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From the April/May 2006 [Review of Construction Accounting Software](#)

Total Office Manager from Easy Street, Inc. is designed for small to midsize service-related companies, including appliance repair, plumbing, refrigeration, and HVAC repair. While it also will work for construction firms, its strength is in its service-related capabilities. When looking for a software solution, Danny G. Fulkerson of Fulkerson Plumbing, Heating & Air Conditioning (www.fulkersonplumbing.com) had previous experience with Easy Street and the company's flat rate pricing software. "We were very pleased with that program and their support," he says.

"Total Office Manager is a totally integrated program that includes AR, AP, payroll, customer history, dispatching, etc.," he explains, "and we had been using another program along with an industry-specific program with no integration."

He advises new or potential users to be prepared for many updates/enhancements. "Easy Street states that this is still in the building stage," Fulkerson notes. "They even state that it is a 'software project' and that they are still getting input from users and then implementing those suggestions regularly. Since the time we started with Total Office Manager in September, we have seen numerous changes that were needed and that also greatly improved the program."

LEARNING CURVE — 4 Stars

Installation of Total Office Manager was easy, using a single CD. The main screen of Total Office Manager contains

a drop-down menu bar at the top of the screen, along with a task bar directly

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an interconnected database to store information, making it easy to import and export information to and from your database. Navigation through Total Office Manager is easy once you're familiar with all of the system features. I definitely recommend taking the time to familiarize yourself with the location of all of the system functions.

MODULES & FUNCTIONALITY — 5 Stars

The newest version of Total Office Manager includes a direct deposit option in payroll, expanded user preference capability throughout the program, a reminder system and expanded invoicing capability. All modules offered by Total Office Manager are included in the base price, except for the Caller ID Server. Modules include GL, AP, AR, Accept Credit Cards, Asset Management, Communications, Contact Management, Flat Rate Pricing Import, Inventory, Job Costing, Maps and Directions, Payroll, QuickBooks Data Conversion, Reports and Analysis, Sales, Scheduling and Dispatch, Service Agreements, and Wireless and Mobile Technology.

The Job Cost module contains several useful features including the ability to set up unlimited jobs per customer. You can also set up job phases, attach labor to jobs, and maintain a contact log for each job that contains notes and conversation logs pertaining to that particular job. The true strength of this program lies in its service-related functions, such as the work order processing module, where you can prioritize each order and look up repair history by either model or serial number. The Electronic Dispatch board lets you add new work orders, assign priorities and assign a technician immediately. You can also enter any general or specific instructions particular to that order. The dispatch board lets you view work orders by day, week or month, and shows all uncompleted

work orders. User-defined date format options let you enter information in a

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Total Office Manager is a completely integrated system with all modules included in your base price with the exception of the Caller ID module. Use of the Microsoft Access database also means that you can easily move data back and forth between Total Office Manager and third-party software such as Microsoft Excel. Total Office Manager offers various import and export options including Flat Rate Plus integration, which allows for easier invoicing based on flat rates rather than time and materials billing. The Wireless and Mobile Technology module lets you e-mail work orders to technicians in the field. Total Office Manager can also easily convert your QuickBooks transactions. For an additional cost, you can also obtain the source code for the program.

SUPPORT & TRAINING — 5 Stars

Total Office Manager offers various training sessions at its corporate headquarters. The company also offers onsite training and a good Help function within the software. Three different support plans are currently offered: the Standard Plan at \$999 per year; the Premium Plan at \$1,499 per year; and the VIP Plan at \$2,999 per year. Each plan offers varying levels of support and product updates. You can also choose to use fee-based support, where you pay \$19 plus \$2 per minute for each toll-free phone call.

REPORTING — 4 Stars

Total Office Manager contains a good selection of reporting options, with the ability to save all reports in Word, Excel or *.PDF format. You can choose a report from the

list, click on options, and assign date ranges and filters as needed. Also available

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and customer contact database.

2006 Overall Rating — 4.5 Stars

Technology

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