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Theme

An Odoo Helpdesk System for HASNAOUI Group

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Front of the jury composed of :

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Dedication

First of all, praise and thanks to Allah Almighty for giving us all the patience, courage, will, and motivation that allowed us to accomplish this work.

I dedicate my dissertation work to my family. I have a special feeling of gratitude to my loving "Mom", I express my deepest gratitude for her unwavering support and guidance throughout my journey in studies. Her love, encouragement, and sacrifices have played an instrumental role in shaping who I am today.

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Ourrad Imane

Abstract

Incident management systems play a crucial role in organizations by providing a structured approach to handling and resolving incidents efficiently. These systems are designed to streamline incident reporting, tracking, and resolution processes, ensuring that incidents are addressed promptly and effectively.

On the other hand, Enterprise Resource Planning (ERP) systems have become a fundamental component of modern businesses. The migration of companies to ERP solutions has gained significant traction due to the numerous benefits they offer, especially Odoo which is now a popular open-source ERP platform that has gained recognition for its flexibility, modular architecture, and extensive functionality.

Our project aims to integrate the incident management system as a module into the existing Odoo ERP system of Hasnaoui Company. The module focuses on providing a comprehensive helpdesk solution for efficient incident handling and resolution. In addition to that a mobile application is developed, catering to the specific needs of employees. The mobile application will provide an intuitive and accessible platform for employees to interact with the incident management system. The integration of the module and mobile application will further enhance the efficiency and user-friendliness of the incident management system.

Keywords: Incident management systems, Enterprise Resource Planning (ERP), Odoo, open-source, module, helpdesk solution, mobile application.

مُلخَص

تلعب نظم إدارة الحوادث دورا مهما في الشركات من خلال توفير نهج منظم للتعامل معها وحلها بكفاءة. تم تصميم هذه الأنظمة لتبسيط عمليات الإبلاغ عن الحوادث وتتبعها وحلها، مما يضمن معالجتها بسرعة وفعالية.

من ناحية أخرى، أصبحت نظم تخطيط موارد المؤسسات عنصرا أساسيا في الأعمال الحديثة. اكتسب انتقال نظام الشركات إلى حلول تخطيط موارد المؤسسات زخما كبيرا نظرا للفوائد العديدة التي تقدمها، لا سيما Odoo الذي أصبح الآن منصة تخطيط موارد المؤسسات الأكثر تداولاً نظرا لمرونته وهيكلته المعيارية ووظائفه الواسعة.

يهدف مشروعنا إلى دمج نظام إدارة الحوادث كوحدة نموذجية في نظام Odoo الحالي لشركة حسناوي. تركز الوحدة على توفير حل شامل لمكتب المساعدة من أجل التعامل مع الحوادث وحلها بكفاءة. بالإضافة إلى أنه تم تطوير تطبيق للهاتف يلبي الاحتياجات المحددة للموظفين. سيوفر تطبيق الهاتف المحمول منصة بديهية ويمكن الوصول إليها للموظفين للتفاعل مع نظام إدارة الحوادث. وسيؤدي إدماج الوحدة وتطبيق الهاتف إلى زيادة تعزيز كفاءة نظام إدارة الحوادث وسهولة استخدامه.

كلمات مفتاحية: نظم إدارة الحوادث، تخطيط موارد المؤسسات، نظام أودو، وحدة نموذجية ، مفتوحة المصدر، حلول مكتب المساعدة، تطبيق الهاتف المحمول.

Résumé

Les systèmes de gestion des incidents jouent un rôle crucial dans les organisations en offrant une approche structurée pour gérer et résoudre les incidents de façon efficace. Ces systèmes sont conçus pour simplifier les processus de signalement, de suivi et de résolution des incidents, en veillant à ce que les incidents soient traités rapidement et efficacement.

D'autre part, les systèmes de planification des ressources d'entreprise (ERP) sont devenus une composante fondamentale des entreprises modernes. La migration des entreprises vers les solutions ERP a gagné en popularité en raison des nombreux avantages qu'elles offrent, en particulier Odoo qui est maintenant une plateforme ERP open-source populaire qui a acquis une reconnaissance pour sa flexibilité, son architecture modulaire et ses fonctionnalités étendues.

Notre projet vise à intégrer le système de gestion des incidents en tant que module dans le système ERP Odoo existant de Groupe des Sociétés Hasnaoui. Le module met l'accent sur la fourniture d'une solution de dépannage complète pour le traitement et la résolution efficaces des incidents.

En outre, une application mobile est développée, répondant aux besoins spécifiques des employés. L'application mobile offrira aux employés une plateforme intuitive et accessible pour interagir avec le système de gestion des incidents.

L'intégration du module et de l'application mobile améliorera l'efficacité et la convivialité du système de gestion des incidents.

Mot Clé : Systèmes de gestion des incidents, planification des ressources de l'entreprise (ERP), Odoo, logiciel libre, module, solution helpdesk, application mobile.

LIST OF ACRONYMS

- **ERP: Enterprise Resource Planning**
- **MRP: Material Requirements Planning**
- **KSF: Key Success Factors**
- **TCO: Total cost of ownership**
- **KPIs: key performance indicators**
- **ROI: Return On Investment**
- **POS: Point Of Sale**
- **ITIL: Information Technology Infrastructure Library**
- **ORM: Object Relational Mapping**
- **CRM: Customer Relationship Management**
- **MRP: Material Requirements Planning**
- **PLM: Product Lifecycle Management**
- **HR: Human Resources**
- **OCR: Optical Character Recognition**
- **API: Application Programming Interface**
- **MRR: Monthly Recurring Revenue**