



MUCH MORE THAN A MANAGEMENT SOFTWARE FOR ISP AND WISP

Technical Offer



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PRESENTATION

Odoo 4 Wisp is the **ERP software** designed for the needs of **Internet Service Providers**, which over time has become the reference point for all companies in search of a solution that **optimizes administrative, accounting, and technical aspects**.

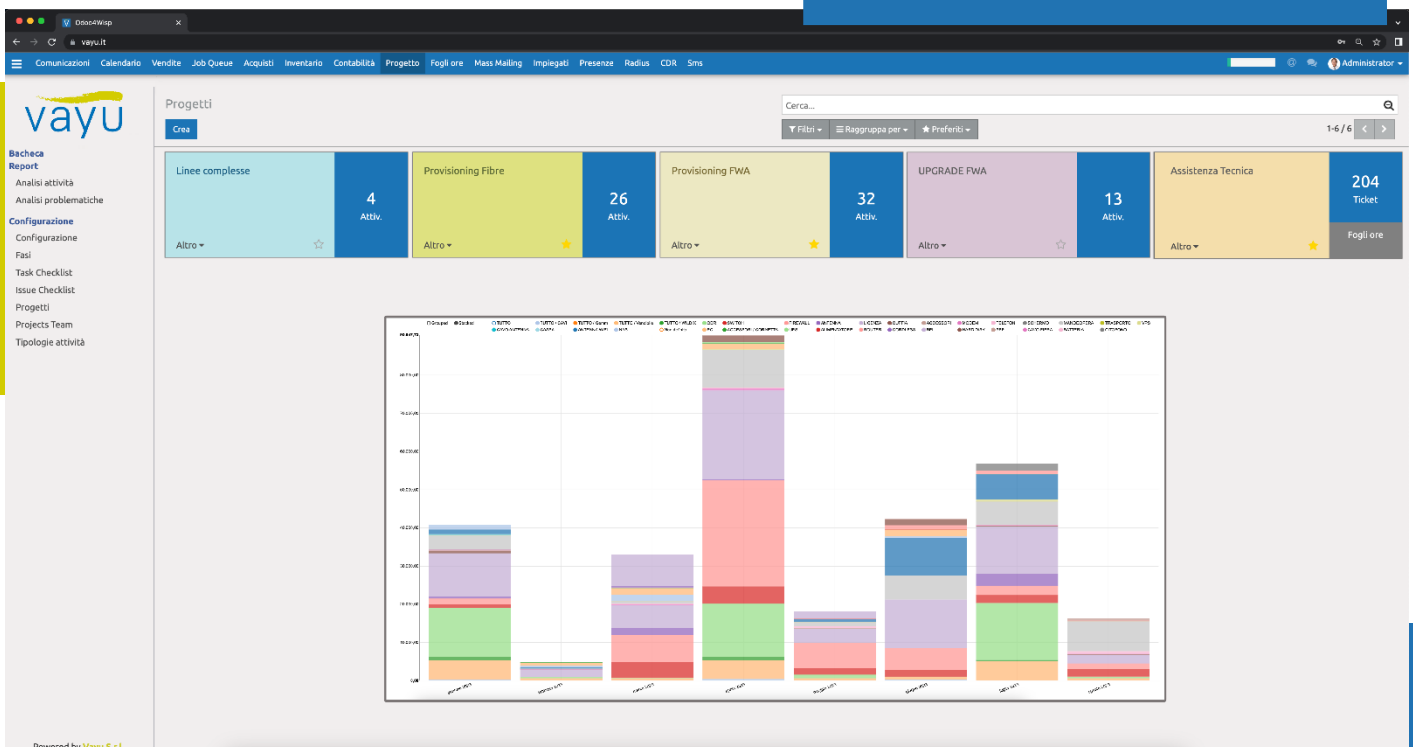
Through a single **point of access**, it will be possible to monitor **all business processes**, bringing a breath of innovation internally thanks to many automatism that go beyond **simple recurring billing**.

But what truly makes **Odoo 4 Wisp** unique is its customization, which in terms of configurations, can be **tailored to the company** by **integrating existing and new processes**. All within a **simple and clean interface**.



The all-in-one platform for your company

A **centralized and integrated** system, to never miss anything.



CHALLENGES AND SOLUTIONS

Automatic recurring billing, with management of payment methods, due dates, registers, and tax positions.

Simplified creation of XML files for SEPA debits with management of debits, unpaid items, and penalties.

Full integration with Poste Italiane services, with the ability to print 896 bulletins in-house

Automatic billing of VoIP traffic component with the ability to introduce price lists and tariffs..

Single software, single point of access to information.

Company boards for sharing common workflows and integration with our solution **Radius 4 ISP** for PPPoE user management.

Customized access for individual users and **section dashboards** improve communication and efficiency between teams.
No staff member will be left behind

Odoo 4 Wisp serves as the single point of access for customer records, sales opportunities, support requests, warehouse movements, and network information.



Manual invoicing Slow payment registration



Different software solutions Platform synchronization issues



Poor communication among company teams



Decentralized procedure management





OPTIMIZE YOUR BUSINESS

START MAKING A DIFFERENCE

VERSIONS AND MODULES

Vayu offers the Odoo 4 Wisp platform in a single version: **Full**, delivered in **Cloud** or installed in the client's environment (**On-Premises**).

The available features include:

Customer / Supplier management

Creation of customer / supplier records without limits, with the possibility of entering contacts in cascade for individuals and companies

Visual Map of the customer / supplier's address with the ability to calculate the route to reach it

Immediate access to all information linked to the customer / supplier record through dedicated buttons

Direct association between customer records and customer's radius accounts (PPPoE), with complete profiling functions

Possibility to activate a customer portal for browsing invoices, quotations and sales orders

Self data Import and export, for an easier management of all informational data

Advanced search with the ability to create and save filters as default and/or favorites

Attachment and internal notes linked to the customer for complete traceability of information

Send individual or mass communications, via Email or SMS, targeted to the customer

Contract management

Contract creation: activation services management, instalments, subscriptions and additional services associated with the customer.

Customized invoice management: accrual periods, advance, delayed, fixed-date invoicing

Recurring billing periods: monthly, bimonthly, quarterly, semiannual, and annual

Prorated charges for initial and final invoices, with automatic calculation of subscription costs

Option for a trial period before starting the billing cycle.

"Contract Proposal" function to exempt the contract from billing while customer confirmation is pending. "Free" status to identify those customers with special conditions

Print Digital contract, with simplified digital signature and automatic insertion of contractual conditions.



Upload attached documents to be used for both archiving or print purposes.
Automatic discounts and promotions in a given period, to be massively applied to selected contracts
Aggregated billing of multiple contracts to the same customer
Full control while associating a contract to multiple PPPoE radius accounts
Contract duration: automatic termination and notification email at expiration date
Contract duration: automatic renewal with preliminary deadline notification and renewal confirmation
Automatic deactivation of radius (PPPoE) accounts for canceled or terminated contracts

Invoice and quotation management

Manual and recurring invoices with dedicated accounting registers
Specific accounting positions for automatic management of customer taxes
Single or mass generation of electronic invoices with the possibility of downloading in zip files
Direct sending of electronic invoices to the tax authority, using a PEC mailbox (certified email) as a telematic channel
Supplier invoices: automatic import of invoice data and supplier data from the electronic invoice.
Collection management with payment registration: total and/or partial and advance payments.
Accounting entries: create specific entries spread across multiple accounts
Export payment information through specific excel or CSV files
Print TD123 postal bulletins and send them via email to customers
Payment reminders: visualization of overdue customers and automated reminder communication.
Automatic deactivation of Radius (PPPoE) accounts of overdue customers and automatic reactivation upon receipt of payment. It is possible to define a calendar for excluding specific days where deactivation is not processed.
Customization of chart of accounts by defining default revenue accounts for each product
Instant view of the turnover of the company (total, by product category and by single product)
Print accounting reports, such as VAT registers, VAT settlements and customer statements.
Quotations and sales orders, with automated generation of sales invoices (with or without any advance payment).



Technical features

Unlimited access to the platform by internal users

Customizable permissions for individual users, enabling only sections/functions of interest

Full management of radius (PPPoE) accounts for your network with access to real-time connection status, account password and duplication of accounts

* ONLY AVAILABLE IN BUNDLE WITH RADIUS 4 ISP

Complete management of services to be associated with radius (PPPoE) accounts: types, limits, and burst.

* ONLY AVAILABLE IN BUNDLE WITH RADIUS 4 ISP

Fully automatic management of disconnections for defaulting or ceased customers, with whitelist mechanisms and disconnection logs.

* ONLY AVAILABLE IN BUNDLE WITH RADIUS 4 ISP

View reports of online users, with details of Access Points and reference NAS.

* ONLY AVAILABLE IN BUNDLE WITH RADIUS 4 ISP

Notifications to customers via Email or SMS for maintenance or disruptions

Send SMS from any platform view, individually or in bulk, via Skebby or specific Yeastar TG100 gateway

Send WhatsApp message, not in bulk, from customer records through WhatsApp Web



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ADDITIONAL FEATURES



Odoo 4 Wisp is complemented by a series of **specific modules**, installable at any time. Additional features are grouped by area:

Sales and Administration Area

CRM: a control hub for leads and opportunities to keep track of contacts and inquiries that could turn into business opportunities. A dashboard will support each salesperson, reminding tasks to be done and deadlines for opportunities grouped into customized workflows with automated actions.

Contract Wizard: from the dealer generating a contract, to the customer that signs it, till the technician installing a service, there is a high probability that the company's administrative department will lag behind in managing these practices. The contract wizard, integrated within the platform, with customizable permissions and accessible on mobile devices, solves all this with a step-by-step contract, including customer signature and immediately available within the platform.

Agents Network: management of agent-type records, where to configure recurring or one-time commissions, general or specific, token-based or percentage-based. A management tied to contract mechanisms, completely automatic: from the calculation phase to the actual settlement.

Accounting Area

Poste Italiane Integration: communication with Poste Italiane for Prisma and/or Postel services will no longer be a problem thanks to the function that allows the generation of XLS files to be sent to Poste with just one click for printing invoices and bulletins to be mailed to customers. Alternatively, for smarter companies, there is the possibility to directly print TD896 bulletins to be sent via email to customers. In both cases, starting from the reporting format, invoice and payment reconciliation is automatic.

SEPA Direct Debit Management: debit invoices on customers' bank accounts becomes a completely automated procedure thanks to the generation of XML files for the bank, with management of TAGs related to schemes (Core or B2B) and recurrences (First or Recurring), and automatic registration of payments. Manual or automatic management of unpaid items, starting from the XML response file, with automatic management of any penalties for failed debits.

Accounting Integration: conveying information regarding all collections recorded on the platform becomes even simpler thanks to an XML file containing all the information related to the invoice and its payment, partial or complete. A file easily readable, to be handled by the internal accounting software or by the accountant. Possibility to generate specific files to integrate directly with SISTEMI, Datev, Dylog.

TeamSystem Integration: if the fiscal software is a TeamSystem product, Odoo4Wisp is able to generate a positional file, whose specifications have been dictated by TeamSystem, containing all the information related to invoices and their respective payments. For a simple and fast entry into the general ledger, with the possible reconstruction of customer master data if unavailable.

Stripe Integration: the module enables invoice payment through the Stripe gateway by generating a direct payment access link. Reconciliation is automatic via webhook.

CDR: managing the VoIP component becomes simple and fast thanks to automatic voice billing mechanisms. You just need to upload a file containing information about calls made by your customers, leaving odoo4wisp to interpret them. Possible configurations for rates and price lists.

Italian Anagrafe Tributaria: for operators offering voice services, the module handles the generation of the layout to be sent to the Agenzia delle Entrate containing all data related to fixed-line telephony service contracts. Fully integrated with the CDR module, it is possible to preview the layout before finalization.



Technical Area

Project: a hub of information and control for all internal and external activities of your company, including customer support requests. Each project has a customized workflow, linked automatic actions (such as sending and receiving emails), and tickets or tasks where you can connect the client, add descriptions, internal notes, custom attachments, tags, or assign priorities and task-owners. These owners can be either user-type or manager-type, with different views and permissions. Fully integrated with a Calendar section that synchronizes with Google Calendar.

Technical Intervention Reports Management: a module that extends the functionalities of the project section by adding radius information on which support activities are being carried out, but above all, a dedicated space entirely for fieldwork with technician geolocation. A point, accessible on tablets, where you can enter the type of assistance, any costs, the time spent on resolving the issue, images of products used, and even the customer's digital signature.

Warehouse: the sale of physical products requires to be tracked, and the warehouse module does just that, offering management for serial numbers, a purchasing section for a complete product history, reorder rules, multiple locations, and waybill generation.

Wildix Integration: for those using a Wildix PBX, odoo4wisp can interface with the extensions managed by displaying a pop-up with the caller's number upon receiving each incoming call. If the number is registered in the platform, the caller's name and a direct link to their profile will also be shown. Outbound call management is available, along with access to a general log of all calls made and received on the PBX, or a specific log of all calls related to a particular customer.

PBX integration: the module allows odoo4wisp platform to listen on specific URL routes. If these routes contain the caller's phone number, they are intercepted to search for the caller in the customer database and automatically open the customer's profile.

Whatsapp integration: the module allows sending messages (including attachments) via Whatsapp to customers from any section of the platform. Useful for sending payment reminders, courtesy invoices, information about any disruptions, etc. The functionality is subject to the [Mail2Wa](#) service terms.

Vayu listens: thanks to its software development skills and problem-solving approach, vayu listens and implements integrated solutions within the odoo4wisp platform based on the client's needs.



ODOO4WISP THE OPERATIONAL PROCESS

HOW IT WORKS?

»» **STEP 1: DEMO WITH THE CUSTOMER**

Aa guided demo aimed at showcasing the platform's functionalities through real-life use cases. Focused on all technological aspects.

»» **STEP 2: IDENTIFICATION OF NEEDS**

Any specific functional needs is verified, identifying solutions within the features inherent to the platform.

»» **STEP 3: PRIORITY ASSESSMENT**

Identify the client's priorities to establish a precise schedule: from delivering the offer to installation activities; including data migration procedures.

»» **STEP 4: SETUP**

Installation activities: VM is first commissioned, then the Odoo 4 Wisp platform, starting with the main configuration of all modules and then importing the data.

Detailed configurations and fine tuning will be carried out over the months, following ongoing discussions with the client

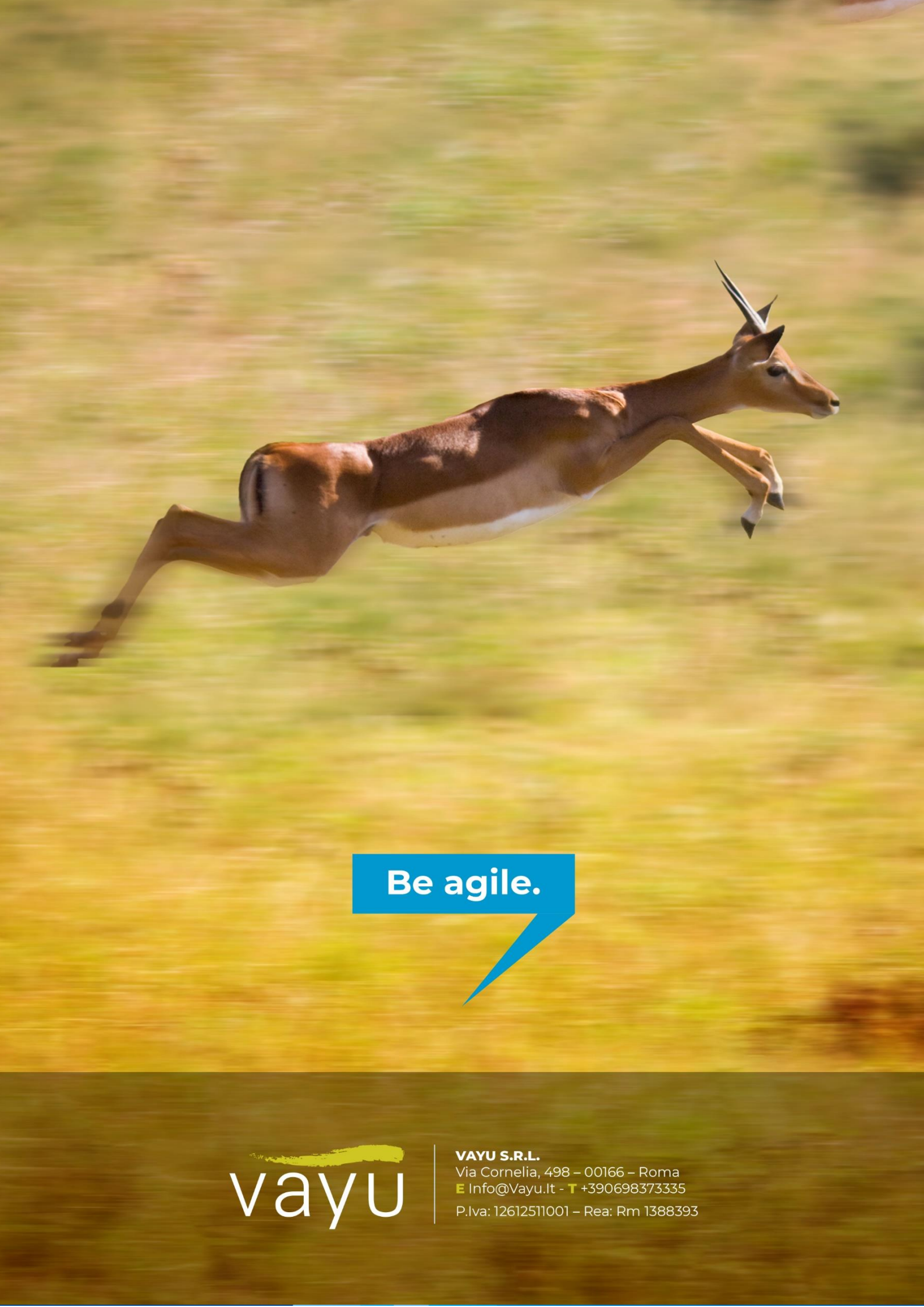




OUR MISSION

Guide the customer in choosing a solution that can optimize the administrative, accounting, and technical aspects of their company





Be agile.

**vayu**

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