

# SERVICE MANAGEMENT SYSTEM



CLIENT



**CareFon**

Global Apple Solutions

## **PROPOSAL FOR ICARE SERVICE MANAGEMENT SYSTEM**

### **Who We Are**

**SaNDS Lab (Software and Network Development Solutions Lab)** is a premier custom software development company with over **15 years of experience**, located at **TrichurInfopark** in Koratty, Trichur, Kerala, India. We pride ourselves on delivering exceptional software solutions to a diverse and global customer base, leveraging our extensive expertise and commitment to quality.

At SaNDS Lab, we specialize in creating tailored software solutions that meet the unique needs of our clients. Our team of skilled professionals is dedicated to ensuring that every project we undertake is executed with the highest standards of excellence and precision. Our broad range of services and innovative approach have earned us a reputation for reliability and excellence in the software development industry.

We look forward to continuing our journey of growth and success, partnering with clients to bring their visions to life through cutting-edge technology and unparalleled service.

## 1. Objective

The new system is designed to streamline the workflow and approval processes for service management, accounting, and voucher handling. Unlike the existing system, which has a more rigid and time-consuming approval process, the current system introduces a more flexible, efficient approach while maintaining necessary approvals from the Super Admin.

## 2. System Overview

### Key Features

#### 2.1. User Management Module

- **Super Admin:**
  - Creates and manages Branch Admins.
- **Branch Admin:**
  - Adds and manages Service Coordinators and Service Engineers for their specific branch.
- **User Login:**
  - Service Coordinators, Service Engineers, and Accountants log in with their usernames and passwords.

#### 2.2. Job Management Module

- **Job Creation:**
  - Service Coordinators create jobs, specifying product, model, and service details.
- **Job Assignment:**
  - Service Coordinators assign jobs to the respective Service Engineers based on availability and expertise.
- **Job Execution:**
  - Service Engineers view assigned jobs, update job status, and add detailed descriptions.
  - Options include:
    - **Complete Job:** Provide a service report and mark the job as completed.
    - **Return Job:** Return the job to the Service Coordinator for additional input or adjustments.
    - **Upload Images:** Attach images related to the service performed for documentation purposes.

#### 2.3. Master Data Management Module

- Managed by Super Admin.
- **Product and Model Management:**
  - Add and update product types and models used in service jobs.
- **Service Cost Management:**
  - Define and update service costs for each product and model.

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## 2.4. Accounting Module

- **Account Head Management:**
  - Super Admin sets up account heads with specific columns for financial tracking.
- **Voucher Management:**
  - **Voucher Creation:**
    - Branch Admins create vouchers for service costs, expenses, or reimbursements.
  - **Voucher Approval:**
    - Super Admin reviews and approves the vouchers.
  - **Voucher Closure:**
    - Approved vouchers are visible to Accountants for processing.
    - Accountants can close the job ticket with a voucher number and update the financial records.

## 2.5. TDS Management Module

- **TDS Deduction:**
  - Integrated into the voucher approval process.
  - Accountants can calculate and record TDS (Tax Deducted at Source) during the closure of vouchers.

## 2.6. Warranty Management Module

- When one customer come to claim warranty, if they are withn warranty period then do the service and return as a new job and did not generate bill.
- When one customer reached after his warranty but the company may provide the service with warranty with super admin's approval.
- Need to set the damaged stock for the repaired items
- Damaged stock maintenance

## 2.7 Rental Service for Service Engineer

- Service engineer have the facility to take items in rental basis and he can view the rental list .
- Service engineer have the option to add or remove items from the list

## 2.8 Invoice Report

- Branch wise invoice report daily ,weekly and monthly and option to take print out.

## 2.9 Credit Payment Management

- If one item is added as credit need to take the payment as installment and reduce from the basic amount.The report also need to take print out.

### **3. Technology Stack**

The system will be developed using modern web technologies to ensure scalability, security, and performance. The proposed technology stack includes:

- Frontend: HTML5, CSS, JavaScript, Bootstrap for a responsive user interface.
- Backend: PHP for handling server-side logic and database interactions.
- Database: MySQL for managing booking data and user information.

### **4. Implementation Plan**

#### **4.1 Requirements Gathering**

Detailed requirements will be gathered from the stakeholders to understand specific needs and preferences.

#### **4.2 System Design**

A system architecture will be designed, including user interfaces, database schema, and integration points.

#### **4.3 Development**

The system will be developed in phases, with each module being tested for functionality and performance.

#### **4.4 Testing**

Comprehensive testing will be conducted to ensure the system operates seamlessly across different scenarios and user types.

#### **4.5 Deployment**

The system will be deployed on a secure server, with ongoing maintenance and support provided.

## 5. Price and Timeline

SI No	Phases	Description	Weeks
1	Phase 1	Requirement Analysis and UI/UX Design	1 Weeks
2	Phase 2	Development of ICARE Service Management Modules	6 weeks
3	Phase 3	System Testing and Quality Assurance	1 weeks
4	Phase 4	Final Deployment and User Training	1 weeks
		<b>Total</b>	<b>9 Weeks</b>

SI No	Description	Amount
1	Development Costs	<b>80,000/-</b> (Eighty Thousand Rupees Only) Onetime Cost
2	Payments Terms and Conditions	<b>50% on confirmation, 40% on completion, 10% on handover</b>

## 6. Conclusion

The proposed system provides a comprehensive solution for efficient service management, accounting, and streamlined approval processes. By introducing flexible job handling, user-specific roles, and enhanced voucher management, the system improves operational efficiency and ensures better service delivery.

End of Session