EVA Software Solutions

Zoho Advanced Partner

Case Study: Zoho Business Application Implementation for ADS Control

1. Client Overview

ADS Control is engaged in the manufacturing, supply, and servicing of pump control systems and water management solutions. Its product and service portfolio includes automatic pump controllers, water level indicators, borewell panels, control panels, pump services, fire-fighting solutions, solar water systems, pump boosting systems, and hydro curing systems.

ADS Control is also an authorised dealer for brands including Kirloskar Pumps, CRI Pumps, Laxmi Pumps, PEW Pumps, and Flowchem Pumps.

2. Business Challenges

Managing sales enquiries, customer information, inventory, financial transactions, and operational processes across different business activities can be challenging without a structured system. ADS Control required an integrated approach to manage its business operations, maintain customer records, track stock, streamline accounting activities, and organise business-specific processes.

3. Project Objectives

- Centralise customer and sales information.
- Improve lead management and sales follow-ups.
- Organise product and inventory management.

- Streamline accounting, invoicing, and payment tracking.
- Develop customised business processes to support operational requirements.
- Train users to work efficiently with the implemented applications.

4. Solutions Implemented

EVA Software Solutions implemented the following Zoho applications for ADS Control:

Zoho CRM: To manage leads, customer information, sales activities, follow-ups, and customer relationships.

Zoho Books: To manage accounting activities, quotations and invoicing, customer payments, expenses, and financial reporting.

Zoho Inventory: To support inventory operations, product records, and stock management.

Zoho Creator: To support customised applications and business processes based on the technician setup requirement.

5. Implementation and Training

The project included configuration of the relevant applications, setup of business records and processes, and user training to help the team understand the system and perform day-to-day activities.

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6. Business Benefits

The implementation provides ADS Control with a structured digital platform for managing customer relationships, accounting, inventory, and customised operational processes. It supports improved information management, better visibility into business activities, and more organised day-to-day operations.

7. Conclusion

The Zoho implementation for ADS Control brings together CRM, accounting, inventory, and customised business applications to support its diverse product and service operations. User training and implementation support help the business adopt these systems in line with its operational requirements.

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