

# PROADVISOR review

## QXpress scheduling software

Overall Rating **9.75**

### Product Name

QXpress by Alocet Incorporated



### Reviewed By

Susan Gaswirth  
[sgaswirth@aol.com](mailto:sgaswirth@aol.com)

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February 1, 2008

### Summary

QXpress is one of the most amazing products that I have evaluated for Intuit. This is a must have program for any business performing field work (plumbing, landscaping, construction, etc.) QXpress handles all lifecycle management of field transactions including scheduling for both one-time and recurring services, job costing, batch and field invoicing, integrates & syncs immediately with your QuickBooks customer list, print route lists and work orders, record start and stop times, enter what materials were used, and then post the work back to QuickBooks as an invoice.

### Strengths

QXpress fully integrates with QuickBooks with a single mouse click and provides real-time data linking. Customer information updates are bi-directional and will automatically be updated regardless, of which system is utilized to create a new customer or update an existing customer record. The QXpress application looks and feels like the latest version of QuickBooks. When you open this program for the first time you immediately feel comfortable, and are unafraid to venture into playing with it. Its look and feel makes this program completely intuitive to use.

### Limitations

There are no limitations with this product. In fact, it does so much that I am afraid I may not give it all the credit it deserves.

### Wish List

I don't have one. This company has gone to great lengths to make this product intuitive, simple to install and operate, and has great documentation and tutorials. I was able to get through all set up, implementation, and training without having to call the company. There was nothing I could not find on their website. This is a must have product for any field service business.

| Product Ratings   | Rating | Ratings Definitions   |
|---|--------|---|
| <p><b>Setup and Installation:</b><br/>Set up and installation was so simple. There was nothing to guess at.</p>   | 9.5    | <p><b>10.0 (Perfect):</b><br/>This exceedingly rare score is reserved for a product that is as perfect as it could be.</p>  |
| <p><b>Interface:</b><br/>The interface is completely seamless. QXpress looks and feels so much like QuickBooks you think you are actually in QuickBooks.</p>  | 9.5    | <p><b>9.0 to 9.9 (Spectacular):</b><br/>A product that receives a rating in this range succeeds at meeting all of its intended users' needs and has no meaningful drawbacks.</p>  |
| <p><b>Features:</b><br/>QXpress utilizes the same terminology that QuickBooks uses. The learning curve is negligible for the QuickBooks user as the lists and drop down menus are a mirror image of the QuickBooks Item and Customer lists. The first time you open QXpress you will see that all of your customers, items, and employees have been automatically synchronized with QuickBooks. The History tab of the QXpress Customer screen not only displays completed services, but also a list of your QuickBooks invoices, payments, credits and estimates.</p> <p>QXpress allows you to record start and stop times for each service on a per employee basis allowing you to post service times directly into the Timesheet in QuickBooks eliminating the necessity of manual double entry. In QXpress, every service is assigned to a QuickBooks 'Service Item', and every material is assigned to a QuickBooks 'Inventory' or 'Non-Inventory Item'.</p> <p>QXpress displays QuickBooks invoices, estimates, payments and credit memos in the QXpress <i>Customer</i> screen in real time. This allows you to quickly answer any questions your customers have about their account, whether it was a QuickBooks transaction, a QXpress service, or a QXpress <i>Contact Manager</i> event.</p> <p>QX Mobile provides mobile capabilities for QXpress users. QX Mobile allows you to take all customer information, history, contact events, and services out with you in the field. You have full read/write capabilities on all data, and can add new customers, services, and items in the field and have it sync back with QXpress.</p> | 9.5    | <p><b>8.0 to 8.9 (Excellent):</b><br/>A product that receives a rating in this range is superior in so many ways that its relatively few drawbacks are not very important.</p> <p><b>7.0 to 7.9 (Very good):</b><br/>While the strengths of a product scoring in this range certainly outweigh its weaknesses, it has some minor faults that certain users should be aware of.</p> <p><b>6.0 to 6.9 (Good):</b><br/>This range represents a product that is above average. Its strengths slightly outweigh its weaknesses, making it good for most uses but not a standout.</p> <p><b>5.0 to 5.9 (Average):</b><br/>A product that scores in this range is functional but unremarkable.</p> <p><b>4.0 to 4.9 (Mediocre):</b><br/>Products in this range are below average. They fall in the middle of the pack for most features, but suffer from a few additional major flaws.</p> <p><b>3.0 to 3.9 (Poor):</b><br/>A customer should probably not consider purchasing a product in this range or lower. There may be one or two specialized circumstances, however, that could justify the purchase of this product for a very low price for a specific demand.</p> |
| <p><b>Ease of Use/Service and Support</b><br/>The product is so easy to use and is about as intuitive as it gets. The company has great online tutorials. They have an online movie presentation for a number of service industries. These movies walk you through many of the tasks you would perform on a daily basis and are easy to follow and understand.</p> <p>The company provides 120 minutes of product support; which excludes the support time you may require for product installation. Minutes used for initial installation, initial networking, and passwords are credited back to your 120 minutes of support. QXpress states that their customer base very rarely requires additional support over this timeframe, but additional support is available at the rate of \$75.00 per hour.</p>   | 9.5    | <p><b>2.0 to 2.9 (Terrible):</b><br/>A product that receives a rating in this range does not satisfy any of its intended users' needs and has no meaningful strengths.</p>  |
| <p><b>Data Security / Privacy</b><br/>Security is determined at both the QXpress and QuickBooks levels. The end-user will only be performing the functions or have access to the areas that have been defined by the system administrator.</p>  | 9.5    | <p><b>1.0 to 1.9 (Abysmal):</b><br/>A product in this range should never have been produced. This product has no redeeming qualities and worse, may actually harm the user or the user's productivity.</p>  |



**QuickBooks®**

**PROADVISOR**

**QXpress by Alocet Incorporated**

**Overall Rating**

**9.75**

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**Integration with QuickBooks**

**SEAMLSS, POWERFUL, REMARKABLE.**

The best I have ever seen!

**10.0**

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