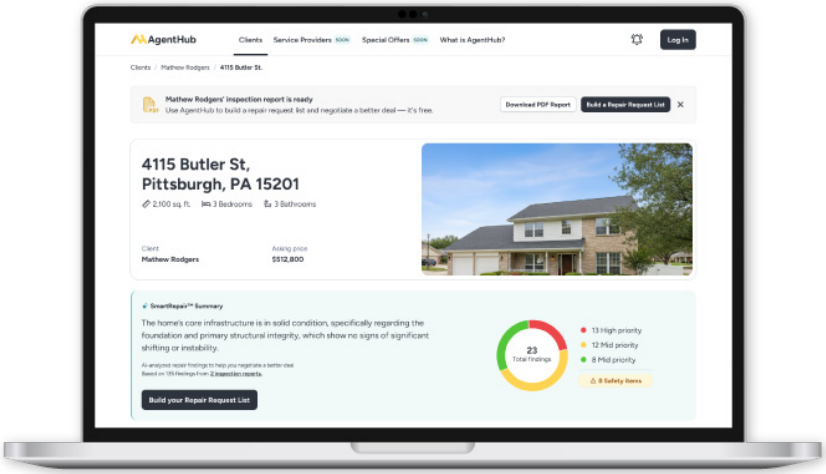
For new inspectors who want the most proven and scalable foundation, and a solution that instills confidence in their reports from day one, **we recommend ISN.** It includes a report writer, scheduling, CRM, digital agreements, payment collection, and automated client communications, all in one platform, with no monthly subscription fee. ISN does require a $20 monthly minimum, but that's easily met by performing just a few inspections. You pay only for the inspections you complete.

If you want a dedicated report writer with basic business management features such as online scheduling, payment processing, and agreement management, Palmtech at $50 is the standout choice for new inspectors. It is the least expensive report writer in the market, and it includes AI comment suggestions and AI image defect detection that would cost significantly more on competing platforms. For a new inspector who wants professional, AI-assisted reports at a low fixed cost, Palmtech is hard to beat. HIP is a strong alternative at $89 per month, with excellent mobile capabilities, robust CRM features, customizable branding, and a collaborative inspection feature that lets you work alongside a mentor on the same job from separate devices.



ISN includes a report writer, scheduling, CRM, digital agreements, payment collection, and automated client communications, with no monthly subscription fee.

Inspection Support Network (ISN) offers **AgentHub**, a powerful platform that gives agents easier access to inspection reports, at no additional cost. It provides localized repair estimate ranges, AI-powered findings, detailed insights, and a streamlined repair request workflow all in a centralized location unique to the inspector.



For new inspectors, that means more value added to every real estate agent relationship you develop, strengthening your referral business.

It's also important to note that as ISN, HIP, and Palmtech share resources, **inspectors can easily migrate between these platforms.** This means that if your initial software selection does not end up aligning with your needs down the road, you'll have two strong alternatives available, with zero friction during your software migration — carry over your contacts, report templates, email/text templates, and more.

Things to know early

ISN Palmtech

AI comment tools are particularly useful when you are still building your report writing skills, but you want to present yourself as experienced and confident in your findings. ISN's and Palmtech's AI comment suggestions help you produce professional, thorough comments to describe your findings from day one.
www.inspectionsupport.com
www.palmtech.com

ACC America's Call Center

Beyond warranties, look for software that makes it easy to offer and upsell ancillary services — radon testing, sewer scope, wind mitigation, and similar add-ons. The ability to present these options at booking, and track their uptake over time, can significantly increase your average revenue per inspection. ISN and America's Call Center both support ancillary service upselling as part of the booking workflow.
www.americascallcenter.com

GUARDIAN

Set up payment processing before your first inspection with Guardian Inspection Payments, which integrates with most major platforms and offers FlexFund through ISN. FlexFund allows clients to pay at closing through their title company, rather than paying upfront, while Guardian ensures inspectors are paid within one business day.
www.inspectionpayments.com

ISN HIP HOME INSPECTOR PRO

If you plan to grow beyond a solo operation, check how the platform handles adding inspectors before you commit. ISN and HIP both support multi-inspector operations natively. Migrating platforms later is possible but adds friction — choosing a scalable platform from the start costs nothing extra and saves a transition later.
www.inspectionsupport.com
www.homeinspectorpro.com

INSPECTOR SERVICES GROUP

Inspector Services Group (ISG) home inspection warranties are worth setting up from day one, as well. Being able to tell a client that their inspection comes backed by a 90-day structural and mechanical warranty, appliance recall alerts, and termite protection is a meaningful selling point, especially for a new inspector working to build a reputation. Inspection warranties from ISG start at $10 (and include recallcheck) and integrate with the major scheduling platforms.
www.inspectorservicesgroup.com

Inspection Fuel

Inspection Fuel is the largest annual conference in the home inspection industry and is worth attending early in your career for education, networking, and exposure to the tools and vendors that support this industry.
www.inspectionfuel.com

| Decision checklist: New inspectors

READY?	QUESTION
☐	Have I looked at ISN as a complete starting platform before assuming I need separate tools?
☐	Have I looked at Palmtech at $50 per month as a dedicated report writer with fewer bells and whistles? It is one of the lowest-cost options in the market and includes AI comment suggestions and image defect detection.
☐	Can I customize my reports with my logo, colors, and branding to differentiate myself with homebuyers and real estate agents?
☐	Have I confirmed the platform can deliver my report from the field before I leave the property?
☐	Do I serve clients or communities where report translation into another language would be valuable? If so, have I evaluated HIP?
☐	Does the platform make it easy to offer ancillary services — radon, sewer scope, wind mitigation — at booking to increase my average inspection revenue?
☐	If I plan to grow and add inspectors, does my chosen platform support that without requiring a platform migration?
☐	If I am using Scribeware's per-report pricing, do I have a plan for when my volume exceeds 14 inspections per month?
☐	Have I set up payment processing before my first inspection?
☐	Have I looked into Inspector Services Group warranties as a trust-building tool with clients and agents?
☐	Am I using AI-powered comment features to help build my report writing quality and speed from the start?
☐	Have I called the support line for any platform I'm seriously considering?
☐	Have I asked each vendor how client data is stored and secured?

CHAPTER 3

Feature comparison chart

Feature data reflects publicly available information as of 2026. Verify current availability with each vendor before making a purchase decision.

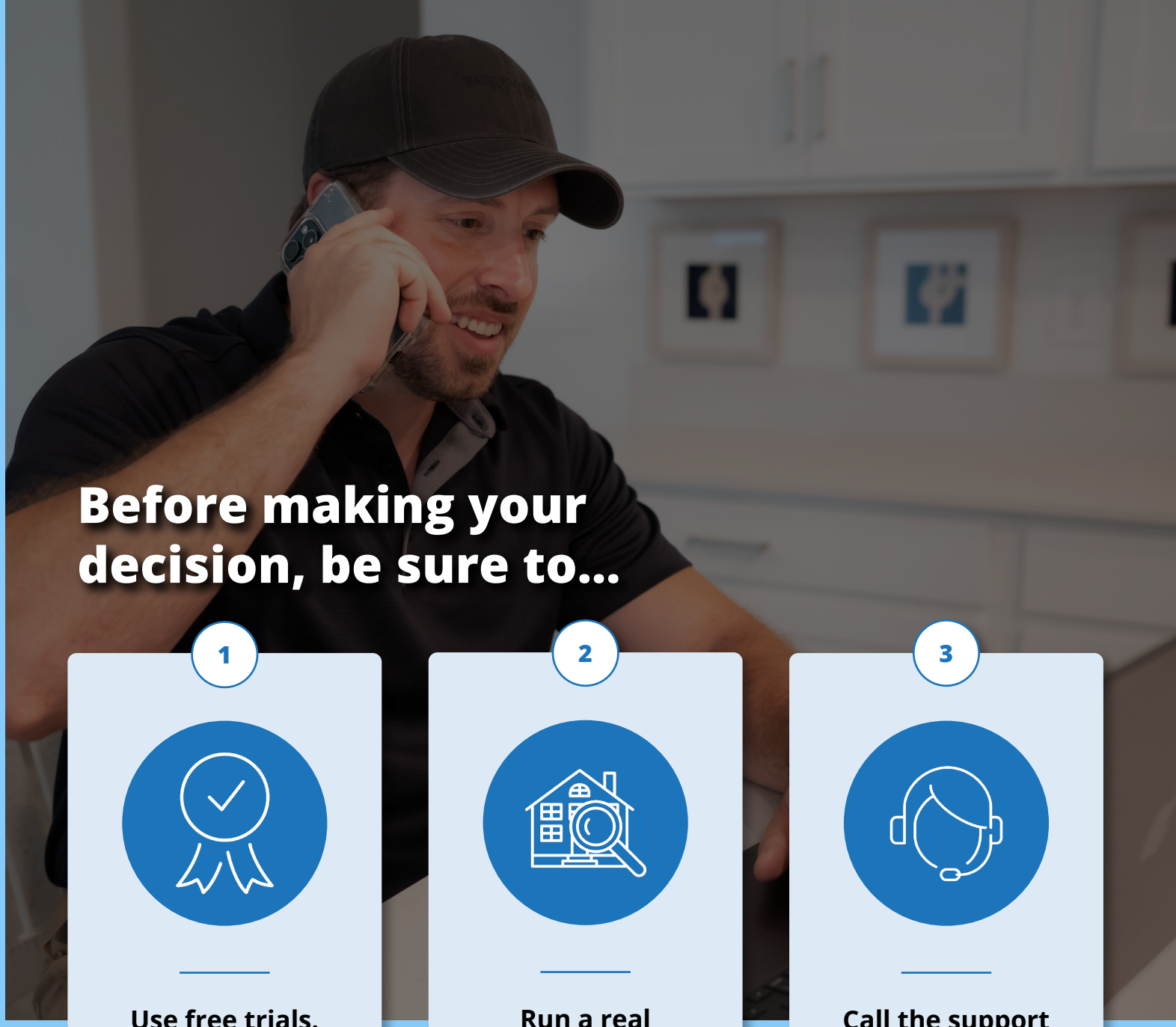
- **Yes** = Included in standard offering
- **No** = Not currently available
- **Add-on** = Available at additional cost or higher tier
- **Partial** = Feature exists but limited in scope or maturity

Feature	ISN	Palmtech	HIP	Spectora	Scribeware	Hive
REPORT WRITING						
Report writing included	Yes (no extra fee)	Yes	Yes	Yes	Yes	Yes
Customizable templates	Yes	Yes	Yes	Yes	Yes	Yes
Pre-built template library	Yes	Yes	Yes	Yes	Yes	Yes
Shared comment library	Yes	Yes	Yes	Yes	Yes	Yes
Mobile app (ios & Android)	Yes	Yes	Yes	Yes	Yes	Yes
Offline report writing	Yes	Yes	Yes	Yes	Yes	Yes
Native desktop app	No	No	Yes	No	Yes	No
Interactive web report	Yes	Yes	Yes	Yes	Yes	Yes
360-degree image support	Partial	No	Yes	Partial	No	No
Multi-inspector collaboration	Yes	Partial	Yes	Partial	No	Partial
Multi-language output	No	No	Yes (6 lang.)	No	No	No
ARTIFICIAL INTELLIGENCE						
AI comment suggestions	Yes	Yes	No	Yes	No	Yes
AI image defect detection	Yes	Yes	No	No	No	Yes
MCP server / AI agent support	Yes	No	No	No	No	No
SCHEDULING & BUSINESS MANAGEMENT						
Built-in online booking	Yes	Yes	Yes	Yes	Yes	Yes
Multi-inspector scheduling	Yes	No	Yes	Add-on	No	Partial
Digital agreements / e-sign	Yes	Yes	Yes	Yes	No	Yes
Integrated payment processing	Yes	Yes	Yes	Yes	Yes	Yes

Feature	ISN	Palmtech	HIP	Spectora	Scribeware	Hive
Pay-at-close option	Yes	No	No	No	No	Yes
QuickBooks integration	Yes	No	No	Partial	No	No
Inspector payroll reporting	Yes	No	Partial	Add-on	No	No
Revenue and business analytics	Yes	Yes	No	Add-on	No	Partial
Agent relationship tracking	Yes	No	No	Add-on	No	No
Ancillary service upselling	Yes	No	No	Partial	No	Partial
CLIENT EXPERIENCE						
Branded client communications	Yes	Yes	Yes	Yes	No	Yes
Automated email / text follow-up	Yes	Partial	Yes	Yes	No	Yes
ACC call center integration	Yes	No	Yes	Yes	No	No
PRICING						
Pricing model	Per inspection	$50+/mo	$89/mo	$109/ mo+	$7/report or $99/mo	Monthly
Monthly subscription fee	No	Yes	Yes	Yes	Optional	Yes
Free trial available	Yes	Yes	Yes	Yes	Yes	Yes
No long-term contract	Yes	Yes	Yes	Yes	Yes	Yes
SUPPORT & COMMUNITY						
Phone support	Yes	Yes	Yes	No	Limited	Limited
Live chat support	Yes	Yes	Yes	Yes	Yes	Yes
Video tutorials / documentation	Yes	Yes	Yes	Yes	Yes	Partial
Active user community	Yes	Yes	Yes	Yes	Partial	No

The right platform depends on what you are optimizing for as you start your business.

Our recommendations:	
A new inspector who wants one platform that does everything:	**ISN.** It includes a report writer, scheduling, payments, and automation under a single per-inspection price with no monthly fee.
A new inspector who wants a dedicated, affordable report writer:	**Palmtech** at $50/month includes AI comment suggestions and image defect detection — the most capable report writer at the lowest cost in the market.
A new inspector who wants strong mobile capabilities and mentoring support:	**Home Inspector Pro** at $89/month includes collaborative inspections, cross-platform apps, and robust CRM features.
Any inspector focused on AI and forward-looking innovation:	**ISN's** MCP server capability and active AI roadmap represent the most advanced infrastructure in the market today.
An inspector serving multilingual communities:	**Home Inspector Pro's** AI-powered report translation into more than six languages is the only solution of its kind in the market.



Before making your decision, be sure to...

1

Use free trials.

2

Run a real inspection scenario during your free trial period.

3

Call the support line and speak to a representative before you commit.

If you attend one industry event this year, make it **Inspection Fuel**

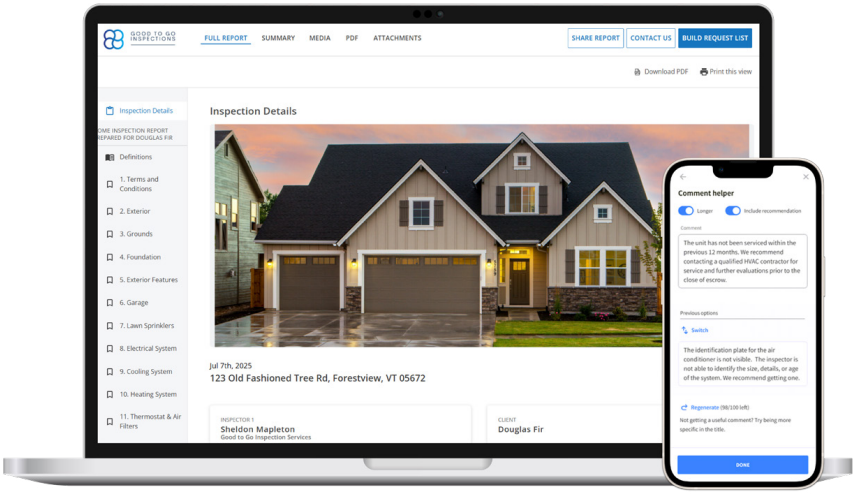
www.inspectionfuel.com

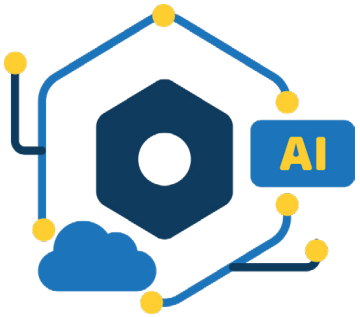
Inspection Support Network®

inspectionsupport.com

ISN is the most widely used home inspection business management platform in North America and the only platform in this guide that includes a full report writer with no additional monthly fee. Pricing is per inspection: $7.25 for the first 50 per month, $5.50 for the next 50, and $3.75 beyond that. The ISN Report Writer includes an AI Comment Helper and an AI Image Defect Detector. ISN also offers MCP server support, enabling AI agents to connect directly to your business data to provide inspectors with valuable information about their business, **a capability no competitor has matched.**

Beyond report writing, ISN covers online scheduling, CRM, multi-inspector team management, agent relationship tracking, digital agreements, payment processing, payroll reporting, revenue analytics, and automated client and agent communications. It integrates with Palmtech, HIP, all major third-party report writers, QuickBooks, Guardian Inspection Payments, Inspector Services Group, and America's Call Center. Phone, chat, and email support are consistently rated among the best in the industry. ISN is owned by Porch Group.





Palmtech

palmtech.com

Palmtech is a dedicated report writing platform with basic business management capabilities starting at $50 per month, **one of the most affordable options in the market.** Palmtech includes AI image defect detection and AI comment suggestions that meaningfully reduce report writing time. The platform supports online scheduling, offline mobile report writing, produces polished branded reports, and includes more than 25 pre-built templates. Shared comment libraries and company-level template management make it well-suited for multi-inspector operations. Palmtech integrates with ISN, Guardian Inspection Payments, and ISG. Palmtech is owned by Porch Group.

HIP HOME INSPECTOR PRO

homeinspectorpro.com

Home Inspector Pro is a full-featured platform with native apps on Windows, Mac, iOS, and Android used in more than 20 countries. With a flat monthly subscription fee of $89, its mobile app is fast and well-regarded for photo and video capture. The collaborative inspection feature allows multiple inspectors to work on the same job simultaneously from separate devices. HIP supports 360-degree image and video walkthroughs and **AI-assisted report translation into more than six languages.** HIP Office adds scheduling, online booking, digital agreements, automated communications, and payment processing. Owned by Porch Group and integrates with ISN, Guardian Inspection Payments, America's Call Center, and Inspector Services Group (RecallCheck).

SPECTORA

spectora.com

Spectora is a widely used all-in-one inspection platform, currently owned by a private equity firm. It charges $109 per month for a solo inspector, with additional inspectors at $99 per month each. Spectora Advanced adds $4 per report for deeper business management features. There are no per-report fees on the base plan and no inspection limits. Reports are delivered as interactive web pages. Scheduling, online booking, digital agreements, payment processing, and automated communications are all included. AI Comment Assist is available, though less developed than ISN's or Palmtech's current toolset. Support is via live chat only; Spectora does not offer direct phone support. Spectora also integrates with America's Call Center.

ScribeWare

scribeware.com

Scribeware is a report writing platform focused on writing speed and flexibility. Its $7 per report pay-as-you-go option has no monthly commitment and is practical at low volume. The $99 per month unlimited plan is the better value at roughly 14 or more inspections per month. Scribeware does not include booking or automated communications, and AI features are minimal. Inspectors using Scribeware will need separate tools for all business management functions and may find support resources are light compared to other software.

Hive

hiveinspect.com

Hive Inspect is an AI-native, all-in-one platform covering scheduling, report writing, payments, and client communications. AI tools include image analysis, speech-to-text report writing, and smart report summaries. Native iOS and Android apps support on-site report writing, but business management capabilities are extremely limited. As the newest platform in this comparison, Hive is actively developing but has less of a track record, thinner support resources, and less mature multi-inspector features than established platforms.

GUARDIAN

Guardian Inspection Payments

Guardian Inspection Payments (inspectionpayments.com) is a payment processor built specifically for home inspectors. Guardian offers the most competitive processing rates in the inspection industry. It integrates with all major inspection platforms and offers next-day funding, no setup or monthly fees, and FlexFund, which allows clients to pay at closing rather than at booking.

ACC America's Call Center

America's Call Center

America's Call Center (americascallcenter.com) provides virtual front-office services exclusively for home inspection companies. Staff are trained on inspection workflows and terminology, scheduling, and ancillary service upselling. ACC integrates with ISN, Home Inspector Pro, and Spectora to book appointments directly into the inspector's calendar in real time.

INSPECTOR SERVICES GROUP

Inspector Services Group

Inspector Services Group (inspectorservicesgroup.com) provides home inspection warranties and ancillary services that inspectors can offer their clients, including 90-day structural and mechanical warranties, appliance recall alerts, termite protection, and radon coverage. ISG's products and services are a meaningful differentiator when competing for agent referrals and repeat business.

Inspection Fuel

Inspection Fuel (inspectionfuel.com) is the largest annual conference in the home inspection industry. The multi-day event brings together inspectors, vendors, and industry leaders for education, a vendor expo, CE credits, and networking. For new inspectors, attending is one of the best investments available for building industry knowledge and relationships.

The Ride Along

The Ride Along (theridealong.show) is the leading podcast in the home inspection industry, hosted by working inspectors for working inspectors. Episodes cover everything from building science and real-world defects to business growth, entrepreneurship, and tools of the trade. If you're not already subscribed, you're leaving free education on the table — follow along on Apple Podcasts, Spotify, or YouTube and make it part of your regular routine.

Final decision checklist

READY?	QUESTION
☐	Have I evaluated ISN as an all-in-one before assuming I need separate tools?
☐	Have I compared the total cost of my intended software stack, not just any single tool?
☐	Have I taken a free trial and performed an actual inspection?
☐	Have I called the support line for any platform I am seriously considering?
☐	Have I asked each vendor what new features they have released in the past year?
☐	Have I asked each vendor how client data is stored, secured, and backed up?
☐	Have I considered whether I serve multilingual communities and evaluated HIP's translation capabilities?
☐	Have I investigated Inspection Fuel as an educational and networking resource?

Inspection Support Network®

So, are you in?

Start your free 30-day trial of ISN today!

or click here