# Code Mates AI APPLICATIONS & ERP SOLUTIONS

YOUR RELIABLE IT BUSINESS PARTNER www.codemates.ae

# 

## Who is Code Mates

Code Mates is your leading provider of cutting-edge ERP (Enterprise Resource Planning) software solutions. We specialize in delivering comprehensive and innovative ERP software tailored to meet the unique needs of businesses across industries. With our state-of-the-art technology and a team of seasoned experts, we empower organizations to streamline their operations, enhance productivity, and drive sustainable growth.

In today's dynamic and fast-paced business landscape, managing resources, optimizing workflows, and making informed decisions are crucial for success. Our advanced ERP software equips you with the tools and insights needed to achieve operational excellence and stay ahead of the competition. Whether you are a small start-up, a mid-sized enterprise, or a large corporation, we have the perfect solution to unlock your business's full potential.

At Code Mates, we understand that every organization is unique, and therefore, we take a personalized approach to meet your specific requirements. Our team of seasoned professionals works closely with you to understand your business processes, challenges, and goals. Leveraging our deep industry knowledge and technical expertise, we design, implement, and support a customized ERP solution that seamlessly integrates with your existing systems and maximizes your return on investment.

## Who is Code Mates

Our ERP software encompasses a comprehensive suite of modules, including finance, human resources, supply chain management, inventory control, customer relationship management, and more. By integrating these critical functions into a unified platform, our software enables real-time data visibility, collaboration, and efficient decision-making. Say goodbye to siloed systems and manual processes, and embrace a centralized, intelligent solution that empowers your entire organization.

With a strong focus on user experience, our ERP software is intuitive, user-friendly, and designed to enhance productivity. We offer comprehensive training and ongoing support to ensure a smooth transition and enable your team to leverage the full potential of our software. Our commitment to excellence extends beyond implementation, as we provide continuous updates, enhancements, and dedicated customer service to keep your business at the forefront of technological advancements.

# Who is Code Mates



The team members:

- Techno-functional consultants
- Artificial intelligence and machine learning developers
- Back-end developers
- Front-end developers
- Data scientists
- Mobile application developers
- Technical Support



## **Our CAFM & ERP Solution**

## **The One Stop Solution**

## **For All Facility Management Companies**

# **Our CAFM & ERP Solution**

- A. Technical Related Features
- **B.** Operation Related Features
- C. Management Related Features
- D. Internet Of Things



## The Structure

## - Separate the application server and the attachments server

This will enhance the database performance and reduce the loading time.

## - Server Snapshots and auto transfer to other server within 20 Minutes

This feature will reduce the risk of downtime, the user will be auto redirected to a new server with the last 15 minutes transactions

## - Server monitoring UI

We can monitor the server performance from the application

## - Versioning Control

Users can report a bug directly to code mates, suggest a new feature, and we can classify the requests and share the road map, users will also get notified when a new feature / version released, new features/release notes will be introduce to all users upon login.

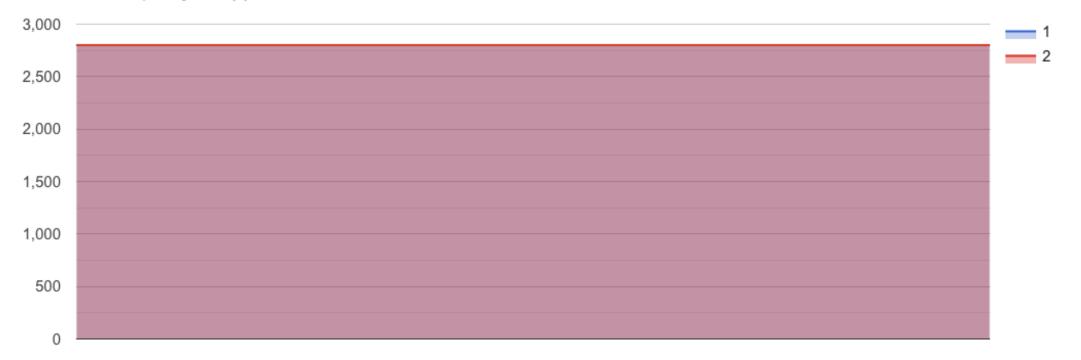
## **Server Monitoring**



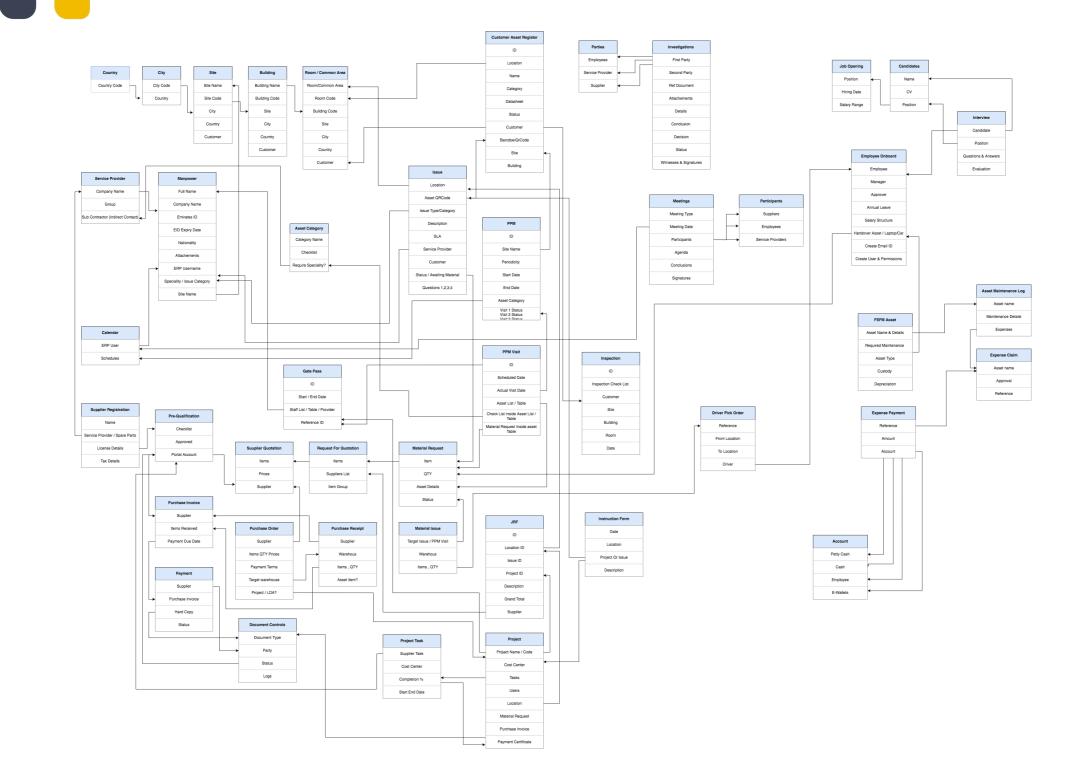
## **System Monitor**



### CPU Frequency: max(0)



## System Structure



## Website

- Responsive website compatible with all screens
- Managed from the ERP system
- Receive issue from website
- Post the job opening on the website
- Collect CVs from the website
- Supplier Registration Through website
- The new supplier portal
- Blogs and articles

## Asset register

- The asset module is deprecated
- Separate the modules, City, Site, Building, Floor
- Link the assets with customer module
- Asset Manufacturer
- Manufacturer Website
- Snagging on site/building/floor/room level
- Location/Asset Handover Process
- Inspection Process

## The Workforce

- Service Providers can upload their manpower information from portal
- Workforce classification based on speciality
- Simple and easy Gate pass management
- In House team and site engineers
- Zero mistakes with assignment and tracking
- Escalation process enhancement
- Separate the contractors of HVAC/Generators/FF &FA...etc on the site/building/area level
- SLA Enhancement on each level, Site, building, floor, area, service provider and speciality

## The QR cocde

- QR Code Generation For Sites/Building/Floor/Room.
- QR Code For Meetings, Receptionist Can Verify
- QR Code for gate pass verification
- QR Code for workforce/ scan to show all related tasks/other reports
- QR Code for all asset / Scan to create an issue/ Show report
- QR Code for Cheque / Payment collection by suppliers
- QR Code for PCR 14 days verification
- QR Code for vehicles and FSFM assets/laptops



# 

## The QR Code

≡ 0Ymup		< > a ··· Save
See on Website 2₊ Assigned To	URL Shortener	QR Code
+ Ø Attachments	Long URL http://34.170.168.34/app/asset-register/AR0000001	& data:image/png;base64,iVBORw0KGgoAAAANSUhEUgAAATIA Clear
Attach File + ☆ Reviews + & Shared With + S Tags Add a tag		Building
	Short URL	AMV-guest villa-1
♡0·Q0 Follow	OYmup	Floor
You edited this 4 days ago You created this 4 days ago		AMV-guest villa-1-GF Area AMV-guest villa-1-BF-Master Bedroom
		Asset

# The Ticketing System



- Auto creation of issue by sending an email to: support@yourcompany.com
- Scan to create a new issue
- Zero mistakes with assets
- Zero mistakes with site information (Building, floor, area)
- 3 Levels of escalation
- Direct contact with site engineers and team in charge
- Find a solution by google search
- Record the answers and resolutions
- Direct sharing options

# The Ticketing System

$\equiv$ Cable Disconnected	• Open	Close	www	Soogle Maps	YouTube	Google	WhatsApp <	Save
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🔊 Tags	Cable Disconnected				Open			÷
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8 hours ago	Asset Details							
	Asset Name				Manufacturer			
	Split AC				Mitsubishi			
	Asset Category				Model No			
	Distribution Board				FR-AF840-018	300-60		
	Warranty Expiry Date				Serial No			
	31-08-2022				333029992			

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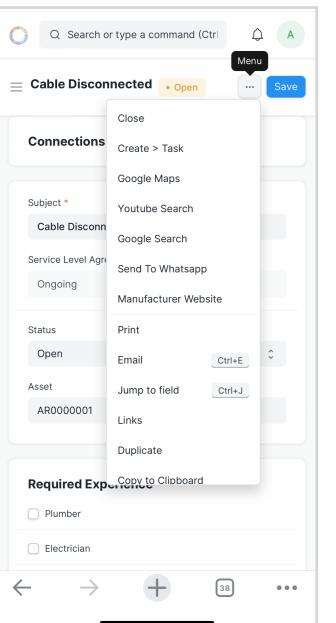
## The Ticketing System

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### **Asset Details**

## **Telegram Notifications**

(<u>...</u>) U



### Osama Oughli **<3** $\&^+$ **〈** 106 Business Account 2022-08-08 by Administrator http:// fsfm.ae/app/issue/ISS-2022-00016 Site Location: https://g.page/ MarriottAlForsanAbuDhabi?share The asset is Split AC , The Manufacturer is Mitsubishi, The model number is FR-AF840-01800-60, You can contact the site engineer (Khaled Mohammed-FSFM) by calling: 971502405292 Preview the pdf file: http:// 34.170.168.34e/api/method/ frappe.utils.print\_format.download\_pdf? doctype=Issue 11:31 PM Hi Teammate, Your prompt action is required on the issue created on 2022-08-08 by Administrator http:// fsfm.ae/app/issue/ISS-2022-00016 Site Location: https://g.page/ MarriottAlForsanAbuDhabi?share The asset is Split AC , The Manufacturer is Mitsubishi, The model number is FR-AF840-01800-60, You can contact the site engineer (Khaled Mohammed-FSFM) by calling: 971502405292 Preview the pdf file: http:// 34.170.168.34e/api/method/ frappe.utils.print\_format.download\_pdf? doctype=Issue 11:32 PM $\bigcirc$ $\bigcirc$

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Message

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### FSFMTicketing hot

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### Google Marriott Hotel Al Forsan, Abu Dhabi -**Google Search** Posh lodging with a spa & gulf views 11:36 PM 🗸

Hi Teammate, Your prompt action is required on the issue created on 2022-08-08 by Administrator http://fsfm.ae/app/issue/ ISS-2022-00016 Site Location: https:// g.page/MarriottAlForsanAbuDhabi?share The asset is Split AC , The Manufacturer is Mitsubishi, The model number is FR-AF840-01800-60, You can contact the site engineer (Khaled Mohammed-FSFM) by calling: 971502405292 Preview the pdf file: http://34.170.168.34e/api/method/ frappe.utils.print\_format.download\_pdf? doctype=Issue Google

Marriott Hotel Al Forsan, Abu Dhabi -**Google Search** Posh lodging with a spa & gulf views 11:36 PM 🗸

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	Grand Total:SAR 10925.0	
	Terms: 100% ADVANCE PAYMENT Deliver: Jeddah Warehouse	
	See the document at <u>http://35.188.53.212/</u> desk#Form/Purchase%20Order/PUR- ORD-2022-00008	
	PO Workflow Update	1 Le
	شركة الشهراني العالمية المحدودة :Supplier	J. iq
	Workflow status: To Receive and Bill	
	See the document at <u>http://35.188.53.212/</u> desk#Form/Purchase%20Order/PUR- ORD-2022-00008 2:27 PM	A Cont
	PO Workflow Update	il al
	شركة الشهراني العالمية المحدودة :Supplier	
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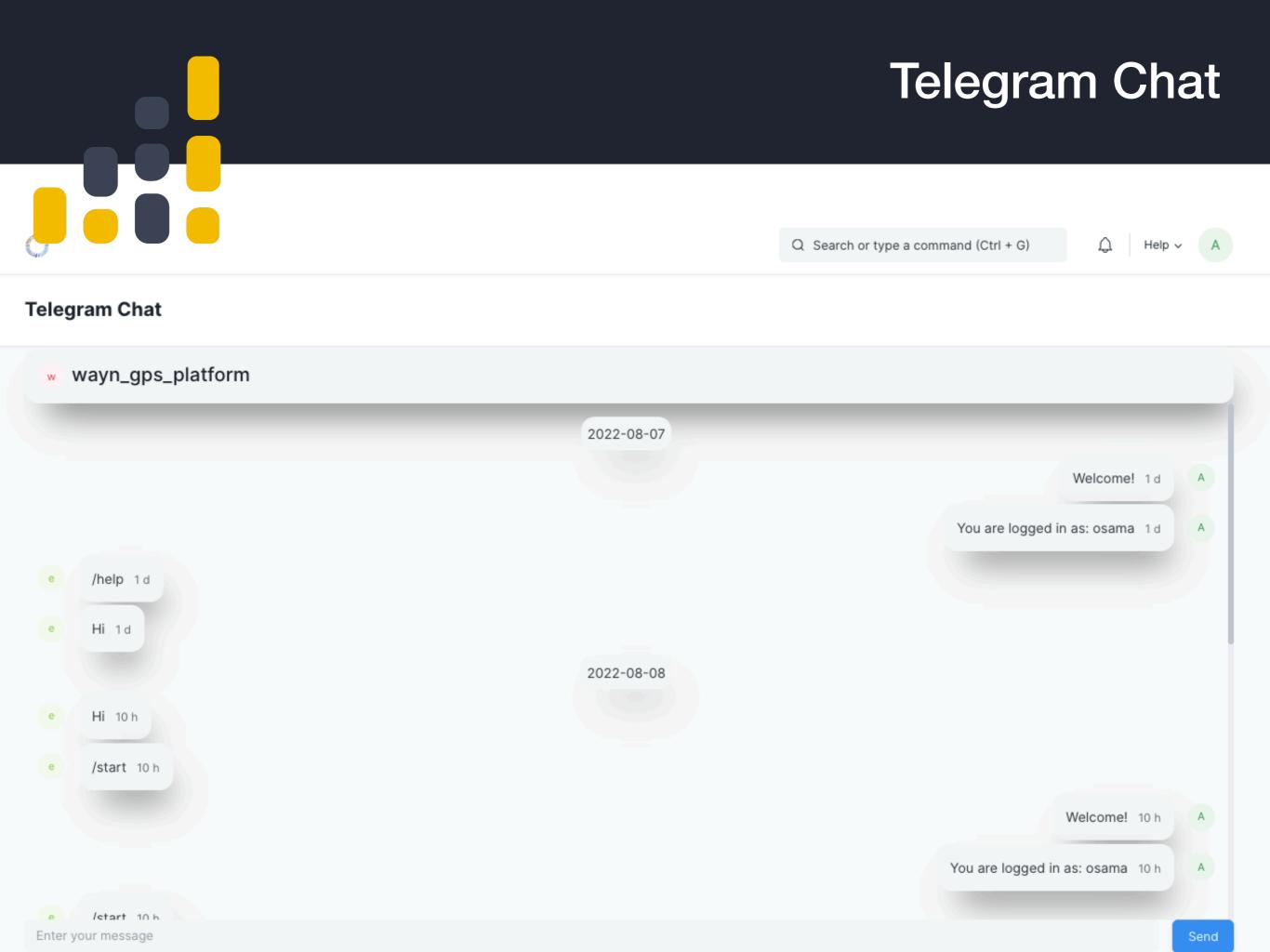


## **Notification Channels**









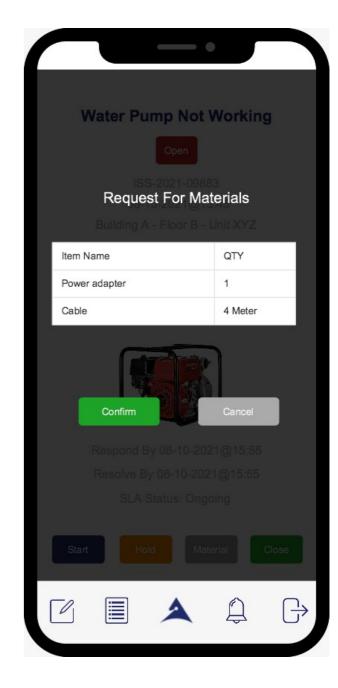
## **Twillio Calls & Notifications**

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3 weeks ago			
	Add a comment		

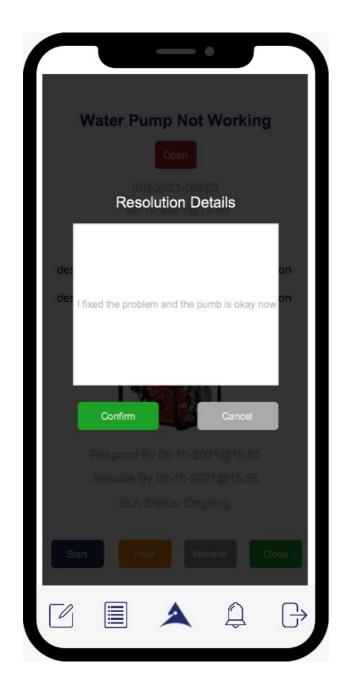
## The Mobile App

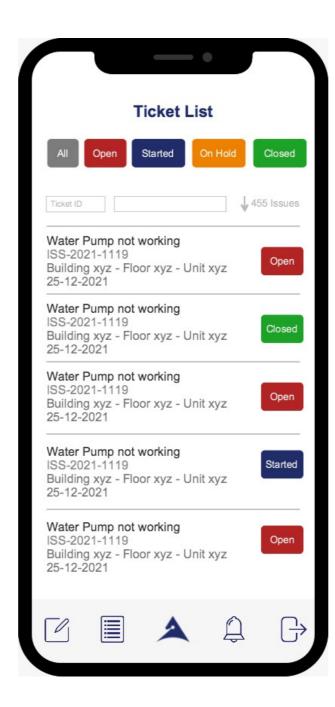
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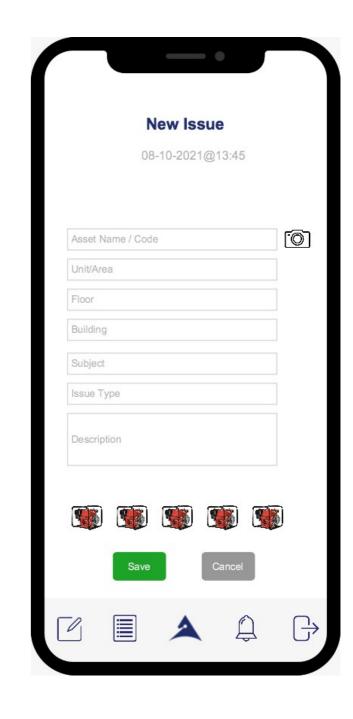
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## The Mobile App



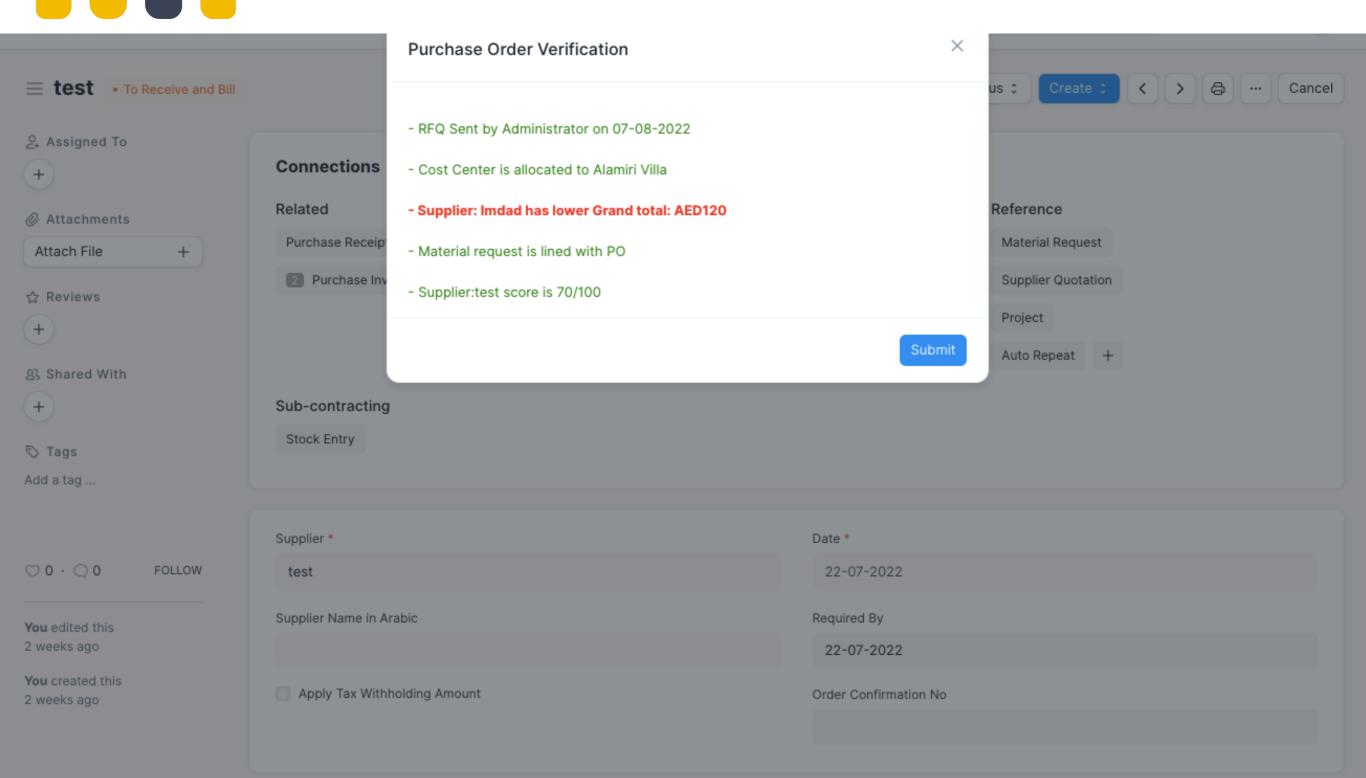




## **Transaction Validation**

### JOB Completion Report Validate PO Update Items ð Status 🗘 < > .... Cancel 2+ Assigned To Connections ^ +Related Payment Reference Attachments Purchase Receipt Payment Entry Material Request +Attach File +2 Purchase Invoice Journal Entry Supplier Quotation 2 ++☆ Reviews Project +Auto Repeat +요 Shared With Sub-contracting +Stock Entry 🔊 Tags Add a tag ... Supplier \* Date \* $\bigcirc 0 \cdot \bigcirc 0$ FOLLOW 22-07-2022 test Supplier Name in Arabic Required By You edited this 2 weeks ago 22-07-2022 You created this Apply Tax Withholding Amount Order Confirmation No 2 weeks ago

## **Transaction Validation**

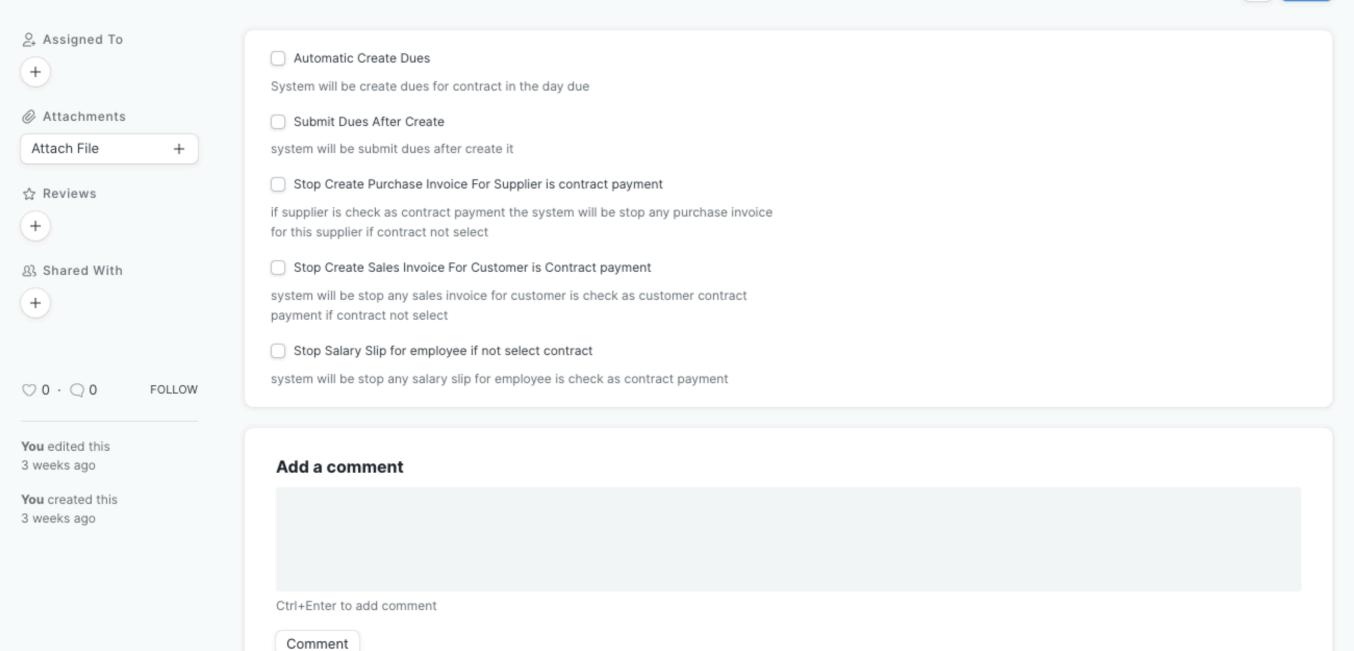


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## **Contract Configuration**

Save

## E Contract Payment Settings



## Logistics & Vehicles

$\equiv$ Transport			Customize
Quality	Reports & Masters		
Selling	Document	🗎 Trip	Setup
Stock	Transport Order	Trip Route	Vehicle
ය Support	Vehicle Trip	Trip Location	Vehicle Inspection Template
🗂 Website	Fuel Request	Trip Location Type	Trailer
Settings	Requested Payment		Fixed Expense
🗅 Utilities			Cargo Type

### DOMAINS

🐣 Agriculture

Settings

Transport Settings

Transport

ADMINISTRATION

Customization

<sup>𝔅</sup> Integrations

🔊 Tools

## Logistics & Vehicles

## ■ New Fuel Request • Not Saved

Company	y *					
Full Se	ervice Facility Management					
Reque	sted Fuel					
Requeste	ed Fuel					
0 N	o. Fuel Type	Quantity (Litres)	Cost Per Litre	Disburcement Type	Status	٢
	1 Fuel-95	50	د.إ 3.80	From Supplier	Open	
Add Ro	w					
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Refere	nces					
			Chattan .			
			Status			

Waiting Approval

Transaction Date

08-08-2022

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## Hiring Process & Interviews

$\equiv$ Computer & Techno	lgy			Create Interview < >	Save
2. Assigned To + ⊘ Attachments	Interview Type		Designation Accountant		
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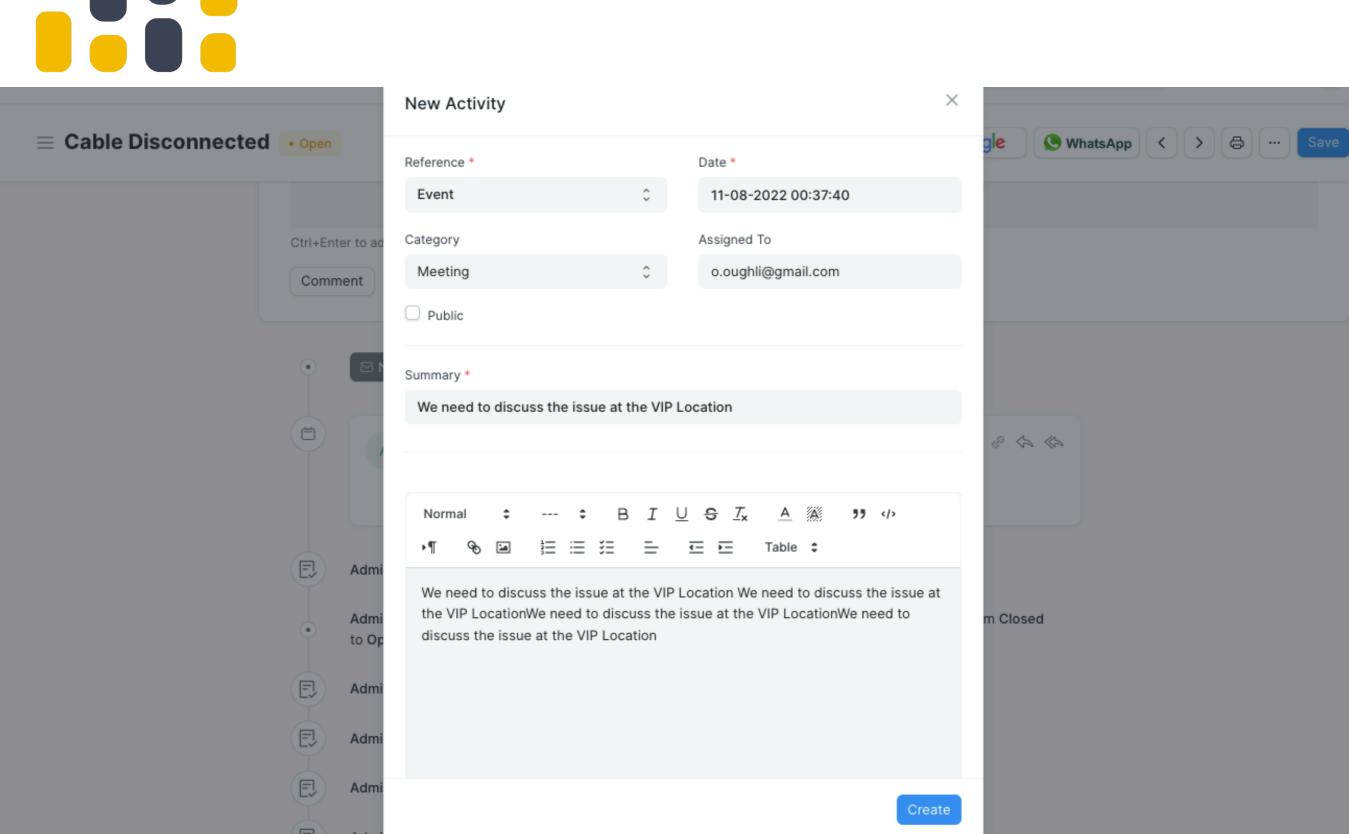
## **Hiring Process & Interviews**

■ New Interview • Not Saved

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Save

## **Meeting Management**



# Meeting Calendar

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$\equiv$ Event Calendar				Ţ Filter Ţ	Last Modified On	🛱 Calendar View 💲	C ··· + Add Event
Calendar							
Select Calendar \$	< August 2022	>				्र Today Mon	th Week Day
Filter By	SUN	MON	TUE	WED	THU	FRI	SAT
Assigned To 🗘	31	1	2	3	4	5	6
Created By Created By							
Tags 🗘	7	8	9	10	11 Issue at the VIP locat 12:36a - 12a	12	13
Save Filter Filter Name	14	15	16	17	18	19	20
	21	22	23	24 Weekly Meeting 12:33a - 12a	25	26	27
	28	29	30	31	1	2	3

## QMS - ISO 9001

- A standard operating procedure (SOP) is a set of step-by-step

instructions compiled by an organization to help the employees

execute routine operations. SOPs aim to achieve efficiency, quality

output and uniformity of performance while reducing

miscommunication and failure to comply with industry regulations.

Quality Procedure Tree	Expand All
Quality Procedure	
All Quality Procedures Add Child	
S Issue Resolution	
O Issue Classification	
O Response SLA	
O Resolution SLA	

## QMS - ISO 9001

$\equiv$ Issue Resolution					Save
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요3 Shared With +	Processes	Process Description		Sub Procedure	
🛇 Tags Add a tag	□ 1 □ 2	Classify issues Meet response time SLA		Issue Classification Response SLA	<ul><li>Edit</li><li>Edit</li></ul>
♡0·Q0 Follow	Add Row	Meet resolution time SLA		Resolution SLA	
You edited this just now You created this 3 hours ago	Parent				

## QMS - ISO 9001

	Corrective	Preventive	Date	
	Corre	tive	13-07-2019	
	Document	Туре	Document Name	
	Qualit	y Review	REV-00005	
			Status	
			Open	
F	RESOLUTI	ON		
F	Resolution	IS		
		Problem	Resolution	
-		Problem       1     Fulfilled	Resolution	
-			Resolution Needs to be improved using training.	
-		1 Fulfilled	Needs to be improved using training.	
-		1 Fulfilled 2 Not upto the mark	Needs to be improved using training.	~

## Non-Conformance



- A Non Conformance is a observation that can be filed by any person in the organization to note non compliance to a specific procedure
- Once Quality Procedures are defined, the goal of a quality focussed organization is to ensure that they hare followed. This ensures consistent quality and parameters as per the customer's expectation. If these procedures are not followed, an observation is recorded via a Non Conformance or called NC in quality systems.
- We can create a Non Conformance by selecting the Quality Procedure against which it was observed, maintain its status and record corrective and preventive actions

### Non-Conformance

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	n		< > 🖨 … Save
<ul> <li>Assigned To</li> <li>+</li> </ul>	Subject *	Status *	
Attachments	Issue Resolution SLA Failed Procedure *	Open	Ţ
Attach File +	Issue Resolution		
+	Process Owner bella.alsop@unico.com		
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+ S Tags	Details		
Add a tag	Normal 🗘 B I <u>U</u> <u>T</u> <sub>x</sub> <u>A</u> 🎆 <b>??</b> 4/> 🗞 🖬 🗄	E I≣ I I I I I I I I I I I I I I I I I I	
	The issue resolution SLA for issue ISS-2021-00897 has failed. The issue was related to engineering specifications of newest version of PE	TE products.	
♡ 0 · Q 0 FOLLOW			
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### **Supplier Portal**

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Name and Type		
Company Name *		Tax ID
Company Name In Arabic		Products Type *
		÷
Contact Details		
Primary Email ID		Trade License No *
Primary Mobile No		Trade License Expiry Date *
Website		
Trade License Copy *	Tax Certificate Copy *	Company Logo
Attach	Attach	Attach

### **Supplier Portal**

			S
Projects Request for Quotation	Purchase Orders		
Quotation Purchase Orders Invoices	• PUR-ORD-2022-00001 July 22, 2022	tesst	30.00 ).4
My Account			

### **Supplier Portal**

### Projects

**Request for Quotation** 

Quotation

Purchase Orders

Invoices

My Account

Purchase Or	der / F	PUR-ORD-	2022-00001
-------------	---------	----------	------------

### PUR-ORD-2022-00001 To Receive and Bill

rest		Print
Item	Quantity	Amount
test tesst	1.0	30.00 ).4 Rate: 30.00 ).4

### Grand Total 30.00 1.4

Actions -

Make Purchase Invoice

S

### Milestones & KPIs



- You can automatically track milestones based on the lifecycle of a document if it undergoes multiple stages.
- Milestones is a great source for reporting and notifying.
- Using Milestones with Dashboards
- Based on energy point rules created, users will automatically get points when they complete activities which are tracked using the Energy Point System.
- Energy Point Rules can be defined to automatically give Energy Points to users who achieve a milestone. This can be used to incentivize action on transactions at various levels.
- Review system can be used to "Appreciate" or "Criticize" someone's work.

### The Metabase Integration

- Set up in five minutes
- Metabase is a simple, useful and easy to use dashboard tools.
- Build handsome, interactive dashboards with filters, auto-refresh, fullscreen, and custom click behavior.
- Create models that clean up, annotate, and/or combine raw tables
- Set up alerts to have Metabase notify you when your data changes.
- Embed charts and dashboards in your app, or even your entire Metabase.
- You can add filters to dashboards and connect them to fields on questions to narrow the results

### The Metabase Integration **Product Category** Product Title **Doohickey** X Email this dashboard **Note:** charts in your subscription won't look the same as in your dashboard. Learn more. **Orders by Product Line Price vs Rating** Home and Office 120 **Product Rating** 100 To: 80 3 60 2 Enter user names or email addresses 40 1 20 0 00 0 January, 2020 \$50.00 \$100.00 Sent Daily $\sim$ **Created At Subtotal** 8:00 AM PM at $\sim$ Avg Revenue by Country (new territories) **Reviews by Rating** Emails will be sent at 8:00 AM PT, your Metabase timezone. 6.2M - 6.4M Bad 6.6M - 7.0M Meh Send email now 231 7.0M - 7.3M Ok TOTAL 7.3M - 7.6M Neat • 7.8M + Great Don't send if there aren't results Attach results 0

## 

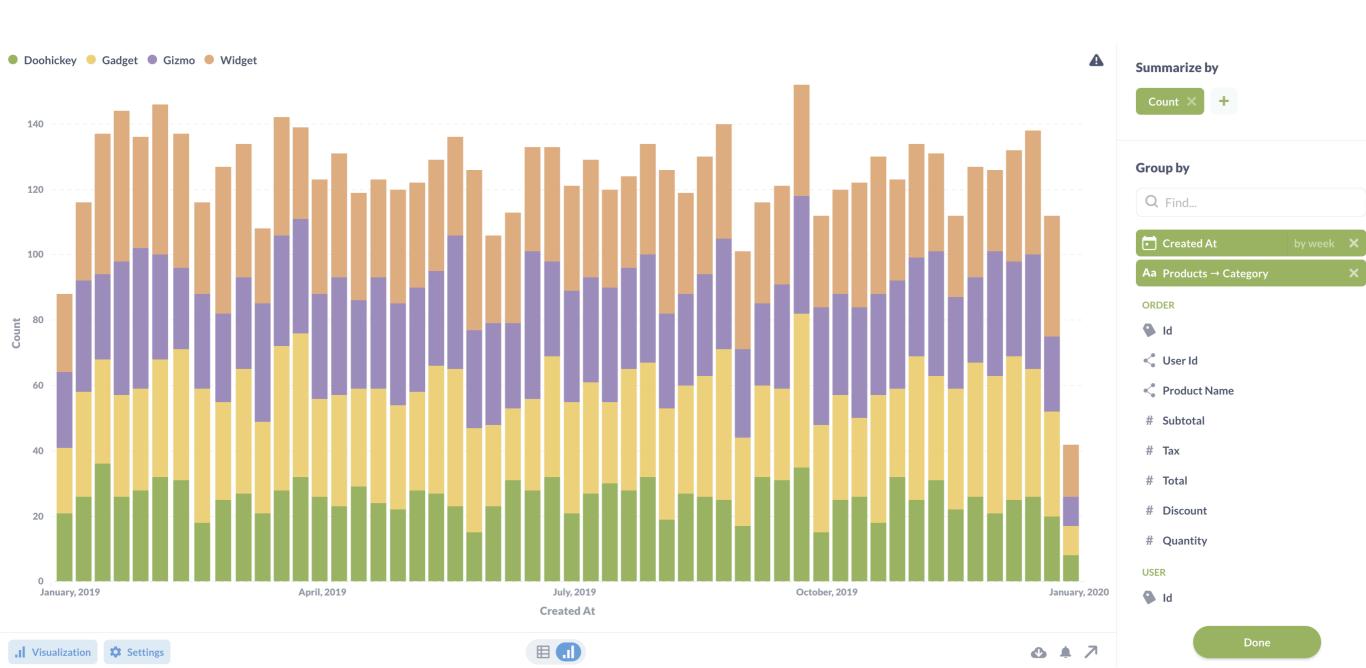
### The Metabase Integration

It looks like your Orders ta	ble has transactions, so here's	a look at them Save this	More X-rays
<ul> <li>Created At </li> <li>Source</li> </ul>	State	Category	<b>ZOOM IN</b> Orders table per state
Overview			• Orders table over time
<b>18,760</b> Total transactions Tran	<b>O</b> sactions in the last 3		• Orders table per product
How these transaction			• Orders table per source
Average quantity per month	Sales per product	Sales for each product category	Source field
§	$^{\circ}$ Product → Title $^{\circ}$ Cou Incredible Aluminum Knife 174	Widget	Created At field
Created At	Aerodynamic Copper Knife 120	Gizmo	RELATED
	Heavy-Duty Silk Chair 119	Doohickey	Products table
	Enormous Wool Car 118		
	Mediocre Wool Toucan 117		People table
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### The Metabase Integration

- <u>https://www.youtube.com/watch?time\_continue=308&v=RxmOnTHEhwU&feature=emb\_title</u>



### The Metabase Integration



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### The Metabase Integration

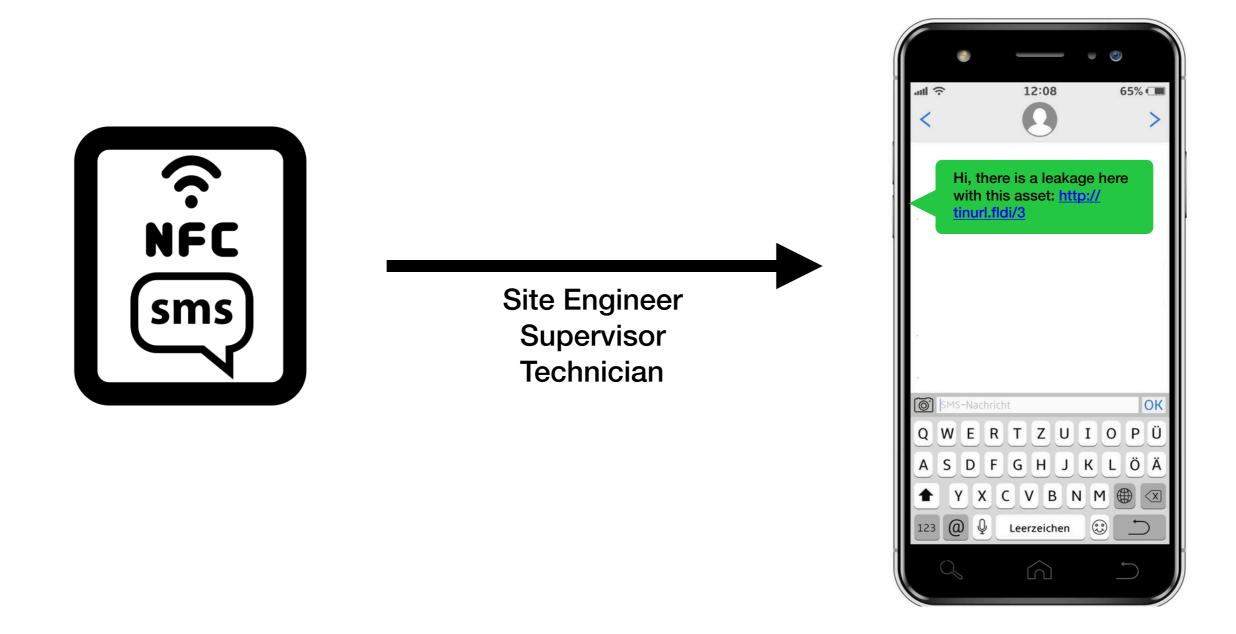


### Where these transactions happened

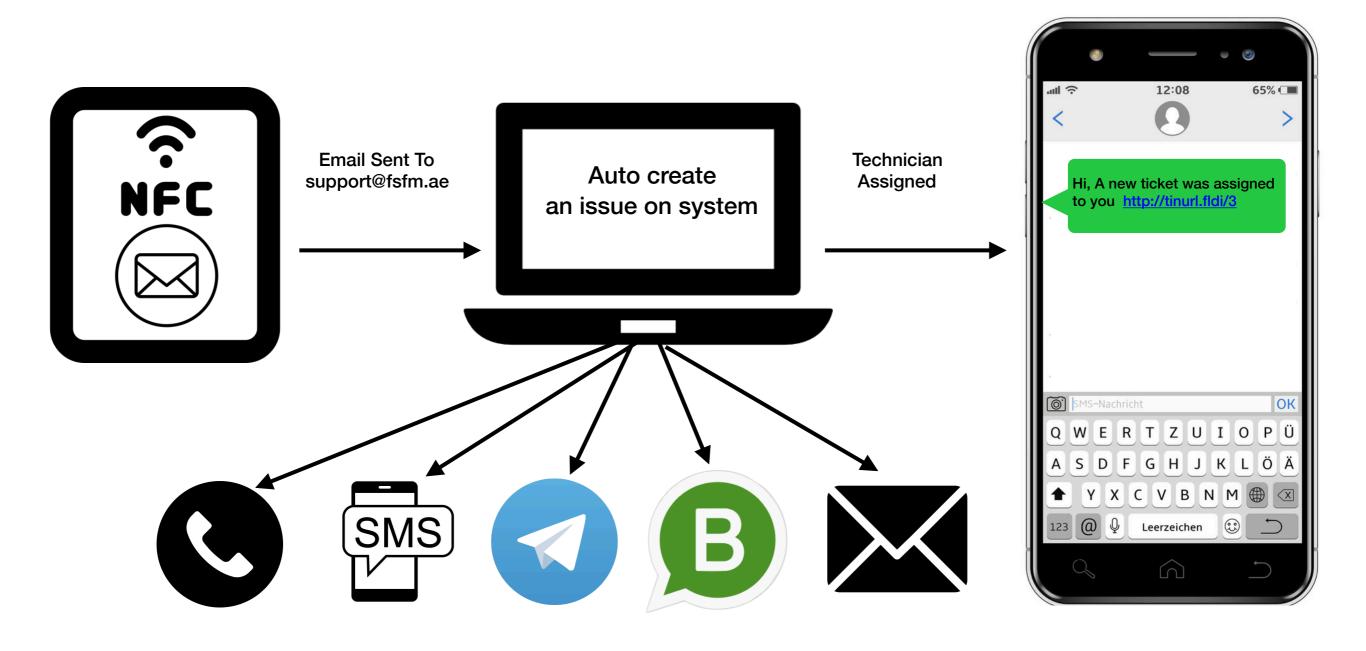


### Engage the right person, the right way, and at the right time!

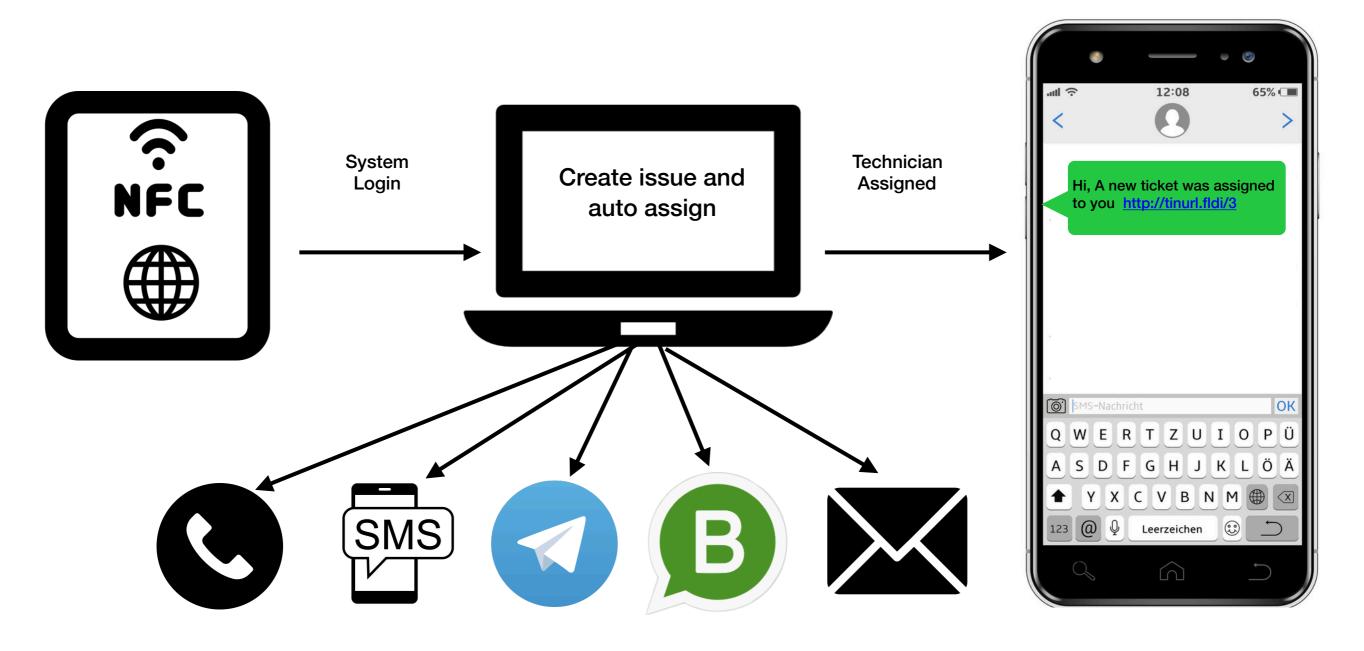
### It's never been easier to open a Ticket



**Email To System, Auto Assign - Send Notification** 



System Login, Auto Assign - Send Notification



### Information NFC tag - Send & Share



### Help Technicians to find the solution

RFC Q

Google search with brand name and model number (Auto detect for brand and manufacturer user manual)



### Site contact list



Shows the contact list of people in charge



### **One Tab Asset replacement**



Auto generate the asset replacement request

Auto initiate asset replacement request



Introducing

### 800-YourCompany

**IVR** (experimental feature)

### The Ticketing System Beach palace Support Call 800 FSFM Welcome To FSFM Please say the site name to open a new ticket press 1 or say SUPPORT AC Not working Auto create Thank you, The ticket was assigned and the an issue on system Please describe the issue technician will call you if required



### The PPM Includes the Site & Service Provider

> Support > PPM > MA	T-MSH-2022-0000	01			Q S	Search or type a comma	nd (Ctrl + G)	↓ Help ∨ A
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	1	Fire Fighting	02-04-2022			Pendina	Edit	

### **PPM Notifications**

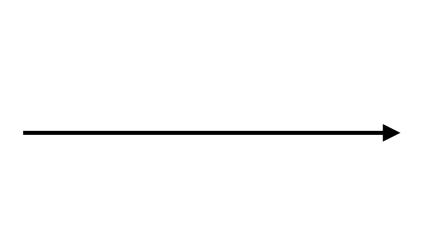
### Send notifications to site engineer & Service provider

One Week before the schedule date 3 Days before before the schedule date One Day before the schedule date On the same morning



### Starting the visit



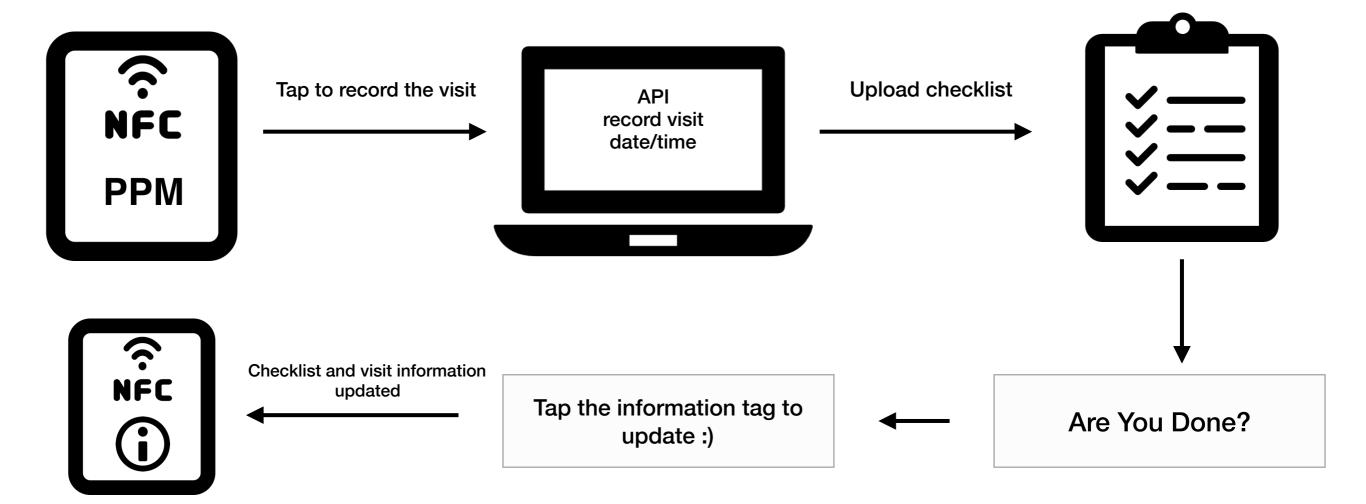


Shows the list of assets in this building (with asset details)

Status of asset completion

### During the visit

### NO BULK VISITS FROM OFFICE





Visit was not attended?

The system will auto generate a Non Conformance and link it with contract for the next KPI calculations

> Quality > Non Conforma	nce > QA-NC-00016	Q Search or type a command (Ctrl + G)
	en	< > a ··· Save
2. Assigned To + ⊘ Attachments Attach File + ☆ Reviews	Subject * PPM Was Not Attended On Time Procedure * PPM VISTS	Status * Open
<ul> <li>+</li> <li>Shared With</li> <li>+</li> <li>S Tags</li> <li>Add a tag</li> <li>O · Q O FOLLOW</li> <li>You edited this just now</li> <li>You created this 1 minute ago</li> </ul>	Details Normal : : B I U O I A M	

## 

### Service Provider Monthly KPIs

> Contract Payment >	Contract Monthly KPI			Q Search o	r type a command (Ctrl + G)	Ĵ Help ∖	A
$\equiv$ Contract Monthly	/ KPI				≣ List View : C ····	+ Add Contract Mon	ithly KP
Filter By Assigned To :	Name				= Filte	er 🗐 🗐 Last Modifie	ed On
Created By :	🗋 🗢 Name	Status	Score %	Score	Service Provider	e	of 6
Edit Filters	🗌 🙄 КР-2022-00015	• Draft	-	Unacceptable	test	- 3 w	E) 0
Tags ¢	□ ♡ KP-2022-00014	Submitted	_	Unacceptable	test	- 4 w	<b>E</b> ) 0
Save Filter	🗌 🙄 КР-2022-00013-1	• Draft		Unacceptable	test	- 1 M	E) 0
Filter Name	□ ♡ KP-2022-00013	Cancelled		Unacceptable	test	- 1 M	<b>E</b> ) 0
	□ ♡ KP-2022-00012	• Draft		Not Calculated	test	- 1 M	<b>E</b> 0
	□ ♡ KP-2022-00011	Draft		Exceptional	test	- 1 M	<b>E</b> ) 0
	20 100 500						

## 

### Service Provider Monthly KPIs

> Contract Payment > C	ontract Monthly KPI > KP-2022	2-00014	Q Search or type	e a command (Ctrl + G)
≡ KP-2022-00014	- Submitted			< > @ … Cance
2. Assigned To +	Dashboard			
Ø Attachments	MS (30%)	MEP (50%)	EHS (20%)	Score %
Attach File +	10%	21%	19%	50%
☆ Reviews	MS (54 W)	MEP (57 W)	EHS (39 W)	Score
(+)	18	24	37	Unacceptable
83, Shared With				
+	Contract Details			
🔊 Tags	Service Provider *		Month *	
Add a tag	test		September	
	Contract *		Year	
$\bigcirc 0 \cdot \bigcirc 0$ Follow	imdad		2022	
You edited this				
4 weeks ago				
You created this 1 month ago	Sites			
	No. Site			Include
	1 Al Amiri Villa	a		Z dit
	2 Al Bateen V	'illa		C Edit
	3 Beach Pala			

### The Asset Tracking Platform

- WAYN.LIVE is a tracking platform integrated with 6000+ devices and sensors.
- Can send SOS by SMS when the asset sensor indicate an issue
- Can send heating/not cooling signal
- Can send low level alerts for water tanks or any other liquid containers
- Vehicle tracking with fuel sensors and ignition on/off remotely
- www.wayn.live















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