

Multi location inventory tracking with NetSuite ERP Advanced Inventory for Wholesale & Distribution Business

Location:	Dubai / Oman
Industry:	Wholesale / Retail
Type:	Water Purification
Products:	FILTRATION SERIES, PURIFIER SERIES, COMMERCIAL RO, CENTER FILTRATION SYSTEM, FILTERS AND ACCESSORIES



About The Company

The company is manufacturer and distributor of water purification and water filtration processes systems, located in Dubai. Company specialize in Reverse Osmosis (RO) Technology and the design of various advanced water filtration systems.

Business Challenges

- All sales employees used their own excel record for customer interactions resulting in excess documentation.
- If the employee leaves the organization there was no knowledge of the previous customer interaction for new sales representatives.
- There were cases related to internal fraud due to lack of transparent system inside the organization.
- Too much of documentation about the service provided to the client caused communication delay resulting in poor relationship with the clients.
- Maintaining transactions and inventory manually was cumbersome and time consuming for employees.

Solution offered

- Oracle NetSuite ERP enabled sales representatives to maintain customers and support case details into one robust system providing real time tracking of customers and support cases.
- Multi levels of access rights and approval mechanism were created for better collaboration of the crucial documents.
- Alerts / Remainder were created for the customer support cases at different levels.
- Paperless transaction made possible with invoices, customer support service acknowledgement, Purchase order, Payment Receipt sending directly through system.
- Multi location inventory tracking with NetSuite ERP Advanced Inventory feature.

Benefits

- Increased team collaboration and improved efficiency in serving clients.
- Increased productivity level, reduced sales cycle and greater customer satisfaction level.
- Increased revenue and profitability due to better hold on profit and loss statement.
- Paperless transactions resulting in cost saving.
- Centralized control.

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About Inspirria Cloudtech

Inspirria Cloudtech management brings together its 15+ years of experience in cloud execution and proven capabilities in strategy building, implementation and consulting for enabling successful cloud implementations across the globe. Inspirria Cloudtech has a range of Built for NetSuite SuiteApps offering comprehensive automated solutions to wide-ranging clients. We leverage proven methodologies and the expertise of our team members to help you easily integrate our custom solutions for NetSuite, driving superior outcomes.