

# SedonaOffice

The #1 Financial Software for Security Companies



# SedonaOffice

**O**perating your business at peak efficiency is essential to compete successfully in today's fast-paced environment. You not only have to "out-service" your competition; you need to "out-operate" them in all aspects of your business. Your ability to efficiently manage your business with fast and accurate access to information will allow you to maintain your market dominance.

SedonaOffice is the only enterprise-level accounting and business management software specifically developed for security companies. Designed and built on an open platform using Microsoft SQL Server, SedonaOffice offers complete and easy access to all your data, so you can manage your business better than ever. From operational metric tracking through comprehensive financial statement reporting, SedonaOffice makes it easy to get the information you need when you need it.

SedonaOffice includes all the core modules necessary to operate any size security company, and our comprehensive suite of business partners and add-on applications allows you to extend the software's functionality to meet all your operational needs. The business management capabilities of SedonaOffice make handling your operations a breeze. Whether it's job costing, service dispatching, recurring revenue management or collections, with SedonaOffice your operations will run smoothly and efficiently. SedonaOffice allows you to meet your customers' needs and exceed their expectations.

Stop spinning your wheels and begin operating your business with the information you need to improve your efficiencies, streamline your operations and maximize your profitability.



# Support & Implementation Services

## Support Services

All users of SedonaOffice are covered under our Premier Level Support plan. We provide only the highest level of service and support to all our clients. Our Premier Level Support includes...

- All updates, enhancements and new versions of the SedonaOffice application.
- Direct end-user support for all your how-to and application issues.
- Built-in Citrix Live Assist, allowing our support representatives to connect to your desktop to provide quick and accurate support services.
- Internet-based support and knowledge-based access.
- Telephone support during normal business hours (Monday through Friday).

## Implementation Services

Because proper installation and implementation of SedonaOffice is crucial to your future experience, we play a hands-on role throughout the process. Each new SedonaOffice client is assigned a SedonaOffice Project Manager who is responsible to assist and work with you through the entire implementation as you go live. Our Implementation services include...

- Computer, network, operating system and database management system design, implementation and setup services.
- SedonaOffice installation and setup service on the database server and client workstations.
- Administrative and application training classes customized to meet the needs of each new customer.
- Data conversion services to assist in the migration of your existing data into the SedonaOffice database format.
- Consulting services to assist in optimizing business processes and best usage of SedonaOffice.



# SedonaOffice Application Modules

## Client Management

The Client Management module contains all the tools to manage your customer base, from creating new customers using the New Customer Wizard through the Collections Management and Cancellation Tracking utilities. The RMR Rate Change utility allows you to globally increase your customers' recurring revenue based on the rules and conditions you specify. The Master Account Management functionality gives you superior tools to manage your large multi-site customers, such as chain stores or alarm dealers. The Customer Explorer allows you to manage and access your clients' information in ways you never imagined possible. From one easy-to-navigate form, you have complete access to the entire customer database, allowing you to provide the service your customers demand.

## Accounts Receivable

The Accounts Receivable Module includes the functionality to manage and process your invoices and payments. The Cycle Invoicing utility is used to generate your recurring revenue invoices. The EFT Processing module allows you to manage and collect both ACH and Credit Card transactions. Receiving and posting payments, either manually or via a Lockbox, is a snap in the Payments Processing module.

## Accounts Payable

Managing your Accounts Payable is simple with SedonaOffice. The complete Purchase Order and Receipts integration with the Inventory Management system makes processing and organizing your payables fast and efficient. Paying bills, writing checks and processing any type of vendor transactions are all handled within the Accounts Payable module.

## General Ledger

The General Ledger is the heart and soul of the SedonaOffice application. All financial transactions are processed in real time and can be immediately reported. User-definable accounting periods within the General Ledger application provide greater flexibility for creating financial reports. You can track your deferred revenues, balance and reconcile your bank accounts, audit your general ledger account balances and create one-time or recurring journal entries.

## Service & Inspections

Ongoing service and inspection tracking is essential. With the SedonaOffice Service & Inspections module, you can easily create, schedule and dispatch all your customers' service requests. SedonaOffice maintains warranty and service-level rate plans based on the installation of each system or piece of equipment. Using the Service Ticket Queue, you'll be able to easily manage the complete work flow and status of all your open service and inspection work. Complete integration with the Inventory and Accounts Receivable modules makes tracking parts used and creating invoices for completed work a simple process.

## Job Management

The Job Management module allows you to track and manage all your installations. Complete integration with the Inventory module means that all parts used on each job are tracked and either expensed when used or held in Work-in-Process until such time as the revenue is recognized. All expenses for each job are tracked in the Job Costing utility, including parts, labor, commissions, equipment, contractors, overhead/burden allocation and any other related job expenses. Since all data collection is real-time, you can determine any job's profitability at any time during or after the installation.

## Inventory Management

The Inventory Management module makes the tracking of all your parts a breeze. SedonaOffice supports unlimited warehouses, including vehicles. Given the complete integration with Accounts Payable, Accounts Receivable, Service & Inspections and Job Management, the process of ordering, tracking and invoicing for parts is simple and straightforward. The Physical Inventory capability streamlines the process of counting your warehouse parts, and the Parts Repair feature takes the frustration out of the tracking of repair orders.

## Sales Management

Tracking your opportunities and prospects is enhanced with the Sales Management module. You can track prospects by sales department and salesperson and maintain a true pipeline of your opportunities. With the integrated QuoteWerks application, you can easily create a quote and proposal, then turn a lead into a new customer and a proposal into a work order.

## Report Manager

SedonaOffice includes nearly every report you'll need to manage your business. From sales reports and financial statements through service management and job profitability reports, the Report Manager makes reporting simple and effective.

## Customer Query Builder

Complete access to your customer data is always at your fingertips with the Customer Query Builder. Using standard data selection criteria and sorting tools, you can report on every aspect of your customer database. Use the Customer Query Builder to create customer lists, open invoice aging reports, service analysis reports or nearly any other view of data you can imagine. All data can easily be exported and used in Microsoft Excel, Access or other data mining tools.

## Sedona Setup

The Sedona Setup module makes the setup and management of your SedonaOffice application simple. Using the start-up wizard, Sedona Setup will walk you through all the setup tables needed to use and operate SedonaOffice effectively to achieve the results you desire.

*All core modules  
are included with  
SedonaOffice.*

# SedonaOffice Add-on Modules

The SedonaOffice Add-on Modules offer advanced functionality to enhance your overall experience.



## **SedonaFSU (Field Service Unit)**

SedonaFSU is a Windows Mobile PDA application that brings your business significant functionality by allowing your service technicians and installers to access schedule and job information and enter completed work data from the field.

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## **SedonaDocs**

The SedonaDocs module streamlines document management. You can store and retrieve all documents, contracts, correspondence, pictures or any other electronic media directly from within the SedonaOffice application.

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## **SedonaWeb**

SedonaWeb lets you interact with your customers over the Internet. You can have your customers pay their invoices online, sign up for electronic payments, view invoices, review their service history, even create a new service request. These services and many more are available with SedonaWeb.

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## **SedonaBackup**

Maintaining backups of your database is essential in the event of an unexpected loss of data. With the SedonaBackup module, your database is automatically backed up and remotely transmitted to the SedonaBackup data center, hosted at a secured Tier-1 data center. In the event of a disaster, your database can be retrieved and restored, and you can be back in business in a matter of minutes, not days or weeks.

# Industry Leaders Use SedonaOffice

The best-run security companies in North America rely on SedonaOffice to operate their business. Here's what a few have to say.

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*“With over 50,000 customers, we need to have confidence in our accounting systems. Our business can't afford to miss a beat. We process hundreds of thousands of transactions a month, including invoices, electronic payments, cash receipts, service tickets and collection calls, so we need a system that can perform, respond and grow with us. SedonaOffice is that system. SedonaOffice has allowed us to triple our business over the past three years.”*

*Amy Kothari  
President  
Alarm Capital Alliance  
Media, PA*

*“Operating multiple branch offices and maintaining accurate financial information for each of our locations is essential to managing our business. Using the SedonaOffice branch-reporting feature, we can determine the profitability of each of our branch offices, including each operating department, such as service, installation and our monitoring center.”*

*Garth Wheeler  
Controller  
Peak Alarm  
Salt Lake City, UT*



*“Our business is growing at a very fast rate, so we need robust systems and access to our data in order to maintain our growth. Without SedonaOffice our business wouldn't be able to expand and we wouldn't have the tools to effectively manage our growth and continue with efficient day-to-day operations for our existing clients.”*

*James Orvis  
President  
Security Solutions  
Norwalk, CT*

*“We're using nearly every SedonaOffice module, add-on module and business partner. SedonaOffice gives our business the analytical tools of competitors ten times our size. This allows us to win more business and service our customers better than our competition. We're continuously looking at how to make our company more efficient, and SedonaOffice offers us the features to reach our goals.”*

*Michael Ash  
President  
Garden State Fire & Security  
Eatontown, NJ*

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# Business Partners



## **Bold Technologies – Manitou**

For more than 25 years, Bold Technologies has revolutionized and shaped contemporary alarm monitoring and has defined exciting new standards of security information management. Manitou increases central station efficiency and minimizes training due to its friendly and familiar Windows interface. Forward looking and future proof, Manitou provides One Point of Control for all the technologies you'll ever need. The Sedona Office – Manitou Edition is fully integrated with the Bold Manitou central station application.



## **Sage Quest – GPS Mobile Vehicle Tracking**

SageQuest's total fleet management solution provides GPS-based vehicle tracking, routing, and reporting to help businesses nationwide more effectively manage their mobile workforce. Using real-time tracking, reporting and alerts, customers quickly improve their fleet profitability by reducing costs, creating more revenue per day and improving overall customer satisfaction.



## **ACH Direct – Electronic Payment Processing, ACH and Credit Cards**

ACH Direct, one of the premier third-party processors of ACH and Credit Card transactions in the nation, provides both real-time and batch settlement services for all types of electronic payments. Using the fully integrated features within SedonaOffice, processing and collecting ACH and Credit Card transactions is simple, fast and accurate. With SedonaOffice and ACH Direct, generating payment transactions for both recurring and one-time payments, settling the transactions, receiving the payment in your bank account, and posting the transaction to your customers account is seamless and built right into the SedonaOffice application.



## **QuoteWerks – Quoting and Proposals**

QuoteWerks is the three-time recipient of the Users Choice Award for Best in Class, Proposal Management Software. With QuoteWerks, you can create quotes and proposals as set up directly within SedonaOffice using the QuoteWerks built-in Configurator or bundle selection utilities. Proposals from QuoteWerks pass directly to SedonaOffice when sold to create new customers and work orders. With the SedonaOffice – QuoteWerks integration module, the management and creation of quotes and proposals is fast and efficient.



## **BFIS (Bridgestone/Firestone Information Services) Invoice and Statement Outsourced Printing & Mailing**

BFIS printing and mailing services allow you to outsource the printing and mailing of invoices, statements and other correspondence with the click of a mouse. By fully integrating the BFIS services within SedonaOffice, the setup and ongoing use of BFIS invoice and statement services becomes an effortless process. Additional services include the insertion of "in-line inserts" that allow you to include additional information for each customer on the fly, such as collection or marketing letters to your customers. With BFIS and SedonaOffice you will be able to reduce the overall cost of each mailed invoice and statement, adding greater efficiency and profitability to your business.

*“In 1996, when Don Faybrick and I started SedonaOffice, we had one goal in mind: to create a world-class enterprise financial and business management software application for security companies. It took years of research and development, but our labor of love paid off. SedonaOffice has become the #1 financial software for security companies. With over 4,000 alarm professionals using SedonaOffice on a daily basis, operating the best-run companies in the business, SedonaOffice has established itself as the premier application for security companies. Today, our goal is twofold: to take care of our existing customers, and to continue to enhance SedonaOffice with new features and functionality to give our clients the tools they need to make their businesses the best they can be. From everyone at SedonaOffice, we look forward to the opportunity to work with you.”*

*Michael Marks, President & Co-Founder*



## Contact

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