

OmegaCube ERP

Self Service Portals

Data Sheet



Self Service Portals

OmegaCube ERP's Self Service Portal allows manufacturers and distributors to improve their collaboration and communicate effectively with their employees, customers and suppliers.

These stakeholders can access business data in real-time helping them to make critical decisions quickly, and take business collaboration to a different level.

Customer Portal

- Share relevant real-time data with their customers by providing portal access.
- Access customer portal through secure login.
- Provide a control system to configure and change access settings.
- Provide RFQ responses, history, quotation and estimate details.
- Download product manuals, quality certificates, item specifications etc.
- Allow customers to use product configurator from the portal
- Customize layouts and preferences through Product Configurator.
- Setup each user at a customer with different applications and their individual user id
- Provide online ordering, past shipment history, Invoices, RMA and other functions.
- Track product shipments till it is delivered.

Supplier Portal

- Provide real-time access to production & inventory data with approved suppliers & third party vendors.
- Access purchase order details such as PO release, date, quantity, delivery due date, product configuration, taxation etc.
- Access payment, credit info, taxation and invoice details.
- Provide Advanced Shipping Notice (ASN) and goods receiving info.
- Provide access to customer demand & forecasting data for a seamless material procurement.

Employee Portal

- Provide access to employee-related information to their employees through the Employee portal.
- Provide access to salary slips, pay structure, taxation, insurance, bank account info etc.
- Provide access to leave-related information such as, total no. of leaves, leaves taken, sick leaves, carry forwards etc.
- Enter and edit personal information such as, name, contact details, birth date, marital status, phone, email, address etc.
- Access employee training and certification status, completion certificates and upcoming training calendar.



Field Service Portal

- Log in-bound service calls directly as service requests or provide customers access to an online portal to request service.
- Maintain customer equipment log and access this information when customer calls for support or logs a service request using an on-line portal.
- Log requests against equipment serial numbers.
- Resolve requests and close them out on phone or create service tickets for field service
- Access warranty details directly at the time of request.
- Maintain detailed descriptions of problems.
- Track metrics on service by customer, equipment etc.
- Allow service personnel to record resolution, spare parts and other job related information.
- Allow service personnel to record travel time, travel expenses, lunch time, job time, etc.
- Allow service persons to schedule follow-up activities and request spare parts.
- Allow customers to sign job tickets on a tablet or smartphone on job completion.
- Provide access to data regarding equipment history, spare parts, service tickets, time and expense reporting on tablet devices.
- Publish requests, tickets and service ticket information to field personnel, customers on tablets and mobile devices.
- Provide relevant history information using a mobile device.

Electronic Data Interface (EDI)

- Transact with trading partners for order, releases, ASN and invoices.
- Connect to on-premises or online EDI translation packages.
- Use an excel based EDI processor for trading partners where only a download is available.
- Automatically compute net change in demand.
- Benefit from automatic integration into MRP and scheduling modules.
- Utilize exception handling workbench to evaluate supply shortages.
- Get multiple interface options i.e. Direct, Text and XML based.
- Supports hosted option.
- Supports file formats such as, ANSI X.12, EDIFACT, Odette, XML, CSV, VDA etc.
- Supports communication protocols such as, AS2, HTTPS, FTP, FTPS, SFTP and OFTP2 etc.

Since 1999, OmegaCube has consistently believed in building and delivering powerful products with a single philosophy,

No two companies operate exactly the same, and they need flexibility in their systems in order to sustain their competitive edge, always.

Begin your first step towards business growth through automation!
Get in Touch with us today.