



EVA Software Solutions



Case Study: Zoho Implementation for Purna Samadhan

1. Client Overview

Purna Samadhan is a trusted provider of comprehensive pest control solutions, serving homes, offices, and commercial spaces. The company focuses on delivering pest management services with an emphasis on safety, effectiveness, and customer satisfaction.

To support its day-to-day operations, Purna Samadhan required a structured digital ecosystem for managing service-related activities, inventory, field technicians, and financial processes. EVA Software Solutions implemented **Zoho Books, Zoho Creator and Zoho Technician App** to bring these operational areas into a more organized workflow.

2. Business Challenges

Managing pest control services involves coordination between office operations, field technicians, inventory, and financial activities. Purna Samadhan needed a system that could support these processes in a structured manner.

Key challenges included:

- Managing service-related information in an organized manner
- Coordinating field technicians and service activities
- Maintaining visibility over technician-related work
- Keeping operational information structured and accessible
- Coordinating service operations with financial processes
- Managing sales and accounting activities efficiently
- Maintaining a connected workflow across different operational functions
- Reducing dependency on disconnected or manual processes

3. Objectives

The implementation was focused on creating a more structured operational environment for Purna Samadhan.

The key objectives were:

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- Establish a centralized approach to managing operational information
 - Structure pest control service processes using Zoho Creator
 - Improve coordination of technician activities through the Technician App
 - Streamline financial and accounting processes through Zoho Books
 - Connect operational activities across the implemented Zoho applications
 - Improve visibility into service and field activities
 - Provide the team with practical systems for managing day-to-day operations
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4. Solution Implemented

EVA Software Solutions implemented a combination of **Zoho Books**, **Zoho Creator** and **Zoho Technician App** based on Purna Samadhan's operational requirements.

Zoho Creator was used to structure the required business processes, while the **Zoho Technician App** supported field-level technician activities. **Zoho Books** provided the financial and accounting environment required for business transactions.

Together, these applications created a structured ecosystem covering service operations, technician activities, inventory management, and financial processes.

5. Key Features & Customization

Zoho Creator – Business Process Management

- Customized business process configuration
- Structured operational information management
- Service-related process handling
- Workflow aligned with business requirements

Zoho Technician App – Field Operations

- Technician activity management
- Field-service workflow support
- Coordination of technician activities
- Access to relevant service information

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Zoho Books – Financial Management

- Customer and vendor management
 - Sales and transaction management
 - Invoicing and financial processes
 - Accounting and payment-related activities
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6. Results & Benefits

The implementation provided Purna Samadhan with a structured Zoho environment covering key areas of its pest control operations.

The major benefits include:

- More organized management of pest control operations
 - Better coordination of technician and field activities
 - More structured financial and accounting processes
 - Better coordination between operational and financial activities
 - Centralized access to relevant business information
 - Reduced dependence on disconnected operational processes
 - A more structured digital foundation for managing day-to-day activities
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7. Conclusion

The implementation of **Zoho Books, Zoho Creator and Zoho Technician App** helped Purna Samadhan establish a connected approach to managing its pest control operations. The solution addressed important areas including business process management, technician activities, inventory, and financial operations.

By bringing these functions into a structured Zoho ecosystem, Purna Samadhan gained a more organized way to manage its operational requirements while supporting coordination between office processes and field activities. The implementation provides a practical foundation for managing its ongoing pest control service operations.

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