Digitizing the End-to-End CRM and Manufacturing Lifecycle with Odoo ERP

A Tailored ERP Platform for Adroit Engineering

iProgrammer
Your Programming Partner

iProgrammer, in a nutshell

18 Years of Excellence
For 18 years, iProgrammer has excelled in bespoke product engineering and more.

300+ Products Live
Successfully delivered premier products across both web and mobile platforms to date.

Fortune India 500
iProgrammer has been the technology partner to Fortune India 500 - Hero Corp, Tata Communications and HDFC.

400+ Tech Team
We are more than 350 tech experts with a strong background in various leading technologies.

4 Million DAUs
Our B2C mobile application developed for Vodafone-Idea currently has 4 million daily active users (DAUs).

128 Million End Users
Our applications have been utilized by around 128 million end users globally.

Company's Brief:

Adroit operates in the specialized domain of **windmill motor drive repair**, testing, and servicing, managing high-value equipment that demands defined quality standards, calibration protocols, traceability, and regulated documentation.

Each assignment follows a tightly controlled operational lifecycle. Inventory intake, repair execution, precision testing, quality validation, documentation, and financial closure progress as an integrated system rather than isolated tasks.

In addition to motor drive repair, Adroit provides specialized **industrial laser cutting services**, delivering high-precision fabrication aligned with engineering specifications and compliance requirements. These services further strengthen their technical capability in handling complex industrial components and custom requirements.

This operating model demands systems that mirror real execution — where **technical precision, compliance, and operational control** move in lockstep across both repair operations and fabrication services.

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Pain Points

Adroit's operations worked, but they did not move as one. **Inventory, work orders, customer data, procurement, testing, accounting, and compliance were handled through separate processes.** There was no system connecting a motor drive's journey from inwarding to dispatch, billing, and audit review.

What Adroit needed was straightforward. **One ERP system** that could connect technical workflows, operational control, and finance without slowing down daily repair work.

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Key Challenges Before **Odoo**

Disconnected repair and testing workflows

Work orders, testing stages, and job closures were not linked, making real-time job tracking dependent on manual coordination.

Inventory and material uncertainty

Parts, tools, and equipment availability lacked real-time visibility, with reorder decisions driven by experience rather than system thresholds.

Scattered compliance, and documentation

Quality checks, NCRs, CFRs, calibration logs, and certifications were maintained separately, increasing audit effort and review time.

Manual coordination and delayed visibility

Teams worked in parallel, not sequence. Operational, financial, and performance data surfaced only after manual consolidation, limiting timely decisions.

End to End Supply chain management

Procurement, vendor coordination, material movement, and dispatch were managed across disconnected touchpoints, limiting real-time tracking, cost control.

Why Odoo?

Odoo offered the flexibility required to model Adroit's highly specific repair and testing workflows while maintaining strong accounting and governance controls. The system could be shaped around real operational steps. Customization was treated as design intent.

The objective was to build a digital operating layer that technicians, supervisors, and finance teams could rely on without procedural workarounds.

Key reasons for selecting Odoo included:
- Native integration between operations, inventory, quality, and finance
- Modular design suited for complex repair and testing workflows
- Role-based access aligned with diverse user classes
- Strong reporting and analytics capability
- Long-term scalability without system replacement

Odoo Modules Implemented

CRM & SALES
- CRM
- Sales
- POS Shop
- Subscriptions

FINANCE
- Accounting
- Invoicing
- Expenses
- Spreadsheet (BI)
- Documents
- Sign

SUPPLY CHAIN
- Inventory
- Manufacturing
- PLM
- Purchase
- Maintenance
- Quality

HUMAN RESOURCE
- Employees
- Recruitment
- Time Off
- Appraisals
- Referrals
- Fleet

SERVICE
- Project
- Timesheets
- Field Service
- Helpdesk
- Planning
- Appointments

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Challenge

Repair activities, testing stages, and job completion data were tracked separately, making real-time job status difficult to assess.

Disconnected Repair and Testing Processes

Solution

- One work order covering repair, testing, and closure
- Devices registered once at inwarding and tracked throughout
- Repair and testing progress updated in real time
- Clear job status visible at every stage

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Challenge

Limited visibility into parts, tools, and equipment availability affected planning and turnaround time.

Inventory Blind Spots

Solution

- Single inventory ledger across stores, tools, and spares
- Live stock position linked to active repair jobs
- System-driven reorder levels based on consumption patterns
- Traceable stock movement from inwarding to job consumption

Challenge

Quality records, NCRs, CFRs, and calibration logs were scattered, increasing audit preparation effort.

Compliance and Quality Risk

Solution

- Quality checks embedded into repair and testing workflows
- Central NCR and CFR logging tied to individual jobs
- Scheduled calibration tracking for tools and equipment
- Auto-maintained audit trails across quality actions

Challenge

Information flow depended on follow-ups between technicians, stores, procurement, and accounts.

Manual Cross-Team Co-ordination

Solution

- Role-driven workflows aligned to execution sequence
- Shared job-level data across technical and support teams
- Automated handoffs between repair, testing, and billing
- Single data entry point reused across departments

Challenge

Operational and financial insights were available only after manual consolidation.

Limited Decision Intelligence

Solution

- Real-time dashboards aligned to repair and service workflows
- Job-wise visibility into cost, time, and completion status
- Live financial linkage from work order to billing
- Management views for operational and performance tracking

Odoo Dashboard Screen
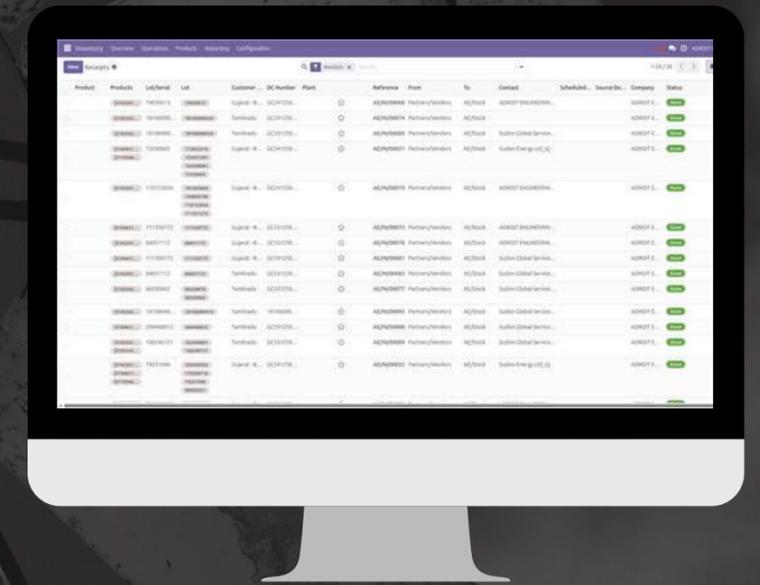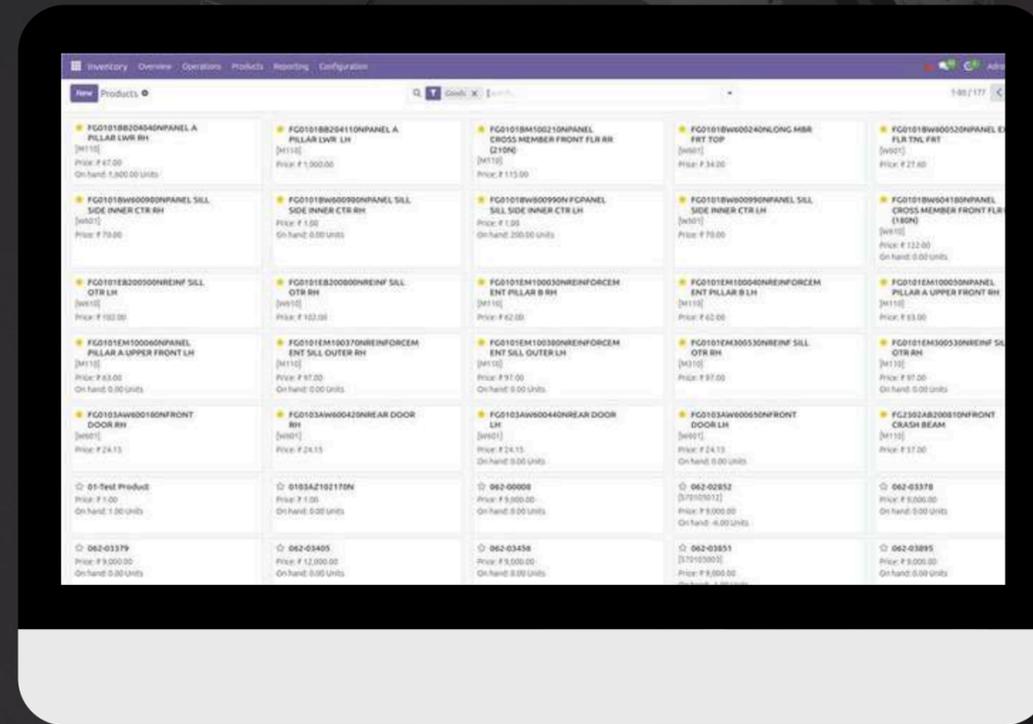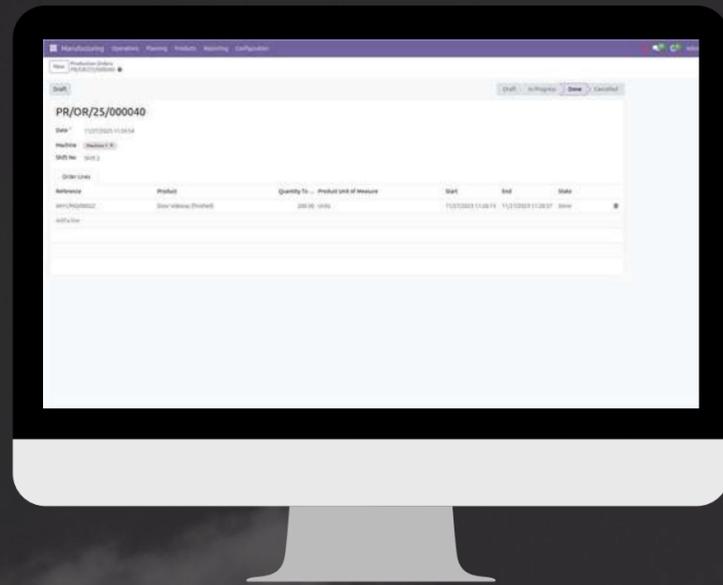
Adroit's operations moved from functionally sound but disconnected processes to a unified, ERP-driven execution model. Every motor drive now progresses through a defined digital lifecycle including inventory, repair, testing, documentation, and billing, captured once and shared across teams. This has introduced consistency in execution, accountability in operations, and clarity in decision-making.

Key business outcomes:
- 40% improvement in inventory accuracy
- Scalable and transparent operations
- 15–20% faster billing cycles
- Scalable & transparent operations without added operational complexity
- Enhanced operational audits and reporting

The transformation has established a digital foundation capable of supporting higher volumes, stricter compliance, and deeper operational analytics as the business scales.

RESULT

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![ADROIT]

What Adroit Group
said about us

"The biggest difference is control. We know where every job stands, what inventory is in use, and what is ready for billing without chasing information. The system has brought discipline into areas that earlier depended on experience alone."

Quality   ★★★★⯪

Schedule   ★★★★⯪

Cost   ★★★★★

Willing to refer ★★★★★

Hariom Sonawane
Research & Development Engineer
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4.8 ★★★★★
Based on Clutch reviews

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