- **Title**

  End-to-End Business Process Management System for Service Provider

- **Service**

  Web Application

Project Overview:

We are seeking skilled developers to create a robust Business Process Management (BPM) system for a services provider in the industry items sector. The system will streamline the entire process of accepting faulty products, servicing them, and returning them to customers. This comprehensive solution will include modules for stock management, customer management, fault records, user roles and permissions, notifications, and more.

Key Features:

1. **Stock Management System:**

   - Real-time tracking of inventory levels.

   - Automated alerts for low stock.

   - Integration with the fault records system for seamless tracking.

2. **Customer Management System:**

   - User-friendly interface for customer information.

   - Ability for admin to create and send professional emails to selected customers.

   - Centralized customer database for easy access and management.

3. **Fault Records / User Roles and Permissions:**

   - Multi-level user roles (normal user, super user, machine user) with specific permissions.

   - Fault recording system with evidence upload capabilities (PDFs, images).

   - Cross-checking of faults by super user with confirmation/denial.

4. **Notifications:**

   - Automated notifications for super user after fault recording.

   - Notifications for machine user after fault confirmation.

   - Customizable notification settings for administrators.

5. **Machine User Module:**

   - Interface for machine user to select machines for servicing based on recorded faults.

   - Periodic data recording of applied services and machine parameters.

   - Access to all files attached to recorded faults.

6. **Project Completion Workflow:**

   - Clear workflow to mark the process as finished once all faults are resolved.

   - Comprehensive reporting and analytics for process optimization.

Technology Stack:

- Frontend: Nextjs

- Backend: Node.js

- Database: PostgreSQL || MongoDB

Additional Recommendations:

- Integration of a version control system (e.g., Git) for collaborative development.

- Implementation of security best practices to safeguard customer and business data.

- Responsive design for optimal user experience across devices.

Project Timeline:

The development timeline is estimated to be 2 months, with regular updates and milestones.

How to Apply:

If you are an experienced developer/team with a proven track record in building comprehensive business process management systems, please submit your proposal. Include relevant experience, technology stack preferences, and any additional features you believe will enhance the project.

We look forward to collaborating with a talented team to bring this project to life!

- **Extras :** Design customization, Content upload, Responsive design, Include source code

Budget & timeline

- **Budget :**

- - The budget for this project is $1,200, flexible depending on the complexity and features included.
- **Deliver by**

  Jan 25, 2024