NOVEL CLOUD SYSTEMS

Novel Enterprise Sales handheld system (NESH)

This software is distributed by TechFramez
www.techframez.com
info@techframez.com

TECHFRAMEZ

Novel Enterprise Sales handheld system
Main Topics

- What is Novel Enterprise Sales handheld system.
- Overview and Application Architecture.
- Synchronization.
- Work Flow
- Key features.
- Technical Specifications.
- SOAP Integration with SAP & Oracle & SQL.
- Security Methods applied.
- Sales opportunities.
- Fully integrated with Google Maps Premium V.3 for tracking devices live on maps (if GPS module is enabled).
- Navigation to Frigidaire's' and customer's location.
- Help desk system to report maintenance incidents.
- Ticketing module: includes escalation and action records with timely manner quality reports.

What is Novel Enterprise Sales handheld system

Mobility is primarily becoming an integral part of communication for organizations. It is helping organizations to get real time field data of sales, distributed goods, demand generated and optimizing time utilization for the organization in a fast paced business eco-system. Today`s organization is looking for the benefits from every competitive parameters obtainable with the help of its sales team. Sales and marketing strategies designed, executed accurately in field provides an opportunity for growth of revenue and rising market share of the company constantly. NESH System popularly also known as Field Force Automation, helps automate the non-productive tasks of company's sales force.

Overview and Application Architecture

Application layer: The application layer starts and closes the application.

User Interface layer: The user interface layer renders the display and interacts with actions of the user.

Object Manager Layer: The object manager layer provides a consistent object behavior and interaction between all business objects within the application.

Data Manager Layer: The data manager layer maintains an object-oriented abstraction of the native data stored in the data repositories for the benefit of the object manager.

Database layer: The database layer includes the data that NESHS users' access.

Operating System: Red-Hat/Centos Enterprise Linux Operating System.

**Storage Layer:** Linux Storage drive online + Solid backups on demand.

Synchronization Graph

Synchronization Process
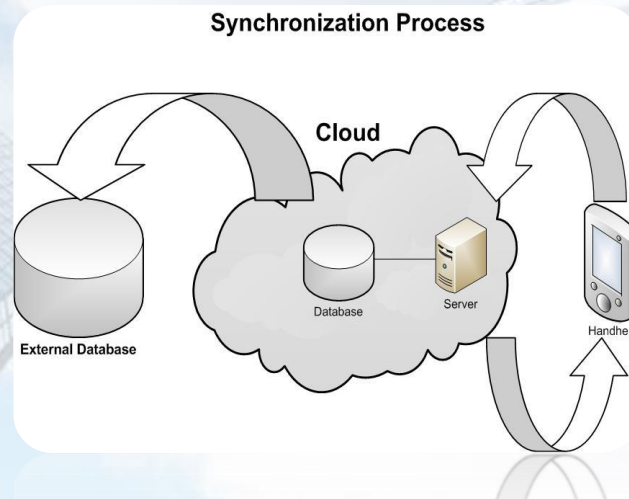
Communication Type	Time Interval	Function
Hand-Held App → Cloud Server	2 – 10 Minutes	• Send Sales Orders • Update Tasks Status • Customers' Evaluations and Feedbacks
Cloud Server → Hand-Held App	Instant Synchronization	• Add/Update unfinished tasks • Update Portable inventory
Cloud Server → API	Release data for integration (If necessary)	• Full Synchronization • Incremental backup

Work Flow

- Starting Route by sales man
- Load Inventory data for various products/brands
- Inventory Report Print
- Product In / Product Out
- Customer Master details
- Product sales details
- Customer Product Selection
- Placing online orders and instant deliveries
- Apply schemes to various dealers/customers
- Promotional offers to boost the sales
- Physical Inventory Check
- Inventory Damage Product details
- End Route
    - Customer Sales Report
    - Un-serviced Customer Detail
    - Expense Detail
    - Customer feedback
    - End Route Report
    - Data integration with centralized back office application.
    - Ability to integrate with SQL Database using windows service (Automated service based on time-interval).
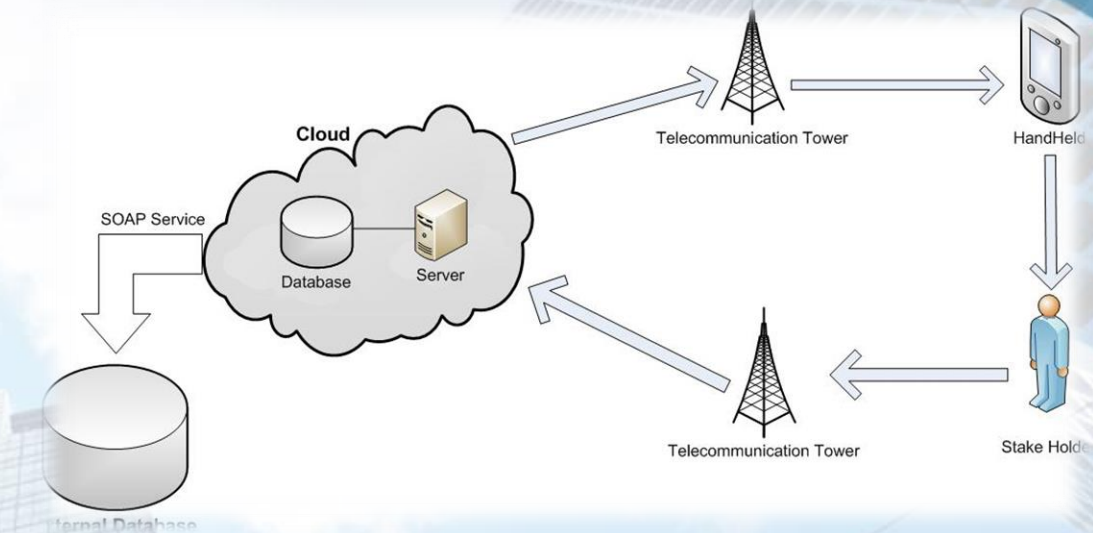
Help Desk & Ticketing System

NCSYS ticket management Module integrates all the tools necessary to ensure prompt and seamless resolution of customer inquiries / Maintenance incidents. The more you automate, the more your service reps can focus on what is important – creating exceptional customer relationships.

Our help desk ticketing module enables you to automate processes that are best managed through system driven resources, so your service team can focus on engaging customers and helping them get the most out of your product.

Receive maintenance or Customer's Issue

Send Location & task details to field engineer

Field engineer set status for the task (Inventory stock check- Mark as completed – mark as pending)

Generate task report (time-interval)

Key features

- Increases Productivity

- Reduce Costs

- Increase Sales Revenue

- Increase Market Share

- Receive on time updates from field staff

- Online information exchange with field staff for communicating critical information from back office and from field staff

- Efficient & Effective use of time by Sales staff.

- Direct customer feedback to management.

- Better tracking of field sales visits

- Concentrate purely on selling.

- Quick access to relevant data

- Management Dashboards and Reporting.

- Accessible Automatic Incremental Backup Area.

Technical Specifications

RHSS/CentOS
Redhat Storage System

RHEL
Redhat Enterprise Linux OS
OR
Cent OS Enterprise Operating System

NESHS
Web Client Application
Programming Language: PHP/AJAX/PERL/CGI/JAVA
MySQL Enterprise Database

Hand-Held Application
Platform: Windows Mobile Professional 6.5 CE
Programming Language: C# - Embeded Database
OR
Android OS - JAVA

SOAP Integration with SAP, Oracle and MSSQL

- Integration WITH SAP Using SOAP (Simple Object Access Protocol)

- Integration with Oracle Database

- Integration with MSSQL using automated windows Services trigger by time-frame

Security Methods applied

- All Transactions use https Protocol to prevent Data theft.

- Complete protection from hackers and DDoS attack (UDP flood).

- Custom mod_security rules.

- IP tables firewall rules.

Sales opportunities

- **List of Sales Opportunities** - with information on opportunity manager, customers, assigned employees, etc.

- **Status options** - new, prospecting, evaluation, negotiations, contract won or contract lost

- Lead source options - website, e-mail, referral, advert, other

- **Other important information** - dates of start, end and next follow-up, probability, contract amount

- **Full changes history** - allowing you to track, for example, changes in probability on different stages of negotiations

- **CRM integration** - contacts, companies, meetings, tasks, phone calls

- **Full event history** - a list of all events (meetings, tasks, phone calls) related with the opportunity

- **Report** - sales opportunities by salesman, with number and amount of bids compared to contracts won, with numerical and graphic representation

Thank you.