

Company Name: Mishal Al Khaleej
Industry: Electronics
Head Office: Riyadh (Saudi Arabia)
Locations: 70+

Connectivity:
Implementation Duration
No. of implementor

Offline sync for focus ERP for 70 different locations, Service module data is using sql replication
4 months

Modules Implemented:

Finance, Inventory, Fixed assets and Payroll with 2 external modules integrated with finance and inventory service module and job costing

Critical Requirements

Maintaining complete track of servicing of mobile at service points and service center, tracking service cycle and service time, Extensive Job costing for projects department. Management reporting for control of cash flow from all sales locations. Analyzing credit customers and receivable and payables.

How it was Achieved

Service Module: Built on VB 6 as front end and SQL 2000 as DB. A complete service module was built having the following process control such as Estimation of repair---->Incoming unit inspection----->Shift wise job distribution----->Spare part request cycle / control(completely integrated with focus inventory branch wise) -----> Pre dispatch QC---->Transfer and swap pooling---->Unit dispatch Apart from the above process system has capabilities to maintain log and alerts for Stolen units, Irreparable units(if unit is requested for repair in location A and termed as irreparable and customer visits another location unit is flashed as irreparable saving the technicians time) , units under warranty and non warranty.
Job Costing : Built on VB6 and SQL 2000, maintains data from start of the project date. Project budget is prepared including overheads, manpower ect and system gives a graphical analysis for budget summary. Once the project is achieved data is entered for each cost of the project in separate customized screens, maintaining machine hours, man days/man hours by date data is entered to get the actual cost of the project and compared to the budgeted value. Entry is done on daily basis to compare with the project budget value by date and percentage. Also maintains actual and budgeted in terms of completion of project.

About Mishal

Mishal was established in the year 1990 and is a exclusive dealer for Nokia sales and service in saudi region, Employees strength 400,Divisions (Datacommunication, Radio, Telephone,Projects, STC projects, Sales division segregated into showroom and wholesales sales.Service Points) Turn over Not specified.

(About should include turnover, no. of employees, Year of establishment, Other divisions etc.