



Instacare Laundry - 104014845200003 Other Services)

Instacare Pro Cleaning is a laundry and dry-cleaning service in the United Arab Emirates. With the latest technologies, using modern cleaning methods, and quality standards, **Instacare Laundry** ensures customers' garments and household items receive the best care.

With multiple services such as washing, dry cleaning, and specialized item care, the company was facing challenges in handling daily workflows, tracking orders, and maintaining service quality. To navigate these challenges, Instacare required a centralized system to manage its growing operations efficiently.

SK Technology implemented a fully integrated Odoo ERP solution tailored to Instacare's business model. Instacare Pro Cleaning now operates with a fully digitized system, ensuring consistency, reliability, and high-quality service delivery.

Project Overview:

Instacare Pro Cleaning is a UAE-based laundry and dry-cleaning service provider offering washing, ironing, dry cleaning, carpet cleaning, curtain cleaning, and shoe cleaning services. With growing customer demand and multiple service categories, the company required a centralized system to manage daily operations, track orders, and maintain consistent service quality.

Business Requirements:

Unified system to manage customer orders from booking to delivery

Real-time tracking of garments and service status

Efficient handling of multiple cleaning service categories

Centralized customer database with order history

Automated invoicing and payment management

Inventory tracking for detergents, packaging, and consumables

Staff coordination and workflow management

Reporting tools for operational and sales performance monitoring

Challenges:

Manual and disconnected processes are causing operational inefficiencies

Difficulty in tracking garment status and delivery timelines

Limited visibility into customer and operational data

Challenges in managing staff workflows and service coordination

Lack of centralized reporting for business performance analysis

Odoo ERP Solution Provided:

We implemented a fully integrated Odoo ERP solution tailored to Instacare's laundry and dry-cleaning operations, including:

Sales & Order Management Module: Streamlined customer order booking with automated workflows and service categorization. Improved order accuracy and faster processing from pickup to delivery.

Inventory Management Module: Enabled real-time tracking of detergents, packaging materials, and operational consumables. Reduced stock shortages and improved inventory control.

Accounting & Invoicing Module: Automated billing, payment tracking, and financial reporting processes. Improved financial accuracy and simplified transaction management.

CRM Module: Centralized customer records with service history and communication tracking. Enhanced customer relationship management and service experience.

Operations Management Module: Organized task assignments and workflow tracking across laundry processing stages. Improved staff coordination and operational efficiency.

Reporting & Analytics Module: Delivered real-time dashboards and performance reports for sales, productivity, and operations monitoring. Supported better decision-making with accurate business insights.

Outcome:

The implementation improved operational efficiency, reduced manual workload, enhanced order tracking, and strengthened customer service quality. Instacare Pro Cleaning now operates with a fully digitized ERP system, enabling consistent operations, real-time visibility, and scalable business growth.