

07

TOTAL ASSOCIATION

Workforce Management

The half of your operation your software has never seen.

01 WHY THIS MATTERS

A management company is not an accounting firm. It is an employer.

Behind every association you manage is an entire workforce: community managers, maintenance technicians, front-desk staff, gate attendants, security patrol officers, valets, package-room clerks, and dozens of outside vendors such as pool companies, landscaping crews, elevator technicians, generator maintenance companies, fire inspection contractors, and cleaning services.

They work shifts. They clock in and out. They request time off. They accumulate over time. They hold certifications that expire. Vendors arrive on scheduled visits. They perform inspections, complete maintenance, and submit reports. Every one of those labor hours and service visits represents real money.

Yet, your association software has no idea any of them exist.

So, like every growing management company, you started adding more software. A time-clock app. A scheduling platform. A spreadsheet to track certifications. Another system to estimate labor costs. Maybe another way to track vendors and service visits. Each has its own login, its own database, and its own reports. None of them are connected to the associations that those employees and vendors actually serve.

The cost of that disconnect is not theoretical. It is buddy punching. It is unverified work hours. It is overtime nobody approved until payroll was processed. It is a maintenance technician marked "on site" with no proof that they ever arrived. It is a pool company billing for a visit that no one can verify. It is a generator maintenance crew signing a paper log that may or may not reflect their actual arrival. It is a contractor's certification that expired three months before anyone noticed.

Every one of those failures costs money. None of them appear in your financial statements until the money has already been spent.

The question was never whether your software has accounting. The question is how much of your operation it still leaves you to run by hand, with another vendor, another login, and another person to manage it.

02 HOW TOTAL ASSOCIATION SOLVES IT

The same platform that runs your associations runs the people who run them.

The same platform that manages your associations also manages the people and vendors who keep those associations running. Total Association treats workforce and vendor operations as first-class components of the platform, not afterthoughts bolted on through third-party integrations. Employees, contractors, schedules, work orders, time records, service logs, and the associations they serve all live inside a single system. Every labor hour and every vendor visit is tied directly to the property where the work was performed.

Employees use a dedicated mobile app. They clock in using GPS verification and a live photo, virtually eliminating buddy punching the day the feature is enabled. Managers build schedules, assign tasks, receive photo proof of completed work, approve time-off requests, monitor overtime before payroll becomes a surprise, and track certifications and licenses with automatic expiration alerts. Labor costs roll up by employee, by position, and by association, providing visibility that is almost impossible to achieve when information is spread across multiple systems.

Outside vendors benefit from the same accountability. Whether it is the pool company, landscaping crew, elevator contractor, generator maintenance company, fire inspection vendor, or cleaning service, every visit can be verified using Total Association's Smart Punch Clock. Upon arrival, the technician checks in with a live photo and timestamp, confirming who arrived, where they were, and exactly when they started work. As work progresses, the mobile app allows technicians to document completed tasks with notes and photographs. Every activity is automatically logged and permanently stored, creating an indisputable service history for the association.

- Paper maintenance logs become digital.
- Sign-in sheets become verifiable attendance records.
- Photo documentation becomes part of the permanent maintenance history.
- Managers no longer have to wonder whether a vendor actually completed the work they invoiced.

Field personnel receive purpose-built applications rather than one generic catch-all app. Maintenance technicians use the Maintenance App. Security officers use the Rover Guard App. Gate attendants use the Gate App. Valets use the Valet App. Package-room staff use the Package Management App.

The result is not HOA software with a few HR features added. It is a complete operations platform that manages the people, vendors, and services that keep every community running.

03 THE PROOF

WORKFORCE MANAGEMENT · FEATURE COMPARISON

Feature / Module	TA	Vantaca	CINC	AppFolio	TOPS	Buildium
TIME & ATTENDANCE						
Workforce Management Platform	Yes	No	No	No	No	No
Employee Mobile App	Yes	No	No	No	No	No
Punch Clock	Yes	No	No	No	No	No
GPS Time Tracking	Yes	No	No	No	No	No
Photo Verification at Clock-In	Yes	No	No	No	No	No
Geolocation + Address Capture at Punch	Yes	No	No	No	No	No
Time-Clock Device Management	Yes	No	No	No	No	No
Employee Attendance Tracking	Yes	No	No	No	No	No
Overtime Tracking	Yes	No	No	No	No	No
Timesheet Export (PDF)	Yes	No	No	No	No	No
TASKS & FIELD-ROLE APPS						

Employee Task Management	Yes	Partial	Partial	Partial	Yes	Yes
Task Assignment by Manager	Yes	Partial	Partial	Partial	Yes	Yes
Task Completion Tracking	Yes	Partial	Partial	Partial	Yes	Yes
Task Photo Uploads	Yes	No	No	No	No	No
Task Notes & Comments	Yes	Partial	Partial	Partial	Partial	Partial
Department-Based Task Routing	Yes	No	No	No	No	No
Work Log (Staff Time Entries)	Yes	No	No	No	No	Partial
Workforce Dashboard	Yes	No	No	No	No	No
Maintenance Technician App	Yes	No	No	No	No	No
Gate Attendant App	Yes	No	No	No	No	No
Package Room App	Yes	No	No	No	No	No
Rover Guard App	Planned	No	No	No	No	No
Valet Attendant App	Planned	No	No	No	No	No
Security Patrol Reporting	Planned	No	No	No	No	No
Incident Reporting	Yes	No	Partial	No	No	No

Photo-Based Incident Reports	Yes	No	No	No	No	No
MAINTENANCE & EQUIPMENT						
Maintenance Work Orders	Yes	Yes	Yes	Yes	Yes	Yes
Maintenance Assignment	Yes	Partial	Partial	Yes	Partial	Yes
Maintenance Completion Tracking	Yes	Yes	Yes	Yes	Yes	Yes
Preventive Maintenance	Yes	Partial	No	Partial	Partial	Yes
Equipment Maintenance Tracking	Yes	No	No	No	No	No
Asset / Equipment Registry	Yes	No	No	No	No	No
Equipment Task Scheduling	Yes	No	No	No	No	No
Automated Subcontractor Assignment Email	Yes	Partial	No	No	No	No
Equipment Service Log (PDF)	Yes	No	No	No	No	No
Equipment Service Status Report (PDF)	Yes	No	No	No	No	No
HR, RECORDS & REPORTING						
Employee File Management	Yes	No	No	No	No	No

Employee Announcements	Yes	No	No	No	No	No
Workforce Reporting	Yes	No	No	No	No	No
Multi-Property Workforce Management	Yes	No	No	No	No	No

Maintenance work orders are table stakes — every platform has them. The story this table tells is everything around the work order: who did it, where they were standing, whether they were clocked in, what it cost, and whether they were even allowed to. That is the column only TA fills.

THE TA ADVANTAGE

- ✓ **One less stack to manage.** Retire the separate timeclock and HR tools — and the logins, contracts, and integrations that came with them.
- ✓ **Every hour tied to a property.** Time logged at the punch flows to the work log and timesheet, in the same system that runs the association.
- ✓ **Verified work, not assumed work.** GPS and photo clock-in end buddy punching; photo-proof tasks and equipment service logs replace “it got done.”
- ✓ **Field staff included, not ignored.** Dedicated apps for the gate and package room, the technician on the employee app — with patrol and valet apps on the way. The people no accounting platform was built to see.

Why This Matters to Your Management Company

Workforce management is only one of the many services Total Association offers. Every automation throughout the platform is designed to accomplish the same objective:

Reduce manual work while improving operational quality.

Reducing manual work means your existing staff can manage more associations without increasing payroll. Managing more associations with the same people and the same overhead means higher profitability.

Improving the quality and consistency of the work leads to happier boards, happier residents, and stronger client relationships. Stronger client relationships translate into higher client retention, lower turnover, fewer lost contracts, and more recurring revenue.

That is the philosophy behind Total Association.

We don't build features simply because they are nice to have. We build automation that helps management companies operate more efficiently, grow more profitably, and deliver a better experience to every community they manage.