

Your Trusted IT Partner



COMPANY PROFILE
2024

Odoo ERP Solutions



LARGEST DEAL | 2022
APPSGATE FZE LLC



” INTRODUCTION

APPSGATE FZE LLC is UAE based company, established in 2018.

APPSGATE focus on Business Application consultancy, ERP implementation, Custom Application Development, Training & Support, and Resources Provisioning & Recruitment

INTRODUCTION



01

Vision

To be the best innovative IT service partner for businesses.

02

Mission

Provide consistent, effective and cost effective IT services & solutions by introducing new innovative solutions to this region.

03

Business Focus

Business Application Consultancy | ERP Implementation
| Resource Provisioning | Support Services

04

Business Domains

Manufacturing, Exhibition & Events Management, Retail,
Distribution, Logistics, Education, Real Estates & Healthcare.

APPSGATE LOCATIONS



- 📍 Dubai, UAE
- 📍 Ajman, UAE
- 📍 Latakia, Syria
- 📍 Kerala, India



OUR SERVICES



Education Management
System



Trade & eCommerce



Manufacturing System



Exhibitions and Event
Management



Real Estate
Management System



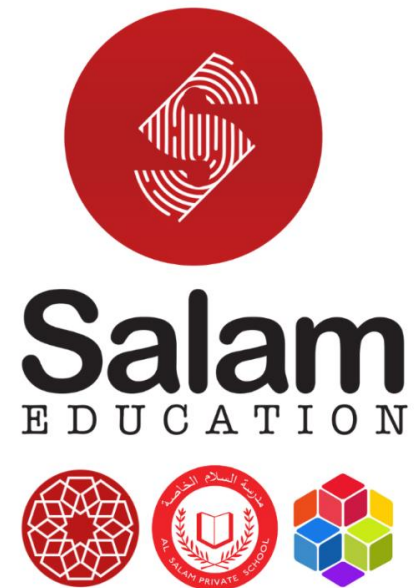
Human Resource
Management



OUR CLIENTS



DIYAFAH INTERNATIONAL SCHOOL L.L.C
مدرسة ضيافة الدولية ذ.م.م
NURSERY حضانة



CASE STUDIES

COMPANY



Al Wasl University founded in 1986 is a private institution of higher education located in metropolis of Dubai. It is a part of Juma Al Majid Entities basically a charity kind of organizations .Alwasl University offers courses and programs leading to officially recognized degrees of higher education in several fields of study. Al wasl university provides students with several academic and non-academic facilities and services, including library and administrative services.

SOLUTION AND PROJECT SCOPE



The solution automated the following business processes:

- University Website
- Full Fledged Educational Management System including:
 - Admission management
 - Timetable management
 - Attendance management
 - Student academic activities
 - LMS
 - Student Portal
 - Exam management
 - Student services
 - Student operation (enrollment suspension , re enrollment ...etc)
 - Graduation management
- Total Back Office support including full ERP solutions:
 - Finance & Accounting
 - Inventory Management
 - Purchase Management
 - Expense Management
 - HR Management
 - Payroll Management
 - Employee Self Service
- Portal & Mobile Apps for student, faculties and employees self-services.

CHALLENGES AND OPPORTUNITIES

- All the processes of Al Wasl University were managed manually depending on MS Office templates.
- Lack of student and faculty management.
- Lack of online learning & online payment solutions.
- Lack of accurate data & reporting.
- Old design for the school website.
- Lack of collaboration among inter-departments & team.
- Challenge in managing the academic services and courses.

ACHIEVEMENTS



SUCCESSFUL FULL AUTOMATION OF ALL UNIVERSITY ACADEMIC & BACK OFFICE PROCESSES

REAL TIME INFORMATION AND FEASIBILITY ON ALL UNIVERSITY TRANSACTIONS & DATA

360 DEGREE VIEW OF BUSINESS OPERATIONS

7 24 WEBSITE, STUDENT PORTAL & EMPLOYEES SELF SERVICE

COMPANY



National Charity School is also part of Juma Al Majid Entity. There are total 10 schools which widely spread in three different emirates .i.e. Dubai, Sharjah and Ajman. The educational programme at the National Charity School is based on the Ministry of Education (MOE) curriculum. MOE curriculum is an innovative and globally competitive academic programme.

SOLUTION AND PROJECT SCOPE



The solution automated the following business processes:

- School Website
- Full Fledged Educational Management System including:
 - Admission management
 - Timetable management
 - Attendance management
 - Student academic activities (LMS & portal) • Exam management
 - Student services
 - Student operation (enrollment suspension , re enrollment ...etc) • Graduation management
 - Transportation Management
 - Maintenance Management
- Total Back Office support including full ERP solutions:
 - Finance & Accounting
 - Inventory Management
 - Purchase Management
 - Expense Management
 - HR Management
 - Payroll Management
 - Employee Self Service
- Mobile Apps for students, parents, faculties and administration.

CHALLENGES AND OPPORTUNITIES

- Emitac was using Microsoft dynamics for its CRM function and Oracle fusion for it back-office apart from additional third party solution for some of the group entities..
- Data discrepancies issues between the different solutions.
- Duplicates in business processes and some manual steps.
- The solutions did not support easy decision making reporting capabilities.
- The solution did not provide a single point of truth.
- Expensive annual subscription.
- High maintenance cost.

ACHIEVEMENTS



SUCCESSFUL FULL AUTOMATION OF ALL SCHOOLS ACADEMIC & BACK OFFICE PROCESSES

REAL-TIME TRANSACTION & REPORTING

360-DEGREE VIEW & DASHBOARD FOR ALL BUSINESS PROCESSES

7 24 WEBSITE, STUDENT PORTAL & EMPLOYEES SELF SERVICE



<https://diyafahinternationalschool.com/>
also see <https://www.diyafah.com/>



COMPANY



Al Diyafah High Schools was founded in September 1982, It started as a Nursery with only 2 children in a small villa located on Al Diyafah Street, in Dubai. That's how it got its name.
The schools grown into bigger compass and Emirates, it became now over 3500 Students.
The school follow the British curriculum for both Dubai and Abu Dhabi

SOLUTION AND PROJECT SCOPE



The solution automated the following business processes:

- School Website
- Full Fledged Educational Management System including:
 - Admission management
 - Timetable management
 - Attendance management
 - Student academic activities
 - Exam management
 - Student services
 - Student operation (enrollment suspension , re enrollment ...etc)
 - Graduation management
 - Library & Clinic management
- Total Back Office support including full ERP solutions:
 - Finance & Accounting
 - Inventory Management
 - Purchase Management
 - Expense Management
 - HR Management
 - Payroll Management
 - Employee Self Service
- Teachers Portal, Students Portal, Parents Portal & Employees Self Service
- Mobile Apps for students, parents, faculties and administration.

CHALLENGES AND OPPORTUNITIES

- The schools are managed using the operation using multiple systems for each department.
- Lack of integrated system which cause a lot of duple entry.
- Lack of consistent data.
- Lack of collaboration among inter-departments & students parents.
- Old design for the school website.
- The old system does not automate many of the important processes.
- The old system does not have any employees self server
- The system does not support mobility.

ACHIEVEMENTS



- SUCCESSFUL FULL AUTOMATION OF ALL SCHOOLS PROCESSES
- REAL-TIME REPORTING & DASHBOARD FOR ALL SCHOOLS PROCESSES
- 360-DEGREE VIEW OF BUSINESS OPERATIONS
- PORTAL FOR ALL STAKEHOLDERS

COMPANY



Emitac Group was established in 1976. the group provides a range of services to various verticals like Government, Banking and Finance, Telecommunication, Energy, Healthcare and Education, high quality customer support and strategic alliances with leading global technology providers.

Emitac Healthcare Solutions: with more than 40 years of experience in the industry, EHS offer reliable and cost effective solutions to their customers to achieve sustainable results.

Emitac Enterprise Solutions: a leader in delivering IT Infrastructure, Client Services and Solutions to its clients. EES designs builds and provides solutions for business applications and core infrastructure including systems and storage, data centers and enterprise wide communication and networking.

SOLUTION AND PROJECT SCOPE



The solution was planned in phases which cover all Emitac entities and departments

- | | |
|--|--|
| <ul style="list-style-type: none"> • CRM & field service for EHS • ERP for EHS, EES & Corporate • ERP roll out for other 13 entities • Consolidation for the group • Data Migration for historical data | <p>The following modules are considered</p> <ul style="list-style-type: none"> • CRM & Sales Management • Finance & Accounting • Inventory Management • Purchase Management • Project Management • Expense Management • Field Services • Budgeting • Consolidation • Dashboard & reporting |
|--|--|

CHALLENGES AND OPPORTUNITIES

- All the processes of Al Wasl University were managed manually depending on MS Office templates.
- Lack of student and faculty management.
- Lack of online learning & online payment solutions.
- Lack of accurate data & reporting.
- Old design for the school website.
- Lack of collaboration among inter-departments & team.
- Challenge in managing the academic services and courses.

ACHIEVEMENTS



CRM & FIELD SERVICE

CRM & FIELD SERVICE SUPPORT

ERP IMPLEMENTATION FOR EHS, EES & CORPORATE

COMPANY



The Car Care World is an experienced automotive company (member of Buhaleeba Group) that has emerged to the surface of the car care commerce market in Dubai, UAE.

SOLUTION AND PROJECT SCOPE



The solution automated the following business processes:

- End to End e.Commerce & Back Office solution
- Real-time Integration with payment gateway and shipment
- CRM, PoS, Sales & Centralized Purchase
- Multiple Warehouse & inventory
- Accounts (Receivable, Payable, GL, assets & PDC)
- Help Desk
- 3.5 Calendar months implementation and 1 month of support.

CHALLENGES AND OPPORTUNITIES

- Payment Gateway Integration: Since the e-Commerce online platform is a worldwide market, It was very challenging to manage the tax policies of different countries and online banking/payment gateway features.
- Third-Party Courier Company Integration: Challenges due to the Shipment policies which vary from country to country / based on the nature of the shipment.

CHALLENGES AND OPPORTUNITIES

- Managing the different Landed Cost Scenarios as the majority of the supplies are from overseas.
- Managing the Inter-Company Transactions as the transactions happen within the Group Level Companies and consolidation levels.
- Help Desk Management: Managing the Refund/Return of the orders based on the policies with the real-time update on Inventory and Accounts.
- Managing the discounts / Coupons / Loyalty points specific to the Regions/Countries based on the policies.

ACHIEVEMENTS



SUCCESSFUL E-COMMERCE , POS, B2B SALES + BACK OFFICE APPLICATION IN APPLICATION

REAL-TIME INFORMATION AND FEASIBILITY ON ONLINE SALES & REVENUE RECOGNITION

SUCCESSFUL PAYMENT GATEWAY INTEGRATION WITH MULTIPLE COUNTRIES / CURRENCIES

SUCCESSFUL SHIPMENT INTEGRATION AND REAL-TIME ORDER TRACKING.

360-DEGREE VIEW OF BUSINESS OPERATIONS

7/24 CUSTOMER SERVICE PORTAL FOR IMPROVED CUSTOMER SURVEILLANCE

COMPANY



MARCOMS is UAE's premier Events Management Company in Dubai, that specializes in providing 360-degree exhibition and brand activation solutions.

SOLUTION AND PROJECT SCOPE



The solution automated the following functions:

- CRM and Sales
- Creative
- Purchasing & inventory
- Production
- Projects
- Accounts (Receivable, Payable, GL, assets & PDC)
- HR & Payroll
- 2.5 calendar months implementation and 2 months of support.

CHALLENGES AND OPPORTUNITIES

The majority of business processes were handled manually through MS Office (excel sheets, word documents) and old legacy accounting systems, this made it very challenging to get a real-time & accurate status for their key functions:

- Projects status
- Production, job estimation & cost

CHALLENGES AND OPPORTUNITIES

- Accounts (Receivable, payable, assets & cash flow)
- Purchases and inventory
- Human Resources & payroll
- No supportive data for management decision- making.
- Lack of project and jobs performance evaluation due to the vacancy of baseline /Estimation.
- Lack of Collaboration among the team

ACHIEVEMENTS



PROVIDES REAL-TIME INFORMATION AND TOTAL FEASIBILITY ON PROJECTS STATUS AND DEVIATIONS

360-DEGREE VIEW OF BUSINESS OPERATIONS

CLEAR CONTROL MECHANISM ON PROJECT COST AND PROFITABILITY DURING EXECUTION

IMPROVED COLLABORATION & CUSTOMER EXPERIENCE

IMPROVED CUSTOMER SERVICE

CUTTING OPERATION COSTS

MOBILITY

IMPROVE COMPANY INTERNAL PROCESSES TURNOVER

REAL-TIME MANAGEMENT ANALYTICS



<https://wfpumps.com>



COMPANY



WATERFALL PUMPS MANUFACTURING is a leading manufacturer of fire protection products located in Dubai, United Arab Emirates.

SOLUTION AND PROJECT SCOPE



The solution automated the following functions:

- CRM and Sales
- Creative
- Purchasing & inventory
- Production
- Projects
- Accounts (Receivable, Payable, GL, assets & PDC)
- HR & Payroll
- 2.5 calendar months implementation and 2 months of support.

CHALLENGES AND OPPORTUNITIES

- Waterfall businesses processes were handled manually using internal manual processes and an old accounting legacy system.
- It was very challenging for the management to get real-time & accurate data which they can rely on for their decision making.
- Challenges due to data mismatch between inventory and accounts, lack of accurate data on orders profitability, feasibility on end product actual cost and considering direct and indirect costs, lack of control on company's inventory in various stages of the manufacturing process.
- Lack of Collaboration among the team
- The vacancy of the estimated cost for manufacturing & work orders.

ACHIEVEMENTS



PROVIDES REAL-TIME INFORMATION AND FEASIBILITY ON MO & WO COST

HELPED IN INTEGRATING THE COMPANY SUPPLY CHAIN

IMPROVED PRODUCTION SCHEDULING

OPTIMIZATION OF COSTS

IMPROVED INTERNAL COLLABORATION AND CUSTOMER EXPERIENCE

IT REMOVED THE SILOS IN THE FINANCIAL OPERATIONS

360-DEGREE VIEW OF BUSINESS OPERATIONS

IMPROVED CUSTOMER SERVICE

MOBILITY

BOOSTED CASH FLOW

COMPANY



Al Sharif Recycling Group is a leading metal recycling company located in Dubai, United Arab Emirates. The company is part of Al Sharif group of companies that focus on the metal trade and recycling business.

SOLUTION AND PROJECT SCOPE



The solution automated the following business processes:

- Sales
- Purchasing
- Inventory
- Manufacturing
- Accounts (Receivable, Payable, GL, assets & PDC)
- 3 Calendar months implementation and 1 month of support

CHALLENGES AND OPPORTUNITIES

Al Sharif Recycling processes were handled manually using internal manual processes and a basic accounting system.

- Inaccurate data with a lot of mismatch/variances between inventory, sales, and accounts.
- No clear feasibility on the end product cost or profit
- Total vacancy of proper tool/mechanism which can help the management in decision taking.
- Lack of control on the company's inventory in various stages of the manufacturing process.
- No proper reporting or real-time data.
- Lack of collaboration among departments & internal team.
- The vacancy of the estimated cost for manufacturing & work orders.

ACHIEVEMENTS



PROVIDES REAL-TIME INFORMATION AND FEASIBILITY ON MO & WO COST

IMPROVED PRODUCTION SCHEDULING

HELPED IN INTEGRATING THE COMPANY SUPPLY CHAIN

OPTIMIZATION OF COSTS

IMPROVED INTERNAL COLLABORATION AND CUSTOMER EXPERIENCE

IT REMOVED THE SILOS IN THE FINANCIAL OPERATIONS

360-DEGREE VIEW OF BUSINESS OPERATIONS

IMPROVED CUSTOMER SERVICE

IMPROVED INTERNAL TEAM PROCESS AND ABILITY TO WORK FROM ANYWHERE

COMPANY



Sharif Metals is a family-owned company, founded in 1963, is considered to be the largest privately-owned company in the entire Middle East and in North Africa.

SOLUTION AND PROJECT SCOPE



The solution automated the following business processes:

- CRM and Sales
- Purchasing
- Inventory
- Accounts (Receivable, Payable, GL, assets & PDC)
- 2.5 Calendar months implementation and 1 month of support.

CHALLENGES AND OPPORTUNITIES

Al Sharif Recycling processes were handled manually using internal manual processes and a basic accounting system.

- Inaccurate data with a lot of mismatch/variances between inventory, sales, and accounts.
- No clear feasibility on the end product cost or profit
- Total vacancy of proper tool/mechanism which can help the management in decision taking.
- Lack of control on the company's inventory in various stages of the manufacturing process.
- No proper reporting or real-time data.
- Lack of collaboration among departments & internal team.
- The vacancy of the estimated cost for manufacturing & work orders.

ACHIEVEMENTS



PROVIDES REAL-TIME INFORMATION AND FEASIBILITY ON ALL SALES ORDERS AND AUTOMATION OF CREATION OF POS.

HELPED IN INTEGRATING THE COMPANY SALES & PROCUREMENT PROCESSES.

IMPROVED THE PROCESS AUTOMATION

IMPROVED INTERNAL COLLABORATION AND CUSTOMER EXPERIENCE

IMPROVED CUSTOMER & VENDOR EXPERIENCE

OPTIMIZATION OF COSTS

PROVIDE MOBILITY

BOOSTED CASH FLOW

360-DEGREE VIEW OF BUSINESS OPERATIONS

COMPANY

BuildUp is one of the premier Events Management Company in Dubai, that specializes in providing 360-degree exhibition and brand activation solutions.



SOLUTION AND PROJECT SCOPE

The solution automated the following business processes:

- CRM and Sales
- Purchasing
- Inventory
- Accounts (Receivable, Payable, GL, assets & PDC)
- 2.5 Calendar months implementation and 1 month of support.



CHALLENGES AND OPPORTUNITIES

- Accounts (Receivable, payable, assets & cash flow)
- Human Resources & payroll
- No supportive data for management decision- making.
- Lack of project and jobs performance evaluation due to the vacancy of baseline /Estimation.
- Lack of Collaboration among the team

ACHIEVEMENTS



PROVIDES REAL-TIME INFORMATION AND TOTAL FEASIBILITY ON PROJECTS STATUS AND DEVIATIONS

360-DEGREE VIEW OF BUSINESS OPERATIONS

CLEAR CONTROL MECHANISM ON PROJECT COST AND PROFITABILITY DURING EXECUTION

IMPROVED COLLABORATION & CUSTOMER EXPERIENCE

IMPROVED CUSTOMER SERVICE

CUTTING OPERATION COST

MOBILITY

IMPROVE COMPANY INTERNAL PROCESSES TURNOVER

REAL-TIME MANAGEMENT ANALYTICS

CHALLENGES AND OPPORTUNITIES

- Pipeline Management
- Estimation and Quoting
- Requisitions, Purchases and inventory
- Production
- Projects status

COMPANY



Al Wathba Dates & Sweets was established in 2018 at Al Wathba area, United Arab Emirates. We are a leading manufacturer of dates and sweets based in Abu Dhabi, UAE, that specializes in the business of providing fresh selected dates of the king's taste and natural dates syrup.

SOLUTION AND PROJECT SCOPE



The solution automated the following business processes:

- Customer Relations Management with Extensive quotation management
- Managing the pricelist for multi class customers.
- Bid Analysis and Tender Management/Supplier Agreements
- Quality Management with Lot Control.
- Manufacturing solution with packaging mechanism.
- Accounting with full features.
- Customer Portal Management
- 2 Calendar months implementation and 1 month of support.

CHALLENGES AND OPPORTUNITIES

- Managing the manufacturing process with BOM Management with byproducts and packaging was the main challenge faced by the customer.
- Quality Management in IN / OUT Operations with proper expiry management was another key challenge faced by the customer.
- Managing the Gate-Control with proper monitoring of IN/OUT

CHALLENGES AND OPPORTUNITIES

- activities from the company was another requirement challenge faced by the customer.
- Having a system with option to access from mobile app and van sales is one of the key requirement by the customer.

ACHIEVEMENTS



SUCCESSFUL TAILORED MANUFACTURING MANAGEMENT SOLUTION

REAL-TIME INFORMATION AND VISIBILITY ON PROFITABILITY STATUS

TAILORED PDC MANAGEMENT SOLUTION AND REPORTS

GATE CONTROL MECHANISM TO TRACK THE IN/OUT MOVEMENTS

CENTRALIZED HR MANAGEMENT IS HELPING THE CUSTOMER TO MANAGE THE MAN POWER EFFECTIVELY

CENTRALIZED/CONSOLIDATED ACCOUNTING HELPS THE MANAGEMENT TO TAKE DECISIONS IN REAL-TIME

7/24 CUSTOMER SERVICE PORTAL FOR IMPROVED CUSTOMER SURVEILLANCE.

COMPANY



Nama Investment was launched in 2006 and has rapidly become recognized as the lead provider of excellent property solutions to satisfy the demands of investors. Nama Investment is an independent Real Estate Agency with extensive market knowledge and experience.

SOLUTION AND PROJECT SCOPE



The solution automated the following business processes:

- Customer Relations Management with Booking facilities - Booking and Lease Management
- Tender Management
- Centralized Accounting with Analysis on the Unit/Building level
- Centralized Portal Management
- Maintenance Management with Job Order and tracking
- 3 Calendar months implementation and 1 month of support.

CHALLENGES AND OPPORTUNITIES

- Managing 1000+ Units across the region was key challenge to the customer
- Managing the Maintenance for over 1000+ units with respective track record including the warranty details was one of the key challenge for the Customer

CHALLENGES AND OPPORTUNITIES

- Managing the Contracts renewals prior to the expiry was the challenge that the customer was facing
- PDC Management / Releasing / Clearing the cheque details to the system was another challenge
- Profitability analysis based on the property/unit/cost center was the key area where the management was looking for

ACHIEVEMENTS



SUCCESSFUL TAILORED PROPERTY MANAGEMENT SOLUTION

REAL-TIME INFORMATION AND VISIBILITY ON OCCUPANCY STATUS

PROPERTY WISE / UNIT WISE INCOME / EXPENSE ANALYSIS

SUCCESSFULLY MANAGING FOR THE CONTRACT / LEASE RENEWALS

MANAGING THE COMMISSION / DEPOSITS WITH DESIGNATED AUTOMATED ACCOUNTING ENTRIES

TAILORED PDC MANAGEMENT SOLUTION AND REPORTS

COST CENTER / PROFIT CENTER MANAGEMENT FOR THE ANALYSIS

7/24 CUSTOMER SERVICE PORTAL FOR IMPROVED CUSTOMER SURVEILLANCE.



COMPANY



Al Masri & Al Saudi Trading LLC (MASTEX) is a trading company based in Dubai, United Arab Emirates.

SOLUTION AND PROJECT SCOPE



The solution automated the following business processes:

- Sales
- Purchasing
- Accounts (Receivable, Payable, GL, assets & PDC)
- Vendor & customer portals
- 2 Calendar months implementation and 1 month of support.

CHALLENGES AND OPPORTUNITIES

- Mastex businesses processes were handled manually using internal manual processes and an old accounting legacy system.
- It was challenging for the management to get real- time data that they can rely on for their decision- making and ability to serve their customers.
- Due to their back-to-back business process there were always challenges due to data mismatch between their customer orders and their vendors' POs considering the different currency rates.
- Lack of accurate data on orders profitability, feasibility on end product actual cost, and considering a commission.
- Lack of collaboration among the company internal team and lack of customer and vendor access to their real-time data.

ACHIEVEMENTS



PROVIDES REAL-TIME INFORMATION AND FEASIBILITY ON ALL SALES ORDERS AND AUTOMATION OF CREATION OF POS.

HELPED IN INTEGRATING THE COMPANY SALES & PROCUREMENT PROCESSES.

IMPROVED THE PROCESS AUTOMATION

IMPROVED INTERNAL COLLABORATION AND CUSTOMER EXPERIENCE

IMPROVED CUSTOMER & VENDOR EXPERIENCE

PROVIDE MOBILITY

360-DEGREE VIEW OF BUSINESS OPERATIONS

COMPANY



Kawader [ISO 9001: 2008 Certified] is a leading workforce solutions provider in Abu Dhabi, United Arab Emirates. Kawader offers a comprehensive array of recruitment services to help in achieving our client's business goals and sustain their competitive edge.

SOLUTION AND PROJECT SCOPE



The solution automated the following business processes:

- CRM, Estimation & Sales
- i-Recruitment
- Core HR
- Payroll
- Leave management
- Timesheet, Letters & Custody
- DMS
- Employees Self Service
- 2.5 Calendar months implementation and 1 month of support.

CHALLENGES AND OPPORTUNITIES

- Kawader businesses processes were handled manually using MS offices templates for all its processes including CRM, Sales, recruitment & HRMS.
- It was very challenging for the management to get real-time & accurate data which they can rely on for their decision making.

CHALLENGES AND OPPORTUNITIES

- Challenges due to data mismatch between sales, recruitment & HRMS.
- Lack of accurate data on orders profitability, feasibility on contracts actual cost vs direct and indirect costs.
- Lack of control on employees' hiring & onboarding process.
- Lack of collaboration among inter-departments & team

ACHIEVEMENTS



END TO END-TO-END AUTOMATED SOLUTION FOR ALL KAWADER BUSINESS PROCESSES INCLUDING, CRM, ESTIMATION, SALES, RECRUITMENT & HRMS

FULL AUTOMATED EMPLOYEE SELF-SERVICE AND MOBILE APP

SEAMLESS PROCESS WITH MINIMUM USERS INTERVENTION

360-DEGREE VIEW OF BUSINESS OPERATIONS

BROUGHT TOTALLY NEW CUSTOMER EXPERIENCE

IMPROVED INTER-DEPARTMENT COLLABORATION AND TEAM EXPERIENCE

IT REMOVED THE SILOS IN ALL OPERATIONS

COMPANY

VATRICKS is an accounting & bookkeeping consultancy firm established in Dubai, United Arab Emirates.



SOLUTION AND PROJECT SCOPE

The solution automated the following business processes:

- Website
- CRM
- Sales
- Purchasing
- Accounts (Receivable, Payable, GL, assets & PDC)
- Vendor and Customer portal
- 1.5 Calendar months implementation and 1 month of support



CHALLENGES AND OPPORTUNITIES

- VATRICKS business processes were handled manually, CRM, Sales, and accounting functions were isolated functions and internal teams were using a different set of manual templates to record their transactions.
- It was very challenging for the management to get real-time accurate data which they can rely on for their decision making.
- Customers were not able to have real-time access to their accounting system.
- Lack of Collaboration among the internal team

ACHIEVEMENTS

PROVIDES REAL-TIME INFORMATION AND FEASIBILITY ON MO & WO COST.

HELPED IN INTEGRATING THE COMPANY SUPPLY CHAIN

IMPROVED PRODUCTION SCHEDULING

OPTIMIZATION OF COSTS

IMPROVED INTERNAL COLLABORATION AND CUSTOMER EXPERIENCE

IT REMOVED THE SILOS IN THE FINANCIAL OPERATIONS

360-DEGREE VIEW OF BUSINESS OPERATIONS

IMPROVED CUSTOMER SERVICE

MOBILITY

BOOSTED CASH FLOW



Dubai - UAE
Malak Al Othman Real Estate LLC,
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Ajman Media Freezone
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