HOW ODOO ERP HELPS MANUFACTURING & RETAIL INDUSTRY?

A Silicon Valley medical therapy company in the field of manufacturing and retail industries delivers some of the world's most technologically advanced laser hair growth devices for hair loss. Their commitment is to restore hair health and confidence of people all around the globe. In order to meet their business needs, they procured multiple third-party business solutions. But without integration between the multiple systems with their ERP system, it would be difficult to implement business processes.

As a well-established Odoo Silver partner company in India, we have our hands of experience in Odoo ERP implementation, customization, and integration. Hence it was our prospect to integrate their multiple systems with Odoo cloud which can further fuel their business processes.

OBSTACLES FACED

The following are the pain points experienced by our client.

- Difficulty to create and edit partner profiles and also difficulty in tracking their orders and payments through the website.
- Predicament in maintaining their vendor information on their website.
- Inconvenience in integrating their customized e-commerce website with Odoo.
- The requirement for Send 1099 form for tax return.
- Difficulty in tracking the orders based on serial numbers.
- Hardship in importing product serial numbers in manufacturing and inventory.
- Predicament in integrating products rating with Odoo.
- Unavailability of options to create a warranty for products.
- Inconvenience in providing the options for product repairing.
- Difficulty in integrating Taxcloud, DCL, and Authorize.net with Odoo.
- Hardship in integrating Mouse flow with Odoo.
- Inconvenience in integrating bank wire transfer.

SOLUTIONS PROVIDED

In order to overcome the above-mentioned obstacles, we devised the following solutions.

- Integration of partner profiles with the portal. This integration made partners to enroll and update their details themselves through the portal and thus records are maintained in Odoo. And some documents were also got signed by the partners online through Odoo documents.

- Integration of vendors with the portal. This integration ensured vendors to enroll and update their details themselves through the portal and thus records are maintained in Odoo. And some documents were also got signed by the vendors online through Odoo documents.

- Successful integration of customized e-commerce website with Odoo. This integration ensured to record the sales of products on the website. And the default flow of sales, delivery, and invoice was recorded in Odoo.

- Creation of a PDF report. This is to send the 1099 Tax Return form in the mail to the customers, partners, and vendors with the PDF report attachment.

- An easy way of tracking the orders based on the product serial number provided. In this, we can view the details of the sale order, manufacturing order, delivery order, invoice, repair, and warranty.

- Importing the product serial numbers from a CSV file. This process helped them in time efficiency since serial numbers are added manually. Using this integration, they can import bulk serial numbers within a single click.

- Integration of the product reviews & ratings with the Odoo website. By means of this integration process, the product ratings of the client are increased through the provided reviews and ratings by the customers.

- Provision of the warranty registration process from Odoo website. This provision provides automation process for registering warranty while the purchase of product based on customer, partner, and the end-user.

- Automating the workflow for repair processes like a refund, repair, and replace. This automation process is more time efficient for entering details and processing the flow manually.

- Configuration of website banner details in Odoo and display in its respective websites. This integration process helps in promotional purposes such as offers and discounts provided in the respective Odoo website.

- Integration of Taxcloud for location-based calculation is provided which helps in calculating taxes automatically based on the zip code provided when a sale order is created. Similarly, integration of DCL and Authorize.Net is also processed through which the shipping information to DCL is automated and also the customers can pay online while purchasing products from Odoo website.

- Solution by integrating the Mouse flow for tracking the customer's usage of Odoo website. By means of this integration, a video record will be created resembling the usage of Odoo website by the customers.

- Integrating the automated wire transfer with the Bank. Our solution will automatically push the payment files to the bank and updates the responses in Odoo. Payment files are customized according to the banking transaction standard.

KEY ELEMENTS OF SUCCESSFUL PARTNERSHIP

- Speedy implementation of creative solutions to their operational needs.
- Wide range of experience in integrating multiple third-party business solutions with Odoo.
- Provide cost effective and quality services operating from India, which was not provided by a local partner.
- Regular customer interaction with our project team on a daily basis.

CLIENT TESTIMONIAL

"PPTS is a global leader in advanced business solutions within the Odoo ERP landscape. We originally purchased Odoo and implemented the required solution; however, this was an unsuccessful attempt to unleashing the power of Odoo. Not until we decided to switch our relationship directly to PPTS for all Odoo related things. Our business model really began to excel. PPTS and I have worked exclusively for approximately one year on all apps and process within Odoo, and with my industry experience and their development teams, everything started to turn around. Manufacturing, Service, Distribution, Accounting and now advanced reporting solutions are all real-time and working great. Thanks to PPTS for being a great partner."