



ANY SERVICE, ONE SOLUTION!



Services & Contracting



Service Categories



Organization Structure

SERVICES & CONTRACTING



THE TOTAL SOLUTION SYSTEM FOR YOUR BUSINESS

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e-Quotations



SERVICES & CONTRACTING

"Any Service, One Solution!"

Optimum Services & Contracting module is an integrated system comprising of full documentary cycle of operations 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.

Specific operational roles that can be defined at user or user group levels. A powerful security and document workflow which ensures a smooth flow of documents. Ability to define any number of approval levels according to the nature of document.

Technologies:

- Intranet / Internet based
- Accessible Through Any Browser
- ASP.NET & C# Development Tools
- Microsoft SQL Database
- Mobile Application

Why Optimum?

Product Specific:

- Customer Portal Dashboard
- e-Quotations
- Customer Contracts
- Customer Ageing
- e-Payment
- User Friendly Interface

Product General:

- Business Intelligence Reporting
- In-Built Document Workflow
- Bi-Lingual Arabic/English
- Powerful Security Control
- Fully Integrated ERP

Service & Contracting Functionalities:

- Contracts Management
- Services Management
- Customer Service Management
- Billing Management (Direct/Against Delivery)
- Cash Memo Management
- Collection Management
- Customer Portal
- Dashboards, Inquiries & Reports



Customer Portal Dashboard



Posting Alerts



CONTRACTS MANAGEMENT

Contracts Management provides a host of functionalities to manage all aspects of contracting industry. The system moves through each and every stage of the contracting process starting with the creation of the contract to its execution and completion.

Unique Features

Product Specific:

- Financial Posting
- Customer Record
- Customer Ageing
- e-Payment
- User Friendly Interface

Product General:

- Supports Document Attachment
- Posting Alerts (Emails, sms..etc)
- Bi-Lingual Arabic/English
- Powerful Security Control

Contracts Management allows multiple types of contracts to be defined in system with different terms and conditions and payment cycle. It is easy to use and provides firm control over the contracting process.

Technologies:

- Intranet / Internet base
- Accessible Through Any Browser
- ASP.NET & C# Development Tools
- Microsoft SQL Database
- Mobile Application

Purchase Requisition Functionalities:

- Multi-type Contracts
- Payments Cycle
- Contracts Amortization
- Follow-up contracts
- Print contracts
- Inquiries & Reports



Financial Posting



Customer Portal



Print Account Statements



SERVICES MANAGEMENT

Optimum Services Management provides customers with full services management cycle be it in any spher.

Services Management System's easy to define service categories lets the user's setup the services and the pricing of services with minimal

Unique Features

Product Specific:

- Customer Portal
- e-Orders
- Customer Ageing
- e-Payment
- User Friendly Interfacing

Product General:

- Supports Document Attachment
- In-Built Approval Workflow
- Posting Alerts (Emails, SMS..etc)
- Powerful Security Control

efforts. System lets you send alerts and notifications electronically via emails, SMS or push messages on mobile app.

Technologies:

- Intranet / Internet base
- Accessible Through Any Browser
- ASP.NET & C# Development Tools
- Microsoft SQL Database
- Mobile Application

Recruitment With Online Portal Functionalities:

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



CUSTOMER SERVICES MANAGEMENT

Customer Services Management Management includes full-fledged functionalities of customer services management that ensure prompt and efficient customer care and follow up. With **Customer Services Management**, gone are the days of frustrated customers and delayed actions.

Unique Features

Product Specific:

- Customer Portal
- Online Ticketing
- Customer Communications
- User Friendly Interface
- Electronic Alerts

Product General:

- Document Attachment
- In-Built Document Workflow
- Posting Alerts (Emails, SMS..)
- Powerful Security Control

System lets you send alerts and notifications electronically via emails, SMS or push messages on mobile app.

Technologies:

- Intranet / Internet base
- Accessible Through Any Browser
- ASP.NET & C# Development Tools
- Microsoft SQL Database
- Mobile Application

Personnel Administration Functionalities:

- Customer Setup
- Create a service request electronically through
- Create a maintenance request electronically through
- Create inquiries request electronically through
- Print account statements electronically
- Inquiries about the account electronically
- Send alerts electronically via e-mail



Posting Alerts



Supports Document Attachment



Multiple Types of Services



Customer Portal Dashboard



e-Invoices



Inventory Inquiries



BILLING MANAGEMENT

Billing Management provides the functionality to raise all types of invoices electronically, namely, Against Delivery, General or Transactional. It has a built-in workflow process and a full limit-authorization control. It also has functionality to record contracts with customers and raise invoices periodically as per the contract.

Unique Features

Product Specific:

- Customer Portal with Dashboard
- e-Invoices
- Auto Invoice Sending
- User Friendly Interface
- Real-Time Accounting Entries

Product General:

- Documents Attachments
- In-Built Approval Workflow
- Posting Alerts (Emails, SMS.)
- Powerful Security Control

System can also apply formulae at contract level to calculate invoice amounts based on input. The accounting entries are also posted in real-time to the General Ledger.

Technologies:

- Intranet / Internet base
- Accessible Through Any Browser
- ASP.NET & C# Development Tools
- Microsoft SQL Database
- Mobile Application

Billing Management Module Functionalities:

- Raise Invoices Electronically
- Raise Invoice Against Delivery
- Add Invoices Manually
- Apply Formulae for Amount Calculation
- Cancel Invoices
- Transfer Invoice to Settlement
- Invoice Inquiries
- Print Invoices or Send Electronically Via Email



CASH MEMO MANAGEMENT

Cash Invoice Management is the perfect solution for raising cash memo/invoice for any on counter sales including point of sale devices. It has a built-in workflow process and a full discount limit-authorization control. The system has a responsive interface enabling the use on type of computer device including tablet computers or mobile phones.

Unique Features

Product Specific:

- Electronic Cash invoice/Memo
- User Level Discount Limits
- Customer Record
- User Friendly Interface
- Real-Time Accounting Entries

Product General:

- Supports Document Attachment
- In-Built Approval Workflow
- Posting Alerts (Emails, SMS, etc.)
- Powerful Security Control

The **Cash Invoice Management** system allows to prepare cash invoices against orders received or quotations sent. The accounting entries are also posted in real-time to the General Ledger.

Technologies:

- Intranet / Internet base
- Accessible Through Any Browser
- ASP.NET & C# Development Tools
- Microsoft SQL Database
- Mobile Application

Leaves Management Module Functionalities:

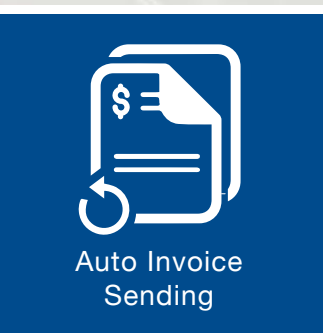
- Raise Cash Memo/Cash Invoice Electronically
- Raise Invoice Against Order/Quotations
- Add Cash Invoices Manually
- Schedule Delivery
- Inventory Inquiries
- Cash Invoice Inquiries
- Print Cash Invoices or Send Electronically Via Email



Supportd Document Attachment



Auto Invoice Sending



Document Attachments



Electronic Cash Invoice/Memo



Print Settlements



Online e-Shop



COLLECTION MANAGEMENT

Optimum Collection Management provides the functionality to raise settlements/receipts electronically against invoice, against advance received, against credit note, against services or general receipts. It has a built-in workflow process and a full limit-authorization control.

Unique Features

Product Specific:

- e-Settlements/Receipts
- Auto Settlements Sending
- Real-Time Accounting Entries
- User Friendly Interface
- Business Intelligence Reporting

Product General:

- Documents Attachments
- In-Built Approval Workflow
- Posting Alerts (Emails, SMS.)
- Powerful Security Control

It also has functionality to issue settlements automatically against a payment received electronically through payment gateway or any other online transaction method. The accounting entries are also posted in real-time to the General Ledger.

Technologies:

- Intranet / Internet base
- Accessible Through Any Browser
- ASP.NET & C# Development Tools
- Microsoft SQL Database
- Mobile Application

Collection Management Functionalities:

- Raise Receipts Electronically
- Raise Receipts/Settlements Against Invoices
- Raise Receipts/Settlements Against Advance Received
- Raise Manual Receipts
- Cancel Settlements
- Settlement Inquiries
- Print Settlements or Send Electronically Via Email



CUSTOMER PORTAL

Optimum Customer Portal provides the most user-friendly platform to the customers for online purchasing, customer services or online payments against services or purchases.

Unique Features

Product Specific:

- Customer Services
- Payment Gateway
- Communicate with Customer
- Customer Dashboards
- User Friendly Interface

Product General:

- Documents Attachments
- In-Built Approval Workflow
- Posting Alerts (Emails, SMS.)
- Powerful Security Control

has a responsive interface enabling the use on type of computer device including tablet computers or mobile phones. The backend is controlled by the powerful Optimum ERP and Content Management System provided full communication with the client.

Technologies:

- Intranet / Internet base
- Accessible Through Any Browser
- ASP.NET & C# Development Tools
- Microsoft SQL Database
- Mobile Application

Customer Portal Functionalities:

- Customer Registration
- Customer Services
- Online e-Shop
- e-Payments
- Track Deliveries
- Customer Communication
- Electronic Alerts



e-Payments



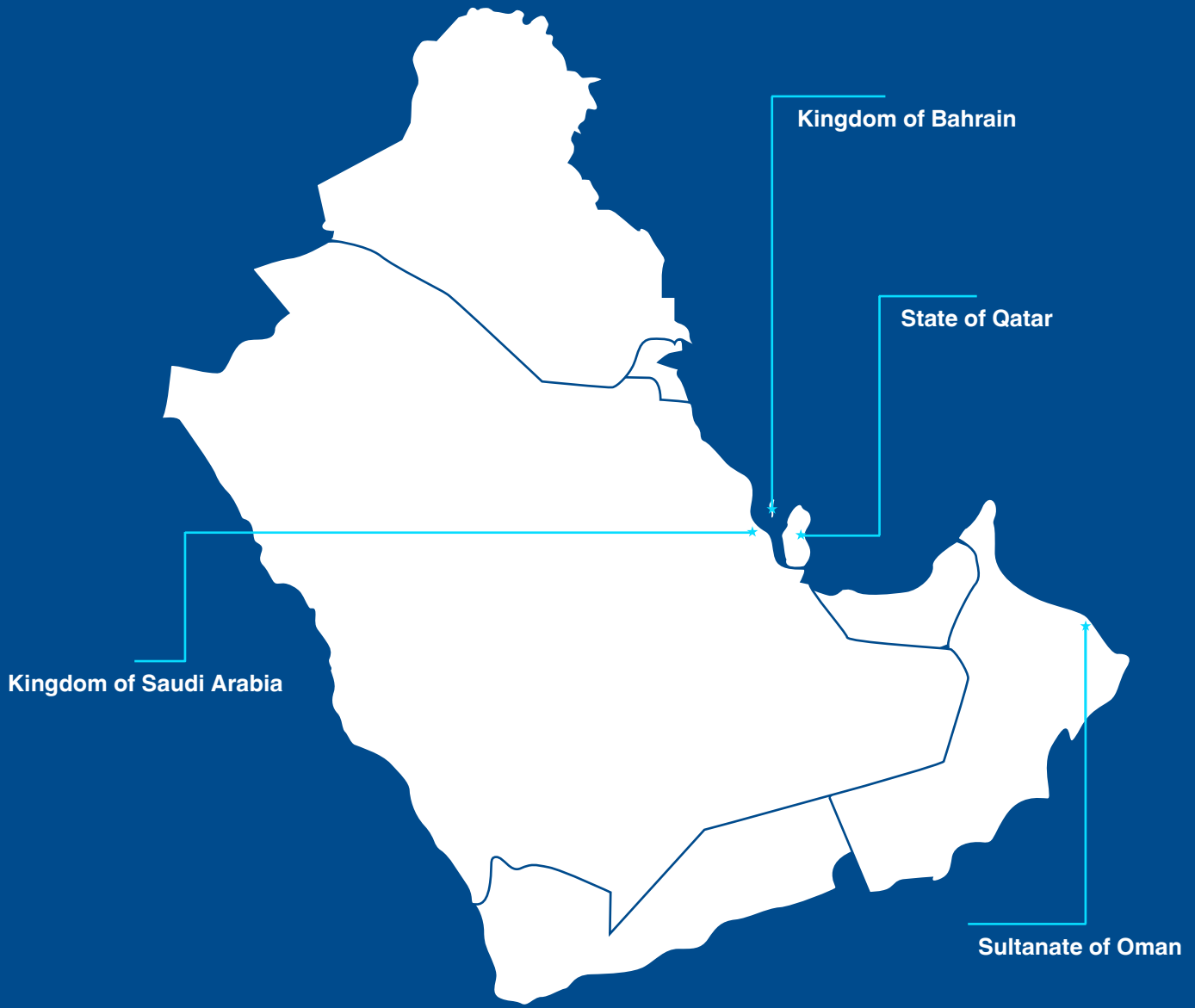
Posting Alerts



Cancel Settlement



Real-Time Accounting Entries



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