ZESTY LABS
ENTERPRISE SOLUTIONS EXPERT

SERVICE DESK

ServiceDesk

ServiceDesk is a customized ERP solution that is designed exclusively for companies in the services industry. With ServiceDesk, businesses will be able to track each and every aspect of a particular service they provide right from the beginning till the end. With ServiceDesk, the users can create contracts pertaining to that service, tasks that are scheduled for performing the service, timesheets of employees to track how much time has been spent on performing a particular service activity and final invoicing to the customer once the servicer has been delivered.

ServiceDesk is powered by Odoo - the most popular open source ERP solution vendor, with around 2 million users worldwide. In order to make the processes more efficient, ServiceDesk will be a perfect fit to any organization to keep a track of their day to day business activities.

How ServiceDesk Can Help You

If you are a business that is in the service sector and if you have to manage multiple jobs and service tasks, then ServiceDesk will be the best fit for your company. In a service oriented business, one of the main areas of concern is efficiency; especially how efficient are the workforce in providing the service. One of the major cost factors in a service based company is the cost of labor and if that is not being managed efficiently then it can lead to low profitability, exceeding the scheduled time and ultimately decreasing satisfaction from the clients. This is where ServiceDesk comes into action. Through ServiceDesk, you can create service contracts and schedule tasks for those particular contracts with just a click of a button and at the same time, record the timesheets for the service technicians who have been assigned for the particular job. The business managers can also retrieve reports of timesheets to analyse the actual and budgeted time allotted for the particular project and also generate the service reports which can be issued to the clients for final invoice.

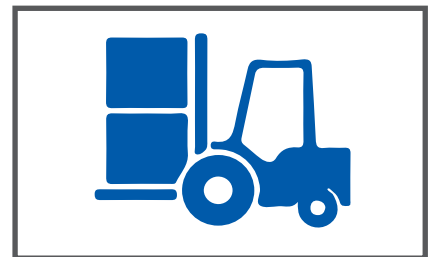# Key features of ServiceDesk

ServiceDesk has modules that will completely fit your business needs. The key modules and features are as follows:
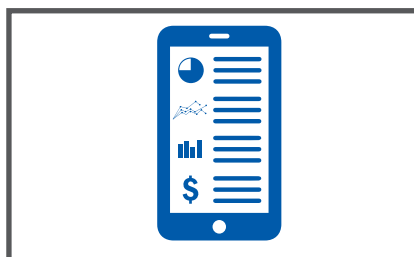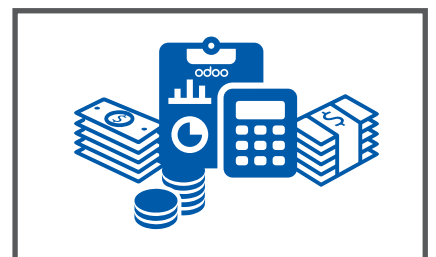

Services

Purchase

Inventory

Dashboard

Reports

Accounting

01 SERVICE

Service Management

- » Work order registration
- » Work order reports
- » Assigning technicians for a particular job
- » Diagnosis and completion
- » Repair operations
- » Invoice generation
- » Payment registration
- » Job closing

Service Report

- » Work order analysis
- » Complaints analysis
- » Customer comments & updates

02 PURCHASE

- Request for quotation (RFQ)
- Purchase orders
- Bid selection process
- Purchase orders & shipments
- Landed costs calculations
- Purchase approval levels
- Integration to accounts
- Purchase history

03 INVENTORY

- Barcode & label printing
- Inventory valuations
- Account entries mapped to products
- Periodical inventory adjustment
- Scrap management
- Stock movement reports
- Stock aging reports

- Warehouse management
    - Warehouse dashboards
    - Multiple warehouse & locations
    - Internal transfers
- Back order management
- Product masters management
- Product type -Stockable/Service/ Consumable

04 DASHBOARD

To survive in a competitive environment, users have to take quick decisions. Thus it is necessary to have accurate information for decision making. ServiceDesk - User's Dashboard responds this need and transforms existing data into quality information.

» Dashboard allows viewing chart reports for Sales Invoice, Purchase details, age of the stock components, stock rotation time, evolution of stock, profitability products, changes of rotation debits and credits on customers and suppliers.

05 REPORTS

Odoo provides clear on the business process workflow all throughout the business operation in every plant. The reports used to print system documents. The result is usually a PDF generated by a selection made on the screen.

- ❯ Sales reports
- ❯ Purchase reports
- ❯ Stock reports
- ❯ Finance reports
- ❯ Human resource reports

06 ACCOUNTING

- » Customer invoices & receipts
- » Vendor bills & payments
- » Journal entries & vouchers
- » Post dated cheque (PDC) management
- » Sales invoices & analysis reports
- » Customer/vendor ledger
- » General ledger
- » Financial reports - Profit & Loss a/c, Balance Sheet
- » Aged customer/vendor reports
- » Collection reports

In addition to the above mentioned modules, ServiceDesk also comes with the following features:

- » User configurable dashboards
- » Various views - pivot, kanban, list, etc.
- » Advanced filter & group-by options
- » Internal chats & discussions
- » User management
- » User control levels
- » Multi company configurations
- » Email settings

About Zesty Labs

Zesty Labs (formerly ZestyBeanz) is a part of ALRAIS LABS, with its expertise in Odoo (formerly OpenERP), and has direct offices in Germany, India and UAE.

The company was formed in 2009, and is the largest global listed partner for Odoo, having partnerships in 5 countries – Germany, UAE, Bahrain, Saudi Arabia and India.

Zesty Labs has around 60 technical and functional consultants working in different locations around the world. With its highly experienced and collaborative team, Zesty Labs provides customization, consulting, training, support and maintenance to partners and customers in over 50 countries. It has live experiences in delivering customized ERP solutions based on this fastest developing Open Source ERP application including in the non traditional, non English European and Latin American markets.

We have more interactions with the global market than anyone else, building an enviable understanding of business in every cultural, economic and political region of the world.

Our Clients

World map with location markers: Germany, SaudiArabia, Baharin, Qatar, UAE, Oman, India

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