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my services
SERVICES & CONTRACTING
MANAGEMENT

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ANY SERVICE ONE SOLUTION

What is myservices?

myservices 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.

myservices is adoptable to the majority of business and commercial industries. It covers the basic functionalities of the following modules:

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

In addition there are many other business solutions of Wolke business suite that can be incorporated with **myservices** as an optional add-on:

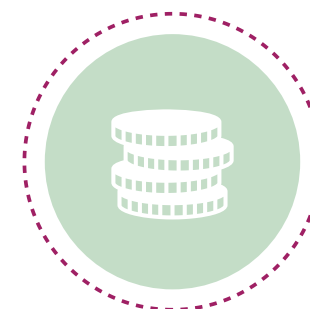
- **mystaff**
- **mysales**
- **mypurchase**
- **myassets**
- **mytime**

What does myservices have to offer?

- Available on two platforms: browser-based Intranet / Internet or cloud computing.
- Online real-time posting, resulting in online real-time financial reporting.
- Bilingual capability: Arabic / English, you log into the system with the language of your choice.
- Extensive MIS reporting (in both languages).
- Document printout option upon any task per formed.
- Multi-level access to the system and powerful central security control.

What does myservices use?

- The browser interface (totally thin client) for Intranet and Internet use; for easy installation and access from anywhere and anytime, totally user-friendly.
- MS express database for reliability, security, ease of use, easy upgrade to MS SQL, powerful data search and other system interfaces.
- RDBMS technology for the highest level of data integration, safety and genuine on-line real-time processing allowing for an immediate control of the company's activities.
- MS Asp.Net & C# as development tools for highest reliability, security & efficiency.





CONTRACTS MANAGEMENT

What is 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.

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.

Functionalities

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

Unique Features

- Financial Posting
- Customer Record
- Customer Ageing
- e-Payment
- User Friendly Interface
- Supports Document Attachment
- Posting Alerts (Emails, sms..etc)
- Bi-Lingual Arabic/English
- Powerful Security Control

Technologies

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





SERVICES MANAGEMENT

What is Services Management?

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

- Customer Portal
- e-Orders
- Customer Ageing
- e-Payment
- User Friendly Interfacing
- Supports Document Attachment
- In-Built Approval Workflow
- Posting Alerts (Emails, sms..etc)
- Powerful Security Control

Functionalities

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

Technologies

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

CUSTOMER SERVICES

What is 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.

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

Unique Features

- Customer Portal
- Online Ticketing
- Customer Communications
- User Friendly Interface
- Electronic Alerts
- Document Attachment
- In-Buit Document Workflow
- Posting Alerts (Emails, sms..etc)
- Powerful Security Control

Technologies

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





BILLING MANAGEMENT

What is 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.

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.

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

Unique Features

- Customer Portal With Dashboard
- e-Invoice
- Auto Invoice Sending
- User Friendly Interface
- Real- Time Accounting Entries
- Document Attachments
- Posting Alerts (Emails, sms..etc)
- Powerful Security Control

Technologies

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





CASH MEMO MANAGEMENT

What is Cash Memo Management?

Cash Memo 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.

The **Cash Memo 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.

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



Unique Features

- Electronic Cash invoice/Memo
- User Level Discount Limits
- Customer Record
- User Friendly Interface
- Real-Time Accounting Entries
- Supports Document Attachment
- In-Built Approval Workflow
- Posting Alerts (Emails,SMS.)
- Powerful Security Control

Technologies

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

COLLECTION MANAGEMENT

What is Collection Management?

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.

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.

Functionalities

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

Technologies

- Customer Support Portal
- Customer Service Levels
- ASP.NET & C# Development Tools
- Microsoft SQL Database

Unique Features

- e-Settlements/Receipts
- Auto Settlements Sending
- Real-Time Accounting Entries
- User Friendly Interface
- Business Intelligence Reporting
- Document Attachment
- In-Built Approval Workflow
- Posting Alerts (Emails, sms..etc)
- Powerful Security Control





CUSTOMER PORTAL

What is Customer Portal?

Customer Portal provides the most user-friendly platform to the customers for online purchasing, customer services or online payments against services or purchases. **Customer Portal** 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 Wolke ERP and Content Management System provided full communication with the client.

Functionalities

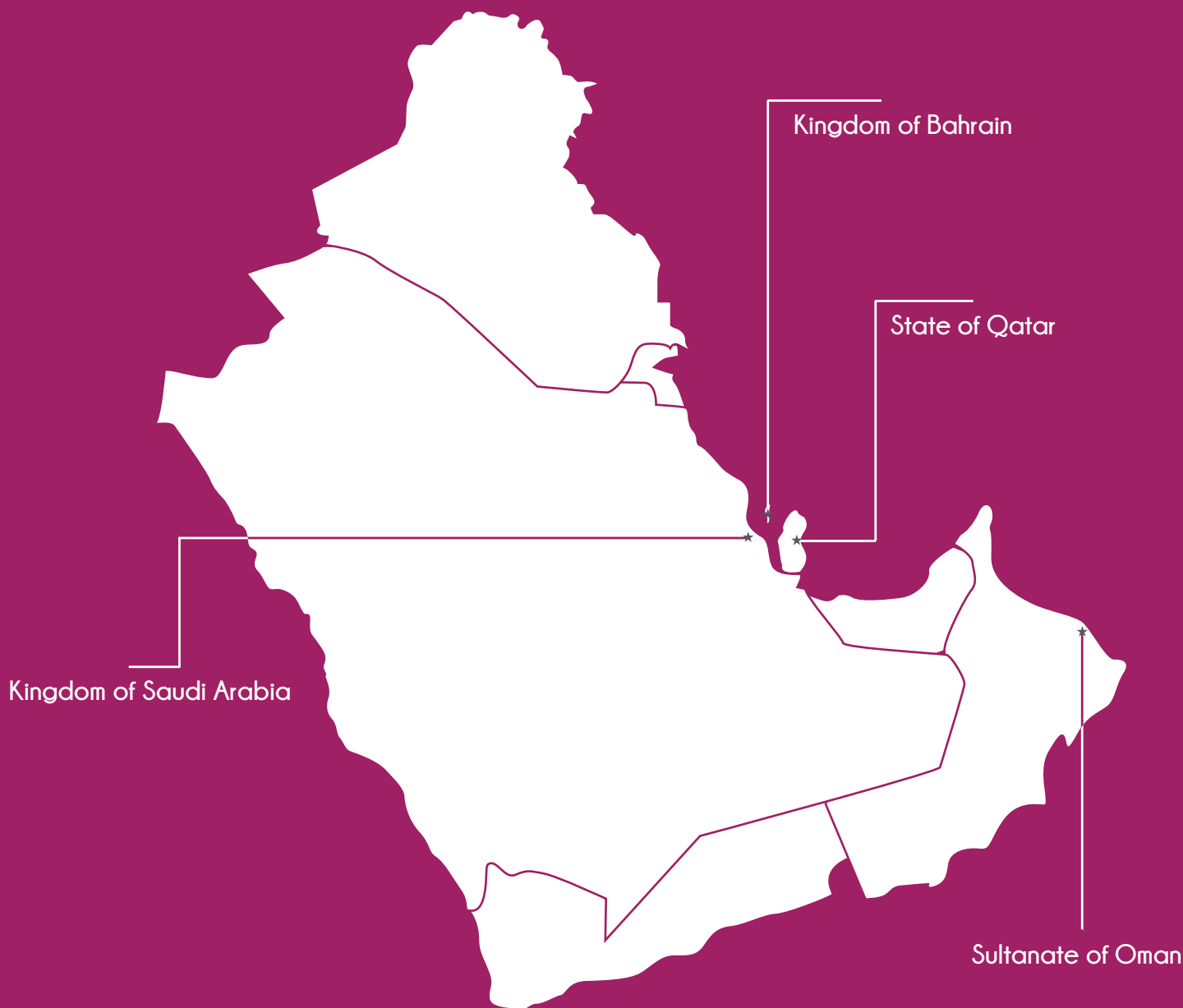
- Customer Registration
- Customer Services
- Online e-Shop
- e-Payments
- Track Deliveries
- Customer Communication
- Electronic Alerts

Technologies

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

Unique Features

- Customer Services
- Payment Gateway
- Communicate with Customer
- User Friendly Interface
- Customer Dashboards
- Supports Document Attachment
- Posting Alerts (Emails, sms..etc)
- Bi-Lingual Arabic/English
- Powerful Security Control



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