

Your Goals. Our Solutions.



Financial Reports



Budget



Company Structure

**SERVICES &  
CONTRACTING  
MODULE**



الحل الأمثل والنظام الشامل لإدارة الأعمال  
The Total solution system for your business

A photograph of three business professionals in a modern office setting. A man in a suit and tie is on the left, smiling and looking towards the center. Two women in business attire are in the center and right, also smiling and looking at a large, dark-colored folder held by one of the women. The background is a large window with a grid pattern, suggesting a modern office building. The overall mood is positive and collaborative.

Your Goals. Our Solutions.



Wholesale &  
Retail E-ERP

**Optimum Services & Contracting Module** is an integrated system comprising of full documentary cycle of contracting and services operations starting from daily/monthly/annual contracts or providing direct services, follow through contracting process and then billing the client periodically as per the contract or directly.

**Optimum** provides powerful Security and Workflow. Specific system and operational roles can be defined at user or user group levels. A powerful document workflow ensures the smooth flow of documents within the organization. Any number of approval levels can be defined according to the nature of the document.



### Core Components:

1. Contract Management.
2. Services Management.
3. Customer Services Management.
4. Billing Management (Direct/Cash/Against Delivery).
5. Cash Memo Management.
6. Collection Management.
7. Inquiries & Reports.



Company Structure



Budget



## Quotations

**Optimum Wholesale & Retail Module** provides following facilities for Quotations:

- √ Generate & submit quotations online to customers directly.
- √ Add Quotations manually.
- √ Send alerts to client for expiry of quotation electronically by email.
- √ Extend the duration of quotation.
- √ Change the quotation pricing.
- √ Transfer quotation to order.
- √ Quotation inquiries.
- √ Print quotation or send electronically via email.



Services & Contracting



Quotations



## Contracts

**Optimum Services & Contracting Module** includes full-fledged functionality of contracts management with the following features:

√ Create contracts:

- Issue contract.
- Renew contract.
- Cancellation of contract.
- Extension of contract period.
- Reduction of contract period.

√ Contracts Setup:

- Multiple types of contracts.
- Define calculation procedure for each type of contract.
- Define variables to calculate the billing period.

√ Follow-up contracts in terms of:

- Renewal.
- Amendment.
- Termination.



Services & Contracting



Contracts



## Services

**Optimum Services & Contracting Module** includes full-fledged functionality of services management with the following features:

- √ Multiple types of services provided.
- √ Method of calculating fees.
- √ Define the terms & conditions for each service.
- √ Print Services Reports.
- √ Inquiries & reports.
- √ Send alerts electronically via e-mail.



Services & Contracting



Services



## Customer Service

**Optimum Services & Contracting Module** includes full-fledged functionality of customer services management with the following features.

- √ Customer Setup:
  - Basic data for the customer.
  - Define customer credit limit.
  - Individual customer contacts.
  - Date of issuance of statements.
- √ Create a service request electronically through:
  - System.
  - Mobile Application.
- √ Create a maintenance request electronically through:
  - System.
  - Mobile Application.
- √ Create inquiries request electronically through:
  - System.
  - Mobile Application.



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Customer Services



## Billing Management

**Optimum Services & Contracting Module** provides full-fledged functionality of customer billing management with the following features:

- √ Online electronic billing according to the contract.
- √ Direct billing.
- √ Cancellation of bills issued.
- √ Print bills electronically.
- √ Inquiries about bills electronically.
- √ Send bills and alerts electronically via email.



Services & Contracting



Billing Management





## Receipts

**Optimum Services & Contracting Module** provides full-fledged functionality of receipts management (cash invoicing) with the following features:

- √ Issuing receipts.
- √ Cancellation of receipts.
- √ Inquire about receipts & follow-up collection.
- √ Print receipts.
- √ Send receipts, alerts & follow-up notifications electronically via e-mail.



Services & Contracting



Receipts



## Collections

Collections can be followed up with ease using **Optimum Services & Contracting Module** with following features:

- √ Scheduling collection electronically.
- √ Follow-up collection electronically.
- √ Print collection letters electronically.
- √ Inquire about collection electronically.
- √ Send alerts electronically via e-mail.



Services & Contracting



Collections



## Inquiry & Reports

A comprehensive reporting and inquiries module makes it easy to extract all types of reports in real-time electronically with following features:

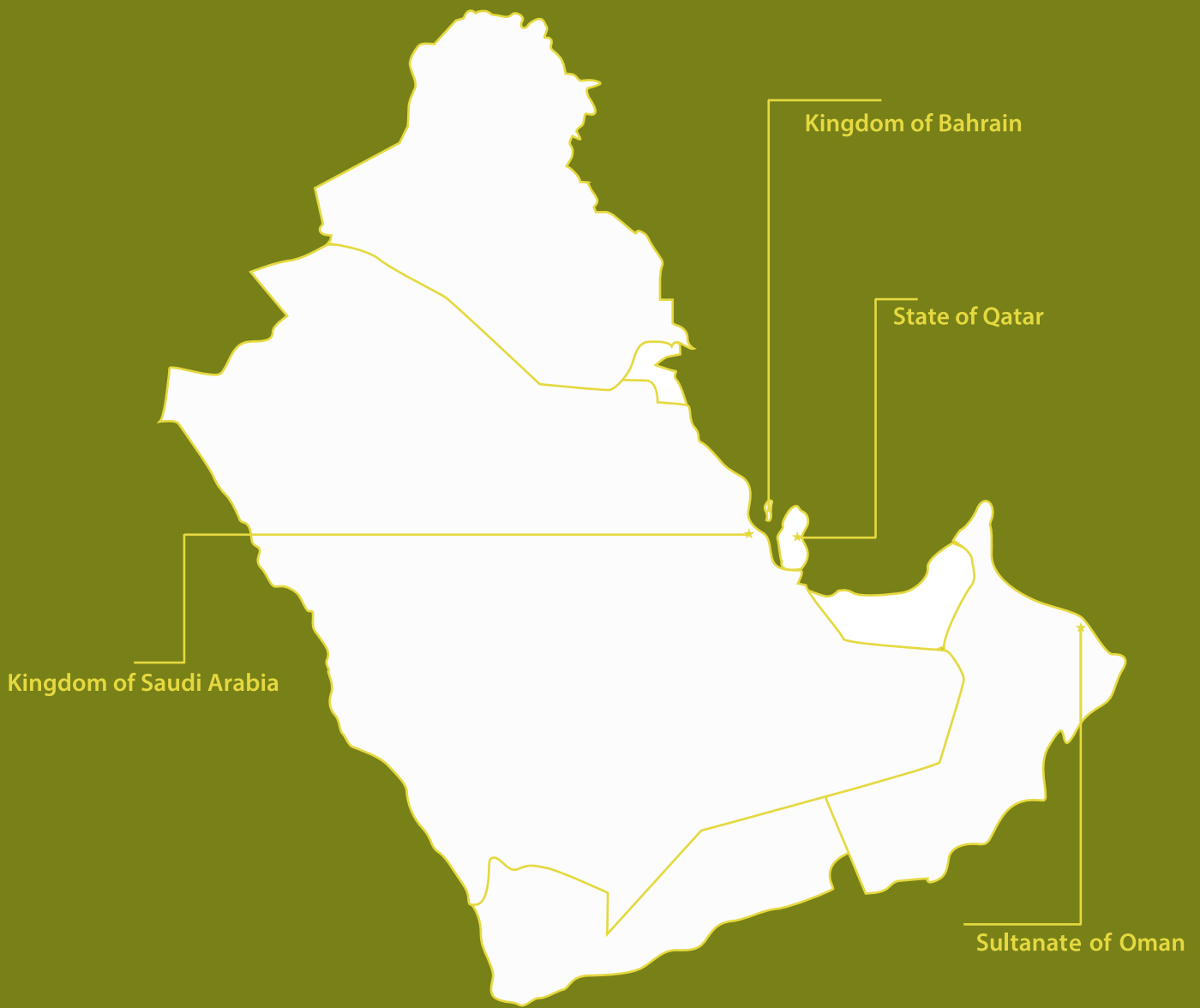
- √ Contract reports & inquiries.
- √ Sales reports & inquiries.
- √ Collection reports & inquiries.
- √ Statistical reports.



Services & Contracting



Inquiry & Reports



## Regional Offices

### Bahrain

P.O. Box 2949  
 Manama, Kingdom of Bahrain  
 Tel. +973 17 297227  
 Fax. +973 17 297 337

### Qatar

P.O. Box 31122  
 Doha, State Of Qatar  
 Tel. +974 4491 3232  
 Fax. +974 4491 3231

### Saudi Arabia

P.O. Box 3674  
 Al Khobar, Kingdom of Saudi Arabia  
 Tel. +966 3 889 0022  
 Fax. +966 3 889 8285

### Oman

P.O. Box 1801  
 Muscat, Sultanate of Oman  
 Te . + 968 2447 2223/4  
 Fax. +968 2448 1867

