

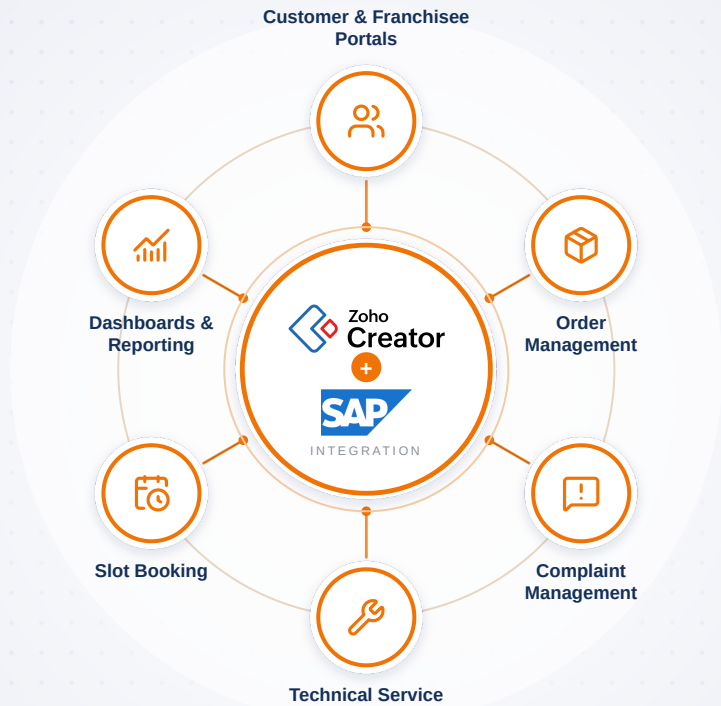
CASE STUDY

Turning Manual Order Tracking Into a Connected Customer and Franchisee Portal with Zoho Creator

How Nexivo built a fully customized Zoho Creator application for Supergas, integrated with SAP to manage Orders, Complaints, and Technical Service in one place.



Supergas
LPG and energy



One platform. Every order, complaint, and service visit in one place.

About the Project

Supergas required a scalable and centralized system to manage Orders, Complaints, and Technical Service processes. A fully customized application was developed entirely in Zoho Creator, integrated with SAP for order synchronization and enhanced with a Customer Portal for direct submissions.

PLATFORM	Fully customized application built entirely in Zoho Creator
ERP INTEGRATION	SAP, with two-way data synchronization and one-way status synchronization
MODULES	Order Management, Complaint Management, and Technical Service Management
USERS	Customers and franchisees through dedicated self-service portals

Key Challenges

- 1 Manual order tracking:** limited visibility into the order lifecycle.
- 2 No structured complaint tracking:** no mechanism to log and follow complaints.
- 3 Uncontrolled technical processes:** technical work was managed without centralized control.
- 4 SAP integration gap:** a need for seamless integration with SAP.
- 5 No real-time dashboards:** management lacked live visibility into operations.
- 6 No customer submission interface:** customers could not submit orders or complaints directly.

Let's Build Your Zoho Ecosystem

Nexivo Consulting Private Limited | Gachibowli, Hyderabad, Telangana, India



PHONE
+91 98683 29081



EMAIL
sales@nexivo.co



WEB
www.nexivo.co

ACTION

Our Solution

- **Zoho Creator application:** independent modules for Order, Complaint, and Technical Service Management.
- **Customer & Franchisee Portals:** separate self-service portals to manage complete business activities.
- **Onboarding with KYC:** franchisees onboard customers, with digital KYC verification before activation.
- **Subscription Vouchers:** franchisees create SVs; customers are notified by Email, WhatsApp, and SMS; SV Return supported.
- **Orders with SAP:** real-time sync, instant status updates, lifecycle tracking, and invoice download.
- **Complaint Management:** auto-assigned by category and department, tracked until resolution.
- **Technical Service:** digital technical forms for field service and complete service records.
- **Slot Booking:** retail customers choose delivery or service slots, linked to the order.
- **Role-Based Workflow:** secure access for six user groups.
- **Dashboards & Reporting:** real-time views of orders, complaints, SVs, services, and onboarding.
- **Real-Time SAP Sync:** customer information, orders, invoices, and status always current.

RESULT

Results Achieved

- Direct customer engagement through portal-based submissions.
- Improved delivery planning using Slot Booking for retail customers.
- Centralized operational tracking across all processes.
- Seamless ERP alignment with SAP.
- Improved SLA compliance and faster issue resolution.
- Enhanced transparency and operational efficiency.

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Independent Modules

Order, Complaint, and Technical Service Management.

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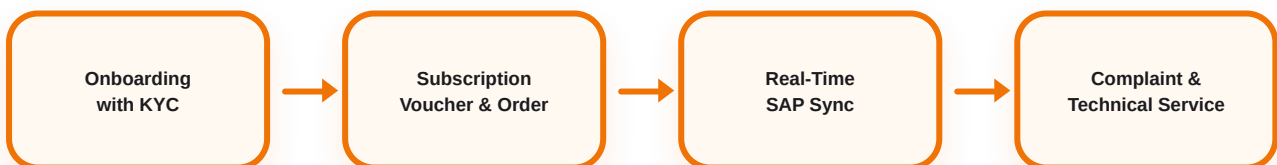
Access Levels

Role-based workflow for every user group.

2

SAP Sync Modes

Two-way data sync and one-way status sync.



How the platform works: from onboarding to resolution, in one connected flow.

WHO USES THE PLATFORM

Role-based access keeps operations secure and controlled.



Customers



Franchisees



Customer Service Teams



Technical Teams



Managers



Administrators

NEXIVO AT A GLANCE

Nexivo is a Zoho-only company and an award-winning Zoho Partner, helping businesses simplify and automate critical business functions since becoming a Zoho Partner in 2019. Our people-centric approach starts with understanding how your business works, the challenges you face, and what you want to achieve. We then recommend and implement the right Zoho solutions, tailored to your processes, to solve real business challenges and create lasting value. With hands-on Zoho expertise and dedicated support, we work alongside our customers from problem identification to implementation and beyond. We Make Zoho Work for You.