

nEXERP



nexERP Case Study

M/s. MyTeleCart, Kerala, India.

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THE NEXT LEVEL OF INNOVATION

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ABOUT NEXERP

Our nexERP system is driven by our deep expertise and cross industry experience and global delivery model. We provide you a pano-view of your enterprise and enable you to optimize your processes and helps you to transform your organization with well defined, simplified and power-packed offerings which take your business to the next level. We primarily consist of service industry such as retail, hospitality, storage & transport, tourism, banking & insurance and real estate, for which nexERP software services can provide an efficient solution to take these industries to their top potential. We have clients from across the globe including UK, India, and Middle East countries.

We currently focus on the Middle East Clients and have customized software, exclusively for the clients from those areas. nexERP is also available in the local Arabic language and therefore it is easy to understand for those people with less technical knowledge. Our software is also available in mobile application, which can help you track your business status on the go without the need laptops or PCs.

QUICK LINKS:

Product website : www.nex-erp.com

Live demo : <http://demo.nex-erp.com/>

CLIENT : M/s. MYTELECART, KERALA, INDIA

Mytelecart is a direct marketing firm located at Thiruvananthapuram. It is an E-commerce company that has a vision for implementation of synergies for multi-channel direct marketing like those of Naptool. It was started in the year 2014 and during the boom for product from the internet, Mytelecart was huge hit and they delivered only the best quality products to the clients. With its exceptional growth and huge demand for product they had to face several problems as they were following the traditional method for running their business.

CHALLENGES FACED BY CLIENT

The following are some of the problem faced by Mytelecart during the stage of their growth due of the huge influx of business:

- **Maintaining the Database of Customers:** With more and more new customers registering in Mytelecart, maintaining the customer database was a huge problem. It was actually one of the main problems faced by the management. This is because if this is not done correctly; it will have a negative impact on the revenue of the company. Their customer database was so huge that it was very much impossible to maintain a correct track of all its customers.
- **Proper and Timely Follow up:** Proper and timely follow up of the customer requirements or customer orders in a timely manner are very important in the smooth functioning of an e-commerce company. This was one of the main elements lacking in Mytelecart.
- **Proper Assignment to Employees:** For the proper functioning of an organization, it is very important to assign the work to each employee in a clear and proper manner. With the traditional type of

management function, this was one of the problems faced by the management of Mytelectart. They needed a newer method for assigning the work of each employee and also for ascertaining their salary and making sure that it is done properly.

- **Delivery Status:** Once the orders of a customer are shipped, the details should be made available to the client. Also once the delivery takes place, the delivery status for the particular transaction should also be made available. Maintaining this properly was another problem faced by the management.
- **Duplicate Entry:** Once the databases of the customers are set, the next task was to call each and every client and make sure that their needs are properly met. In case that this is not organized, multiple employees will call the same client and the client may get confused or even irritated leading to loss of a lead or prospective buyer. This was one problem faced by Mytelectart.
- **HR Management:** Managing the HR policy and management of the leaves was a problem faced by the top management in Mytelectart. The salaries of the employees were based on target and their salary fluctuated with the target achieved. Maintaining the salary part was another problem faced by the Mytelectart top management.

END REDULTS AFTER IMPLEMENTING nexERP

- With the introduction of NexERP all the activities related to the proper database management has been solved. All the customer data has

been categorized with the help of the NexERP and now all data are now easy to monitor.

- NexERP has made all the following up of leads easy and simple to understand. With its introduction all the leads are easy to follow and now the chance to miss any customer lead is almost zero.
- With NexERP each customer data has been assigned to a particular employee of a section, and they will be responsible for the closing of the lead. Now with the NexERP software, it is easy to track the activity of users and give salary to the employees accordingly.
- Introduction of the NexERP has made the delivery status easy and it has not become more transparent. NexERP allows for easy tracking of the each shipment status and has become easy to understand simple to track.
- The NexERP has allowed for checking duplicate entry as each employees will be able to understand who is working on each lead. This has reduced the duplicate entry that has been a problem in Mytelecart.
- HR management, attendance & salary disbursal has become a thing of the past with the introduction of the NexERP. Now the management can easily manage the attendance and salary of the employee. All calculations are automatically done and the salary of each employee can be known by the management at the click of button.