



SERVICE DEFINITION DOCUMENT SOFTWARE AS A SERVICE

Classification: Public

OVERVIEW

Smart IT is the leading UK partner for the supply, configuration, development and support of the Odoo ERP system.

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

www.smart-ltd.co.uk

Smart IT provides a complete ERP solution via the Odoo ERP software covering all business sectors and functions. Functional areas of the software include:

- Marketing
 - Social Marketing – Manage your social media and website visitors
 - Email Marketing – Design, send and track emails
 - Events – Publish events, sell tickets
 - Surveys – Send your surveys or share them live
- Operations Management
 - Timesheets – Track employee time on tasks
 - Project Management & Planning – Organise and plan your projects
 - Field Services – Schedule and track onsite operations, time and material
 - Helpdesk – Track, prioritise and solve customer tickets
 - Planning – Manage employee schedules
 - Appointments – Allow people to book meeting in your agenda
- Finance
 - Accounting – Manage financial and analytic accounting
 - Invoicing – Invoice and payments
 - Expenses – Manage employee expenses
- Customer Relationship Management (CRM) – Track leads and close opportunities
- Sales
 - Sales Management – From quotations to invoices
 - Subscriptions – Recurring invoices and renewals
 - Field Services – Schedule and track onsite operations, time and material
 - Point of Sale (POS) – POS interface for shops & restaurants
 - Rental Management – Manage contracts, deliveries and returns
- Purchase & Supply Chain Management/Warehouse Management (WMS)
 - Inventory – Manage your stock and logistic activities
 - Manufacturing – Manufacturing orders and bills of materials
 - Product Lifetime Management (PLM) – manage your product lifecycle from idea to end of life.

- Purchase – Purchase orders, tenders and agreements
 - Maintenance – Track equipment and manage requests
 - Quality Control – Control the quality of your products
 - Transport & Logistics – Integrate with carriers
- Human Resources
 - Employees – Centralise employee information
 - Recruitment – Track recruitment pipeline
 - Time Off/Leaves – Allocate PTO and follow leave requests
 - Appraisals – Assess your employees
 - Referrals – Share job positions and refer friends
 - Fleet Management – Manage your fleet and track car costs
- Website & Ecommerce
 - Website – Enterprise website builder
 - eCommerce – Sell your products online
 - Blogs – Publish blog posts, announcements, news
 - Forums – Manage a forum with FAQ and Q&A
 - eLearning – Manage & publish courses
 - Live Chat – Chat with your website visitors
- Electronic Document & Records Management (EDRM)
 - Document – Document management
 - Spreadsheets – Integrated spreadsheet
 - Sign – Sign document online
- Reporting – Integrated real time reporting
- Customisation – Smart IT has extensive experience of customising Odoo and creating custom modules to meet your requirements via our team of in house developers.

SERVICES

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

- Presales review of client requirements to determine software fit.
- Business Analysis & consulting services to determine “as is” and “to be” processes as well as gap analysis.
- Functional consultancy services on Odoo configuration and design of bespoke/custom functionality.
- Software development for Odoo
- Project Management of Odoo ERP implementations
- Quality Testing for Odoo ERP
- Training on Odoo ERP
- Ongoing Support
- Change Management for ongoing changes
- Data imports into Odoo ERP
- Odoo ERP hosting management
- Odoo version upgrades

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