

# A Cutting-Edge Growth Formula For Your Club



**CMS** - The Single Platform Integrated Club ERP

**CMS ERP**  
Integrated Club ERP


**CLUB LEKKA**  
Mobile APP

**KELSA**  
Workflow Automation

**Integrated**  
Club Website



INTEGRATED RISK CONTROL  
APPLICATIONS (P) LTD.



# The Quintessential Integrated CMS ERP Solution

In today's rapidly evolving world, clubs must embrace technology to nurture their member communities and discover efficient revenue growth strategies. CMS offers a pivotal process upgrade to meet these modern demands.

## **Intelligent, Unified Management System**

Traditional methods often involve using multiple, disjointed ERP systems for club management. This fragmented approach complicates data extraction, transaction tracking, and user experience.

CMS revolutionizes this process with a single, fully automated, real-time platform, addressing the contemporary needs of club management.

## **A Comprehensive, Tailored Solution Customized Interface:**

Our Club Management Software (CMS) offers a robust, customizable interface, streamlining administrative tasks into a single, process-rich platform. It caters to clubs of all sizes, ensuring best practices are maintained.

## **Performance & Cost Management:**

CMS transforms each club facility into an analyzable cost center, enabling detailed performance tracking and identifying areas requiring improvement. Real-time interaction enhances service efficiency.

## **Data Security & Confidentiality:**

With support for various authentication methods, CMS guarantees secure, tamper proof data handling. Integration with the latest ERP versions, like Tally, enhances security and member engagement tracking, fostering loyalty and personalized member communication.

## **Employee Management:**

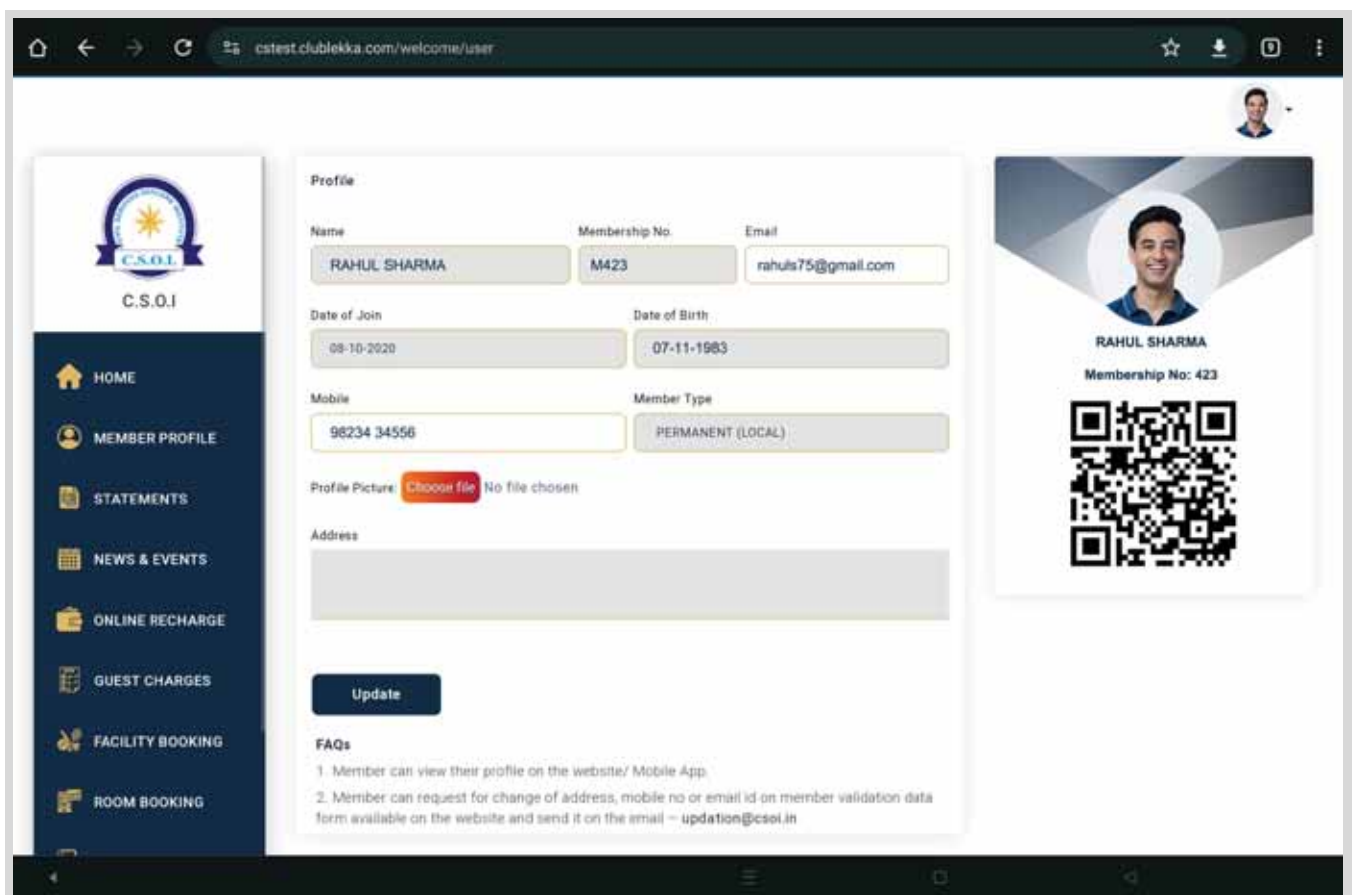
CMS optimizes employee performance through KPI monitoring, payroll management, absence tracking and targeted training, thereby increasing overall productivity and effective work management.

## To Track, Manage & Report

CMS provides the team and members with transparency, identity security, ease of tracking member database and several other benefits within the Club.

### Membership Management:

- Dependent Information
- Member Identity validation/Verification via Smart Cards or OTP authentication
- Affiliated Member Management
- Guest Entry and Subscriptions
- Smart card / Debit card Management



The screenshot displays the 'Member Profile' page of the CMS ERP system. The page is divided into three main sections: a left sidebar, a central profile form, and a right-hand member card.

**Left Sidebar:** Features the C.S.O.I. logo and a navigation menu with the following items: HOME, MEMBER PROFILE (active), STATEMENTS, NEWS & EVENTS, ONLINE RECHARGE, GUEST CHARGES, FACILITY BOOKING, and ROOM BOOKING.

**Central Profile Form:** Contains the following fields and information:

- Profile Section:**
  - Name: RAHUL SHARMA
  - Membership No: M423
  - Email: rahuls75@gmail.com
  - Date of Join: 08-10-2020
  - Date of Birth: 07-11-1983
  - Mobile: 98234 34556
  - Member Type: PERMANENT (LOCAL)
  - Profile Picture: A 'Choose file' button indicates 'No file chosen'.
  - Address: A large empty text box for the member's address.
  - Update** button
- FAQs:**
  - 1. Member can view their profile on the website/ Mobile App.
  - 2. Member can request for change of address, mobile no or email id on member validation data form available on the website and send it on the email – [updatation@csol.in](mailto:updatation@csol.in)

**Right-hand Member Card:** Displays a circular profile picture of RAHUL SHARMA, his name, Membership No: 423, and a QR code.



## Easy, Flexible, & All-in-One

Sophisticated with multiple features yet simple enough for even small bars to utilize. This point-of-sale solution runs on iPad devices, making it mobile and convenient for your servers to use, enhancing the customer experience by reducing wait times.

### Point of Sale (POS):

- User-friendly Interface
- POS with KOT/BOT
- Table Reservation
- Tab based POS interface
- POS with OTP capability
- OT Transfer option
- Real-time Reporting
- Customer Feedback

### Inventory Management & Procurement:

- Centralized System
- Tracking of purchases, issues and stock transfers
- Tracking of multiple stores & items
- Categorization
- Barcodes/RFID Technology
- Min-Max Levels
- Supplier Collaboration
- Expiration Tracking
- Usage Analysis



## Simple, Smooth & Efficient Workflow

CMS makes sure that it becomes extremely easy and convenient for the customer to book appointments, arrange events, plan recreation, or organize travel.

### Room Booking

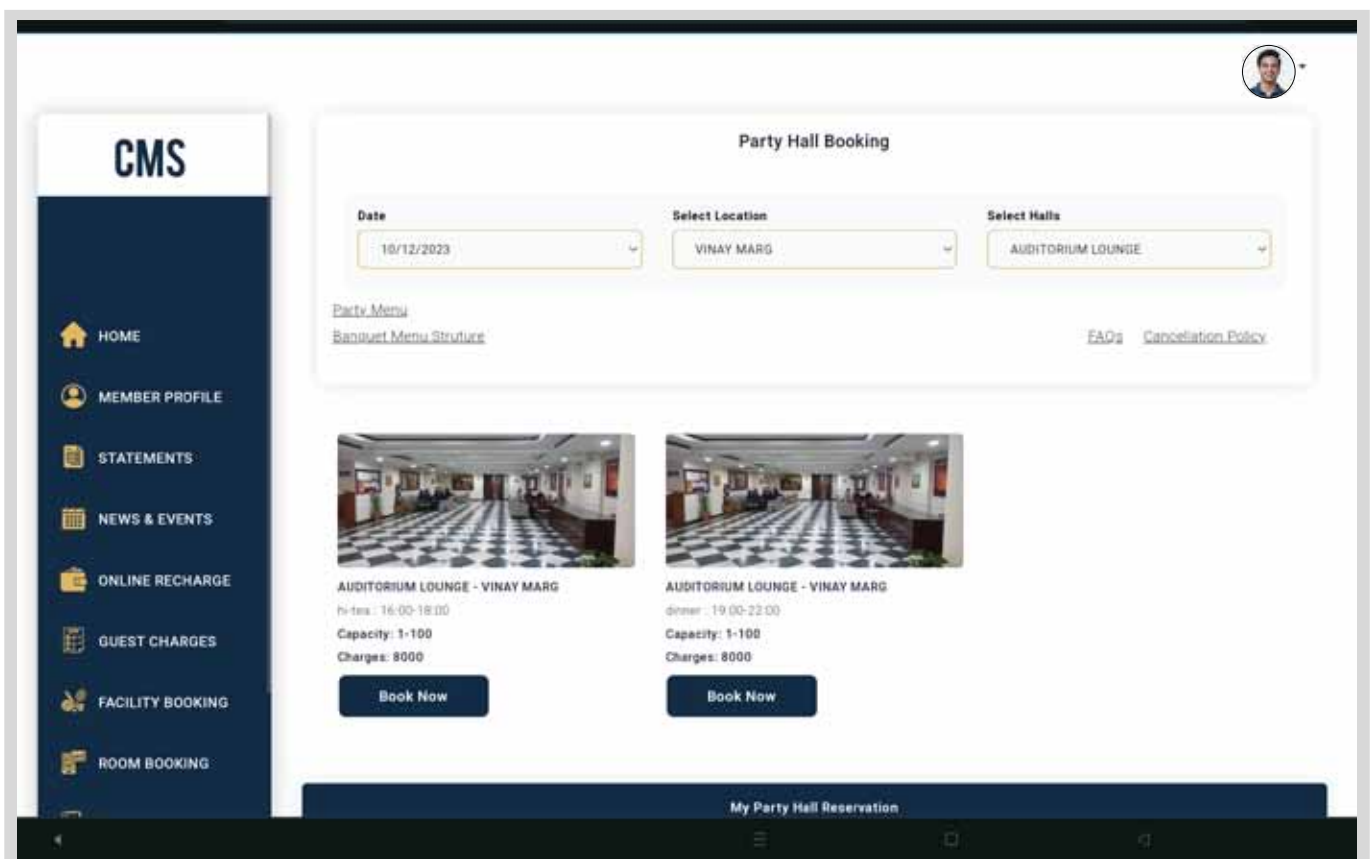
- Calender View
- Real-time Availability
- Reservation Confirmation
- Cancellation & Modification
- Room Details & Amenities
- Alerts & Reminders

### Sports Management

- Calender View
- Real-time Availability
- Reservation Confirmation
- Cancellation & Modification
- Facility Available
- Waitlist option
- Integrated with Club Activities
- Alerts & Reminders

### Banquet & Party

- Calender View
- Slot-wise Booking
- Real-time Availability
- Reservation Confirmation
- Cancellation & Modification
- Bill settlement
- Alerts & Reminders



## Secured, Instant & Transparent

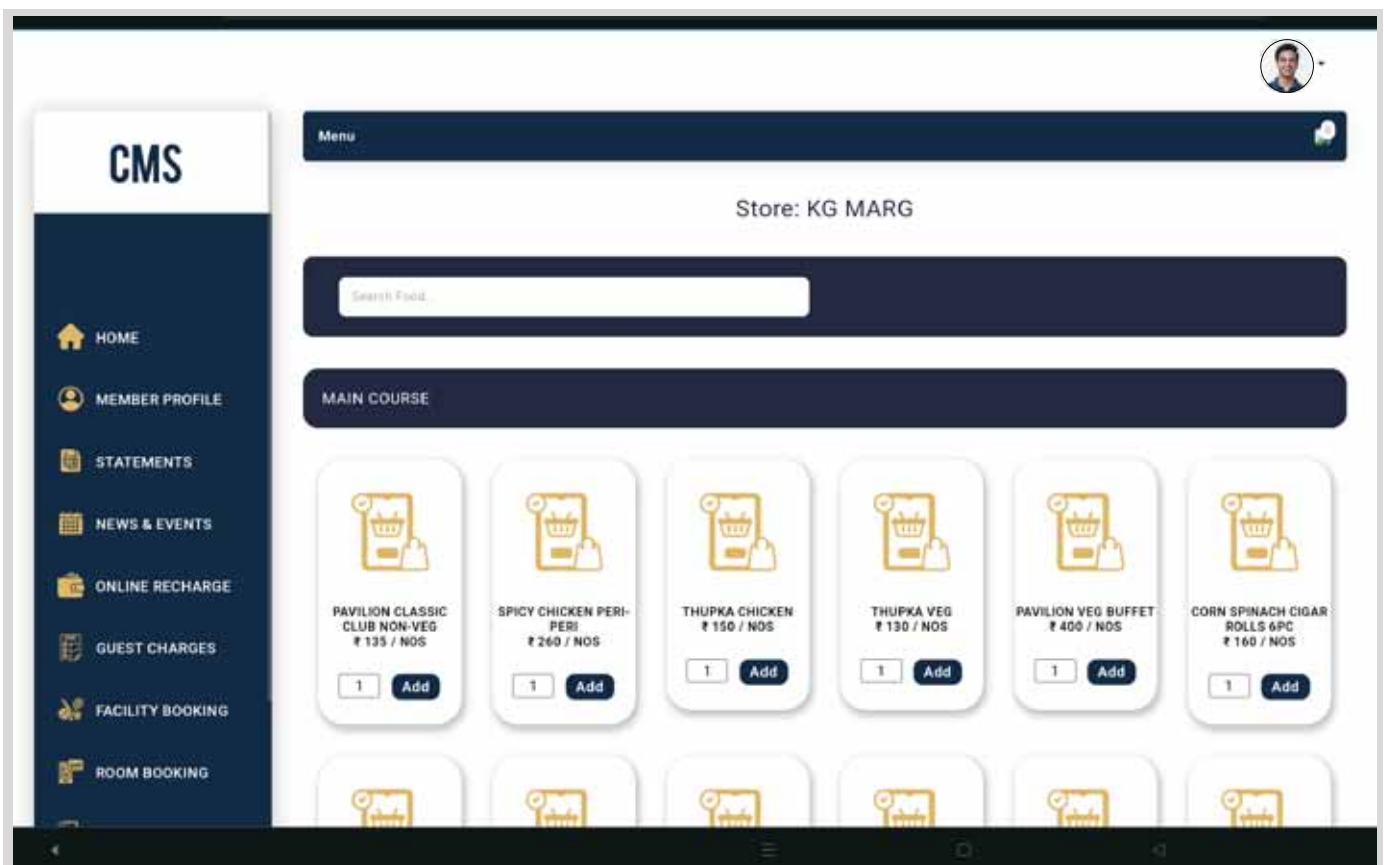
CMS makes transactions relating to the usage by the club members and team accessible at any point of time. The integration is seamless and automatic.

### Finance Management:

- Chart of Accounts
- Ledger Mapping
- TB / P&L / BS
- Bank Reconciliation and AR
- Inventory Control
- Cost Center and Profit Center configuration
- Vendor payment
- GSTR1 & 3B Compliance & Reports
- Audit Trail
- Procurement Process (requisition, purchase order, GRN/ indent/issue)

### Reports

- Extensive Reports
- Specific to each module
- Data Visualization
- Real-time Updates
- Historical Data Tracking
- Comparative Analysis
- Data Accuracy and Integrity
- Ease of Use



## Now with Whatsapp Integration

We are excited to announce our latest enhancement - Whatsapp Integration which will help to streamline communication and keep you informed effortlessly!

### Now Receive notifications on Whatsapp

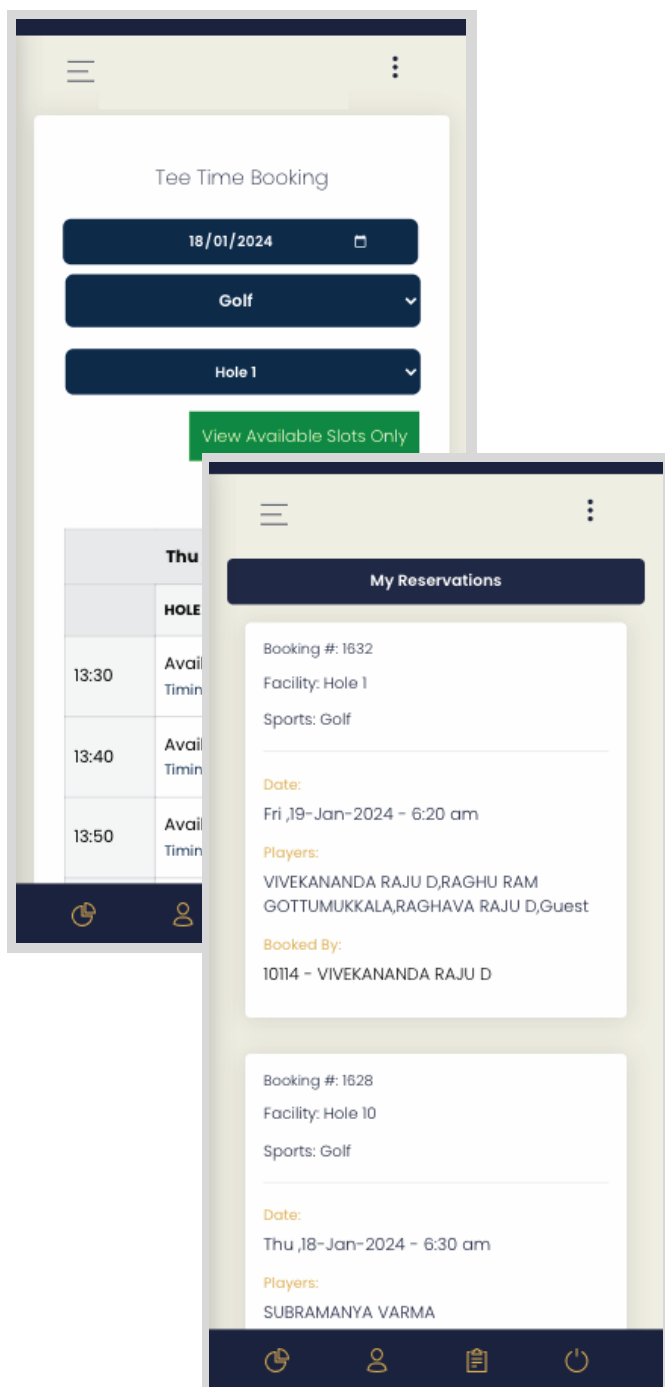
Say goodbye to manual processes! Receive your monthly member statements directly to your registered **WhatsApp** number without lifting a finger





Book your  
tee time slot  
anytime,  
anywhere

Seamless Golf Experience at Your Fingertips!  
Book Tee Times Effortlessly on our Member App!



We're excited to introduce a game-changing feature that puts the power of tee time booking directly in your hands – welcome to the future of golfing convenience with our Member App!

**Anywhere, Anytime Access:** Plan your next golf outing on the go! Our Member App allows you to book tee times from the palm of your hand, offering the flexibility to schedule your games at any hour, wherever you are.

**Effortless Booking Process:** Say goodbye to waiting in lines or making phone calls. With just a few taps on the app, secure your preferred tee time with ease. It's quick, simple, and tailored to fit your schedule.

**Real-Time Availability:** Instantly check the availability of tee times that suit your agenda. No more guesswork – our app provides real-time updates, ensuring you get the time that aligns perfectly with your plans.

**Connect with Fellow Members:** Explore the social side of golf! Our app fosters community engagement by connecting you with fellow members, making it easy to organize group tee times or join existing ones.





Equip your members with Club Lekka, a comprehensive mobile app with gives them the freedom and flexibility to engage with you at their convenience anytime, anywhere.

## Introducing Club Lekka

Welcome to the next level of club engagement and convenience with our cutting-edge Mobile App System - Club Lekka., designed exclusively for clubs!

This intuitive app is your all-in-one solution, bringing the power of seamless communication, event management, and member interaction right to your fingertips. With robust features like billing and payments, monthly statements, facility booking, push notification etc. Embrace the future of club connectivity and interaction.

### In a Nutshell

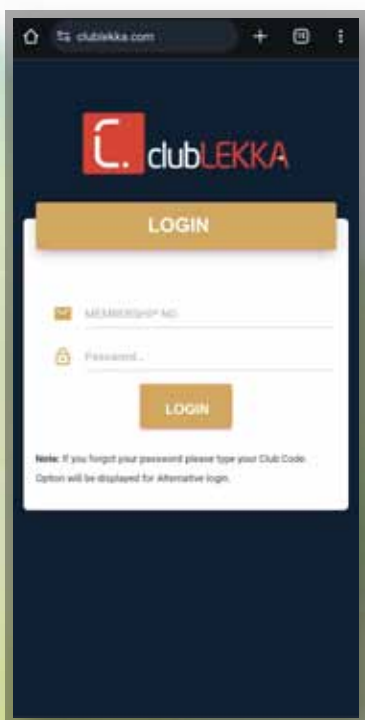
Why  
choose  
club  
lekka?

- » Cost-efficient
- » Easily Customizable
- » User-friendly
- » Centralized platform
- » Operation held through both web and mobile app modes
- » Workflow reduces time consumption
- » Impeccable Communication

# Accessibility at Your Fingertips

Club Lekka mobile APP is designed to be modern, easily accessible and responsive on mobile and on computer. The Restaurant management system is based on touch screen displays.

## ▼ Member Login



clubLEKKA

LOGIN


MEMBERID@MID.MID

Password

LOGIN

Note: If you forgot your password please type your Club Code. Option will be displayed for Alternative login.

## ▼ Member Profile



clubLEKKA.com/welcome/user

DASHBOARD

RAHUL SHARMA  
Acc No: M423  
Current Outstanding: Rs 764  
Past Dues: Rs Cr. 13.9

Change Password

Profile

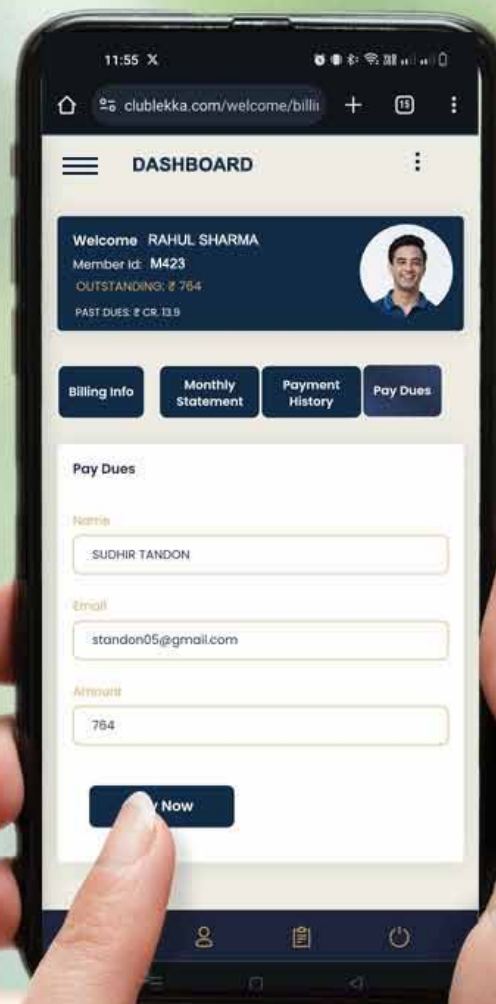
Name

SUDHIR TANDON

Amount

764

## ▼ Billing Info



11:55 X

clubLEKKA.com/welcome/billi

DASHBOARD

Welcome RAHUL SHARMA  
Member id: M423  
OUTSTANDING: ₹ 764  
PAST DUES: ₹ CR. 13.9

Billing Info Monthly Statement Payment History Pay Dues

Pay Dues

Name

SUDHIR TANDON

Email

standon05@gmail.com

Amount

764

Pay Now

## Sports Slot Booking

### Book Your Facility Slots

**Booking Date**

**Select Location**

**Facility**


**Tennis - Evening**  
Date: 11-Dec-2023  
16:00 - 17:00  
Available Slots: 2

**Tennis - Evening**  
Date: 11-Dec-2023  
17:00 - 18:00  
Available Slots: 2

### Check Availability

\* You are Allowed to book 3 Rooms.  
Maximum 3 nights stay per room.  
\*\* Rooms are exclusively accessible at the Vinay Marg location  
[Cancellation Policy](#)

Sun Dec 10 2023



Room: STANDARD  
Available Rooms : 10

## Room Reservation

### Guest Charges

**Select Location**

**Booking Date**

**Entry Time**

**Number of Persons**

**Membership No.**

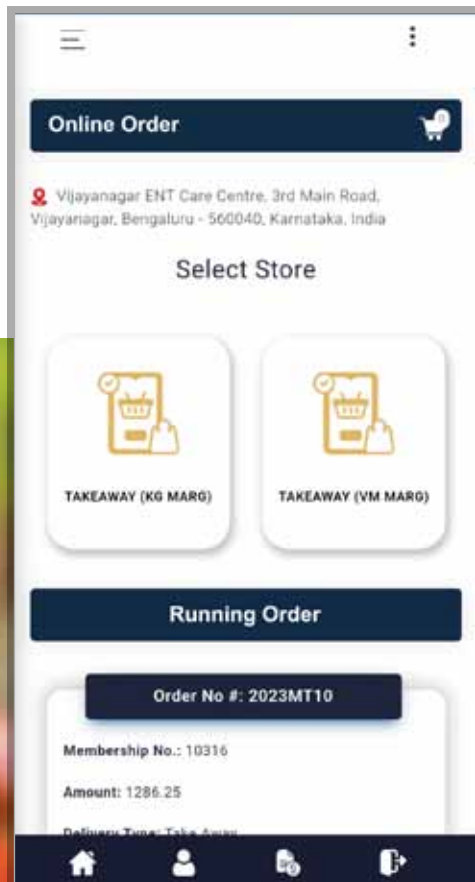
**Total Payable Amount ( including Tax )**

Available Balance: Cr. ₹ 3,401.00

**\*\*Note:** Guest Booking amount not refundable or subject to cancelled once booking is confirm and amount charge to your account.

## Guest Charges






▲ Online Order



Payment Gateway ►





## kelsa HRMS

From streamlining existing processes to creating innovative workflows. Kelsa can help you get a job done or even scale your business. All from one single platform.

### kelsa HRMS

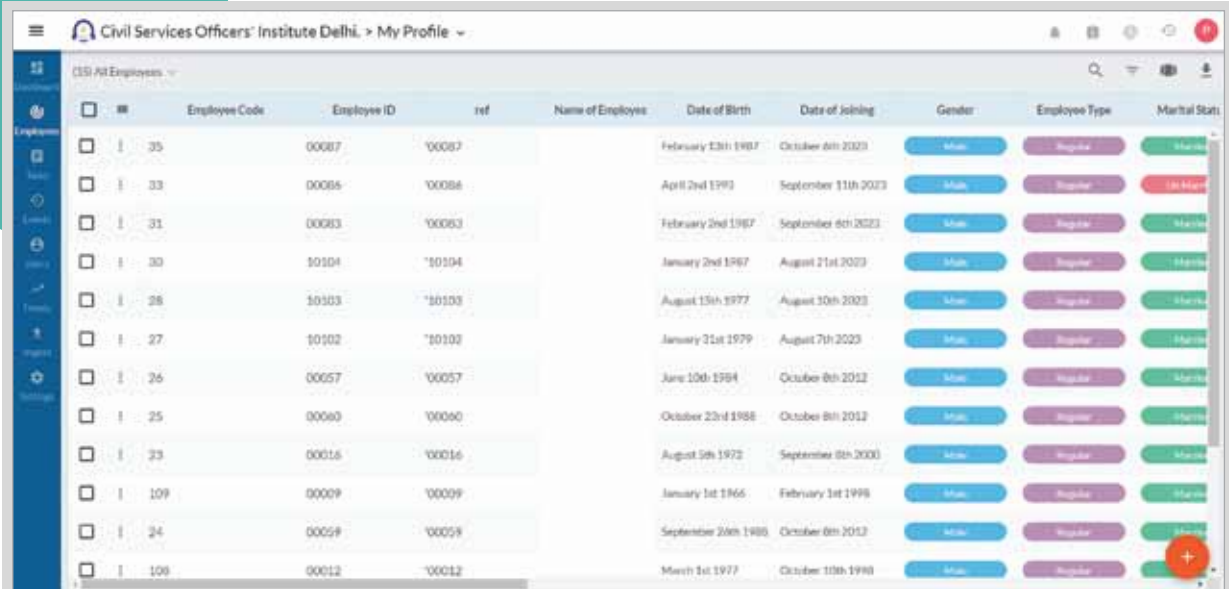
Kelsa HRMS is a comprehensive software solution designed to streamline and centralize various human resource functions within an organization. It encompasses a range of HR activities, including payroll processing, employee data management, attendance tracking, performance evaluation and recruitment.

By integrating these processes into a unified platform, kelsa HRMS enhances efficiency, data accuracy and overall workforce management. It serves as a strategic tool for HR professionals to optimize personnel-related tasks and contribute to the effective functioning of the organization.

**In a Nutshell**  
Why  
choose  
kelsa?

- » Cost-efficient
- » Easily Customizable
- » User-friendly
- » Centralized platform
- » Operation held through both web and mobile app modes
- » Workflow reduces time consumption
- » Impeccable Communication

## Employees Main



Employee Code	Employee ID	ref	Name of Employees	Date of Birth	Date of joining	Gender	Employee Type	Marital Status
35	00087	00087		February 23rd 1987	October 8th 2023	Male	Regular	Married
33	00086	00086		April 2nd 1993	September 11th 2023	Male	Regular	Un Married
31	00083	00083		February 2nd 1987	September 8th 2023	Male	Regular	Married
30	10104	10104		January 2nd 1987	August 21st 2023	Male	Regular	Married
28	10103	10103		August 15th 1977	August 30th 2023	Male	Regular	Married
27	10102	10102		January 31st 1979	August 7th 2023	Male	Regular	Married
26	00057	00057		June 10th 1984	October 8th 2012	Male	Regular	Married
25	00060	00060		October 23rd 1988	October 8th 2012	Male	Regular	Married
23	00016	00016		August 5th 1972	September 8th 2000	Male	Regular	Married
109	00009	00009		January 1st 1966	February 1st 1998	Male	Regular	Married
24	00059	00059		September 26th 1986	October 8th 2012	Male	Regular	Married
100	00012	00012		March 1st 1977	October 10th 1998	Male	Regular	Married

**Employee Master:** Complete set of the employees are maintained here.

**My Profile:** Employee will have visibility regarding the same, their personal and banking details will be visible.

**Leave:** Option to apply leave from the reporting management.

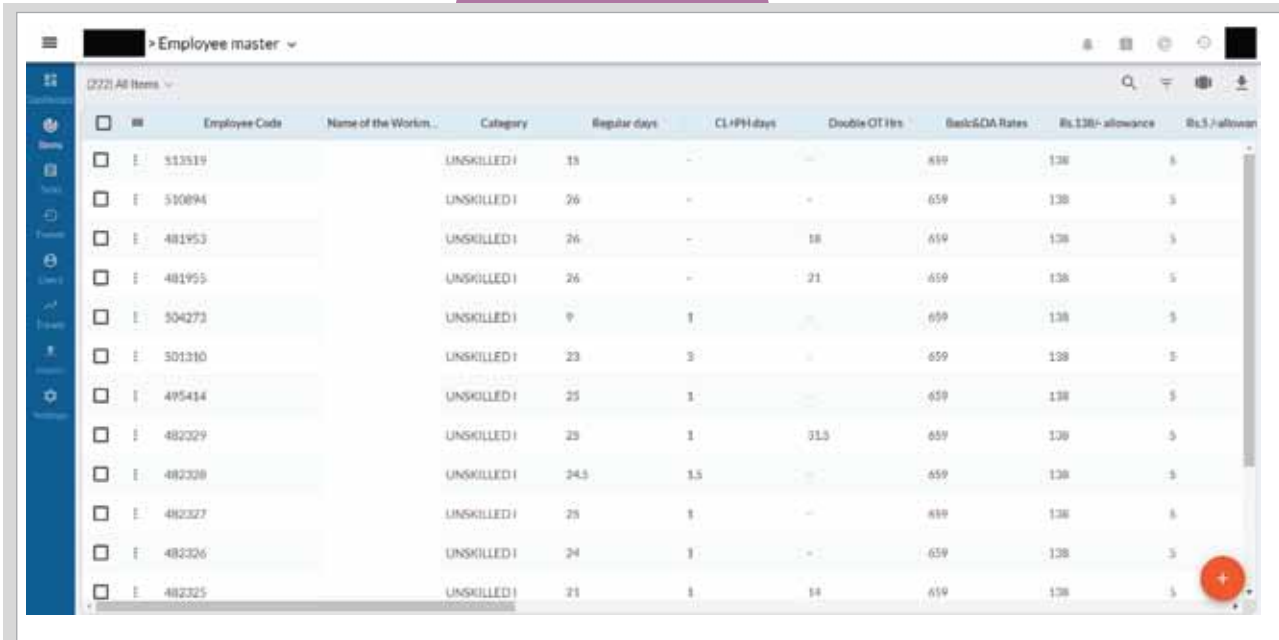
**Loan:** Apply for loan in the system, once approved the loan is tracked in the system.

**Payroll:** The monthly payroll is calculated as per deduction and statutory cuttings like PF/ ESI.


**Full and Final:** Full and final settlement with gratitude and payout calculations.

**Attendance:** Either attendance throughout the system or api integration for the maintenance of the attendance of the employees.

## Employees master



Employee Code	Name of the Workman	Category	Regular days	CL+PH days	Double OT hrs	Basic&DA Rates	Rs.13th allowance	Rs.5 allowance
513519		UNSKILLED I	18	-	-	659	138	5
510894		UNSKILLED I	26	-	-	659	138	5
481953		UNSKILLED I	26	-	18	659	138	5
481955		UNSKILLED I	26	-	21	659	138	5
504273		UNSKILLED I	9	1	-	659	138	5
501310		UNSKILLED I	23	3	-	659	138	5
495414		UNSKILLED I	25	1	-	659	138	5
482329		UNSKILLED I	28	1	31.5	659	138	5
482328		UNSKILLED I	24.5	1.5	-	659	138	5
482327		UNSKILLED I	25	1	-	659	138	5
482326		UNSKILLED I	24	1	-	659	138	5
482325		UNSKILLED I	21	1	14	659	138	5



## kelsa Facility Management

Elevate the functionality, safety, and sustainability of your facilities through the efficient management of key processes within your organization:

### kelsa Facility Management

Kelsa's Facility Management System is a comprehensive software solution designed to streamline and enhance the management of your organization. It encompasses functions such as maintenance scheduling, space utilization tracking, asset management and overall facility performance monitoring.

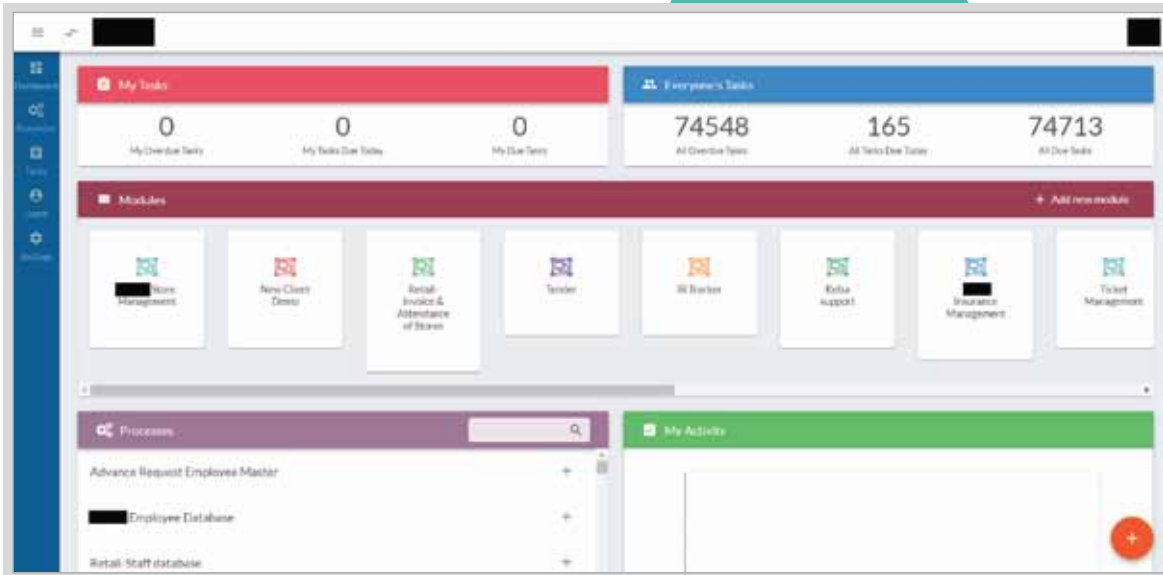
By digitizing these processes, Kelsa's facility management system will aims to improve operational efficiency, reduce costs, and ensure optimal functionality of the physical environment within your organizations.

**In a Nutshell**  
Why  
choose  
kelsa?

- » Employee productivity
- » Energy efficiency
- » Cost reduction
- » Technology optimization
- » Automation capabilities
- » Scalability
- » Employee experience



## Facility Management Dashboard



**Asset Management:** Systematically catalog, allocate, monitor, and oversee the entire lifecycle of your physical assets.

**Facility Maintenance:** Establish a structured schedule for periodic maintenance and assign specific tasks to ensure optimal facility performance.

**Facility Booking Service:** Allow users to conveniently book facilities for various events, enhancing accessibility and usability.

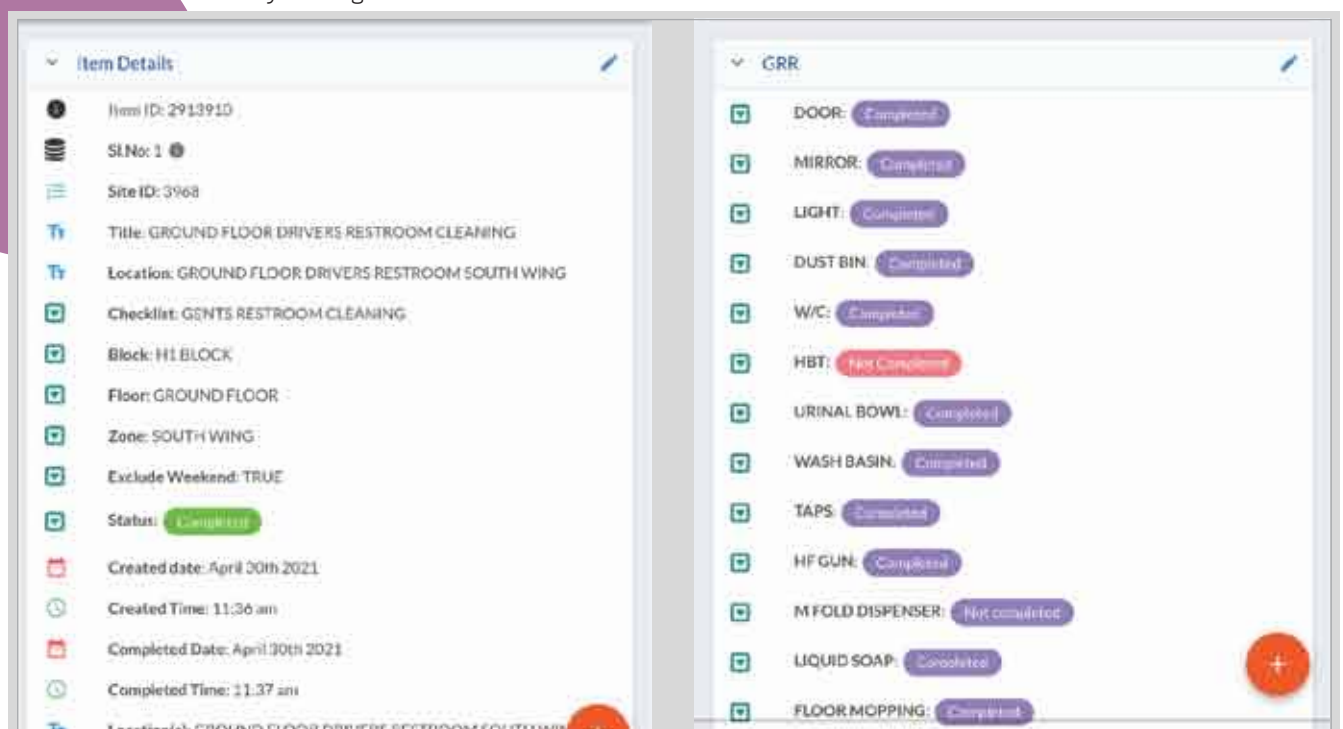
**Visitor Management:** Track visitors to facilities, monitor their activities, and bolster security measures within your facility.

**Incident Management:** Monitor and document various incidents at the facility, enabling the implementation of preventative measures and effective incident control.

**Ticketing System:** Empower facility users to report complaints or issues, assigning dedicated technicians or staff to promptly address and resolve concerns.

**QR Code Integration:** Enable users to easily raise complaints by scanning QR codes. Similarly, facilitate technicians and maintenance staff in recording completed tasks for specific assets or locations through QR code scanning.

## Facility Management Tasks



The screenshot displays two panels for task management. The left panel, titled 'Item Details', provides a comprehensive overview of a specific task. It includes fields for 'Item ID: 2913910', 'SL No: 1', 'Site ID: 3968', 'Title: GROUND FLOOR DRIVERS RESTROOM CLEANING', 'Location: GROUND FLOOR DRIVERS RESTROOM SOUTH WING', 'Checklist: GENTS RESTROOM CLEANING', 'Block: H1 BLOCK', 'Floor: GROUND FLOOR', 'Zone: SOUTH WING', 'Exclude Weekend: TRUE', 'Status: Completed', 'Created date: April 30th 2021', 'Created Time: 11:36 am', 'Completed Date: April 30th 2021', and 'Completed Time: 11:37 am'. The right panel, titled 'GRR', lists various tasks with their completion status: DOOR (Completed), MIRROR (Completed), LIGHT (Completed), DUST BIN (Completed), W/C (Completed), HBT (Not Completed), URINAL BOWL (Completed), WASH BASIN (Completed), TAPS (Completed), HF GUN (Completed), M FOLD DISPENSER (Not completed), LIQUID SOAP (Completed), and FLOOR MOPPING (Completed). A red plus button is visible in the bottom right corner of the GRR panel.





## kelsa Asset Management

Track, monitor and manage your organization's assets throughout their lifecycle.

### kelsa Asset Management

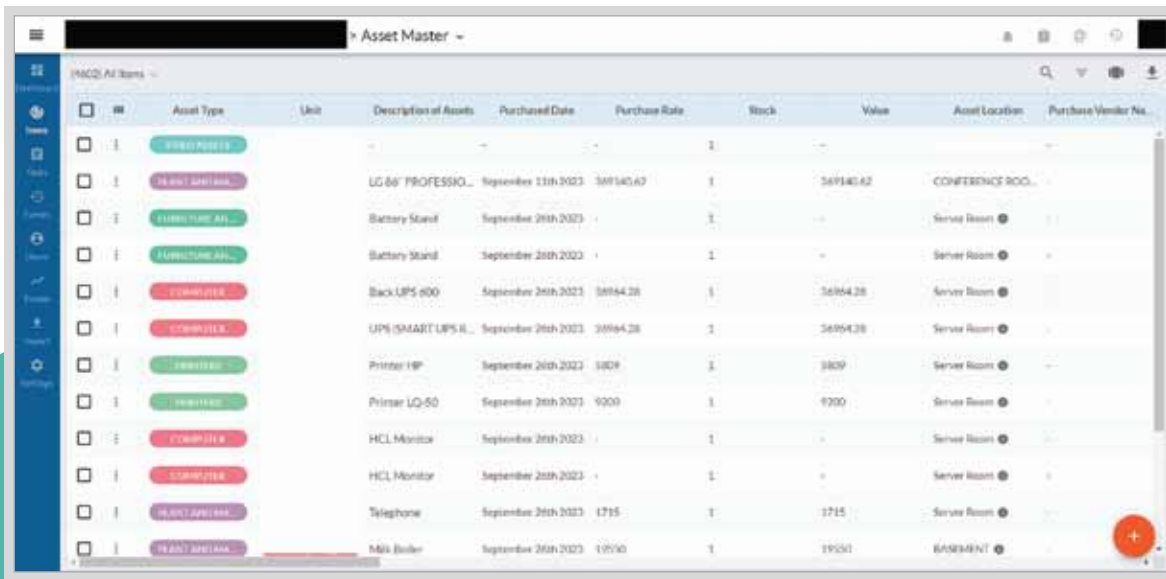
You've spent a fortune on technology and assets for your organization, but are you getting the most out of your investments?

Kelsa helps in collecting inventory data and tracking contract statuses throughout the life cycle of an asset. It captures your asset data in one location and enables better asset management and tracking of hardware, software, licenses, ticket history, and even non-IT assets.

**In a Nutshell**  
Why  
choose  
kelsa?

- » Automate for better efficiency
- » Manage contract service levels
- » Get Greater Asset visibility
- » A single centralized platform
- » Identify and eliminate wasting assets
- » Maximum return on investments
- » Improve asset utilization

## Asset Master




Asset Type	Unit	Description of Assets	Purchased Date	Purchase Rate	Stock	Value	Asset Location	Purchase Vendor No.
TELEPHONE					1			
TELEPHONE		LG 66" PROFESSIONAL	September 13th 2023	369140.62	1	369140.62	CONFERENCE ROOM	
BATTERY STAND		Battery Stand	September 26th 2023		1		Server Room	
BATTERY STAND		Battery Stand	September 26th 2023		1		Server Room	
BACK UPS		Black UPS 600	September 26th 2023	36954.28	1	36954.28	Server Room	
UPS (SMART UPS II)		UPS (SMART UPS II)	September 26th 2023	36954.28	1	36954.28	Server Room	
PRINTER		Printer HP	September 26th 2023	9209	1	9209	Server Room	
PRINTER		Printer LQ-50	September 26th 2023	9200	1	9200	Server Room	
HCL MONITOR		HCL Monitor	September 26th 2023		1		Server Room	
HCL MONITOR		HCL Monitor	September 26th 2023		1		Server Room	
TELEPHONE		Telephone	September 26th 2023	1715	1	1715	Server Room	
MILK BOILER		Milk Boiler	September 26th 2023	19520	1	19520	BASEMENT	

**Asset Master:** The complete asset master is maintained in the system including the bought date, price and depreciation percentage.

**Asset Maintenance:** The complete activity of the work done on the particular asset can be tracked.

**Asset Depreciations:** Depreciation of the asset is calculated with the predefined parameters.



Fixed Asset With Value (4002)	
	Start Total
02 Seater Sofa	3 3
1 Dux 2 Seater Sofa	10 10
1 Dux Side Table	10 10
1 Seater Sofa	57 57
1*5 Location Multiparty Video Conferencing Unit (polycom)	1 1
1*5 Location Multiparty Video Conferencing Unit (polycom)	1 1
15 Kiva Lits	1 1
2 Mp Ip Ptz Onoff Camera (bosch)	4 4
2 Seater Sofa	43 43
3-burner Range (1200 X 600 X 850mm)	1 1
2-door Under Counter Chiller 265 Ltrs (Blue Star)	4 4
2-door Vertical Chiller 750 X 600 X 2000mm (Blue Star)	2 2
2-way Compact Column Point Jbl Loudspeaker	4 4
24 Port Patch Panel Cat-6	2 2
24 Port Patch Panel Cat6	2 2
24 Port Poe Switch Class Ie03010-24tc	3 3
24 Port Poe Switch Class Ie03010-24tc	3 3
3 Kiva Online Lits (summit Onfillit)	1 1

## Asset Master

A photograph of a library with wooden shelves filled with books. A person's hand, wearing a watch, is reaching out to touch a book titled 'THE WAY' with a large 'P' on its cover. Other books visible include 'THE GARDEN DESIGN BOOK' and 'OUTDOOR DECOR'.

## Kelsa - Library Management

Organize your library into a cost-effective smart platform which will benefit you in many ways.

### kelsa Library Management

Kelsa's library management system is a software solution designed to streamline and automate the various functions within a library.

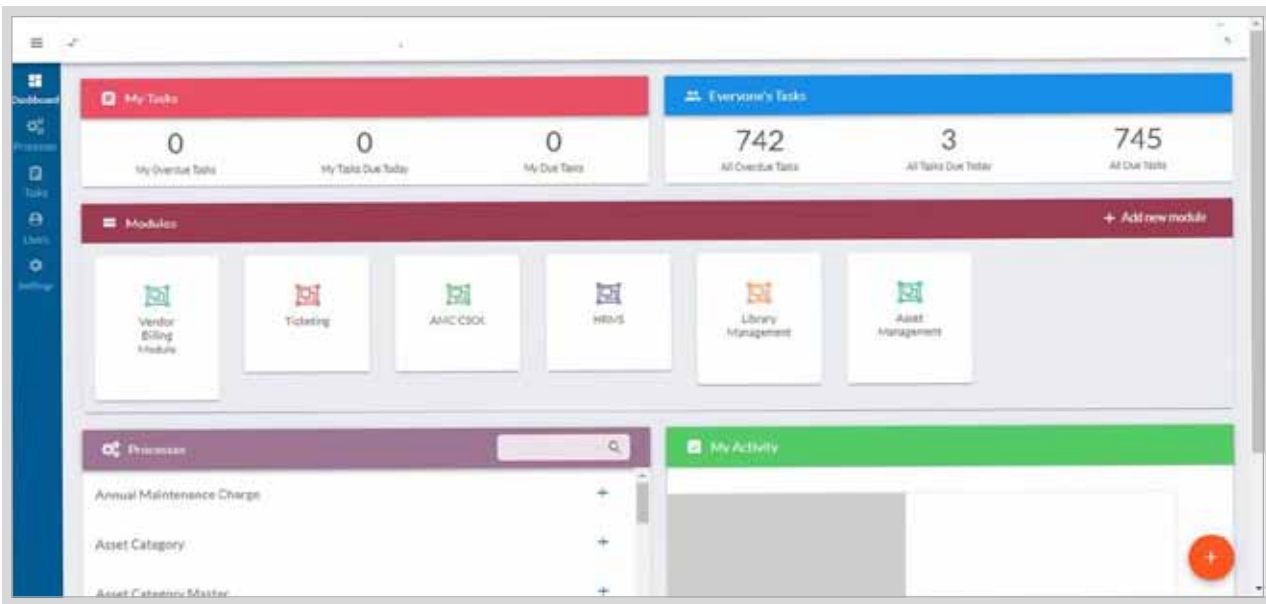
It encompasses tasks such as cataloging, circulation, inventory management, and user engagement. By digitizing these processes, a library management system enhances efficiency, reduces manual errors, and provides a centralized platform for easy access to information, ultimately improving the overall management and user experience in libraries.

#### In a Nutshell

Why  
choose  
kelsa?

- » Ease of data management
- » Saves time and cost effective
- » User-friendly
- » Centralized platform
- » Easy to access
- » User friendly interface
- » Impeccable Communication

## Library Dashboard



**Books Master:** Contains the complete details of the book.

**Spindle Labels:** Accurate spindle label management for the books.

**Billing:** Billing for the books that have reached the allotted free days and fines if the renewal is not done.

**Reminders:** The members will get notification for the upcoming return/renewals.

**Returns:** The return of the books can be done through the system.

**Issuing of Book:** Issuing the booking to the different members and tracking the status.

**Renewals:** The books can be renewed after the return date.

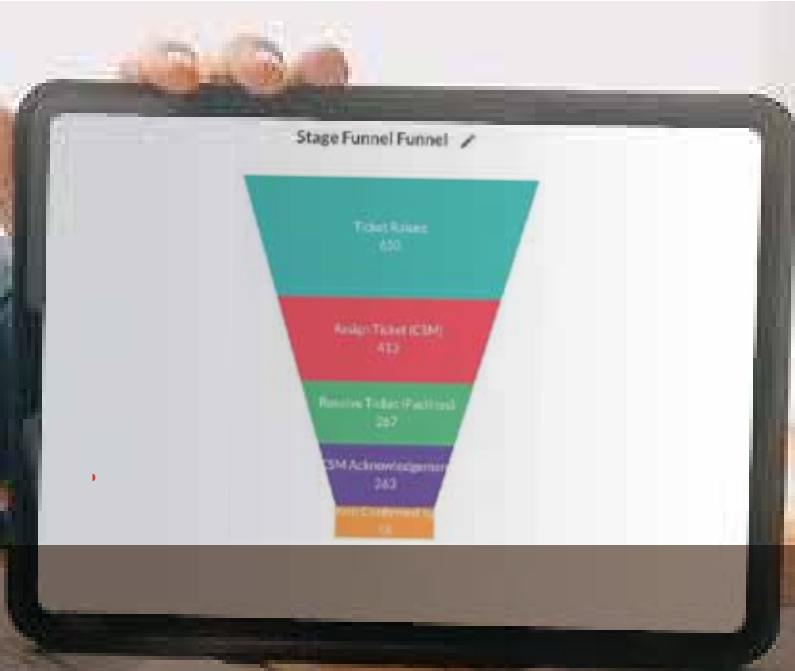
## Library Main







kelsa CRM is designed to help clubs offer an impeccable customer experience, from the first prospect interaction to deal closure and beyond.



## kelsa CRM

CRM is designed to help clubs and organizations manage their interactions with members and enhance overall engagement.

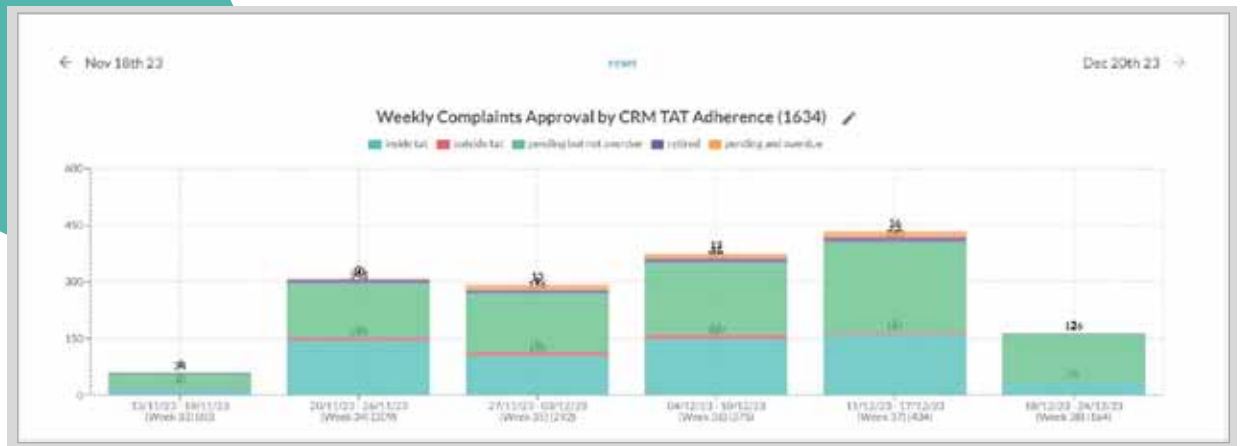
This system centralizes member information, tracks activities and facilitates personalized communication. Features such as membership management, event tracking, and communication tools enable clubs to foster stronger relationships with their members, streamline administrative tasks and provide a more tailored and enjoyable experience. A club-centric CRM system is a valuable tool for optimizing member satisfaction, boosting participation, and efficiently managing the various aspects of club operations.

### In a Nutshell

Why  
choose  
kelsa?

- » Member database management
- » Communication tools
- » Event planning and tracking
- » Membership renewal reminders
- » Integrated with other systems
- » Analytics & reporting
- » Enhanced member experience

## CRM TAT's



### Manage customer relationships:

Ensure total customer satisfaction with our powerful technology.

### Streamline your business processes:

Smart features like data analytics, workflow automation and task management will efficiently streamline your business processes.

**Grow with kelsa:** Find new customers, win their business, provide support and additional services throughout the relationship.

### Increased transparency and visibility:

Access your customer data and tools via web or mobile apps and customize them to your needs.

### Increased efficiency, reduced costs:

Improve customer retention, reduce costs and errors, increase efficiency and productivity and boost business growth.

## CRM location wise tickets





## Member Onboarding

Strengthen member relationships from the very beginning,  
Ensure a smooth transition for new members, integrating them  
into your club in the most efficient way possible.

## Member Onboarding

Our Membership Onboarding System is a specialized tool designed to streamline and enhance the process of welcoming and integrating new members into a club or organization. This software facilitates a smooth transition for new members by automating administrative tasks, providing essential information, and fostering early engagement.

Key features typically include member registration, orientation materials, event calendars, and communication tools to ensure a positive and efficient onboarding experience.

**In a Nutshell**  
Why  
choose  
kelsa?

- » Efficient registration
- » Timely information
- » User-friendly
- » Centralized platform
- » Automated processes
- » Enhanced Member Retention
- » Member feedback

## Member Master

Name	Stage	Member ID	Created Date	Update	Assign	Next Task	Create	Last N
<b>Deactivate</b>								
BC-2161	Deactivate	22636034	Dec 14 22 at 12:04	12mo	MU	No next task	JS	
<b>Initiate Member Onboarding</b>								
BC-2485	Initiate Member Onboarding	31114554	Dec 12 23 at 4:23 PM	33m	MU	Preparation of RFIE Dec 13th 2023 (For	TS	
BC-3009	Initiate Member Onboarding	31114540	Dec 12 23 at 4:21 PM	35m	MU	Preparation of RFIE Dec 13th 2023 (For	TS	
BC-2151	Initiate Member Onboarding	31113870	Dec 12 23 at 3:25 PM	2h	MU	Preparation of RFIE Dec 13th 2023 (For	TS	
BC-3545	Initiate Member Onboarding	31105229	Dec 11 23 at 11:36	1d	MU	Preparation of RFIE Dec 12th 2023 (For	AR	
BC-3544	Initiate Member Onboarding	31103638	Dec 11 23 at 10:21	1d	MU	Preparation of RFIE Dec 12th 2023 (For	TS	
BC-3518	Initiate Member Onboarding	31079673	Dec 07 23 at 12:18	2h	MU	Preparation of RFIE Dec 8th 2023 (Last	TS	

### Prospective lead enters the system:

The process begins when a prospective lead enters the system and fills out a form with their personal details.

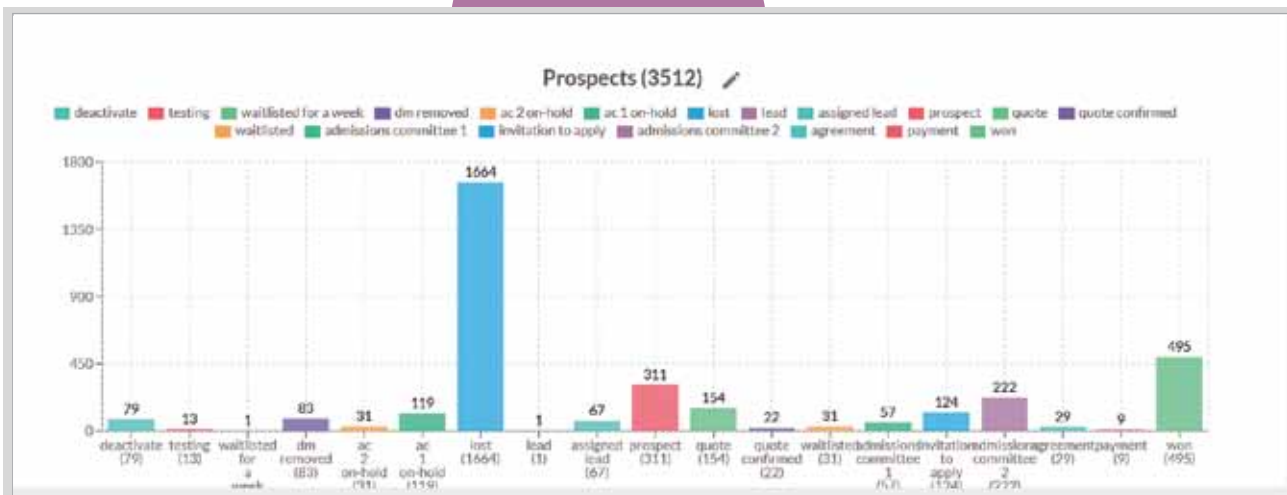
**Personal details are collected:** Once the form is submitted, the system collects the lead's personal details and generates a unique ID for the lead.

**Quotations:** The quotations for the membership are shared with the prospective lead for approval.

**Approval workflow:** The lead's details are sent to the approval workflow, where the club's management team reviews the lead's details and approves or rejects the application accordingly. The approval workflow is customized based on the different types of memberships available.

**Enrollment:** If the lead's application is approved, the system sends a notification to the lead informing them of their successful application. The lead is then enrolled as a member of the club and receives a welcome kit and membership card.

## Member dashboard







## kelsa Content & Document Management

Efficiently oversee and secure your essential documents with our advanced Document Management System.

### Content & Document Management

Kelsa's Content & Document Management System is a software solution designed to efficiently capture, organize, secure and retrieve documents within an organization. It provides a centralized repository for storing various types of files, facilitates collaboration, ensures version control and streamlines document-centric processes.

With features like access control, search capabilities and workflow automation, our solution will improve the overall organizational efficiency of your club.

#### In a Nutshell

Why  
choose  
kelsa?

- » Improved organization
- » Version control
- » Increased security
- » Disaster recovery
- » Time and cost saving
- » Workflow automation
- » Space efficiency

Back-up master



The screenshot shows a web interface for managing field sets. At the top, there is a button labeled 'Add Custom Field'. Below it, the 'Field Sets' section contains a button 'Add Field Set'. The 'Details' section, identified by ID #15642, lists three field sets:

- Date of backup** (#196592) *Date Field (cf\_date\_of\_backup)*
- Attachement of Old Data Backup** (#196593) *Attachment Field (cf\_attachement\_of\_old\_data\_backup)*
- Other Attachements Required** (#196594) *Attachment Field (cf\_other\_attachements\_required)*

**Centralized Repository:** Streamline access and storage by consolidating all critical documents into a centralized repository for enhanced organization.

**Document Templates:** Create and manage diverse document templates, complete with customizable headers and footers to streamline content creation.

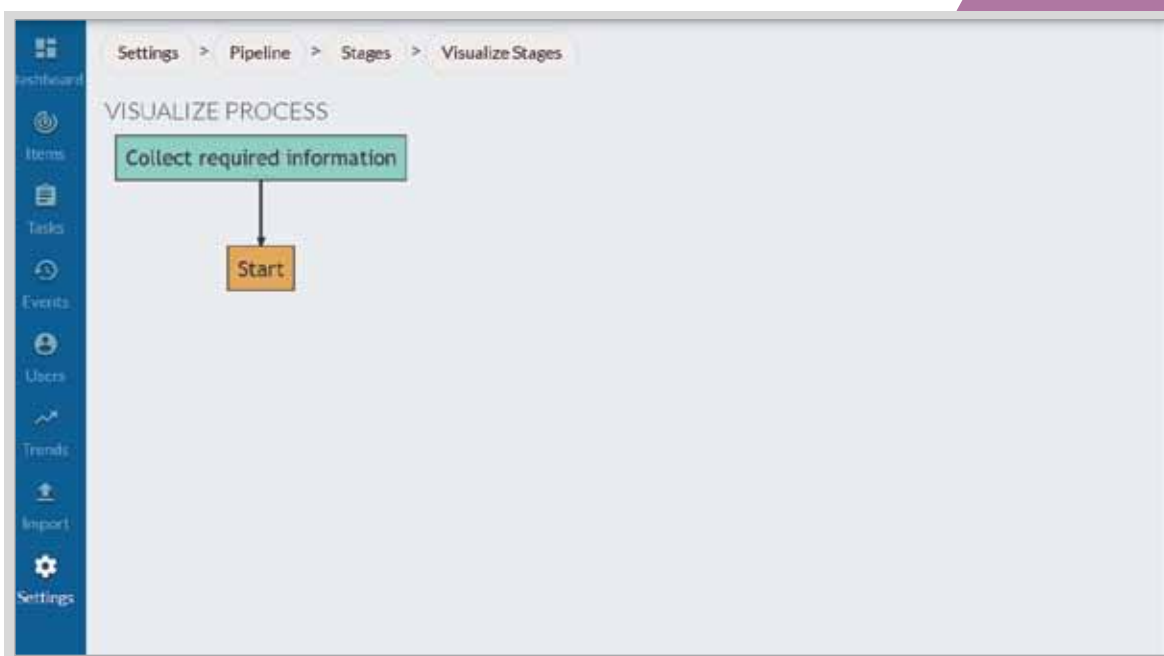
**Access Control:** Ensure document security by managing user access through a robust verification and approval system.

**Audit Logs:** Monitor user activities related to documents and keep track of any modifications, ensuring transparency and accountability.

**Inward Document Processing:** Seamlessly receive and categorize documents from various sources, whether physical or digital, to streamline organizational processes.

**Outward Document Tracking:** Monitor outgoing documents to guarantee that only approved and authorized documents are being sent, maintaining control and compliance.

Flowchart





## Complaint Management

Now you can efficiently handle and resolve customer complaints and feedback with kelsa's Complaint Management System.

### Complaint Management

Kelsa's Complaint Management System is a software solution designed to efficiently handle and resolve customers complaints and feedback. It streamlines the process of capturing, tracking, ensuring that clubs can address customer concerns promptly and efficiently.

A well-implemented Complaint Management System helps clubs enhance customer satisfaction, manage their reputation and continually improve services based on customer feedback.

#### In a Nutshell

Why  
choose  
kelsa?

- » Complaint capture
- » Ticketing system
- » Workflow automation
- » Communication tools
- » Escalation procedure
- » Monitoring & reporting
- » Feedback mechanism

## Complaints region-wise

### All Active-Open Complaints (375)

	N/A	East	North	South	West	Total	%
Call Registered (cc)	0	0	0	0	0	0	0%
Complaint Alloted To Abm/bo/ta	0	39	48	49	13	149	40%
Replacement To Be Approved By Crm (bo/ta)	1	2	3	11	4	21	6%
Replacement Approved By Crm (crm)	0	15	56	5	8	84	22%
Indent Replacement (ba)	0	35	46	24	16	121	32%
Total	1	91	153	89	41	375	100%
%	0%	24%	41%	24%	11%	100%	

**Complaint location:** Complete set of locations are maintained for the premises , e.g.restaurent , bar , sports facility etc.

**QR coding:** The QR code are stuck in all the locations of the facility , where the members can scan and raise the complaints regarding the facility.

**Complaint Management:** The complaint raised are allowed to the concerned stakeholder as per the mapping, once the complaint is the upper management is alerted with the flow of the complaint and same is updated to the member regarding the process of the complaints.



Complaints monthly & region-wise



# Integrated Club Website

Simple,  
Smooth &  
Efficient

A holistic approach to web development, bringing together different elements to create a comprehensive online platform for the all club activities

## Integrated Club Website:

An integrated club website typically refers to a website that incorporates various features and functionalities to serve the needs of a club or organization. This may include features such as event calendars, member directories, communication tools, and online registration.

Advantage of a unified, integrated club website include enhanced communication, streamlines information access and cohesive member engagement.

## In a Nutshell

Why  
choose  
kelsa?

- » Centralized member management
- » Seamless event coordination
- » Interactive communication tools
- » Efficient user experience
- » Time and cost saving
- » Workflow automation

# About IRCA

## An Industry Leader

IRCA IS THE INDUSTRY LEADER OF INTEGRATED SOFTWARE PRODUCT DEVELOPMENT, IT SERVICES AND DIGITAL MARKETING.

We are a Software Product Development Company and are committed to create long-term values for our clients by identifying both risks and opportunities in the marketplace.

We are an IT consulting, software development & services and Digital Marketing service providers headquartered in Bangalore, India with operations in Middle East and other places. Technology, vision and execution are the touchstones of our philosophy and what we stand by in our most challenging endeavors. This, coupled with our strong financial backing, allows us to deliver best in the class industry products.

Our array of products span different industry verticals such as:

**Hospitality management | Club Management  
| Inventory Management | Sales Force  
Automation | Human Resource Management  
| Risk Analysis & Mitigation.**



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