MALLATS

GLOBAL SOLUTIONS

ANY SERVICE, ONE SOLUTION!

Services & Contracting

Service Categories

Organization Structure

SERVICES & CONTRACTING

THE TOTAL SOLUTION SYSTEM FOR YOUR BUSINESS

CONTENTS

SERVICES & CONTRACTING
"Any Service, One Solution!"

Mallats 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.

Why Mallats?

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*

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

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

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

Posting Alerts

Customer Record

Financial Posting

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SERVICES MANAGEMENT

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

Unique Features

Product Specific:
- *Customer Portal*
- *e-Orders*
- *Customer Ageing*
- *e-Payment*
- *User Friendly Interfaceing*

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

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

Supports Document Attachment

Multiple Types of Services

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.

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

Unique Features

Product Specific:
- *Customer Portal*
- *Online Ticketing*
- *Customer Communications*
- *User Friendly Interface*
- *Electronic Alerts*

Product General:
- *Document Attachement*
- *In-Built Document Workflow*
- *Posting Alerts (Emails,SMS..)*
- *Powerful Security Control*

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

Print Account Statements

Posting Alerts

Customer Portal Dashboard

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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 Attachements*
- *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

Auto Invoice
Sending

Document
Attachments

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

Inventory Inquiries

Supportd Document Attachment

Electronic Cash Invoice/Memo

COLLECTION MANAGEMENT

Mallats 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 Attachements
- 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

Mallats 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 Attachements*
- *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 **Mallats** 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*

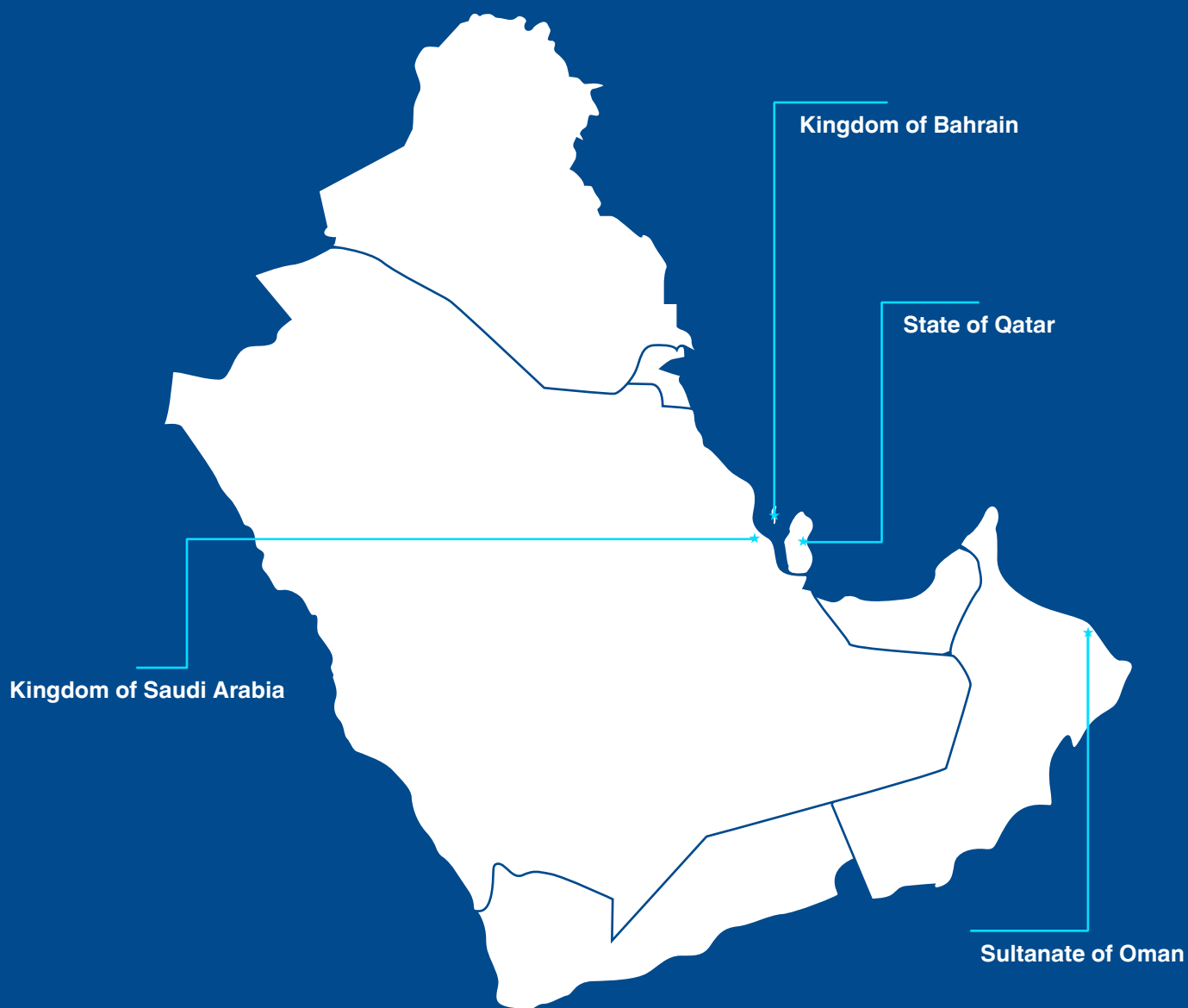## Customer Portal Functionalities:

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

Online e-Shop

e-Payments

Posting Alerts

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