

# **BORG<sup>®</sup>DESK**

*Integrated Customer Support Desk*

Goodpick Technologies Pvt. Ltd (Since 2017)

[www.borgdesk.com](http://www.borgdesk.com)

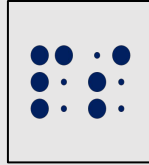
DPIIT : DIPP86216 | MSME: DL02E0004658

# Present issues with small & Mid-Size Businesses



## Expensive Solutions for SMEs

Budget is key factor for SMEs to go for any ERP system for their business so it remains big challenge



## Team Compatibility (Complexity)

Complex Connect between software & Team capabilities becomes complex during implementation so it gets failed on midway



## Meshed operation system

departments are not integrated with each other in single login interface to ease out sharing of data & thus no standard System



## No Unified Communication

Current system not filling the today's customer expectations due to lack of Multi-channel



## Bad Customer Experience

Call Centers not integrated with service desk & CRM to track customer experience & their history



## Immature Decision Making

Structured data (Business Reports) is not available quickly for right decision making in single interface

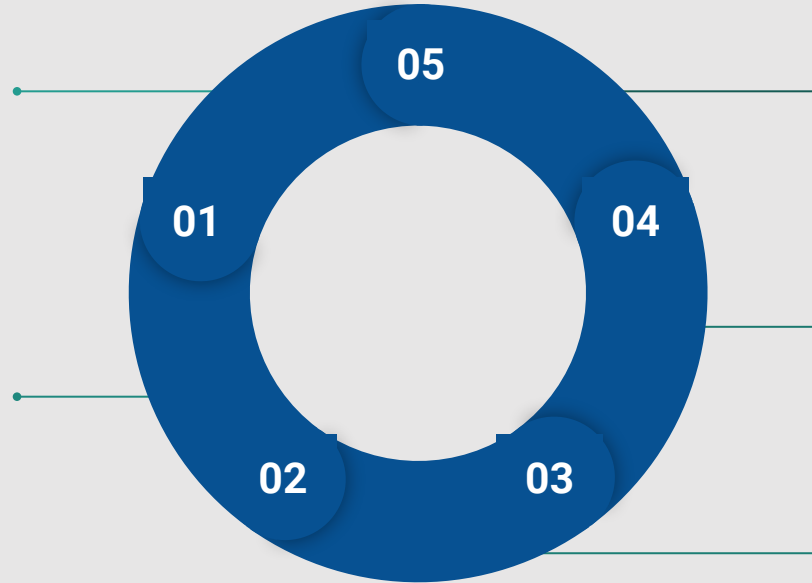
# Solutions by Integrated Borg Desk ERP

## Cost Effective All in One SaaS Based ERP Software

BORG is very cost effective user licensing based cloud hosted application, It removes barrier of office location & gives the best support for Work From Home (WFM) & Work From Remote. It gives more visibility of data so helps management to take care of risk.

## Easier Implementation in the process with little hand holding

BORG user interface is very simple & upgraded version of excel / google sheets which makes very compatible with team capabilities. Step-to-step guide requires only little hand holding by borg partners.



## Streamline Operations - Bridging the gap among team members & Faster Decision making

BORG connect Business Process departments with each other thus sharing of data among team members becomes easier & Subsequently, each person can act faster on any information they receive

## Forecasting & Analytics

Facilitates business owners to track their business in real time round the clock from anywhere with access of hundreds of business reports. It's very effective decision support system

## Enhance Customer Experience & Risk Management

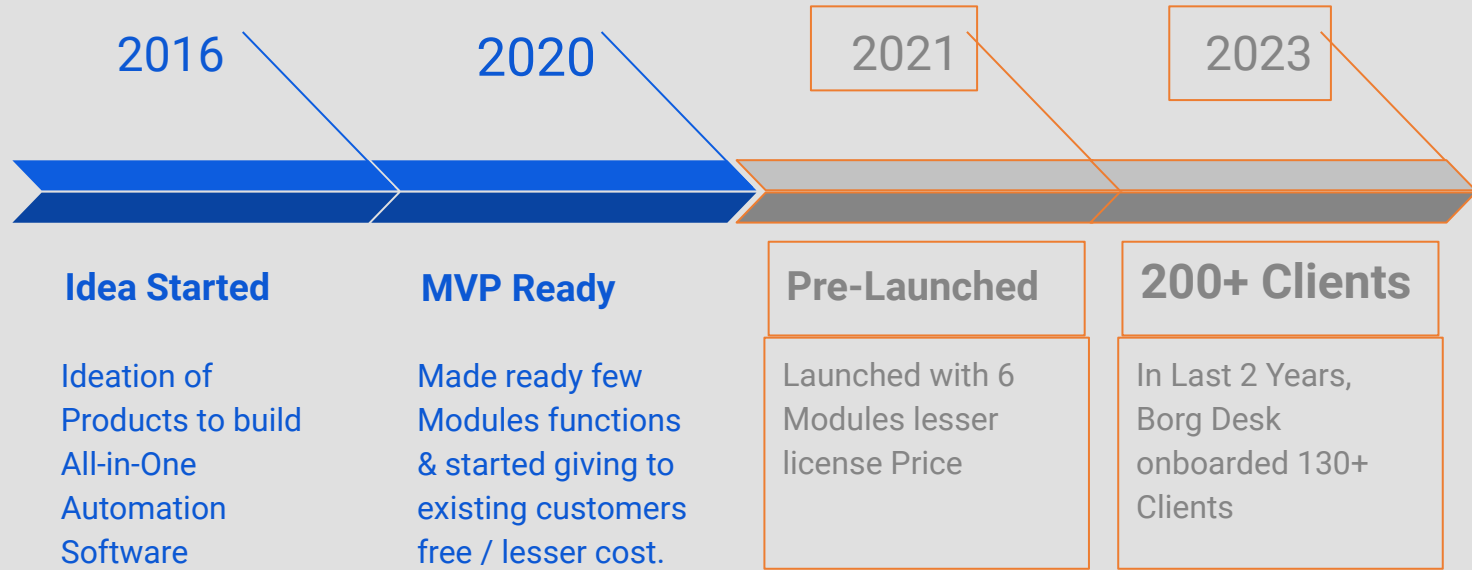
Facilitates customers to connect with support team via multiple channels like tickets, chat, whatsapp etc. followed by contract Management(**Customer History at One Go**). It gives more visibility of data so helps management to take care of risk.

# Product - BORG DESK ERP

Small & mid-size companies are very cost sensitive & complex in process. BORG Desk helps B2B Sales/Service & Supply Chain companies to automate their process and improve their customer service, team productivity, manage risk across their supply chain with very affordable cost.

***Integrated Borg Desk*** helps to hack business growth with process automation capabilities.

# Borg Desk Journey





## The Team Behind



KP Singh

Founder CEO

16+ years of hands-on experience in IT, Customer Service, Sales, Strategy & Business Development

Sanyokta Baghel

Co-Founder & COO

9+ years of hands-on experience in Business Operation & Service Delivery.

# BorgDesk Future Roadmap

Integration with more Global ERP/CRM for enhancing capabilities

GPS enabled tracking for field technician to improve efficiency

AI Based Integrated Chat Bot to delight customers

AI Based helpdesk for ticket distribution to reduce human intervention

AI based autoresponder of tickets of similar incidents

# Associations / Membership





# Product Overview

## (Borg Desk ERP)



# 1 # Service Desk (Customer Support Desk)

The screenshot displays the BORG SUITE Service Desk interface. The top navigation bar includes 'BORG SUITE' and a user profile 'kpdemo'. The main navigation menu on the left lists various service desk functions. The central area shows a 'Manage AMC Dues' table with columns for Contract Id, Customer, Service Name, Start Date, End Date, Dues (INR), Due Date, Status, and Action.

**Service Desk Navigation Menu:**

- Service Desk
- Service Dashboard
- Open New Ticket
- Manage Tickets
- Rapid Action Chat
- View Team Chat
- Add New AMC
- Manage AMC
- Manage AMC Dues
- Manage Customers
- Manage Services

**Manage AMC Dues Table:**

Contract Id	Customer	Service Name	Start Date	End Date	Dues (INR)	Due Date	Status	Action
3229	Goodpick Test	leadofy	2021-12-14	2021-12-14	380.00		Due	<a href="#">i</a>
2706	Reliance Energy Liml	message services	2021-02-01	2022-01-31	1000.00	2021-01-04	Due	<a href="#">i</a>
2706	Reliance Energy Liml	message services	2021-02-01	2022-01-31	1000.00	2021-01-12	Due	<a href="#">i</a>
2706	Reliance Energy Liml	message services	2021-02-01	2022-01-31	1000.00	2021-01-14	Due	<a href="#">i</a>
2706	Reliance Energy Liml	message services	2021-02-01	2022-01-31	1000.00	2021-01-16	Due	<a href="#">i</a>
2706	Reliance Energy Liml	message services	2021-02-01	2022-01-31	1000.00	2021-01-18	Due	<a href="#">i</a>
2706	Reliance Energy Liml	message services	2021-02-01	2022-01-31	1000.00	2021-01-20	Due	<a href="#">i</a>
2706	Reliance Energy Liml	message services	2021-02-01	2022-01-31	1000.00	2021-01-22	Due	<a href="#">i</a>

# Borg Desk ERP Capabilities

## Integrated Modules

Task Delegation System  
Sales Automation  
Billing, Receivable, Payable  
Employee Management  
& Payroll System  
Stock, Orders System &  
Distributor Dashboard

**BORG<sup>®</sup> DESK**  
*Integrated Customer Support Desk*

## Customer Support Desk

Automated Ticketing Solution  
With Customer Dashboard  
Multi-Channel Communication  
Live Chat from Dashboard  
CSAT, PNS, SLA  
Cloud Call Center  
AMC Contracts & Dues



# Customer Management

- Add new customers
- Modify existing customers details
- Upload customers in bulk
- Download customers details in Excel csv
- Click-to-Call & IVR integration

# Admin Dashboard System

- Admin refers as Master Admin of Service Desk
- Setup helpdesk
- Create Service / support team members accounts
- Create & Assign Departments
- Define SLA
- Open Incident
- Manage Reported Incidents
- Incident (Ticket) Escalation
- Incident (Ticket) Closer
- Open & Manage Service / Maintenance Contract
- Monitor & Analyze Analytical Reports

# Agent Login Dashboard

- Service Team refers as Helpdesk team user accounts
- Open Incident
- Manage Reported Incidents
- Incidents Escalations
- Incident Closer
- Open & Manage Service / Maintenance Contract

# Customer Login Dashboard

- Customer refers as Solution seeker
- Open Incident
- Respond Incidents
- Incident Closer
- Reopen Incidents
- View SLA

# Incident (Ticket) Management

- Incident Management System
- Report Incident
- SLA Management
- Prioritize Incidents
- Incidents Conversation Records
- Incident Closure



# Ticket Priorities

- Critical
- High
- Medium
- Low
- Very Low

- Priorities can be defined by financial impact of Incident occurred for customer. For example – Critical means heavy amount of financial loss is involved with this issue so this requires fast remedies to be applied by enterprise.
- If right priority is not set by customer, the same can be upgrade or downgrade by company service user based on financial impact on the business.



# Annual Service Contract Management (AMC)

- Add new contract
- Manage unlimited number of service contracts
- Modify existing contracts
- Renew Service Contract
- Contract Expiry Alerts
- AMC Dues Management & Reminders

# Rapid Action Chat

---

Rapid Action Chat Helps customer to connect / notify to service agents with Ticket number in case in critical priority incidents to expedite the solution

- Agent & Customer Chat Room
- Agent to Agent Chat
- Agent & other Teams Chat

# BORG-Ticket Escalation

## Ticket Escalation System:

Based on the Priority level, Ticket can be escalated so that unsolved issues can receive senior level attention in order to get solution in time.

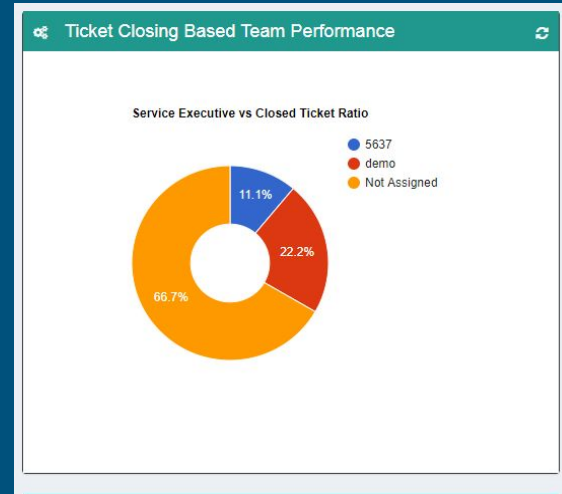
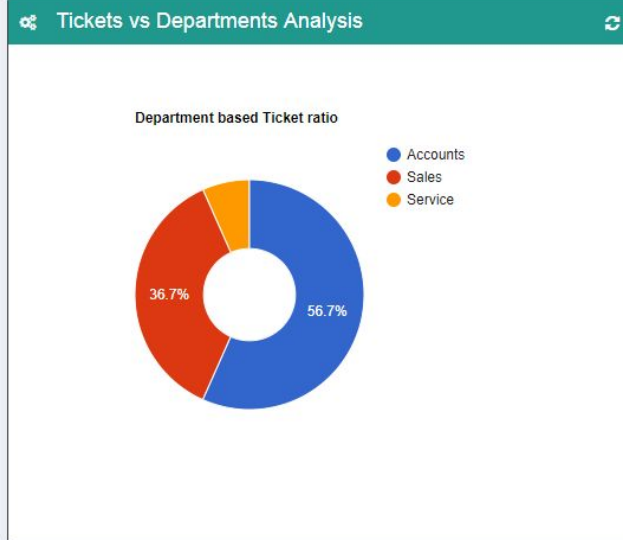
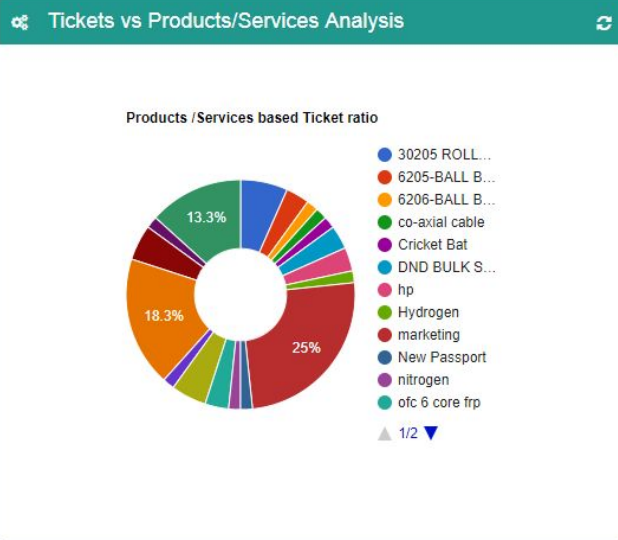
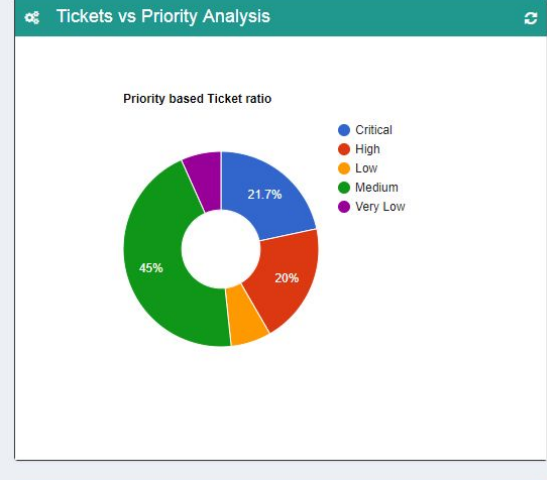
## There are various level escalation-

- Level-4 – Admin ( L-4 Escalation)
- Level-3 ( L-3 Escalation)
- Level-2 (L-2 Escalation)
- Level-1
- Service/Help Desk Coordinator

# BORG-Service Desk Priority Table

<b>Problem severity</b>	<b>Status</b>	<b>Impact</b>
<b>Critical Priority</b>	<b>Mission Critical</b>	<b>Serious Financial Impact</b>
<b>High Priority</b>	<b>Extremely urgent</b>	<b>Significant Financial Impact</b>
<b>Medium Priority</b>	<b>Urgent</b>	<b>Medium Financial Impact</b>
<b>Low Priority</b>	<b>Low Priority</b>	<b>Minimal Financial Impact</b>
<b>Very Low Priority</b>	<b>Very Low Priority</b>	<b>No Financial Impact</b>

# Analytical Reports



# Integrated Email & SMS Alerts

## Note:

SMS & Email service is a third party service & has to be integrated & priced separately as per

availability of package.

- Email alerts of full ticket conversation is set to both customers & company's registered email id for shake of records & notification.
- Once New ticket is opened, SMS alerts is sent to company's designated configured mobile number.
- Once ticket is closed by the company, Customer is well informed instantly about ticket closer by SMS.
- SMS & Email alert is sent both customer & company before expiry of contract to remind for renewal of the same.



# Key Features

- Integrated Service Desk with other Modules
- Ticket Management system with priority
- Back-end Task Management & Delegation system
- Customer Login Dashboard
- Live Chat from Customer login Dashboard
- AMC Contract Management system
- AMC Dues Tracking system
- TAT ( Turn Around Time) Report
- Analytical Reports
- Feedback Management (CSAT, NPS, Surveys, Analytics, etc.)



# 2 # Task Force (Collaboration)

The image displays three overlapping screenshots of the BORG SUITE web application, demonstrating its task management capabilities. Each screenshot shows a user interface for a different task view: Pending Task, Group Task, and My To Do Task.

**Pending Task Screenshot:** Shows a table of pending tasks with columns for S.No, Task ID, and Task Headline. The tasks listed are:

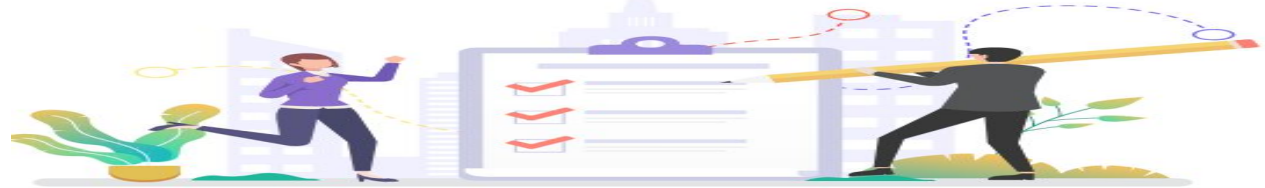
S.No	Task ID	Task Headline
1	1774	Service Task-te
2	1775	Service Task-te
3	1780	Sanyokta Daily
4	1659	task team -20

**Group Task Screenshot:** Shows a table of group tasks with columns for S.No, Task ID, and Task Headline. The tasks listed are:

S.No	Task ID	Task Headline
1	3154	Order no 1112 has
2	3145	when ledger is dow
3	3130	qwerty

**My To Do Task Screenshot:** Shows a table of tasks with columns for S.No, Task ID, Task Headline, Category, Creator, Assignee, Create Date, Deadline, Status, and Action. The tasks listed are:

S.No	Task ID	Task Headline	Category	Creator	Assignee	Create Date	Deadline	Status	Action
1	2935	Service Task-Test Subject	Test Category 1	Minakshi	kpdemo	2022-05-10 05:52:18	Today	New Open	[Icons]
2	3154	Order no 1112 has to be delivered tomorrow	Contacted	Demo	kpdemo	2022-08-01 21:55:39	2022-08-02 12:00:00	New Open	[Icons]
3	3145	when ledger is downloaded its name is Banking Stat	Test Cat 3	Krishna Singh	kpdemo	2022-07-26 22:17:20	ASAP	New Open	[Icons]
4	3130	qwerty	Contacted	Krishna Singh	kpdemo	2022-07-12 16:57:53	2022-07-15 00:00:00	New Open	[Icons]



# Task Force Management

BorgDesk facilitates various ways for tracking employee performance & enhance Productivity like Sales Team Productivity, Support/service team Productivity, Backend teams productivities etc.

BorgDesk Service Desk integration with Task Force creates new opportunity for IT service industry. Task Force remove gaps & leakage between front end service agents & back-end service technician & other team members.

Task can be created & assigned to either individual or groups for its completion within defined deadline & entire history can be recorded.

# BorgSuite Task Force (Collaboration)

- General Task
- Check List Task
- Group Task
- Task Distribution
- Task Category
- Pending tasks
- Completed tasks

- My to do task
- Task Reports
- Task Tracking
- Task History
- Task Logs

# Borg Task Force Overview

---

- Task Creation by any team members for other individual or groups
- Every task has its own description & deadline
- Task has to be updated by each stakeholder with current status
- Latest updates & history can be seen by Service Agents to reply to customer for current status
- Task can not be deleted by any user
- Task can be modified by task creator only

# Task Categories / Project Name

Borg facilitates customer to configure its own category / project name of tasks as per their business requirements

# Tasks Reports

- Completed Task
- Due Soon Task
- All Pending Tasks
- In-Progress Tasks
- Tasks Summary
- Task Delay by one Day
- Task Delay by Two Days
- Task Delay by any date Range
- Today's updated Tasks
- Etc..

# 3 # Sales CRM ( Sales Automation)

The image displays three overlapping browser windows of the BORG SUITE CRM. The top window shows the main dashboard with a sidebar menu. The middle window shows the 'Manage All Leads' page with a table of leads. The bottom window shows the 'Manage Quotation' page with a table of quotations.

**Manage All Leads Table:**

<input type="checkbox"/>	L-ID	T-ID	Der
<input type="checkbox"/>	47	101709	Der
<input type="checkbox"/>	46	97437	Der
<input type="checkbox"/>	45	91505	Rah
<input type="checkbox"/>	29	56930	Tele
<input type="checkbox"/>	8	30923	Der
<input type="checkbox"/>	44	90574	Der
<input type="checkbox"/>	43	90490	Der
<input type="checkbox"/>	42	88491	Kri
<input type="checkbox"/>	32	59384	Nutan

**Manage Quotation Table:**

Sno	Quote No	Quote Type	L-ID	T-ID	Quote By	Company Name	Contact person	Category	ACTION
1	GPTL01/000558	Type-2	47	101709	Demo	Mr. Chulbul Pandey	Mr. Pandey	cleo county	
2	GPTL01/00070	Template	45	91505	Krishna Singh	Harish	Mr. Shyam	Messaging Servi	
3	GPTL01/00051134	Type-1	44	90574	Demo	xyzp pvt ltd	abhishhek	bulk sms	
4	GPTL01/000589	Template	32	59384	Nutan	Demo India Pvt. Ltd	Mr. Shree	Messaging Servi	
5	GPTL01/00049	Template	32	59384	Demo	Demo India Pvt. Ltd	Mr. Shree	Messaging Servi	
6	GPTL01/00048	Type-1	16	52780	Sohan	xy pvt ltd	Mr. Robin	bulk sms	
7	GPTL01/00047	Type-1	36	81110	Sohan	fgh pvt ltd	Mr. Sohan	NBC-ROLLER BRG	
8	GPTL01/00062	Type-1	14	52681	Sohan	ax pvt ltd	Mr. Manoj	Cloud Services	
9	GPTL01/00061	Type-1	32	59384	Nutan	Demo India Pvt. Ltd	Mr. Shree	Messaging Servi	

# BorgSuite Sales CRM

- Sales Process Automation
- 4 Level hierarchy Management
- Lead Management
- Qualified Leads
- Multi-Channel Lead Capturing
- Save, Print & Mail Quote
- Cloud Telephony Integration

- Lead Distribution
- Pending Follow Up
- Follow up Tracking Logs
- Follow up SMS & Email Reminders
- Team Target Management
- Team Performance Tracking
- SMS & Email Integration



# BORG- Lead Reporting Channels

---

BORG allows enterprises to report lead through 5 possible channels-

- Manually
- Missed Call
- IVR
- Website
- Social Sites

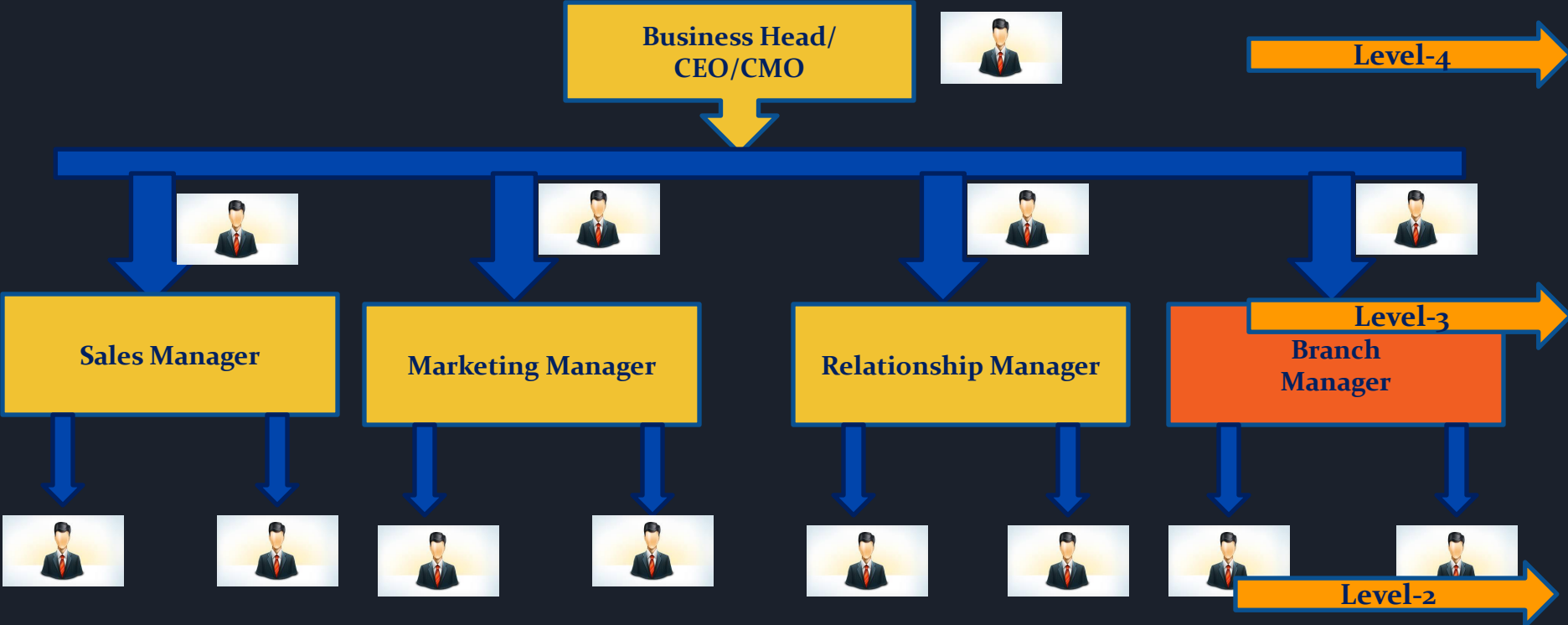
# BORG- Sales & Marketing Module

- BORG tracks each & every Lead with text history available online & accessible from any where at any time.

## *□ 4 Level Enterprise Management.*

- Auto greet SMS & Email to enquirer
- BORG alerts by SMS alerts with details of follow up scheduled on the date.
- Manage prospects & Leads with detailed information & status of follow up.
- Generates more than 15+ reports for analysis
- Generates 3 type of quotation based on requirements.
- Provides Product & Service management option.

# BORG - 4 Level Lead Tracking & Management



# BORG vs Excel/Diary

Today's Enterprise Sales Needs	BORG	EXCEL
Lead Management	YES	YES
Greet SMS & Email to enquirer	YES	NO
Each Lead Tracking Logs records	YES	NO
Conversion Rate Calculation automatically with all aspects	YES	NO
4 Level Tacking monitoring any where at any time	YES	NO
Generate standard quotation & store to download/mail at any time any where	YES	NO
Auto generation of various analytical Reports	YES	NO
Auto bar chart & pai chart presentation of conversion rates	YES	NO
Auto reminder SMS for follow ups	YES	NO
Transparency within the team due to unique sales system	YES	NO

# 3 # Accounts Book ( Book Keeping & Receivable)

The screenshot displays the BORG SUITE web application interface. The main window shows the 'Trade Receivable(Debtor)' report for the year 2023. The report includes a table with the following data:

Debtor Name	Opening Balance(INR)	Debtor Amount(INR)	Closing Balance(INR)	Action
Goodpick Marketing Pvt Ltd	INR 2,180.00	INR 1,772,180.00	INR 1,772,180.00	[Icon]
Metro Wholesale & Clothes Limited	INR -13,597.94	INR -11,827.94	INR -11,827.94	[Icon]
Reliance Energy Limited	INR 6,623.24	INR 6,623.24	INR 6,623.24	[Icon]
sakshi text Pvt. Ltd.	INR 35,400.00	INR 448,400.00	INR 448,400.00	[Icon]
Smart Computers Pvt Ltd	INR 13,475.37	INR 45,900.21	INR 45,900.21	[Icon]
vijay trave new delhi	INR 2,433.00	INR 2,433.00	INR 2,433.00	[Icon]
xyzp	INR 0.00	INR 23,600.00	INR 23,600.00	[Icon]

The total debtor amount is displayed as INR 2,287,308.51. The interface also shows a sidebar with navigation options and a top navigation bar with the BORG SUITE logo and user profile.

# BorgSuite Accounts Book

- GST Sales Invoice
- Proforma Invoice
- PO Management
- Purchase Management
- Expense Management
- Bank Transactions
- Track Receivable (Debtors)

- Track Payable ( Creditors)
- Payment Overdue Reminders
- Auto Payment Confirmation
- GST Tracking Reports
- Other Accounting Reports
- Credit / Debit Register
- 45+ Accounts Reports

# BORG -Accounting & Finance Module

- BORG Account Manager covers all account functions including Profit/Loss Statement & Balance sheet automatically along with account notes.
- BORG is full of all billing functions including Service Tax, Taxation, Discounts & Sale Tax.
- Invoice & Pro-Forma Invoice can be generated in a single click & Store for downloading anywhere at any time.
- BORG generates more than 45+ reports for analysis
- BORG provides Account Audit option for Chartered Accountants to cross verify all transaction payments with respective account heads.
- BORG provides Compete Inventory management option.

# BORG Accounts vs Tally

Today's Enterprise Accounts Needs	BORG	Tally
Compatible for all type of Enterprise Business	YES	YES
Fear of Loosing Data in the Hard Disk	NO	YES
Online – Manage any where any time	YES	NO
Invoice in generated & store for future use	YES	NO
Auto SMS & Alerts to customers	YES	NO
Daily Auto SMS & Email alerts to Owners	YES	NO
No special Training required	NO	YES
Can be managed by anybody	YES	NO
Customer Management	YES	NO
Accounts reports	YES	NO
Business Performance, Profit Loss, Balance sheet available any time any where	YES	NO



# 5 # HR & Payroll Management

The screenshot displays the BORG SUITE HR & Payroll Management interface. It features a red header with the 'BORG SUITE' logo and a navigation menu on the left. The main content area is divided into three overlapping windows:

- Dashboard:** Shows the company name 'Demo India Pvt. Ltd' and a sidebar with various HR management options like 'People Dashboard', 'Employee on Roll', 'Manage Contracts', etc.
- Leave Details:** A window for managing leave requests, with a search bar and a search button.
- Manage Employee on Roll:** A window for managing the employee list, featuring a search bar, filters for Employee Code, Employee Name, Status, Start Date, and End Date, and a table of employees.

The 'Manage Employee on Roll' table contains the following data:

S.No	Employee Code/ID	Name	Designation	Joining Date	Mobile	Status	Action
1	borg004	Kailash	Accountant	0000-00-00	999999111	Permanent	
2	3	Amit	HR	0000-00-00	8708114568		
3	kpdemo	KPSingh	Sales	0000-00-00	9999999999		
4	116345	Bhoomi Panda	Business Operation	2022-08-08	9123434365	Confirmed	
5	11620	MOHAN KUMAR	Trainee Service engineer	2018-01-08	9631778168	Confirmed	
6	054735	Neeraj kumar	CRE	2019-02-04	9718253074	Confirmed	
7	borg003	Rajesh Singh	Sales Executive	0000-00-00	9898998998	Confirmed	
8	123	Klshan Patel	Deslg1	2020-08-01	9191979999	Resigned	
9	kri0001	Krishna Slng	Deslg6	2019-05-22	9897123456	Confirmed	

# BorgSuite HR & Payroll

- Employee Profiling
- Alumni Records
- Holiday calendar
- Leave Management
- Attendance Management
- Asset Management
- Reimbursement

- Payroll System
- Salary Slip
- Employee Dashboard
- Business Reports
- Email & SMS Integration



# People Management

Employee Management with all personal, Professional & employment details in 3 categories-

- Employee on Roll
- Employee on Contract
- Trainee
- Alumni

# Employee Leave Type

Borg HR & Payroll system facilitates its customer with various type of leaves-

- Casual Leave (CL)
- Privileges Leave (PL) / Elective Leave (EL)
- Sick Leave (SL)
- Leave without Pay (LWP)
- MAL - Maternity Leave
- PAL - Paternity Leave

# Attendance System

---

Attendance System is fully integrated with Payroll System. It's can be marked by following ways-

- Manually
- Excel / CSV bulk upload
- Mobile App with GPS Tracker
- Online any other Attendance system like Face Scanner
- API Integration with any 3rd Party Software

# HR & Payroll Reports

- View Salary Slip
- Reimbursement
- Attendance
- Salary Statistics
- Leave Statistics



# Payroll Settings

- Provident Fund (PF)
- ESI
- TDS (80C, 80D, 80EE, 87A)
- Leave
- Attendance

# 6 # Inventory & Distributors

The screenshot displays the BORG SUITE web application interface. The top navigation bar is red with the 'BORG SUITE' logo and a user profile 'kpdemo'. The main content area is titled 'View Balance Stock' and includes a search bar with filters for Product Category, Product Name, Warehouse, and Start Date (2023-01-29). Below the search bar, a table lists inventory items with columns for Invt. ID, Product Category, Product Name/Grade, Warehouse, Locked Stock, Balance Stock, and Avg. Current Value(INR). The table shows 8 entries, including items like 'RESIDENTIAL FLATS' and 'NBC-ROLLER BRG'. The bottom of the table indicates 'Showing 1 to 8 of 8 entries' and a page number '1'.

Invt. ID	Product Category	Product Name/Grade	Warehouse	Locked Stock	Balance Stock	Avg. Current Value(INR)
974	RESIDENTIAL FLATS	Gardenia Flats	Noida	0 0	1 0	1500000
974	RESIDENTIAL FLATS	Gardenia Flats	Jaipur	0 0	5 0	7500000
974	RESIDENTIAL FLATS	Gardenia Flats	-	0 0	-1 0	-1500000
871	Sole Material	Rubber	-	0 mm	-5 mm	-500
870	Textile	Cotton	Jaipur	0 mtr	-4 mtr	-8
870	Textile	Cotton	-	0 mtr	-500 mtr	-1000
868	Polymers	Synthetic Fibers	-	0	-1	-20000
71	NBC-ROLLER BRG	30205 ROLLER BEARING	-	0	-2	-2000



# BorgSuite Stock & Distributors

- Products Management
- Opening Stock
- Stock Management
- Balance Stock
- Integrated with Sale & Purchase
- Multi Warehouse Location
- MSQ & MOQ

- Track Out Stock
- Order Management
- Order Tracking
- Distributor CRM

# Product & Warehouse Management

app.goodpickborg.com/admin/inventory/product\_list.php?p=1

BORG SUITE

View Products

Category x Sub-Category x Product Na... x Search

View Products List

P-ID	Category	Sub-Category	Product Name/Grade	HSN	MSQ	MOQ	Last Update Date	Action
974	RESIDENTIAL FLATS	3 BHK flats	Gardenia Flats	123	100	2	2022-08-09	[edit] [delete]
872	Sole Material		Leather	211	0	0	2021-07-03	[edit] [delete]
871	Sole Material		Rubber	345	0	0	2021-07-03	[edit] [delete]
870	Textile		Cotton	122	0	0	2021-07-03	[edit] [delete]
869	Upper		Steel	376	0	0	2021-07-03	[edit] [delete]
868	Polymers		Synthetic Fibers	3423	0	0	2021-07-03	[edit] [delete]
867	Polymers		Thermoplastics	2322	0	0	2021-07-03	[edit] [delete]
71	NBC-ROLLER BRG		30205 ROLLER BEARING	65656	0	0	2017-06-29	[edit] [delete]
70	SKF-BALL BEARING		6206-BALL BEARING	967656	0	0	2017-06-29	[edit] [delete]

Product Management includes Category, Sub-category & then products along with their HSN Code for billing, MSQ (Minimum Shortage Qty), MOQ (Minimum Order Qty) etc.

Product Management list can be downloaded & printed in need by Admin.

# Inventory (Stock) Management

## Inventory Management:

Inventory is paramount important for physical products Channel Sales ( Wholesaler / Distributors ) to end users.

Inventory Key Points help business owners for tracking & Automation-

- Product Management
- Opening Balance
- Stock-In & Stock Out
- MoQ
- Lock Stock
- Stock Transactions

# Order Management

- ❖ Generate New Orders
- ❖ Order Approval
- ❖ Order Custom Status
- ❖ Lock Order Quantity
- ❖ Order Tracking
- ❖ Order Status auto notifications



# Inventory & Order Reports

- Top ten sold products
- Order Tracking
- Stock Tracking
- Shortage Stock Alerts
- Warehouse wise balance stock
- Lock stock report

# 7 # Supply Chain / Manufacturing

The screenshots display the following data:

**ORDERS Page 1 of 1 (Total Orders: 6)**

SNO	ORDER NO.
1	
2	38904709237
3	123
4	983r2hwh
5	khksoi212
6	123
TOTAL	1

**MANAGE ITEMS Page 1 of 3 (Total Items: 78)**

SNO	ITEM NAME	ITEM CATEGORY	ITEM SUB CATEGORY	HSM
1	AMANI-12	LEATHER	BLACK	145
2	COW VELVET - BROWN	LEATHER	BROWN	123
3	SHEEP CAPRETTA - CREAM	LEATHER	CREAM	123
4	Black on BLK FAB	BUCKLE P	BLACK	145
5	960 BROWN SCRATCH FINISH	LEATHER	ARMY GREEN	145
6	Shoes	HEELS P	BROWN	81
7	Cow Suede	LEATHER	BLACK	000
8	Garment Suede	LEATHER	WHITE	0000
9	TIKLI	BUCKLE P	GOLD	123
10	686ScratchBK	HEELS P	BROWN	123
11	Black on BLK FAB	Zipper	Black on BLK FAB	123
12	SHEEP CAPRETTA BLACK	LEATHER	BLACK	123

**PURCHASE ORDER Page 1 of 1 (Total PO: 5)**

SNO.	PO NO.	PO DATE	SUPPLIER	TOTAL ITEMS ORDERED	TOTAL ITEMS RECEIVED	REMARKS	STATUS
1	wwwar	24-11-2022	Es Kay Sales Corporation	3	0	Dear Sir, Kindly Supply the following as earliest.	HOLD
2	123	28-11-2021	JCK Leather Exports	1	0	Dear Sir, Kindly Supply the following as earliest.	APPROVED
3	BORG-45	02-10-2021	JCK Leather Exports	1	0	Dear Sir, Kindly Supply the following as earliest.	NEW-OPEN
4	84	28-09-2021	JCK Leather Exports	0	0	Dear Sir, Kindly Supply the following as earliest.	APPROVED
5	BORG-185EP21	28-09-2021	JCK Leather Exports	0	0	Dear Sir, Kindly Supply the following as earliest.	HOLD
Total				5	0		

# Borg Suite Supply Chain / Manufacturing

- Article / Item Listing
- Sample Order
- Order Management
- Label Generation
- Bill of Materials
- Production Process
- Invoices
- Wages Management
- Task Management
- Statistics
- Permission
- IP Security

- Customer Management
- Supplier Management
- User Management
- Staff Management
- Merchant Management
- Assortment Management
- Season Management
- Category Management
- Order Tracking
- Tooling Tracking
- CFM Tracking
- Packaging & Shipping

# Article Management

- Article detailing & specifications like Heal, Lining, Last, Color, Sole, Finishing, Sticking, Upper, Cat. etc.
- Pricing, Selling Price, Margin
- Copy, Edit, Delete, View etc.

## Sample Order

- Sample order generation & Management, Receiving Date, Insertion Date, Reminders, Special Notes.
- Print, Edit, Delete, View etc.



# Order Management

- Order Placing & Management
- Article addition & Deletion
- Print, Edit, Delete, View etc.
- Order Tracking, Tooling Tracking & CFM Tracking

## Label Generation

- Window for Addition & removal of Article.
- Pricing, Selling Price, Margin
- Copy, Edit, Delete, View etc.

# Permission & Security

- Access level privilege management, Module Access permission, action buttons for allowing & disallowing with BORG
- Delete, Edit, Delete, View etc.
- IP Level access management

## Image Gallery

- Image Categories from Master
- Collection of All Images..
- Multiple Images upload as a time
- Image / Photo Zoom Out for clarity

# Assortment

- Standard & Custom Assortment
- Delete, Edit, Delete all Assortments
- Assortment Name - Change / Modified
- Customer specific Assortments
- Common Assortments for all

## Shipping, Tooling, CFM

- Shipping status updation & tracking
- Tooling status & tracking
- CFM Tracking
- All tracking stages can be customised as per specific needs of company

# Bill of Materials (BOM)

- Material Management
- Stock Receiving
- Stock to Production
- Stock Transactions
- Balance Stock
- Stock Return

## Production process

- Order Mapping with Stock
- PO Request Approval
- PO Generation
- PO Management
- Job Work Assignment
- Job Work Receiving

# Wages Management

- Staff Profiling
- Update Contractual Wages
- View Contractual Wages
- Updates Daily Wages
- View Contractual Wages
- Leave Management
- Attendance Management

## Invoicing

- Generate Proforma
- Manage Proforma
- Generate Tax Invoice
- Manage Tax Invoice

# Task Management

- Insert New Task
- Update Task
- Task Tracking
- My to do task
- Group Task
- Due Task
- Completed Task

# Packaging & Shipping

- Generate Proforma
- Manage Proforma
- Generate Tax Invoice
- Manage Tax Invoice

# Borg Desk Implementation

# Why Enterprises Need Integrated Software Suite ?

- Enterprise do not have strategic data availability as needed.
- Enterprises do not able to focus on all business verticals results sometimes customer loss, sometimes Financial Loss & Sometimes Potential staff loss.
- Mismanagement in maintaining data on various different excel sheets & strategic dependability on team.
- Loss of professional attitude & style of working.
- Lack of business automation, Cost effective & Stream Lined Process .



# Why Enterprises Need Integrated Software Suite ?

- Enterprises do not have transparent business tracking Systems to identify loop holes in time.
- Not having clear picture of source of leads so that they can focus on the same to generate more business.
- Do not have customer connects tool.
- Do not have comparative analysis of sales turnover & company's liabilities, results they are failed to identify loop holes or weaker section of the business.
- Do not have real time analytics, Team performance & customer connects.

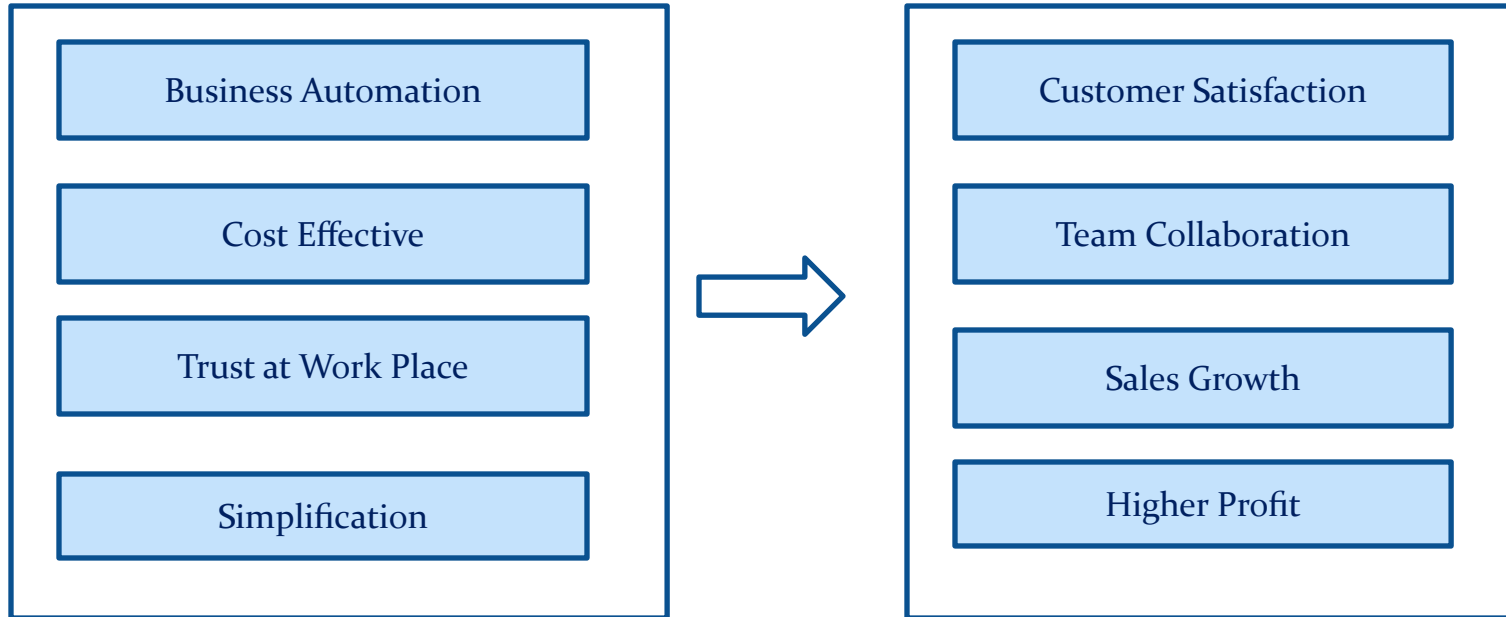
# Business Development Needs CCT

Enterprise Development is not possible without CCT.

- C- Communication
- C- Connectivity
- T- Technology

**BorgDesk drives all critical business operations effortlessly to stay at the forefront of evolving technologies.**

# BorgDesk Implemented Enterprise



# BorgDesk as a Right Tool for Business Growth

- ❑ BORG as a Gateway to connect with Global Platform
- ❑ BORG does automate various Business Processes
- ❑ BORG as a Trust Enhancer among team & Customers
- ❑ BORG as a Process Simplifier for enterprise
- ❑ BORG as Growth Multiplier by bringing reform
- ❑ BORG connects enterprise with evolving technologies
- ❑ BORG assists all the way to get set goal of a company

# BorgDesk as a Business Automation Tool

Every business leader dreams to automate most of the processes & systems in order to minimize operational cost & maximize customer satisfaction.

## **BORG Reported Benefits -**

- ✓ Increase in customer satisfaction
- ✓ Informative customer relations
- ✓ Minimizes operational cost
- ✓ Error free & fast processing.
- ✓ Simplify Business Operation

## **BORG automates business in the following ways-**

- Auto Communication with Customer
- Auto Management of Business Processes

# BorgDesk as a Cost Reducer

BORG reduces operational cost manifold & makes daily business activities error free, fast & simple.

- BORG reduces no. of employees
- BORG reduces paper work
- BORG reduces chances of error
- BORG reduces task completion time

# BorgDesk as a Process Simplifier

- BORG brings favorable business productivity & outcome of the Business. Processes become simple when all individual in the company follows same platform with same protocol & that's called streamlined workflow.
- Being user friendly interface, All people on the BORG speak same language in the same way ( Single access interface for all teams)

**“Simplification increases productivity & reduces time”**

# BorgDesk as a Trust Enhancer

## BORG enhances trust within the team & Managers-

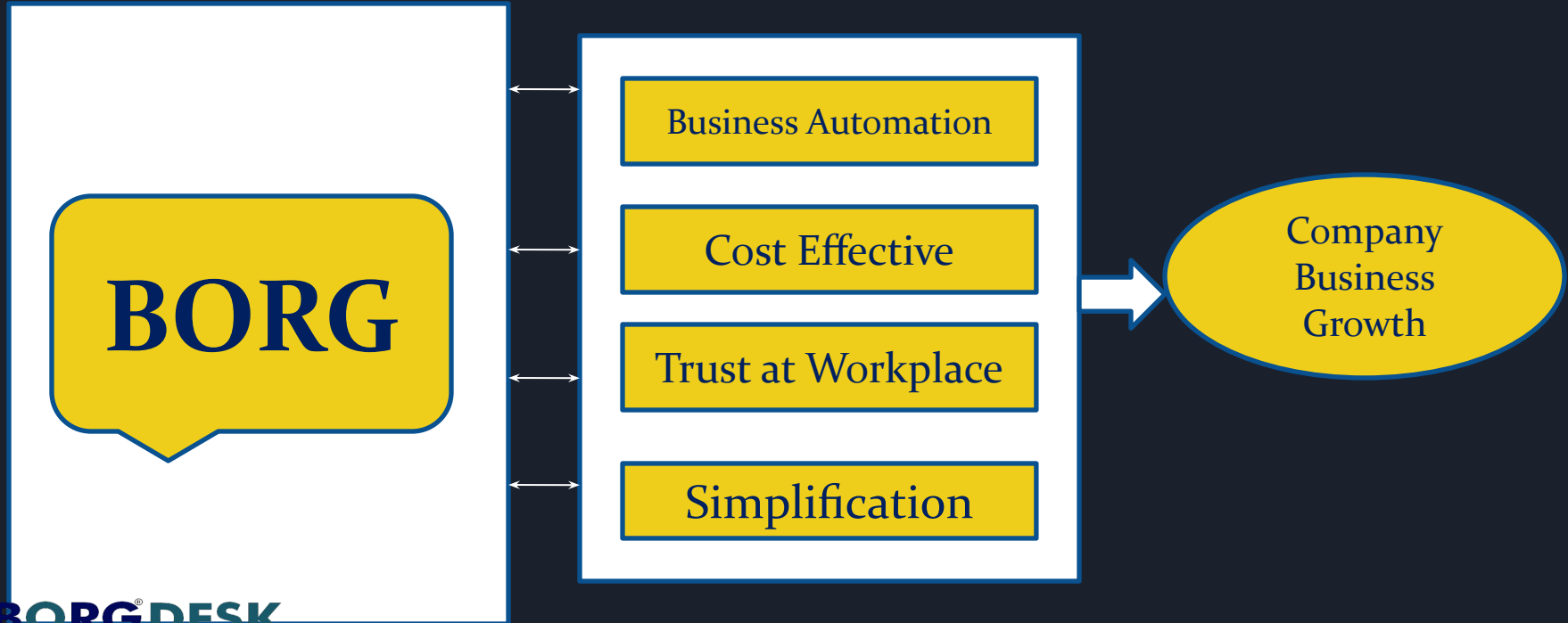
- ✓ Due to transparency in the work & activity logs availability develop trust in the team & managers.
- ✓ Each log is shared in the vertical up to 4 levels.
- ✓ Companies decision maker or owner can monitor daily task anywhere at any time.
- ✓

**“Growth is directly proportional to Credibility”**

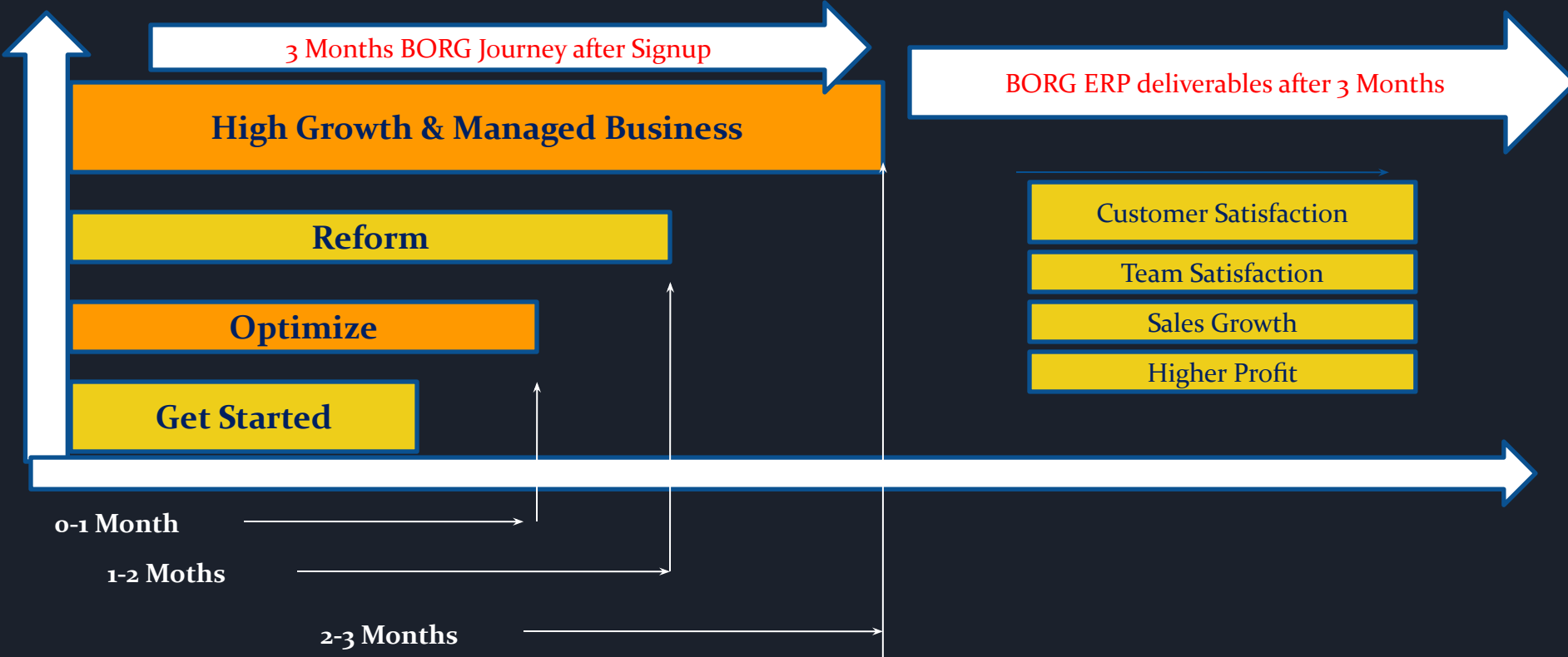


# BorgDesk as a Growth Multiplier

Growth is a combination of various factors-

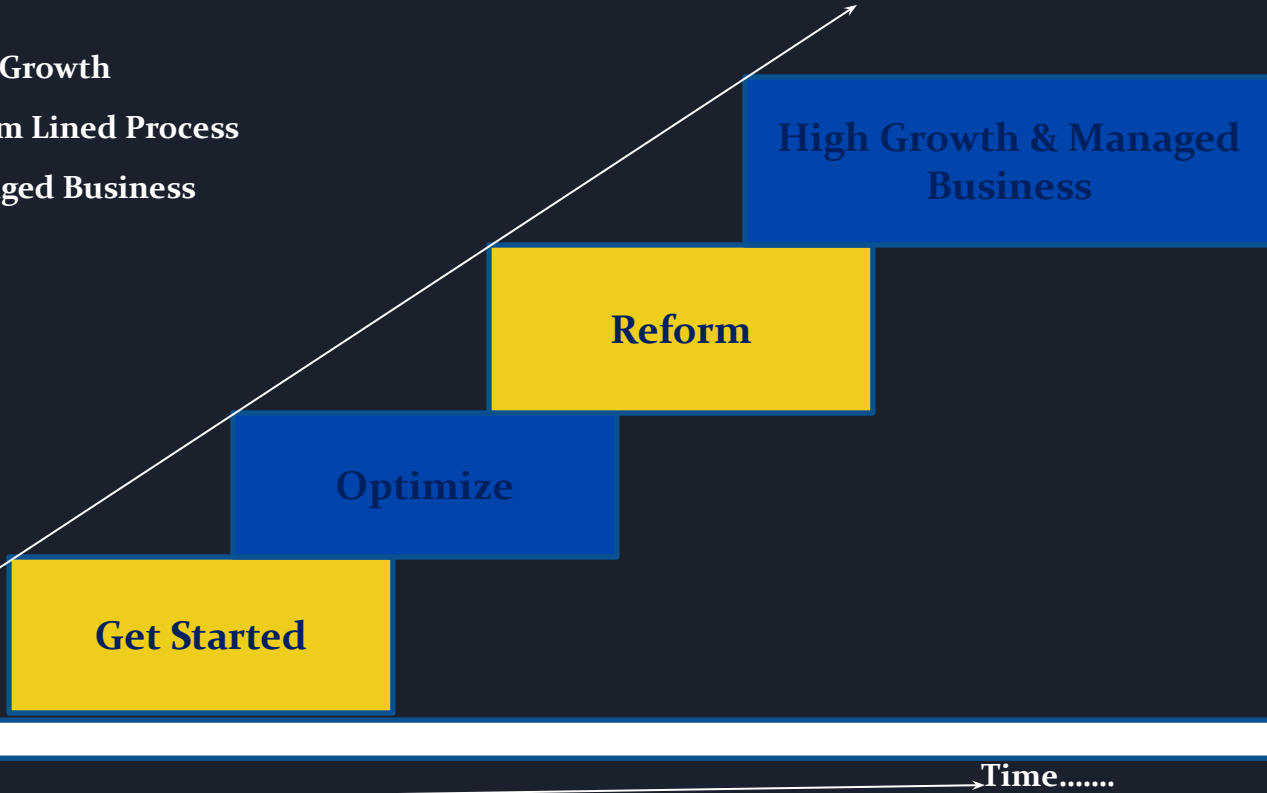


# BORG Implemented Enterprise's experience



# BORG Journey with Enterprise

- High Growth
- Stream Lined Process
- Managed Business



# Caller Desk Integration with Service Desk

BorgDesk is working on integration of Caller Desk with Service Desk to enable call center end-to-end solution by dialing & receiving calls directly to Borg Service Desk.

**Additional Cost :** Free

**Availability :** Very Soon but No Commitment of timeline ( Depends on feasibility of Integration technically)

## On Demand / Specific Integrations

**Note:**

Any integration needs deep understanding of both end software application, Feasibility & Available APIs

Any Additional features / modification if possible will be charged additionally & not included with user licenses fee

Borg Product team always works day & night to provide improved version of products to customer & evaluate / study if any integration is suggested / demanded by customer.

Borg team is not committed to do all integrations suggested by customer.

**Cost :** Yes very reasonable to cover of team salary cost only based on number of days engagement



**Mercy**<sup>®</sup>  
*The Customer's Choice*

jas

EXPORTS

लोक  
भारती

u·haus



BIZWIZ

Do 1%, 100% Done

**ANALYTICAL  
INVESTMENTS**  
...creating richness through lasting relationship...

INTERNATIONAL



Skylabs Solution  
Investing Businesses





**Thank you !!**

**[www.borgerp.com](http://www.borgerp.com)**

**Email - [sales@borgerp.com](mailto:sales@borgerp.com)**

**Support - Ticket Support System**

**EMail - [servicedesk@borgerp.com](mailto:servicedesk@borgerp.com)**