

# Odoo Implementation for a Computer Repair Company

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# Project Introduction

- The aim of the project is to implement the Odoo ERP system in a computer repair company to improve the management of daily operations such as receiving service requests, tracking repairs, and managing inventory. Odoo helps in enhancing operational efficiency and increasing transparency in processes



# Project Overview

- This project focuses on designing and implementing an integrated maintenance management system using Odoo. The system will enhance customer experience and optimize time and resource management within the company."





# Problem Statement

- "Traditional repair companies often face challenges in efficiently tracking repair requests and managing inventory. Relying on manual systems results in slower operations and increased errors, negatively impacting customer satisfaction."



# Project Objectives



- Improve the management of repair requests using the integrated Odoo system.
- Streamline the tracking of devices throughout the repair process.
- Enhance inventory management by minimizing errors and ensuring the availability of spare parts.
- Provide accurate reports on company performance and repair teams.



# Odoo's Role

- **Order Management:** Odoo allows for automated logging of repair requests and tracking their progress until completion.
- **Inventory Management:** The system ensures that necessary parts are accurately tracked and stockouts are avoided.
- **Reporting and Analysis:** Odoo provides detailed reports that monitor team performance and improve productivity.



# Challenges and Solutions

- **Challenges Faced:**

- Integrating operations with the new system.
- Training staff to use the Odoo system.

- **Solutions:**

- Comprehensive training sessions for the team on how to use Odoo.
- Customizing the system to fit the company's specific needs.



# Project Results

- Increased operational efficiency by 40%.
- Reduced errors in inventory management.
- Improved customer satisfaction by reducing repair turnaround times.



# crm

CRM Sales Leads Reporting Configuration					2		1		A	
New Generate Leads Pipeline					Search...					
New					2,000		0		0	
عزيز ممدوح 2,000.00 LE عزيز ممدوح Device Cleaning ★☆☆					A					
عادل حسن عادل حسن Screen Replacement ☆☆☆					A					
هالة لطفي Regular Maintenance ☆☆☆					A					
ياسر حمد Comprehensive Maintenance ☆☆☆					A					
فاطمة حسن										
Qualified					0		0		0	
ليلي عمران Technical Support ☆☆☆					A					
سارة قاسم Fast Repair ☆☆☆					A					
نورا فتحي Battery Replacement ☆☆☆					A					
علي حسن Fast Repair ☆☆☆					A					
سعاد علي Regular Maintenance ☆☆☆					A					
Proposition					0		0		0	
سارة نور Battery Replacement ☆☆☆					A					
رانيا سعيد Comprehensive Maintenance ☆☆☆					A					
مروان قاسم Parts Replacement ☆☆☆					A					
مريم سعيد Screen Replacement ☆☆☆					A					
ندى عبد الله Device Cleaning ☆☆☆					A					
Repairs					0		0		0	
زكريا أبو علي Preventive Maintenance ☆☆☆					A					
نجلاء خليل Device Cleaning ☆☆☆					A					
زياد عاطف Device Cleaning ☆☆☆					A					
حسام عادل حسام عادل Regular Maintenance ☆☆☆					A					
طارق جمال Parts Replacement ☆☆☆					A					

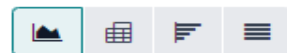
# Crm Reporting

CRM Sales Leads Reporting Configuration

2 1 A

Pipeline Analysis ⚙

🔍 Opportunities X Created on: 2024 X Search...

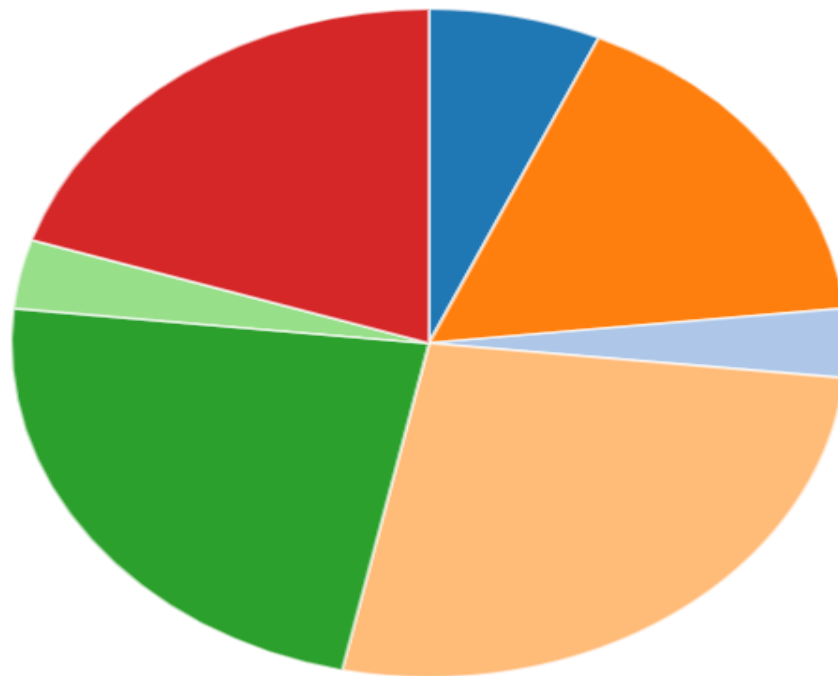


Measures ▾

Insert in Spreadsheet



New / October 2024 New / None Qualified / October 2024 Qualified / None Proposition / None Repairs / October 2024 Repairs / None



# Sales

Sales Analysis

Q Sales Orders X Order Date: Last 365 Days X Search...


<input type="checkbox"/>	Order Date	Related Order	Product	Salesperson	Sales Team	Total
<input type="checkbox"/>	10/13/2024 00:47:59	S00006	GIGABYTE Motherboard B760M AORUS ELITE	A esraa	Sales	10,260.00 LE
<input type="checkbox"/>	10/13/2024 00:47:59	S00006	PC Full Diagnostic & Repair Package	A esraa	Sales	3,420.00 LE
<input type="checkbox"/>	10/13/2024 00:47:59	S00006	Kingston HyperX Fury 8GB DDR4	A esraa	Sales	2,280.00 LE
<input type="checkbox"/>	10/13/2024 00:47:59	S00006	Corsair RM750x 750W (80+Silver)	A esraa	Sales	5,700.00 LE
<input type="checkbox"/>	10/13/2024 00:37:45	S00004	Corsair Vengeance LPX 16GB DDR5	A esraa	Sales	4,389.00 LE
<input type="checkbox"/>	10/13/2024 00:37:45	S00004	REDRAGON RGPS GC-PS002 600W (80+Bronze)	A esraa	Sales	4,503.00 LE
<input type="checkbox"/>	10/13/2024 00:37:45	S00004	10% on your order	A esraa	Sales	-2,428.20 LE
<input type="checkbox"/>	10/13/2024 00:37:45	S00004	Kingston A2000 1TB NVMe	A esraa	Sales	5,130.00 LE
<input type="checkbox"/>	10/13/2024 00:37:45	S00004	GIGABYTE Motherboard B760M AORUS ELITE	A esraa	Sales	10,260.00 LE
<input type="checkbox"/>	10/13/2024 00:12:41	S00003	10% on Phone Battery Replacement & Software Optimization Package	A esraa	Sales	1,710.00 LE
<input type="checkbox"/>	10/13/2024 00:12:41	S00003	10% on Phone Battery Replacement & Software Optimization Package	A esraa	Sales	-171.11 LE
<input type="checkbox"/>	10/13/2024 00:12:41	S00003	Phone Batteries (specified by Model)	A esraa	Sales	1,140.00 LE






# Inventory

 Inventory Overview Operations Products Reporting Configuration

 2  1   A

Inventory Overview 

  Warehouse  Search...

edu-u1

PC Warehouse

Laptop Warehouse

phone warehouse

Receipts

edu-u1

8 To Process

8 Late

Internal Transfers

edu-u1

0 To Process

Delivery Orders

edu-u1

2 To Process

2 Late

Receipts

PC Warehouse

0 To Process

Internal Transfers

PC Warehouse

0 To Process

Delivery Orders

PC Warehouse

0 To Process

Receipts

Laptop Warehouse

0 To Process

Internal Transfers

Laptop Warehouse

0 To Process

Delivery Orders

Laptop Warehouse

0 To Process

Receipts

phone warehouse

0 To Process

Internal Transfers

phone warehouse

0 To Process

Delivery Orders

phone warehouse

0 To Process

purchase

New Requests for Quotation ⚙

Search...

All RFQs	0 To Send	0 Waiting	0 Late	Avg Order Value	659,503.03 LE	Purchased Last 7 Days	0.00 LE
My RFQs	0	0	0	Lead Time to Purchase	0 Days	RFQs Sent Last 7 Days	0

<input type="checkbox"/>	Reference	Vendor	Buyer	Order Deadline	Activities	Source Document	Total	Status	Billing Status	
<input type="checkbox"/> ☆	P00020	Egyptian Components Corp	S salah		🕒		1,140.00 LE	Locked	Waiting Bills	
<input type="checkbox"/> ☆	P00019	Advanced Circuit Solutions	S salah		🕒	BO00002	1,820,238.00 LE	Locked	Waiting Bills	
<input type="checkbox"/> ☆	P00018	Egyptian Components Corp.	S salah		🕒	BO00001	1,231,485.00 LE	Locked	Nothing to Bill	
<input type="checkbox"/> ☆ 📄	P00017	Egyptian Components Corp.	S salah		🕒		73,997.40 LE	Locked	Waiting Bills	
<input type="checkbox"/> ☆ 📄	P00016	TechCraft Engineering	S salah		🕒		179,379.00 LE	Locked	Waiting Bills	
<input type="checkbox"/> ☆ 📄	P00015	Advanced Circuit Solutions	S salah		🕒		0.00 LE	Cancelled	Nothing to Bill	
<input type="checkbox"/> ☆ 📄	P00014	Global Innovations	S salah		🕒		0.00 LE	Cancelled	Nothing to Bill	
<input type="checkbox"/> ☆ 📄	P00013	NileTech Components	S salah		🕒		0.00 LE	Cancelled	Nothing to Bill	

# PURCHASE REPORTING

Purchase Analysis 

  Purchase Orders or Confirmation Date: October 2024   

[-] Total	45	8,099,160.00	9,233,042.40
[-] All / Saleable	1	48,000.00	54,720.00
[-] P00004	1	48,000.00	54,720.00
[-] Device Parts / Batteries-laptop	5	1,830,000.00	2,086,200.00
[-] P00018	1	790,000.00	900,600.00
[-] P00011	1	360,000.00	410,400.00
[-] P00005	1	200,000.00	228,000.00
[-] P00002	2	480,000.00	547,200.00
[-] Device Parts / Batteries-phones	1	0.00	0.00
[-] P00002	1	0.00	0.00
[-] Device Parts / Graphics Cards	2	1,800,000.00	2,052,000.00
[-] P00005	1	1,200,000.00	1,368,000.00
[-] P00001	1	600,000.00	684,000.00
[-] Device Parts / Hard-Disk-pc	9	694,010.00	791,171.40

# Accounting

Accounting Dashboard Customers Vendors Accounting Reporting Configuration

2 1 A

Accounting Dashboard

Search... Favorites

1-12 / 12

Cash

New Transaction

29 Sep

Sample data: 5

صندوق محمد عسيري

New Transaction

بنك الاسكندرية

Connect Bank

New Transaction  
Import File

الخزنة الفرعية

New Transaction

عده محمد

New Transaction

بنك الاهلي

Connect Bank

New Transaction  
Import File





# Future Work

- Adding new features such as online customer support.
- Enhancing integration with accounting systems to manage invoicing more efficiently.



# Conclusion

- We successfully implemented Odoo to optimize the operations of the computer repair company. The system is user-friendly and effective, helping to enhance customer satisfaction and achieve significant performance improvements."



THE END