



(Wheel Technicians – Utilities / Energy / Water Supply)

Wheel Technicians is Saudi Arabia's best provider of premium alloy wheel repairs for cars & motorcycles. Wheel Technicians is responsible for providing the best services in: Wheel Remanufacturing, Custom Painting, Powder Coating, Air Brushing, Polishing, Free Home Pick-up & Delivery.

Offering services such as remanufacturing, custom painting, powder coating, polishing, and home pickup and delivery, the company required a centralized system to efficiently manage service operations, customer orders, and logistics.

We implemented a customized Odoo ERP solution tailored to Wheel Technicians' service-based operations.

Wheel Technicians now operates with a fully integrated ERP system, enabling efficient service management, improved customer experience, and consistent delivery of high-quality alloy wheel repair solutions.

Project Overview:

Wheel Technicians is a leading service provider in Saudi Arabia, specializing in premium alloy wheel repair and refurbishment for cars and motorcycles. Offering services such as remanufacturing, custom painting, powder coating, polishing, and home pickup and delivery, the company required a centralized system to efficiently manage service operations, customer orders, and logistics.

Business Requirements:

- Centralized management of service orders from pickup to delivery

- Scheduling and tracking of repair and refurbishment jobs

- Customer relationship management (CRM)

- Inventory management for materials such as paints, coatings, and tools

Logistics coordination for home pick-up and delivery services

Automated invoicing and payment tracking

Workforce management for technicians and service staff

Real-time status tracking of jobs and customer updates

Reporting and analytics for operational performance

Challenges:

Managing multiple service types with varying workflows

Tracking job status across different repair stages

Coordinating pick-up and delivery logistics efficiently

Manual processes leading to delays and limited visibility

Odoo ERP Solution Provided:

We implemented a customized Odoo ERP solution tailored to Wheel Technicians' service-based operations:

Service Management: End-to-end tracking of repair jobs and service workflows

CRM: Centralized customer database and service history tracking

Inventory Management: Control of materials and consumables used in repairs

Logistics & Scheduling: Efficient coordination of pick-up and delivery operations

Accounting & Finance: Automated invoicing, payments, and financial reporting

HR & Workforce Management: Technician scheduling and performance tracking

Reporting & Dashboards: Real-time insights into service performance and business metrics

Outcome:

Streamlined service operations and reduced turnaround time

Improved coordination of pick-up and delivery services

Better tracking of job status and customer communication

Enhanced operational efficiency and resource utilization

Scalable system supporting business growth

Wheel Technicians now operates with a fully integrated ERP system, enabling efficient service management, improved customer experience, and consistent delivery of high-quality alloy wheel repair solutions.