makes it suitable for the smallest or the largest residential or commercial management company.

EASE OF USE – 5 Stars

Manage-IT is extremely user friendly. A drop-down menu bar at the top of the screen provides access to system modules, and colorful function icons provide one-click access to frequently used functions. Clicking on Setup will access the options screen where user preferences, system security and user access, and audit log information is entered. An Add/Edit function is available to set up property and unit information, as well as GL accounts, bank accounts, budget information and tax information.

Manage-IT has a Lite version available for smaller companies, a multi-user version for mid-sized companies, and an Enterprise-level SQL-based version for large companies, suggesting that the program will grow as the business grows.

FEATURES – 5 Stars

If you're looking for a comprehensive tenant information system, look no further than Manage-IT. Virtually every activity that involves your tenants or tenant information can be entered or processed from the tenant screen. A task bar at the top of the tenant screen contains various features, including the ability to add photos, attach notes or correspondence, or scan leases, making for a true paperless office. From the tenant screen, you can post monthly rent and miscellaneous charges, CAM charges and add rent increases. You can also record tenant emergency contact information, employment information and roommate information, if applicable.

I found several other cutting-edge features in Manage-IT, including a web interface; a fully integrated accounting system, which includes budgeting capability; and an excellent applicant module that offers you the capability to find vacant/available/ready units. The work order function can record complete maintenance detail, including outside vendor information, work order status and

inventory adjustments made for products used. Manage-IT also tracks vendor

They can also be e-mailed to vendors, owners or tenants. Open database architecture ensures easy integration with third-party software products. As well, several add-on modules are available that integrate with Manage-IT, including a Payroll Link File module, a CAM module (which creates both manual and automatic CAM charges) and a Crystal Reports module.

REPORTING – 5 Stars

Over 200 standard reports are available in Manage-IT. Reports are divided into the following categories: People, Property, Receivables, Payables, Financial, Management, System and CAM. A terrific feature is the Letter Writer option, which will customize tenant, applicant, vendor and owner letters. I found running reports to be an easy task. The report query screen lets you choose filters such as property or tenant, a description such as address, lease start date, or liability expiration date. Other reporting options available include report consolidation; current, past or future activity; and subsidized units. You can also choose to memorize report parameters for future use. If you desire more in-depth reporting, the integrated Crystal Reports module can be purchased.

HISTORY & SUPPORT – 5 Stars

Logicbuilt develops industry-specific software applications for Real Estate, Construction and Maintenance environments. In business since 1998, Logicbuilt states that its software can be implemented in any size environment, ranging from a sole proprietor to enterprise-level corporations.

Support options include 30 days of free support. Support packages come in four different levels: Bronze, Silver, Gold and Platinum. Each level of support includes product updates and upgrades, e-mail support, telephone support and access to the knowledgebase. Pricing for the support packages range from $160 (Bronze) to $900 (Platinum).

RELATIVE VALUE – 5 Stars

right direction. We chose six areas to focus on for this review: Ease of Use, Features, Integration, Reporting, History & Support, and Relative Value.

Ease of Use is important, particularly for new users. How quickly can the system be set up? Is it easy to install? System Features gives readers information about the modules included with the system, whether there is an integrated accounting function, and whether or not there is an applicant module or a work order/maintenance module. Integration is also an important issue, particularly for large management companies running multiple software products. Reporting covers report processing ease, a summary of available report types, and whether customization or third-party reporting is an option. History & Support is another area to consider when making a software purchase. How long has the company been in business? What kind of customer support options are available? Is support included in the price of the software? Relative Value assesses whether the features that are included in the product are worth the cost?