Total Office MANAGER®

TOTAL OFFICE MANAGER ENTERPRISE WAS BUILT BY CONTRACTORS FOR CONTRACTORS. THIS IS ONE SOFTWARE PROGRAM THAT CAN DO IT ALL.

A Little History First

James R. Leichter, a lifelong contractor, needed a better way to run his business. Frustrated with software that was either "one-size-fits-all" or totally overpriced, James assembled a dream team of software programmers and accounting professionals and set out to make his own software. Total Office Manager is the result of five intensive years of development and more than six more years of fine tuning. The result is a program that probably looks and functions a lot like what you may have always dreamed of owning.

Basic Overview

Total Office Manager was designed specifically for businesses that do work related to service, installation, new construction, and service agreements. Total Office Manager is built on a rock solid foundation of accounting. We then added hundreds of features that a service contracting company would need to run their businesses more efficiently than ever before. Features include an impressive set of modules related to core accounting plus specialty features such as dispatching, service agreements, flat rate pricing, marketing, sales lead management, CRM, proprietary reports, POS, and more.

All development, marketing, sales, training, and support are done "in-house" by Aptora employees. We don't farm anything out. We are constantly responding to the needs and wants of our clients. We release approximately one major update every two months and many other updates in between.

Features Common to the Software

True MDI Interface
Unlike most software of this type, you can open the same forms many times. The interface is clean and "keyboard" friendly with auto-fill and tab ordering.

Options and Preferences
There are hundreds of preferences and options that control look, layout, fields, columns, behavior, and more. Many preferences are specific to the user while others are global.

Heavy Duty Security and Auditing
Security is established on a form-by-form, report-by-report basis. You have the ability to set permissions to open, view, edit, add, inactivate, void, and delete in every form. You can decide which reports can be viewed and printed. Permission templates can be set up and permission sets can be copied from one employee to the next. Every time a user logs in and uses the software, user actions are written into a very detailed audit trail. You can view step-by-step list of everything the user has done, where the user logged in from, and when the user logged out. The audit trail is always active and can never be turned off, edited, deleted, or modified in any way.

Extensive Use of Lists
We include numerous lists to make it easy to stay organized and find things quickly. Each list includes the ability to search, sort, filter, export, and open in Excel. You can build reusable filters and customized reports.

Powerful Search Functions
Our powerful search utility makes finding any piece of information contained in your database simple. Use Boolean, wild cards, match case, and more.

GENERAL FEATURE OVERVIEW

- Friendly Easy-to-Use Interface
- Our Software is Very "Keyboard Friendly"
- Extensive Options and Preferences
- Numerous Customizable Lists
- Unlimited Historical Information
- Extensive Lookup and Search Features
- Rock Solid Security and Auditing
- Grant Permissions by Form and Report
- Hundreds of Detailed Reports with Options
- Batch Printing System
- Very Heavy Inventory Capability
- Convert Reports to a PDF and Other Formats
- Import from Access, Excel, or Delimited
- Export to Various Formats
- Training Videos and Manuals
- Comprehensive Context Sensitive Help
- Comprehensive Database Utilities
- User Defined Fields with Extensive Masking
- Automatic Updates with File Sharing
- Uses a Microsoft SQL Server Database
- Run Multiple Instances of the Software
- Terminal Server Ready
- Custom Software Programming Available

KEY MODULES

- Comprehensive Security System
- Customer Relationship Management (CRM)
- Employee and Vendor Management
- Certified Payroll with USA Updates
- Dispatching (electronic drag-and-drop)
- Telephone Messaging System
- Caller Identification with Instant Lookup
- Integrated Appointments
- Marketing Campaign Manager
- Sales and Estimating
- Flat Rate Pricing Books*
- Credit Card Processing (with batch)
- ACH Payment Processing (with batch)
- AIA® Billing System
- Invoicing and Accounts Receivable
- Sales Opportunity Manager (sales leads)
- Inventory and Item Management
- Purchase Orders and Automated Reordering
- Bills and Accounts Payable
- Fixed Asset Manager with Depreciation
- General Ledger (full double entry)
- Credit Card Management
- Banking and Bank Reconciliation
- Service Agreement Management
- Comprehensive Job Costing
- Report Designer and Navigation Center
- Import and Export Facility
- Mobile Smart Phone/iPad Remote Access*
- Field Mapping and Directions**
- MS SQL Server Enterprise Database Utilities
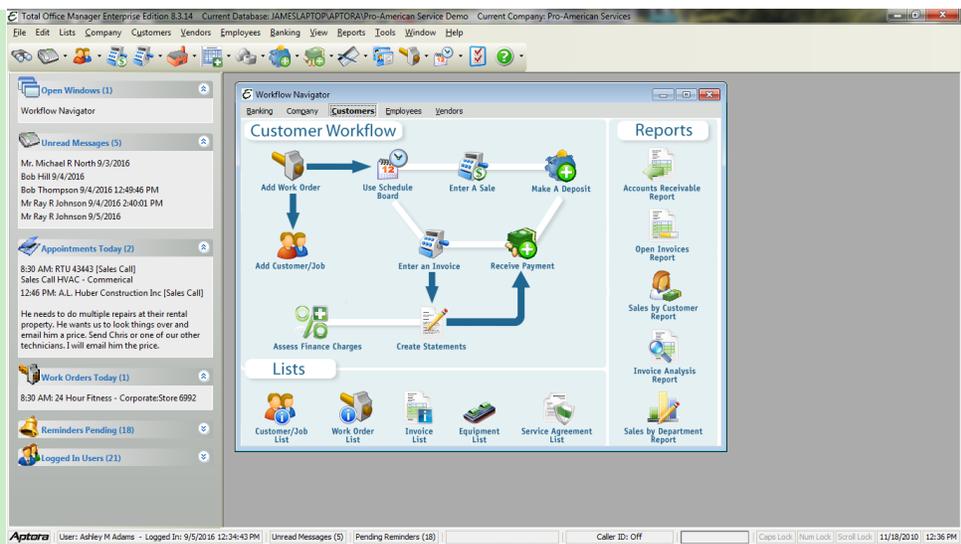- Point of Sale (POS) Option

Live Demonstrations – Free
The best way to learn about the power and flexibility of Total Office Manager Enterprise is to attend one of our live demonstrations. Please contact us at 877.232.7978.

*Extra fees apply
**Requires MS MapPoint
Specifications subject to change without notice.

Printing and Reports
There are hundreds of reports; most of which can be customized to one degree or another. Many reports include extensive drill-down. You can convert reports into PDF, Excel®, Word®, HTML, RTF, Txt, ODBC, Crystal Reports, XML, and others.

Feature Details (modules)

Total Office Manager includes all of the core accounting modules and reports you would expect such as a heavy duty security, auditing, chart of accounts, double entry general ledger, purchase orders, sales, inventory, invoicing, bill payment, check writing, A/R, A/P, credit card management, credit card processing, ACH processing, fixed assets, depreciation, core accounting reports, and more.

We have also added specialized features such as sales lead management, sales proposals, flat rate pricing, serialized inventory, multiple warehouse inventory tracking, item assembly, marketing, mail merge, CRM, hundreds of proprietary reports, report designer, importing, exporting, database utilities, service agreements (with deferred income recognition), job costing, AIA® billing, certified payroll, reminders, appointments, work orders, dispatching & scheduling, bar coding, item aliases, document management, departmentalized financials, interdepartmental billing, callback tracking, warranty tracking, client equipment lists, batch credit card and ACH payments, and many other features.

There are options available such as mobile laptop computing, smart phone options, point of sale (POS), mapping, caller identification, Software Developer's Kit (SDK), on-site training, consulting, custom software programming, and other services.

We are also working on a unique web based Client Portal that will allow your clients to log in, view, and print information.

Options for Remote Access

Smart Phone Software*
Using the optional Aptora Mobile® software system, your employees can review and edit select data from an iPhone®, iPad™, Android™, BlackBerry®, or Safari® Web Browser.

Laptops in the Field
Your technicians can run a full copy of Total Office Manager on a laptop from the field. No special hardware or software is needed. Everything that can be done from an office computer can be done in the field. Our extensive security assures that your employees only have access to what you want them to.

Expert Training

We offer internet based training and on-site training. We have produced a set of videos that you can watch from your own computer. We include a set of printed manuals that guide you through most processes.

Qualified Technical Support

We know that there is no substitution for being able to just pick up the telephone and talk to someone knowledgeable. That's why Aptora is known for its outstanding technical support.

- All technical support is performed "in-house" by English speaking Americans.
- We do not farm out software programming services or technical support to other countries.
- We have employees, not contractors simply working from home.
- Our support staff is highly qualified and made of technicians, programmers, and accountants.

Regular Updates and Upgrades

No software is perfect and neither is Total Office Manager. The difference is that we will own up to our mistakes and fix them quickly without excuses. Aptora is very aggressive when it comes to enhancing and perfecting Total Office Manager. Updates are easily downloaded from the internet. We offer a variety of support packages to fit any need or budget.

Total Office MANAGER®

AWARD-WINNING SERVICE MANAGEMENT SOFTWARE

COMFORTECH Product Showcase Awards

HVAC COMFORTECH 2004 Product Showcase
#1 Business Management Software

ELECTRICAL Contracting Products 2005 INNOVATION AWARD WINNER

THE CPA TECHNOLOGY ADVISOR 5 out of 5
Read the 2009 Review

ELECTRICAL Contracting Products 2008 INNOVATION AWARD FINALIST

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Since 1996, we have been contractors making software for contractors. Our staff brings years of contracting experience to the ongoing design and evolution of our software. Our client's feedback and input allows us to add more modules to the application to assist their specific need.

Aptora is best known for our award-winning accounting and dispatching software Total Office Manager®. We also produce the world's best flat rate pricing software, called Flat Rate Plus. Both of these applications are proven to deliver an immediate return on investment and better our client's business.