Our clients had a very clear vision of developing an automated system for the agro industry such that their entire process can be easily handled. After a lot of market research and analysis on the basis of requirements provided by the clients we settled upon the specification of needs for the product . The solution provided is a Decision Support System in the form of CRM for Agro based industries. The system provides its users with diverse categorization of Access and Role management.Also management of users,customers, stocks, sales performance, product performance can be done with ease in addition to incentive regulation, complaint lodging and representation of statistical information in the form of reports on dashboard. Inputs from our IT enabled clients have been very useful to us in development of the system.

Leading Agro Chemical Company
Client

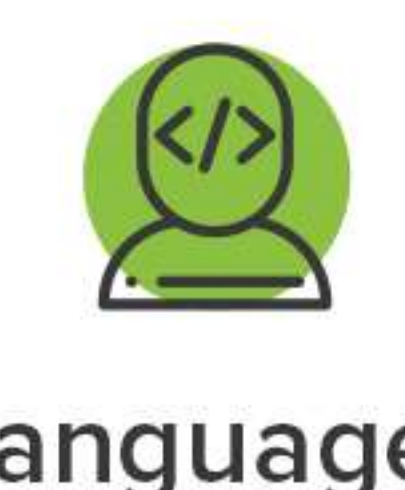**India**
Country

Agro Industry
Domain

.Net (for Back-End and Data Migration) OpenUI , Cordova (for Front End and Mobile Application)
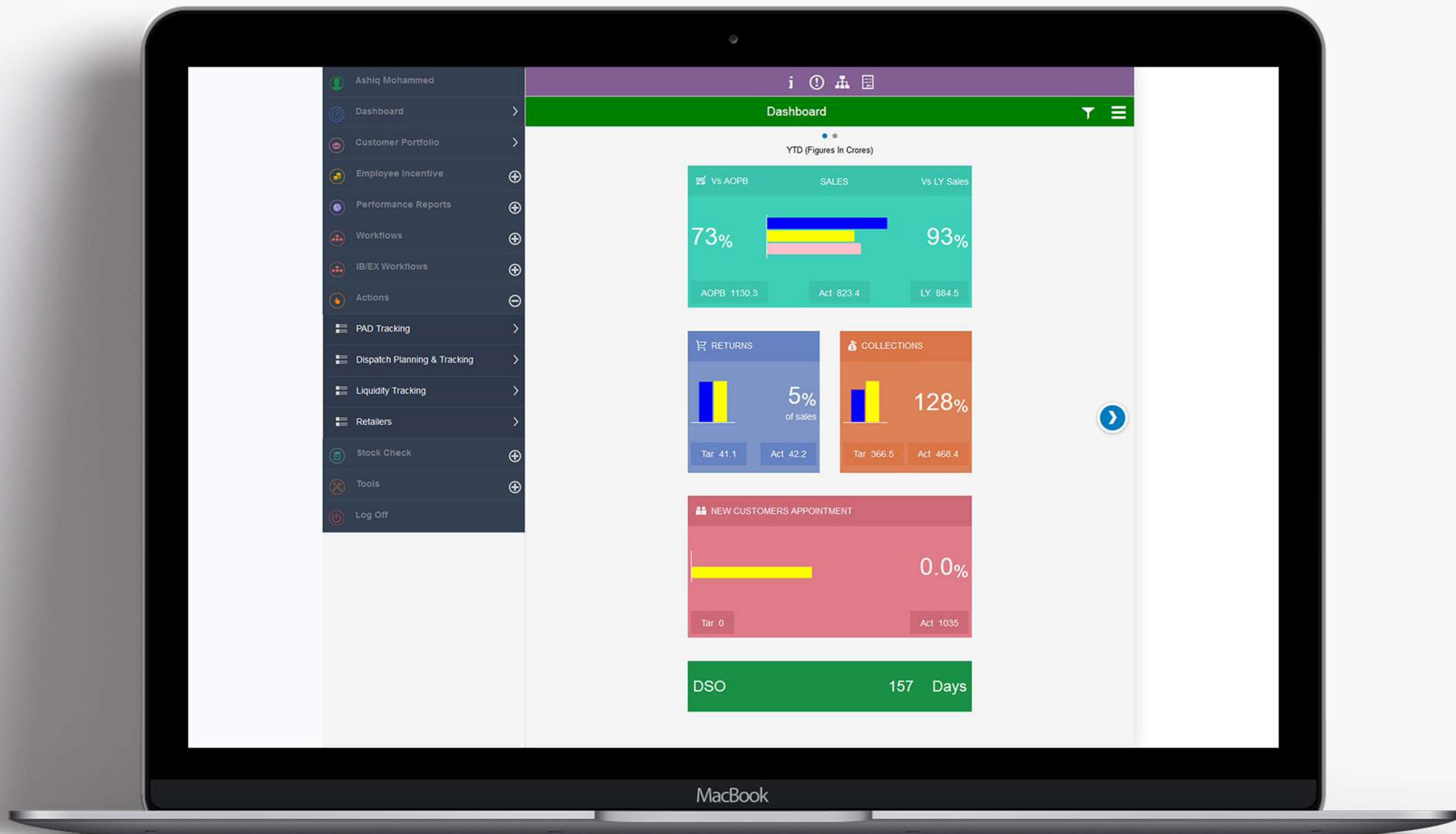Technology

English
Languages

HOW THE SYSTEM WORKS

Users divided into Territory, state, zone, region and administrative level in Agro Industries are registered into the system and given specific roles and access in the CRM.

The users of the system working on field meet with interested local product distributors and get them registered into the system as new clients.

These new clients and other existing clients place their order via these on-field forces, who first refer the availability of stocks and place orders accordingly.

Orders once placed are tracked until delivery is done and payments are received on delivery of the products.

Incentives are also provided to employees and provisional discounts are provided to clients on the basis of targets achieved and all this is managed through the system itself using various formulative calculations giving adequate results.

Visibility of stock management and other functionalities to each user is according to the role and access provided to them.

The system enables administrative users to manage product, sales, stock, reports and customers as well.

Product Usage forecast is one of the distinguished features of the system, which allows the user to have a judgment of amount of products that will be needed by distributors from time to time so that they can gauge the amount of products that need to be produced from time to time.

CRM Web Application

The CRM developed for agro industries is one of the best solutions developed by our company and it automates the entire process for the work-flow of these industries.Both web and mobile applications have been developed for this system. Each and every requirement including management of customer, order , sales, product and sales performance etc is managed in both these applications . Also a dashboard representing statistical information graphically is provided in both these systems.

The system provides incentive and provisional discount regulation to the users. Also distinctive features like product usage forecast , complaint lodging and report management are provided in both the systems. The mobile application has 2 extra functionalities - namely Geo tagging and offline access to some features like New Customer creation, Liquidity Tracking, New Sales Order, Forecast Planning, Collection Planning etc. In this application SAP provides data in it's predefined format and we basically use staging servers to get the meaningful data which is later used for development of mobile application. The work done by our team on this application is very creditable and has proved to be very satisfactory for our clients.

FEATURES INCLUDED

- Customer Creation
- Collection Planning

- Sales and Product performance management
- Incentive Regulation

- Product Usage Forecast
- Complaint and Report Lodging

ISSUES SOLVED

The solution developed here comprises of a very useful automated system that eases the management of various tasks included in the work-flow of the Agro industries to a great extent. The
product usage forecast provided is a very unique feature that helps in achieving accuracy in manufacturing of products to these industries. Statistical information is represented in a very user friendly manner using graphs and tables. Hence analysis can be easily done using results of these derivative information and hence the system also helps in decision making . The future scope of the solution lies in developing a system for customers and integrating other modules with the existing system that can help the users in carrying out their tasks in a more efficiently .

Thank You!

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