

Odoo Capabilities and Partner Excellence

Leveraging Quocent's Expertise to Deliver
Connected, Intelligent, and Scalable Enterprise
Solutions



One unified platform covering every business function – built for scale, flexibility, and digital transformation.



Integrated ERP Core

Finance, Accounting, Inventory, Procurement, Manufacturing and HR – all connected in a single system with real-time data sync across every module.



CRM & Sales Automation

Full pipeline visibility from lead to invoice. Automated follow-ups, quotations, sales orders, and customer portal – reducing manual effort by up to 60%.



Operations & Manufacturing

MRP, Bill of Materials, Work Orders, Quality Control, and Maintenance – enabling end-to-end production visibility for discrete and process manufacturers.



Website & eCommerce

Built-in website builder, product catalogue, online payment gateway, and B2B portals – all synced live with inventory and accounting.



Reporting & Dashboards

Custom KPI dashboards, financial reports, pivot analysis, and scheduled automated reports – giving management real-time intelligence at every level.



Modular & Scalable

Start with 1 module, expand to 40+. Odoo's open architecture supports custom modules, third-party integrations, and multi-company, multi-currency deployments.

Integrated applications enabling end-to-end business operations.

One Platform. Every Business Function.

odoo



SC

Sales & Customer

Manage the full revenue cycle – from lead to repeat customer.

CRM Pipeline & deal tracking

Sales Quotes, orders & contracts

Subscription Recurring revenue & renewals

Rental Asset rental & scheduling

SU

Supply Chain

Optimise procurement, stock movement, and fulfilment.

Purchase Vendor management & POs

Inventory Multi-location stock control

Barcode Scan-based warehouse ops

Manage Fleets Tracks repairs, leases, drivers, vehicles

MF

Manufacturing

Plan, build, and deliver products with full traceability.

Manufacture Work orders & BOMs

Quality Inspection & non-conformance

Maintenance Preventive & reactive upkeep

PLM Product lifecycle & versions

PS

Projects & Services

Deliver client work on time, on budget, with full visibility.

Project Tasks, milestones & Gantt

Timesheets Time capture & billing

Helpdesk Ticket & SLA management

Field Service On-site job dispatching

Integrated applications enabling end-to-end business operations.

One Platform. Every Business Function.



odoo

FN

Finance

Real-time financial control, automated compliance, and faster close cycles.

Accounting

Multi-company ledger & reconciliation

Invoicing

Automated billing & collections

Expenses

Employee spend management

Documents

Centralised finance document workflow

Spreadsheets

Tun data into actionable insights using spreadsheets

Sign

Send, sign and manage unlimited agreements

HR

Human Resources

Attract, manage, and retain talent – from hire to retire – on one system.

Employees

Org structure & employee records

Recruitment

Job pipelines & applicant tracking

Attendance

Leave & time tracking

Appraisals

Performance review cycles

Payroll

Automated pay runs & compliance

Referral

Share job positions and refer friends

DG

Digital Growth

Acquire, engage, and convert customers across digital channels.

Website

CMS-driven web presence

eCommerce

Online store & product catalogue

Email Marketing

Targeted campaign delivery

Marketing Automation

Lead nurturing workflows

Events & Surveys

Registrations & feedback capture

Social Marketing

Multi-channel post scheduling

Industry-Focused Odoo Solutions



Purpose-built Odoo implementations aligned with industry-specific workflows, compliance requirements, and business objectives.

MF

Manufacturing

- Production planning & scheduling
- Quality control workflows
- Maintenance & asset tracking

TD

Trading & Distribution

- Multi-warehouse stock control
- Vendor & purchase management
- Real-time logistics tracking

RE

Retail

- Point-of-sale operations
- Loyalty & promotions
- Omnichannel inventory sync

HL

Healthcare

- Patient billing & invoicing
- Staff scheduling & payroll
- Compliance documentation

ET

Education & Training

- Student enrolment & fees
- Course & event management
- Faculty HR & attendance

GP

Government & Public Sector

- Budget control & auditing
- Procurement governance
- Citizen service portals

PS

Professional Services

- Project billing & milestones
- Resource utilisation tracking
- Client contract management

AG

Agriculture

- Field operations & costing
- Produce traceability
- Supply chain coordination

Workflow Automation & Process Intelligence

Odoo's automation layer eliminates repetitive work, enforces business rules, and connects processes across departments — without custom code.

 **Automated Actions & Triggers**
Configure automation rules to assign leads, send notifications, update records, and trigger email workflows.

 **Scheduled Actions (CRON)**
Automate recurring tasks like invoicing, reporting, inventory alerts, and database maintenance.

 **Cross-Module Process Flows**
Automate end-to-end workflows from sales to delivery, procurement, and project execution.

 **Business Rules & Approvals**
Multi-level approvals for expenses, purchases, leaves, and custom workflows.

Automated Approval Workflows

Multi-step, role-based

Email & SMS Automation

Event-triggered campaigns

API & Webhook Integrations

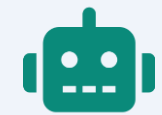
Connect any third-party tool

Odoo AI: Intelligent Business Automation

Odoo's embedded AI layer brings predictive intelligence, natural language processing, and smart recommendations directly into everyday business workflows.

- AI-powered lead scoring and next-action recommendations in CRM
- Natural Language search across records – find anything instantly
- Smart inventory forecasting with demand prediction
- AI email composition assistant for customer communications
- Optical Character Recognition (OCR) for invoice processing

Quocent AI Capabilities



AI Knowledge Assistant

RAG-powered enterprise assistant trained on company info, policies, SOPs, and docs. Delivers contextual answers, reduces support effort, and enables instant access to organizational knowledge.



AI-Powered ERP Intelligence

Generate invoice follow-ups, sales insights, support ticket summaries, vendor risk assessments, and natural language ERP search directly within Odoo using OpenAI and Gemini.



AI Document Intelligence

Extract, analyze, and summarize information from invoices, reports, forms, contracts, and medical documents using OCR, LLMs, and intelligent data processing workflows.



Conversational AI & Citizen Services

Multilingual AI assistants for government and enterprise use cases, enabling compliance guidance, citizen engagement, customer support, and self-service interactions.

80%+

Data entry reduction via OCR

3x

Faster lead response with AI scoring

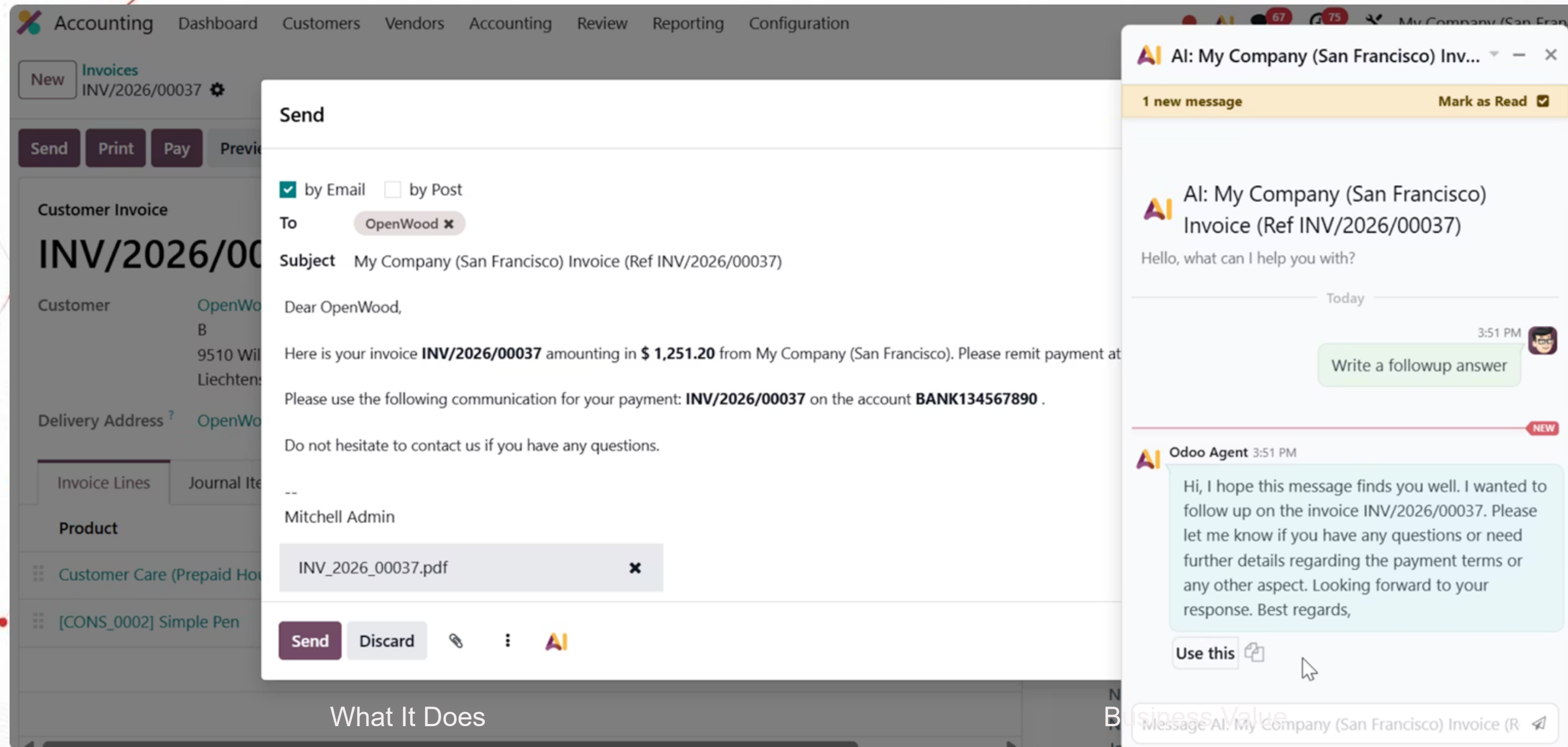
25%

Inventory cost reduction via forecasting

Odoo AI Use Cases

Discover how Odoo 19's integrated AI capabilities transform everyday business operations – from finance and sales to support, procurement, and digital marketing.

AI-Powered Invoice Payment Follow-Up



The screenshot illustrates the Odoo AI-powered invoice payment follow-up process. On the left, the 'Send' dialog box for invoice INV/2026/00037 is shown, with the 'by Email' option selected. The email content is drafted by the AI, including a professional greeting, invoice details (amounting to \$1,251.20), and payment instructions. The AI-generated email is shown in a preview window on the right, titled 'AI: My Company (San Francisco) Invoice (Ref INV/2026/00037)'. The preview shows the AI's initial greeting and a prompt to 'Write a followup answer'. Below the preview, the 'Odoo Agent' chat interface is visible, showing the AI's response: 'Hi, I hope this message finds you well. I wanted to follow up on the invoice INV/2026/00037. Please let me know if you have any questions or need further details regarding the payment terms or any other aspect. Looking forward to your response. Best regards,'. A 'Use this' button is present next to the AI-generated text.

- ✓ Reduces manual effort for finance teams
- ✓ Speeds up customer follow-ups
- ✓ Ensures professional, consistent communication
- ✓ Helps junior staff generate high-quality emails instantly

Odoo AI automatically drafts professional payment reminder emails directly from customer invoices – using live data: customer name, invoice number, amount, currency, and due date.

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AI Sales Intelligence Briefing

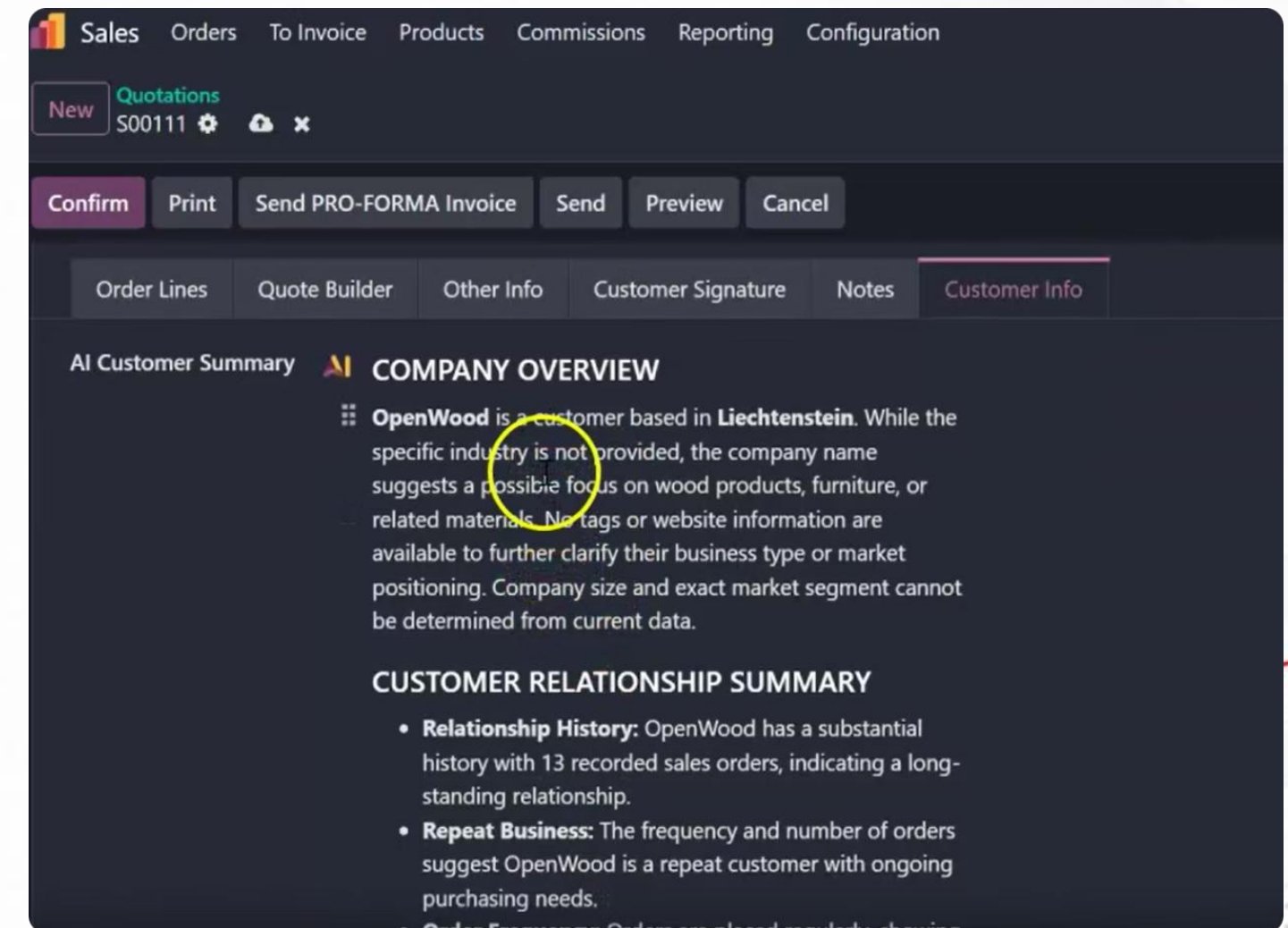
- Odoo AI generates a real-time customer intelligence summary within the Quotation or Sales Order form – analyzing Sales Orders, Invoices, CRM Opportunities, purchase history, and activities.

What It Does

Odoo AI generates a real-time customer intelligence summary within the Quotation or Sales Order form – analyzing Sales Orders, Invoices, CRM Opportunities, purchase history, and activities.

Key Capabilities

- ✓ Summarizes customer relationship history
- ✓ Identifies upsell and cross-sell opportunities
- ✓ Detects payment or engagement risks
- ✓ Recommends next actions and sales strategy



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AI Support Ticket Analysis

[Helpdesk Overview](#) / [My Tickets](#)
Projector Display Problem (#00024) ⚙️

2 Tickets
1 Open

Description	Extra Info	AI Ticket Summary
AI Summary  AI Support Ticket Summary 1. Issue Overview The customer from Wood Corner reports that the projector is displaying the screen upside down. Attempts to resolve the issue by rotating the laptop have not helped and have worsened the situation. Immediate assistance is requested before the next scheduled presentation. 2. Business Impact - Affected system: Conference room projector. - Affected users: Presentation attendees and presenter at Wood Corner. - Urgency: High, as the issue needs resolution before the next presentation. - Severity: Medium to High, as it disrupts scheduled business operations. 3. Historical Context - No previous tickets or recurring issues of this nature are referenced for this customer. - No pattern of similar projector issues is noted in the available data. 4. Recommended Next Actions - Check projector settings for display orientation and reset to default.		

What It Does

Odoo AI automatically analyzes Helpdesk tickets and generates structured support summaries using ticket descriptions, customer conversations, SLA information, and related project activities.

Business Value

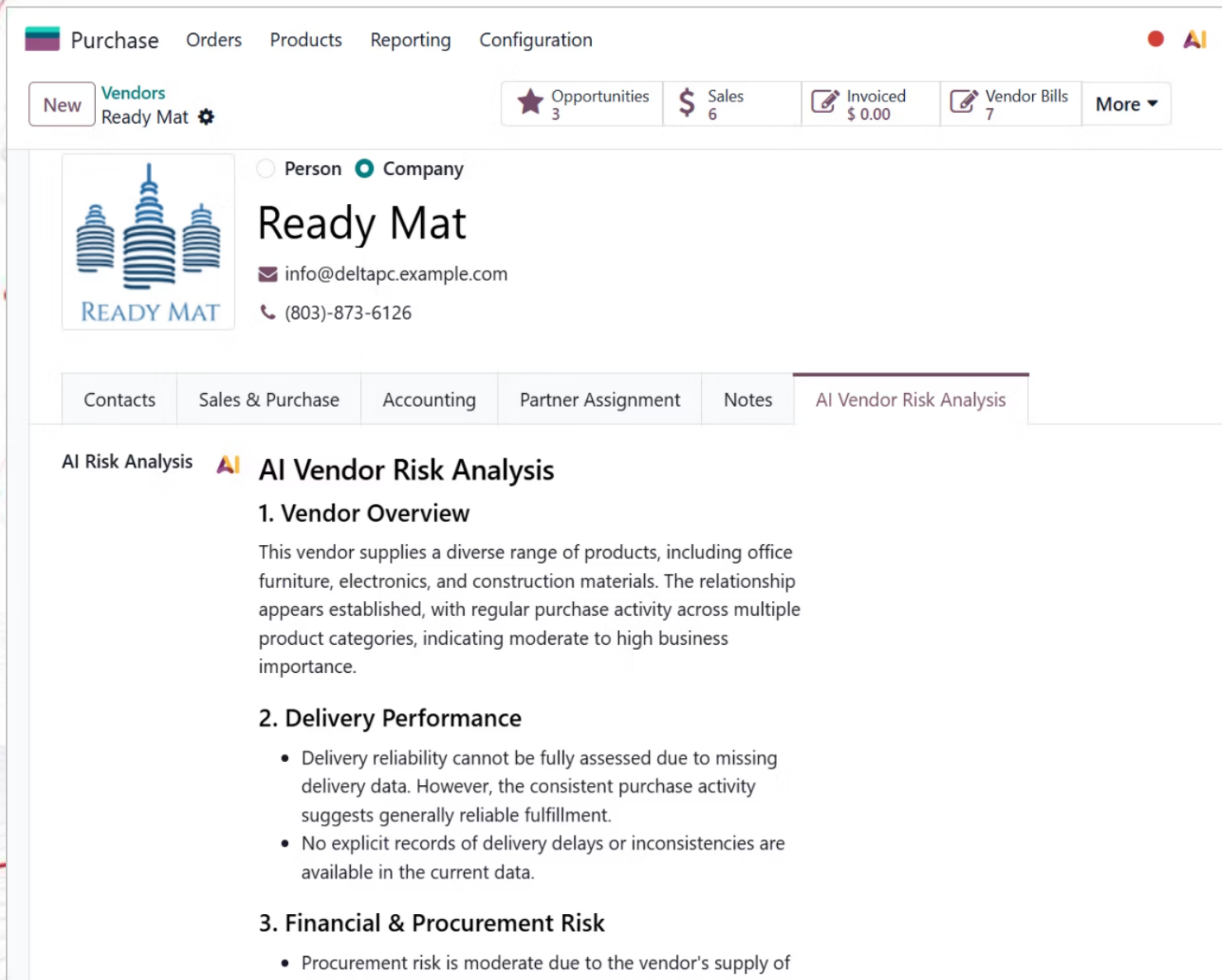
- ✓ Reduces manual ticket analysis effort
- ✓ Speeds up issue resolution and SLA response times
- ✓ Identifies severity, business impact, and recurring incidents
- ✓ Suggests troubleshooting or escalation actions

[Watch Video Demo](#)

AI Vendor Risk Analysis

What It Does

Odoo AI analyzes vendor ERP data — delivery performance, purchase history, delays, payment terms, and supplier reliability — to generate comprehensive vendor risk assessments.



The screenshot shows the Odoo AI Vendor Risk Analysis interface. At the top, there's a navigation bar with tabs: Purchase, Orders, Products, Reporting, and Configuration. Below this, there's a 'New Vendors' button and a 'Ready Mat' vendor card. The vendor card displays the company logo, name 'Ready Mat', email 'info@deltapc.example.com', and phone '(803)-873-6126'. Below the vendor card, there's a tabbed interface with tabs: Contacts, Sales & Purchase, Accounting, Partner Assignment, Notes, and AI Vendor Risk Analysis. The 'AI Vendor Risk Analysis' tab is active, showing a section titled 'AI Risk Analysis' and 'AI Vendor Risk Analysis'. Under '1. Vendor Overview', it states: 'This vendor supplies a diverse range of products, including office furniture, electronics, and construction materials. The relationship appears established, with regular purchase activity across multiple product categories, indicating moderate to high business importance.' Under '2. Delivery Performance', it lists: 'Delivery reliability cannot be fully assessed due to missing delivery data. However, the consistent purchase activity suggests generally reliable fulfillment.' and 'No explicit records of delivery delays or inconsistencies are available in the current data.' Under '3. Financial & Procurement Risk', it lists: 'Procurement risk is moderate due to the vendor's supply of'.

Key Capabilities

- ✓ Evaluates delivery reliability and detects recurring delays
- ✓ Identifies procurement dependency risks
- ✓ Suggests mitigation strategies
- ✓ Generates overall vendor risk ratings



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USE CASE 5



AI Natural Language ERP Search

Users can ask business-oriented questions in plain language instead of using filters (e.g. below). Odoo AI interprets intent and retrieves relevant records across sales, invoices, inventory, projects, and procurement.

"Show overdue invoices"

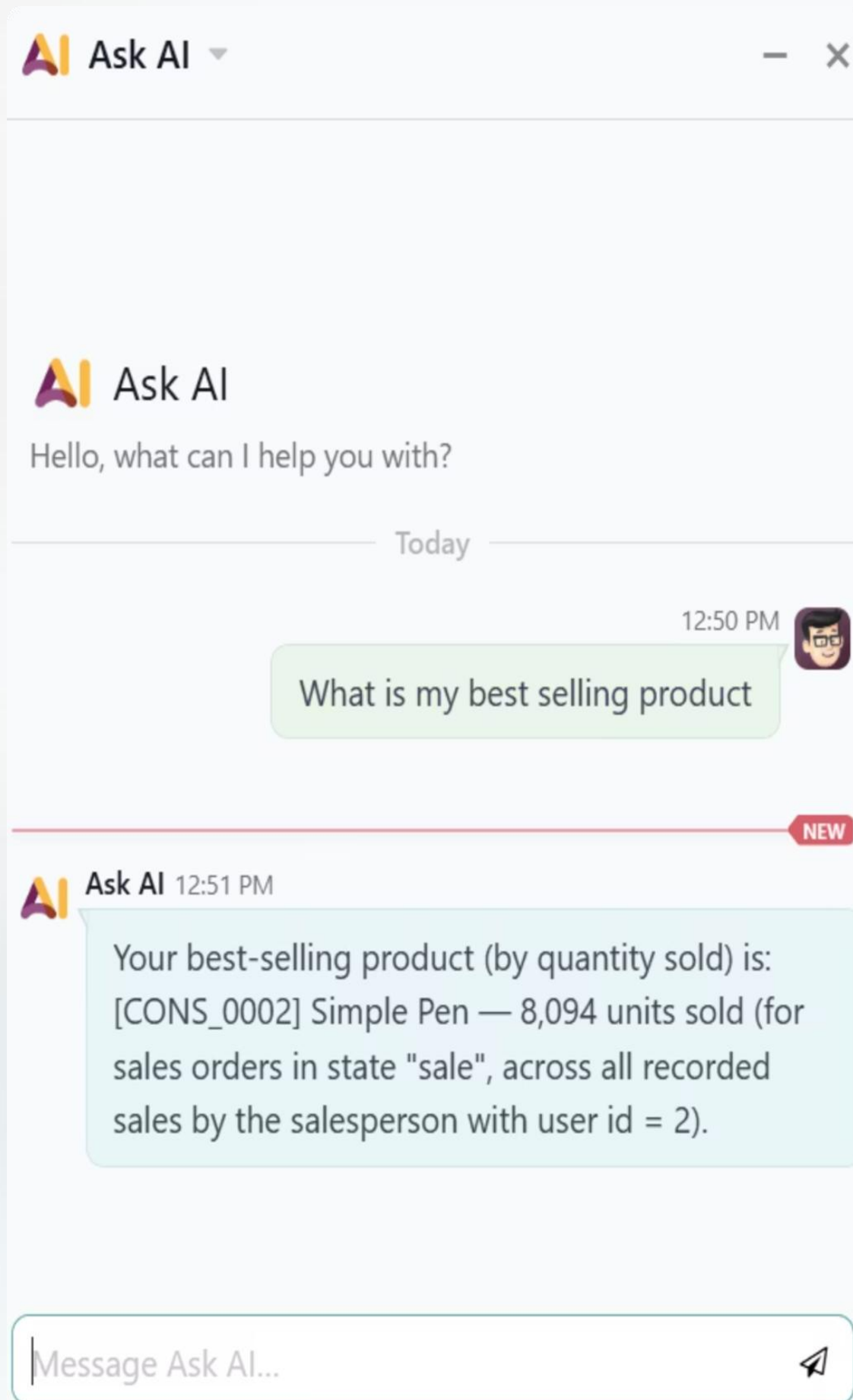
"Which customers purchased AWS services?"

"Show products with low stock"

"Show delayed tasks"



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AI Knowledge Assistant

What It Does

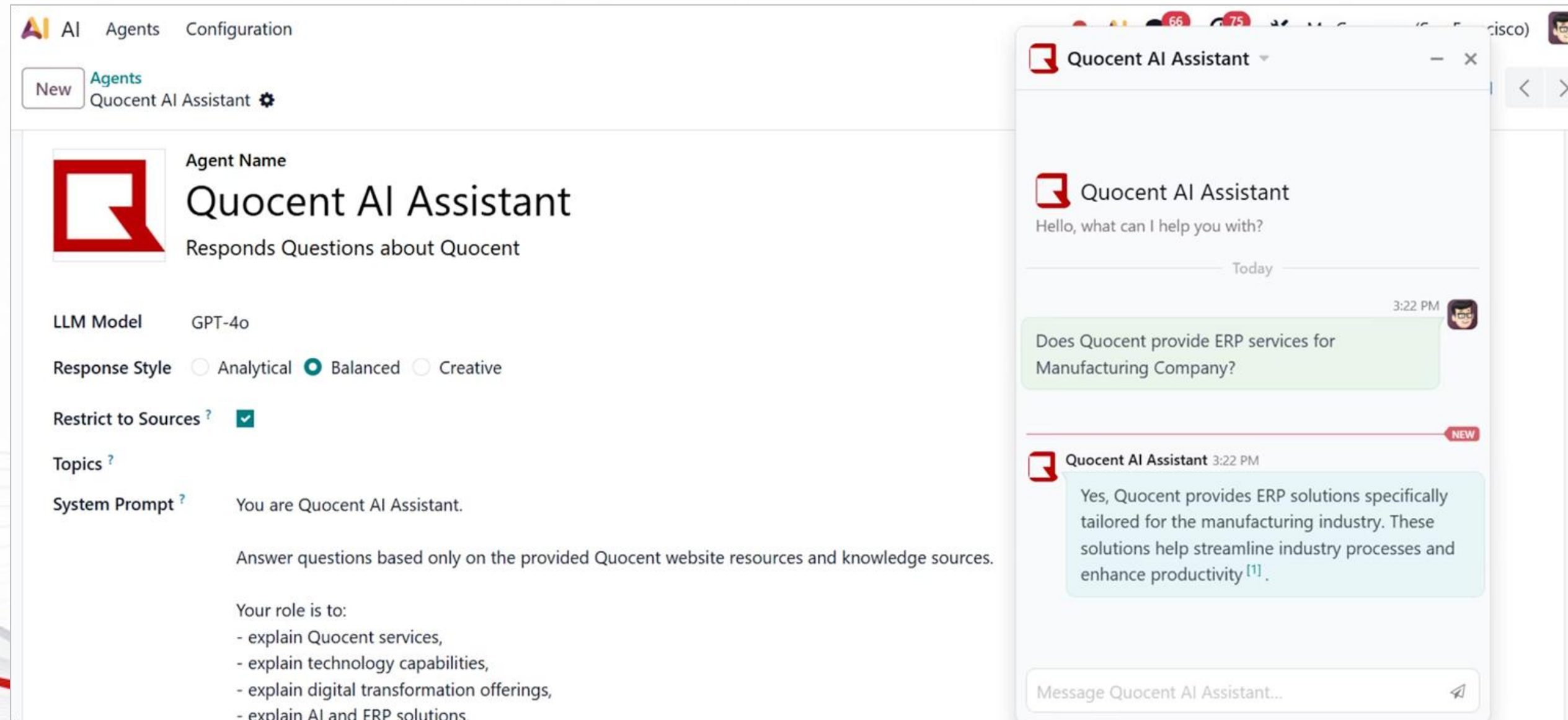
Odoo AI Agents are configured with external knowledge sources – company websites, documentation portals, or internal resources. Using **Retrieval-Augmented Generation (RAG)**, the AI retrieves only relevant information and generates contextual responses via OpenAI or Gemini.

Example Queries

"What ERP services does the company provide?"

"What AI solutions are available?"

"Which industries does the company serve?"



The image displays the configuration interface for the Quocent AI Assistant and a sample chat interaction.

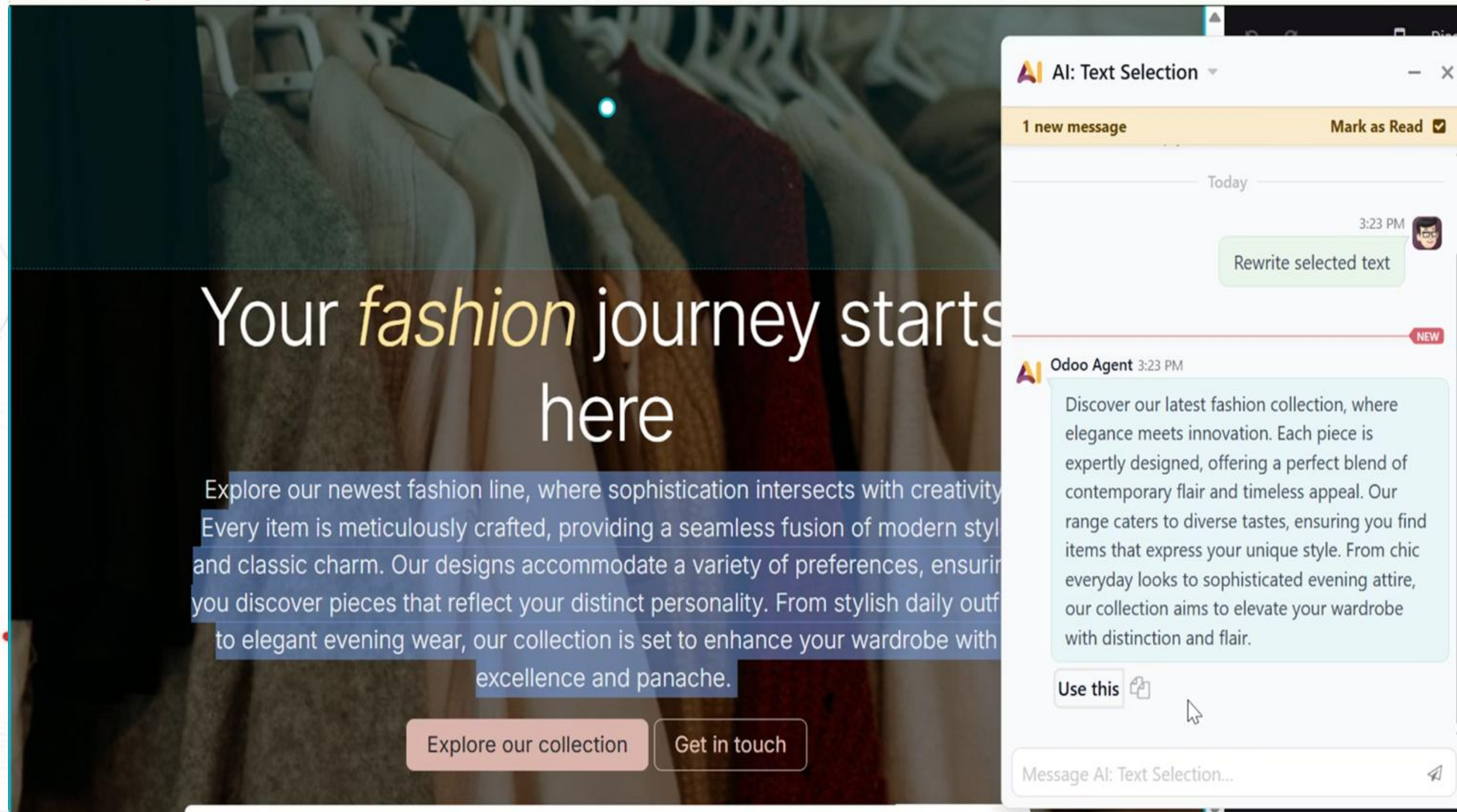
Configuration Interface:

- Agent Name:** Quocent AI Assistant
- Response:** Responds Questions about Quocent
- LLM Model:** GPT-4o
- Response Style:** ☐ Analytical ☒ Balanced ☐ Creative
- Restrict to Sources:** ☒
- Topics:** ?
- System Prompt:** You are Quocent AI Assistant.
Answer questions based only on the provided Quocent website resources and knowledge sources.
Your role is to:
 - explain Quocent services,
 - explain technology capabilities,
 - explain digital transformation offerings,
 - explain AI and ERP solutions,

Chat Window:

- Quocent AI Assistant:** Hello, what can I help you with?
- User:** Does Quocent provide ERP services for Manufacturing Company?
- Quocent AI Assistant:** Yes, Quocent provides ERP solutions specifically tailored for the manufacturing industry. These solutions help streamline industry processes and enhance productivity ^[1].

AI Website Content Generation



What It Does

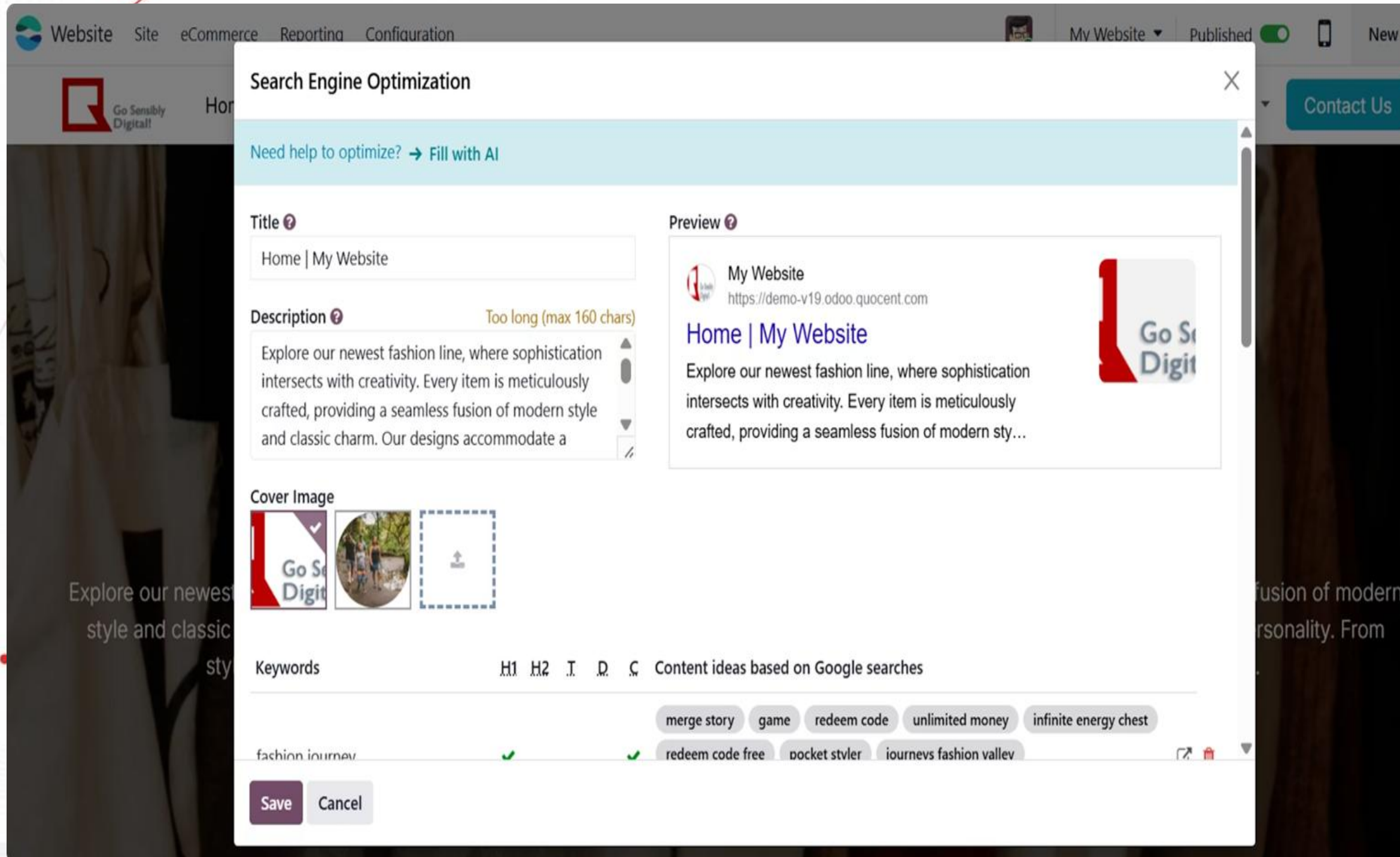
Odoo 19 AI generates and enhances website content directly within the Website Builder – using prompts to create sections, marketing text, banners, service descriptions, and landing pages.

Business Value

- ✓ Reduces content creation effort
- ✓ Accelerates website development and publishing
- ✓ Helps non-technical users create professional marketing content
- ✓ Improves consistency in website messaging

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AI SEO Optimization Assistance



The screenshot shows the 'Search Engine Optimization' modal in Odoo 19. It features a 'Need help to optimize? → Fill with AI' button at the top. The form includes fields for 'Title' (set to 'Home | My Website'), 'Description' (with a 'Too long (max 160 chars)' warning), and 'Cover Image' (with a preview of the website header). A 'Preview' section shows how the content will appear on the website. At the bottom, there are 'Keywords' suggestions based on Google searches, including 'merge story', 'game', 'redeem code', 'unlimited money', 'infinite energy chest', 'fashion journey', 'redeem code free', 'pocket styler', and 'journevs fashion vallev'. 'Save' and 'Cancel' buttons are at the bottom left.

What It Does

Odoo 19 AI analyzes website content and generates SEO-friendly text, metadata, keywords, titles, and descriptions – improving search engine visibility and discoverability without requiring SEO expertise.

Key Capabilities

- Generate SEO-friendly titles and meta descriptions
- Suggest keyword-oriented content
- Rewrite content for better search relevance
- Improve readability and structure



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AI Capabilities & Best Practices

Odoo AI delivers the strongest results when applied to **focused, workflow-oriented operations** – email drafting, customer summaries, ticket analysis, and ERP search.

Context Matters

AI quality depends on ERP data included in each request. As databases grow, optimize context sent to LLMs.

Recommended Approach

Aggregate only relevant data, use dedicated AI agents per function – ensuring faster responses, lower costs, and better accuracy.

The Path Forward

Design AI features around specific business use cases. Odoo 19's AI is a powerful, scalable partner for intelligent enterprise operations.

Implementation Excellence & Certified Expertise

Quocent is an Odoo implementation partner with a track record across manufacturing, real estate, EdTech, services, and government sectors. Our certified team delivers end-to-end Odoo projects from requirement analysis through go-live and ongoing managed support.

Technical Depth

- Custom Odoo module development (Python)
- Third-party API & ERP integrations
- Odoo.sh, AWS, Azure or Google Cloud and on-premise deployment
- Performance tuning & database optimisation
- Mobile app integration with Odoo backend

Functional Expertise

- Manufacturing: MRP, Production Planning, Quality
- Finance: Multi-currency, IFRS-compliant accounting
- CRM, Sales, and Marketing automation
- HR, Payroll & Leave Management
- eCommerce & B2B Customer Portals

Delivery Model

- Hybrid implementation model
- Dedicated project manager for every engagement
- UAT-driven acceptance – no surprises at go-live
- Hypercare support for 30 days post go-live
- SLA-backed managed support & enhancements

Our Proven Odoo Implementation Approach

01

Discovery

Business process mapping, gap analysis, requirement documentation, and solution design aligned to client goals.

02

Solution Design

Architecture blueprint, module selection, customisation specification, and integration planning.

03

Build

Agile sprint-based development, configuration, custom module development, and data migration.

04

UAT

User acceptance testing with client team, defect resolution, performance validation, and sign-off.

05

Go-Live

Production deployment, user training, data cutover, and hypercare support for 30 days post launch.

06

Support

SLA-backed managed support, enhancement roadmap, and continuous optimisation through a dedicated team.

Odoo Solutions by **Quocent**

Empowering organizations with integrated ERP solutions that streamline operations, enhance visibility, automate processes, and drive sustainable business growth.

Trusted by



GENESYS



Digital Customer Portal for Sales Orders & Payment Reconciliation

Service Name

Enterprise Application
Development & SAP Integration

Industry

Steel Manufacturing

Location

India

Quocent enabled leading steel manufacturing company to move beyond legacy bottlenecks by creating a digital customer portal that streamlined order payments, fund management, and refunds. The solution empowered customers with faster, transparent, and hassle-free interactions and solve the major customer frustrations.

Customer Goal

To simplify and digitize the sales order payment process, reduce delays in reconciliation, and provide customers with easy access to their orders, unallocated funds, and refunds while leveraging RSP's existing SAP system.

Solution

Quocent built a secure, user-friendly customer portal integrated with SAP to streamline sales order payments, refunds, and fund adjustments. The system empowered customers with self-service capabilities, reducing manual dependencies and enhancing transparency.

Key Highlights:

- Real-time SAP integration for orders & payments
- Self-service portal for payment reconciliation
- Manage unallocated funds with adjustments/refunds
- Instant, secure access to Delivery Orders (DOs)
- Multi-consignee support under a single sales order

Digital Transformation of MEASAT's Voucher E-Commerce



Service Name

IT Audit, Consulting & System Integration

Industry

Telecommunications & Satellite Internet

Location

Malaysia

The solution improved voucher sales and distribution efficiency, reduced payment reconciliation delays, and enhanced security with dynamic password-protected vouchers, strengthening Malaysia's one of the leading telecom company's ConnectMe e-commerce platform.

Customer Goal

To streamline voucher lifecycle management—covering creation, sales, payment, and redemption—by integrating existing systems and improving operational efficiency while enhancing security and scalability.

Solution

Quocent enhanced the ConnectMe e-commerce platform by auditing existing processes and integrating Odoo, Keywire, and ConnectMe systems into a seamless voucher management ecosystem.

Key Highlights:

- Concurrent payment processing
- Batch voucher system to sell multiple vouchers
- Dynamic, password-protected voucher generation
- Integrated Keywire system for voucher creation & processing
- Batch downloads of vouchers
- Odoo backend integration for voucher operations & tracking
- Strengthened ConnectMe e-commerce ecosystem

Digital Tenant Lifecycle Management Solution



Service Name

Tenant Data, Compliance & Relocation Management

Industry

Urban Development

Location

India

The platform streamlined tenant lifecycle management for thousands of households, reducing disputes by 40% and accelerating eKYC verification, relocation tracking, and compliance processes for one of India's largest redevelopment projects.

Customer Goal

To create a centralized, transparent platform for managing tenant data, relocation status, and legal documentation—ensuring smoother displacement & replacement while meeting government norms and minimizing disputes.

Solution

Quocent delivered a secure, single-window tenant management system integrating eKYC, legal compliance, and real-time relocation tracking, enabling transparency and accountability among multiple stakeholders.

Key Highlights:

- Tenant eKYC Module: Authentication, document upload & verification insights
- Real-time relocation status monitoring
- Legal Compliance Engine: Automated checks against eligibility & entitlements
- Secure storage of agreements, affidavits & IDs
- Role-based Access Control
- Reduced disputes through traceable workflows
- Designed to manage thousands of tenants with efficiency

Implementation Partner – Enterprise Solutions



Service Name	Industry	Location
Enterprise Solutions	Technology Consulting	Singapore

Quocent collaborated with Singapore based IT Consulting firm and provides dedicated squads of Odoo developers, project managers, QA specialists, cloud architects, and integration experts, enabling accelerated ERP rollouts, seamless cross-platform integrations, and high-quality delivery across industries.

Customer Goal

To scale Neu Media's ability to deliver complex Odoo-based enterprise solutions across diverse industries with cloud infra, smooth third-party integrations, and strong QA governance—ensuring faster implementations, reduced risks, and consistent quality.

Solution

Quocent partnered as a long-term extension of Neu Media's delivery capability, providing specialized resources in Odoo development, project management, cloud engineering, QA, and integrations.

Key Highlights:

- Odoo Development & PM Expertise
- Cloud Specialists – Designed and managed deployments on AWS/Azure/GCP
- Integration Experts – Delivered connectors for ERP/CRM, payment gateways, POS, logistics, etc.
- Quality Assurance – Regression testing, and performance validation to improve release quality
- Dedicated Engagement Model – Industry-aligned squads of Odoo developers, PMs, QA, and cloud/integration specialists

Central Kitchen Inventory & Order Management Platform



Service Name

Inventory & Retail Outlet Order Management

Industry

Food & Beverages

Location

Singapore

Delivered an integrated ERP–web application platform that streamlined central kitchen operations, automated outlet ordering, and enabled full barcode-based stock traceability—reducing stock discrepancies and improving order fulfilment accuracy across retail outlets.

Customer Goal

To unify central kitchen operations with retail outlets through a single digital backbone—ensuring real-time inventory control, accurate order management, and complete visibility across the production-to-dispatch lifecycle.

Solution

Quocent implemented a hybrid solution combining Odoo ERP (backend) with a PHP-based web application (frontend), enabling seamless order management, production tracking, and barcode-driven stock traceability.

Key Highlights:

- Odoo ERP for Central Kitchen – inventory receipts, barcode-based stock movements, production tracking, dispatch logistics
- Outlet PHP Web App – simple interface for order creation, goods receipt confirmation, and outlet-level stock sync
- End-to-End Barcode Traceability – SKUs tagged with batch, weight, production/receipt details; full movement logs
- Order Fulfilment Workflow – automated order syncing, partial delivery handling, backorder generation

Odoo ERP Implementation for Global Warehouse & FOB Business



Service Name

ERP & Business Process Automation

Client

Nextrada

Industry

Manufacturing & Distribution

Location

Malaysia

We implemented Odoo ERP to unify warehouse-based and FOB China business models—streamlining sales, procurement, finance, inventory, and customer communication—while providing real-time profitability and forecasting insights across multiple regions.

Customer Goal

To establish a single integrated ERP system that optimizes cross-border operations, improves financial visibility, automates procurement & inventory workflows, with seamless communication with customers and suppliers across Europe and China.

Solution

Quocent developed a tailored Odoo ERP implementation that aligned with client's dual business model covering sales, warehouse management, procurement, accounting, and customer communication with advanced automation.

Key Highlights:

- Dual Business Model – Separate workflows for Europe warehouse and FOB China.
- Order-to-Cash Automation – From sales order to invoice with payment matching.
- Smart Procurement – Auto PO creation on partial payment with lead-time tracking.
- Finance & Accounting Integration – Cost center separation, margin tracking, etc.
- Forecasting & Profitability Dashboards – Real-time insights for sales and inventory.
- Document & Communication Automation – Auto-generation of invoices, COO, packing lists.



Go Sensibly
Digital!

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