



SERVICE DEFINITION DOCUMENT

CLOUD SOFTWARE SUPPORT

OVERVIEW

Smart IT is the leading UK partner for the support of Odoo ERP systems.

Details of Odoo ERP and our services can be found on our website at:

www.smart-ltd.co.uk

Smart IT specialises in the provision of Odoo ERP systems and post implementation support covering all areas of Odoo ERP including:

- Support core Odoo ERP modules, these include:
 - Marketing
 - Operations Management
 - Finance & Accounting
 - Customer Relationship Management
 - Sales management
 - Purchasing & Supply Chain Management
 - Human Resources
 - Website & Ecommerce
 - Electronic Document & Records Management (EDRM)
 - Reporting
- Support custom modules & developments
- Support on 3rd part modules

Services

Smart IT is able to provide all services required for the ongoing support of Odoo ERP either enterprise wide or in key areas, these include:

- Odoo Support including investigation and resolving issues
- Ongoing Business Analysis & consulting services to determine new process and developments to meet changing business requirements.
- Ongoing Functional consultancy services on Odoo configuration and design of bespoke/custom functionality.
- Ongoing Software development for Odoo
- Ongoing Project Management of Odoo ERP changes
- Quality Testing for Odoo ERP
- Training on Odoo ERP

- Change Management for ongoing changes
- Supporting Data imports into Odoo ERP
- Supporting Odoo ERP hosting management
- Odoo version upgrades

Use of Odoo is dependent on licences that are available directly from Odoo .S.A.

Operating Hours

Software support is available during normal business hours which are:

- Monday to Friday 8am to 6pm (excluding English Bank Bank Holidays)

Please note there are some seasonal variances where reduced opening hours may apply.