

a proposal for hitachi elevator philippines

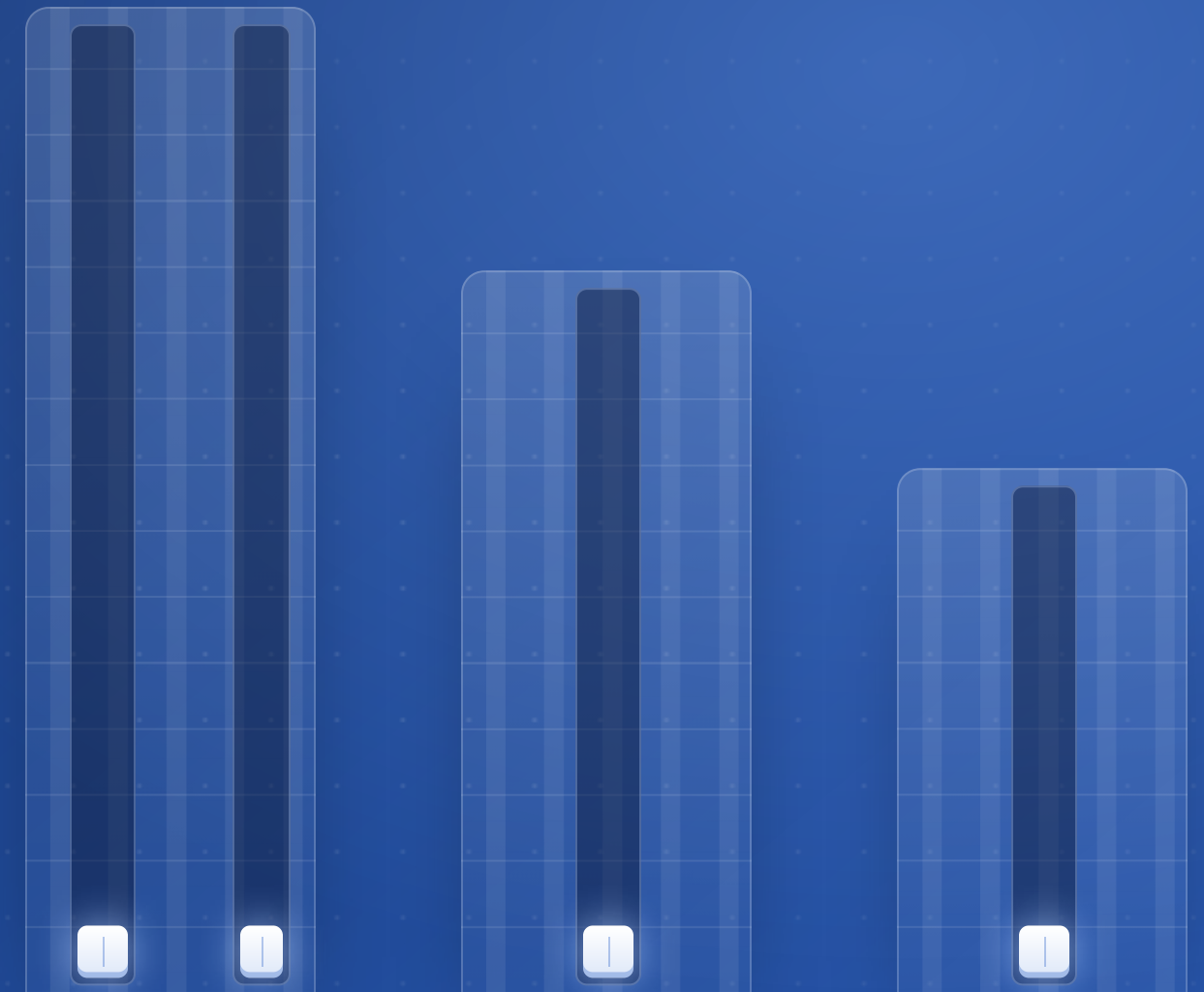
Keep every lift moving, and prove it.

An Odoo 20 service core for breakdown calls, field visits, signed reports and installation projects, working beside GERP in Makati, Cebu and Cagayan de Oro.

 Odoo Ready Partner

 Discussion draft · September 2026

 or click to begin ·  all slides



Makati
head office

Cebu
Mandaue branch

Cagayan de Oro
branch



One service desk
every call, visit and contract

what we understand

Fifty-five years of keeping the Philippines moving.

1971

Founded as Hi-Eles Industrial; a Hitachi subsidiary since 2011

🌐 Your About Us page

3

Offices in Makati, Cebu and Cagayan de Oro, each with its own line

🌐 Contact Us

24/7

Maintenance, backed by “readily available maintenance parts”

🌐 Services

67

Units for NSCR Phase 1: 21 elevators, 46 escalators, 7 stations

🌐 Hitachi news, 8 September 2021

2025

Body cameras with QR worksite scanning for your field teams

🌐 Your news release, 22 November 2025

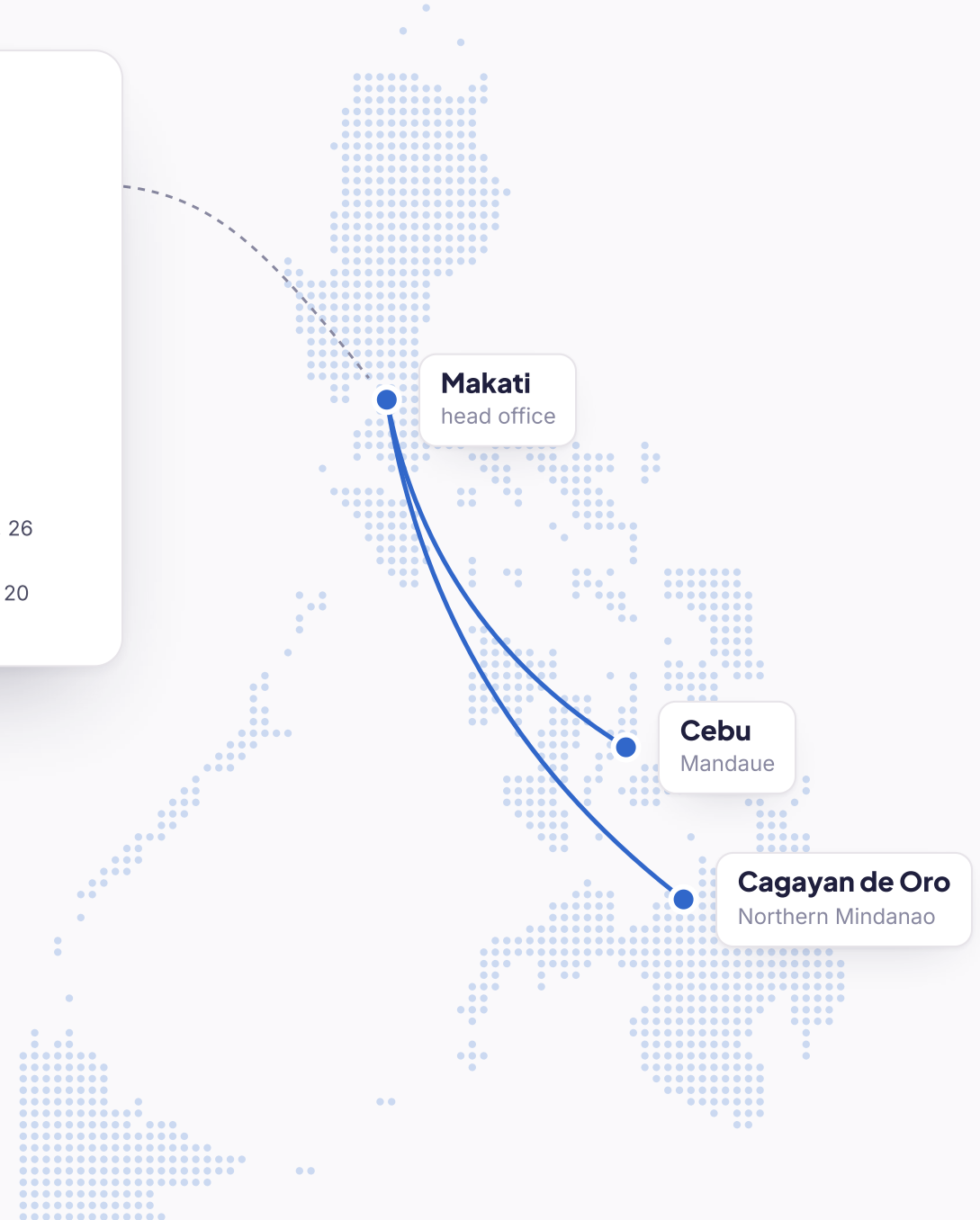
🔍 From your public pages only. Everything else in this deck is ours to confirm with you.

NSCR Phase 1

67 units · 7 stations

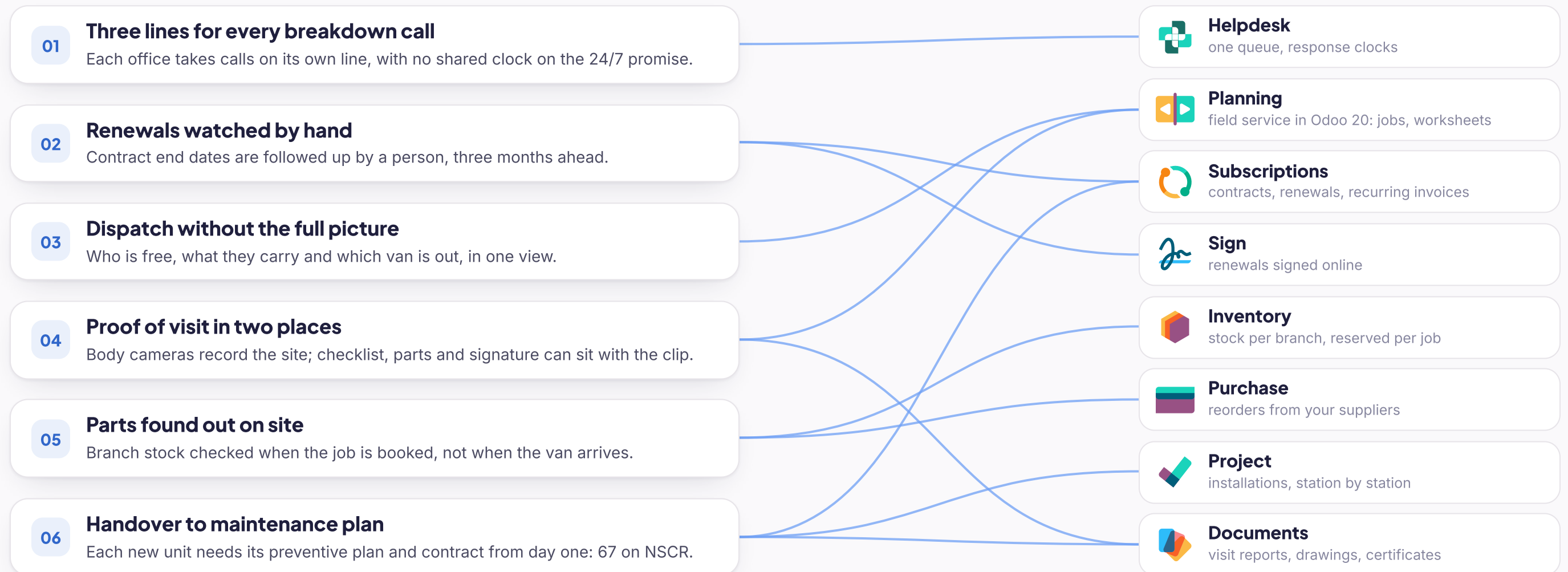
- Valenzuela
- Meycauayan
- Marilao
- Bocaue
- Balagtas
- Guiguinto
- Malolos

— CP01 · 13 elevators, 26 escalators
— CP02 · 8 elevators, 20 escalators



what we'd like to confirm

Six places where Odoo takes the load.

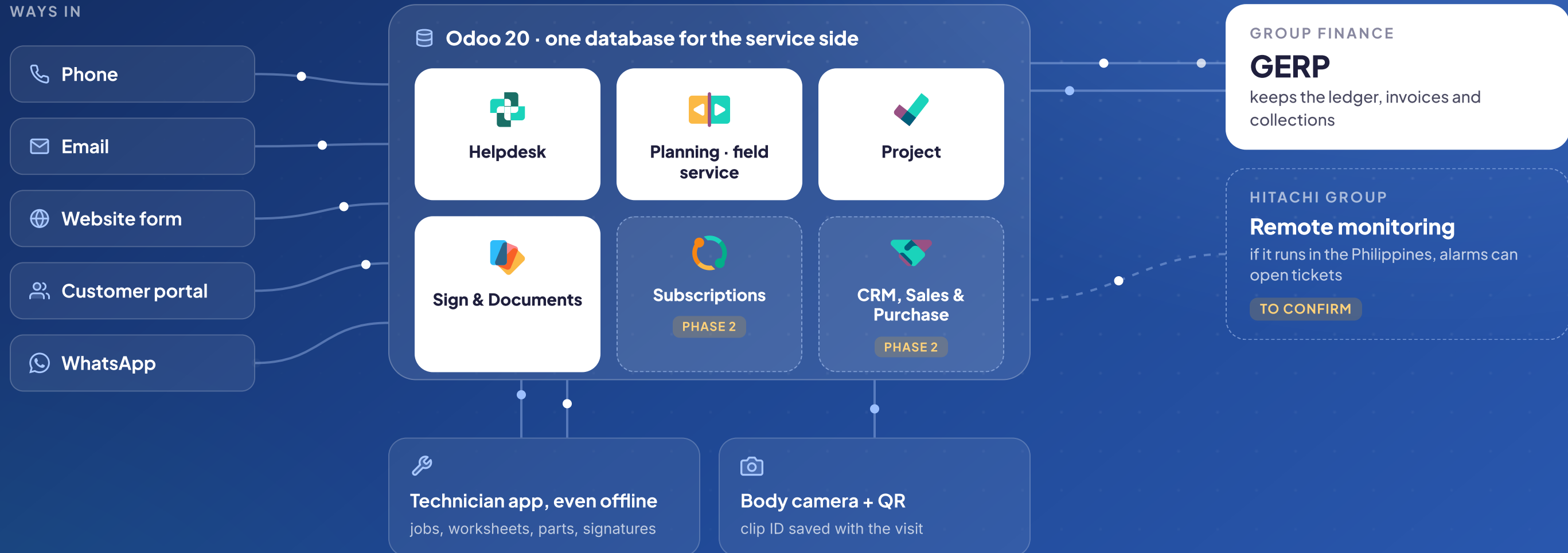


Q Hypotheses from public information, to test with you in discovery. Point at one to follow its line.

how it fits

A service layer beside GERP, not another ERP.

WAYS IN



Click any box. Odoo runs the service work; GERP keeps the books.

workflow · a breakdown call

From the first ring to the signed report.

Passenger trapped

Lift stopped

Noisy escalator

Makati

Cebu

Cagayan de Oro

Call logged

Helpdesk

Clock starts

SLA policy

Technician assigned

Planning

Parts on the job

Planning

On site

QR check-in

Signed report

to the owner, and GERP

P1 · Passenger trapped

✓ Target met

#HD-2417

Tower A, Makati CBD · Car 2

Car stopped between floors 8 and 9, two passengers inside.

17 min

of 30 min

response target

On site in 17 min

Santos · Van 03

Door roller kit · on the job

Makati CBD (sample)

Santos on site

TICKET HISTORY

09:02

Lobby phone call logged in Helpdesk

09:03

P1 entrapment: 30-minute response clock started

09:04

Santos assigned: nearest, free, driving Van 03

09:04

Door roller kit added to the job

09:19

QR check-in at Car 2 · camera clip linked

09:21

Passengers released, car parked

09:46

Worksheet signed by the building admin

09:47

Report e-mailed · billable line to GERP

🔍 Sample building, names and times. Response targets come from your contracts. [Play again](#)

technext.asia

05 / 16

planning · field service in odoo 20

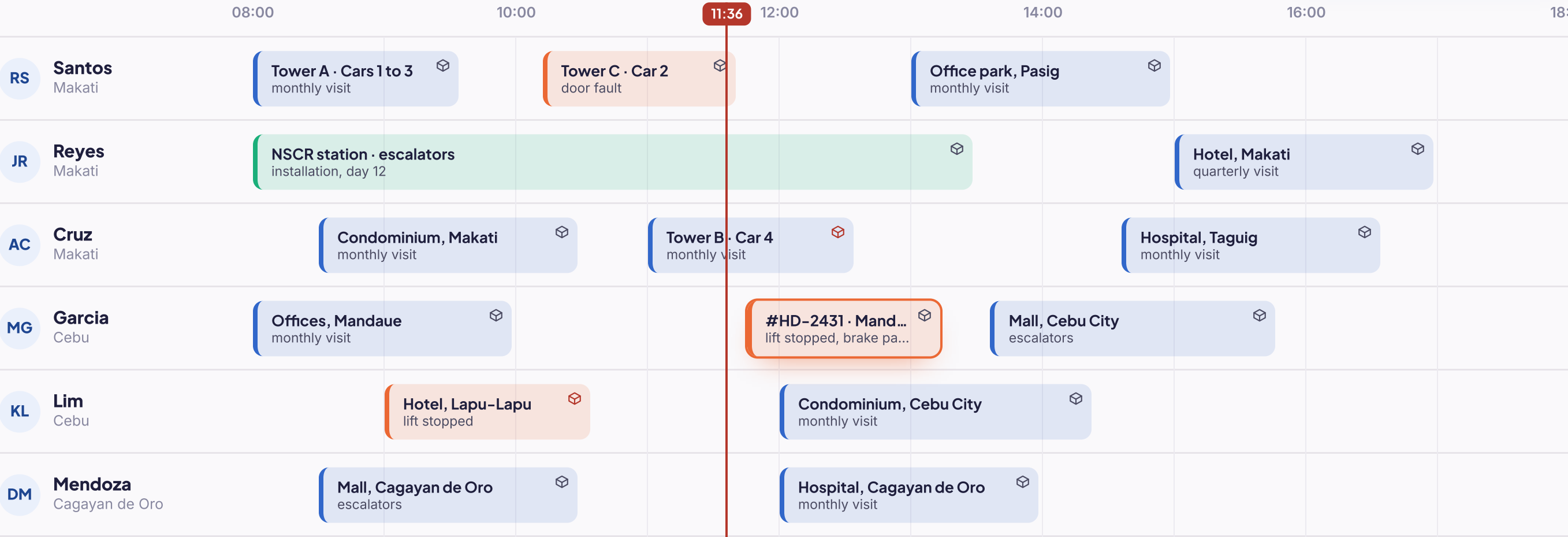
Who's where, carrying what.

Preventive visit

Breakdown

Installation

+ Add a breakdown call



 5 of 6 vans out

 2 jobs waiting on a part

 Reyes, 13:30 next free in Makati

Garcia was free, nearest and carrying the brake parts: the Cebu call went to him.

on site

Every visit, on the record.

-  **09:19 · QR check-in at Car 2**
camera clip BC-0417 linked to the visit
-  **09:34 · Checklist 6 of 6**
monthly preventive visit
-  **09:36 · Three photos**
machine room, car top, landing door
-  **09:41 · One door roller kit used**
Makati stock updated
-  **09:46 · Signed by the building admin**
on the technician's phone
-  **09:47 · Report e-mailed as a PDF**
billable line to GERP, if chargeable


Car 2 · Tower A
Preventive visit · monthly
Done

Worksheet

Parts

Photos

 Car and landing doors

 Brake and machine

 Ropes and sheaves

 Safety gear test

 Pit and car top

 Alarm and intercom





 1 × door roller kit
 from Van 03

Customer signature



 Report sent to the building admin



Your cameras stay

The body-camera programme keeps running. Each visit record keeps the clip ID, so footage and paperwork point at each other.



One report per visit

Checklist, photos, parts and the signature become a PDF for the building owner, on the day.



No signal in the machine room

Odoo 20 creates and edits records offline, and syncs them when the connection is back. Every unit keeps its visit history.

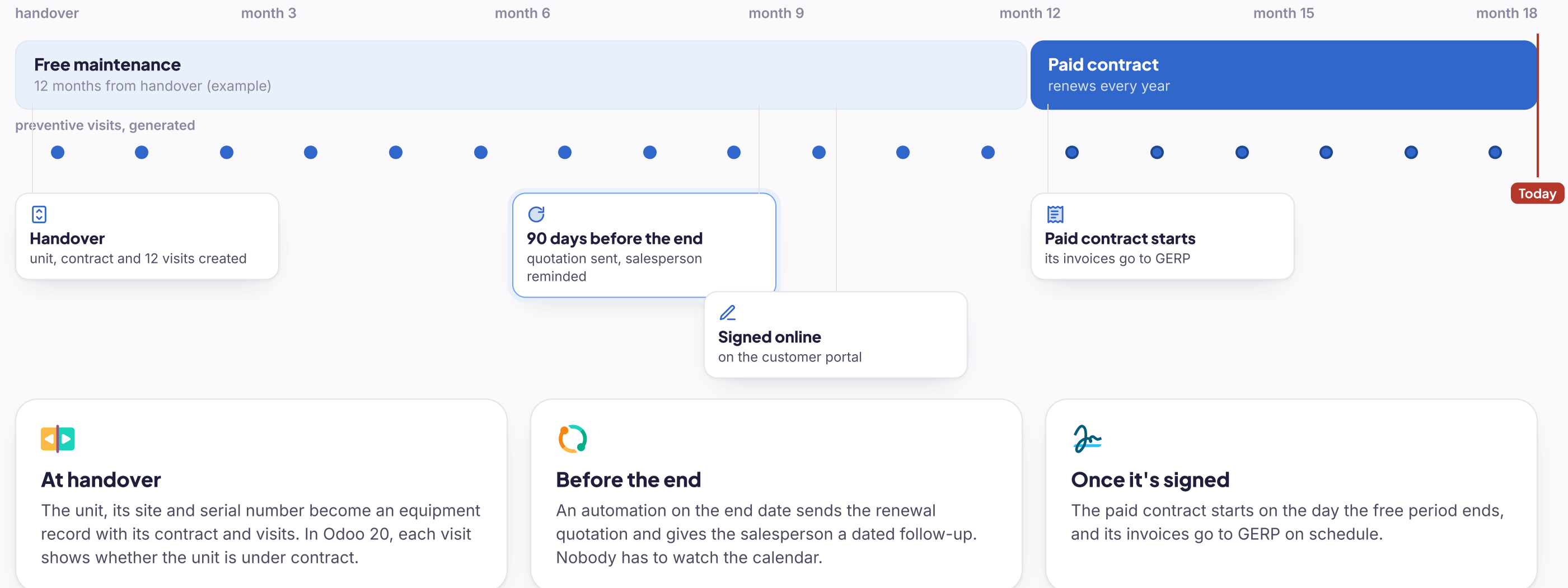
phase 2 · maintenance contracts

Renewals that raise their hand, 90 days out.

90 days

60 days

30 days



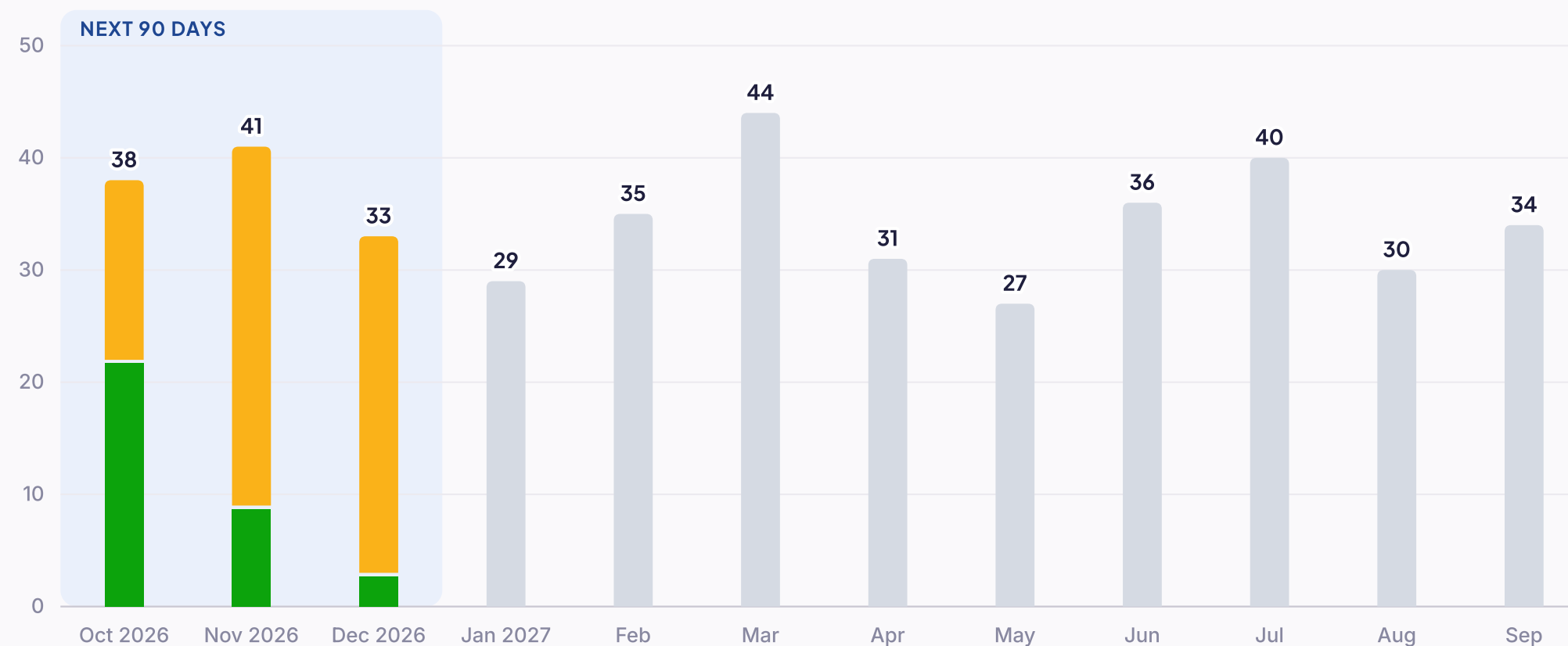
phase 2 · the renewal radar

Every contract ending this year, in one view.

Watched by hand

With the 90-day rule

Renewed
Quotation sent
Due, not contacted
Not due yet



Ending in the next 90 days

112

contracts

Quoted or renewed

112

every one of them

Due and not contacted

0

nothing waiting on a person

Q Sample data for twelve months of contract end dates. Point at a month for its numbers.

parts and stock · to confirm

Parts confirmed before the van leaves.

No reordering rule

Reordering rule on



#HD-2431 · Cebu

lift stopped · needs 2 brake linings

Transfer 2 from Makati

	Door rollers	Brake linings	Handrails	Control boards
Makati	9	4	2	3
Cebu	4	2	1	1
Cagayan de Oro	3	2	0	1

Odoo proposes a transfer of 2 from Makati, arriving tomorrow, instead of a 6-week order.

Door roller kits in Makati stock

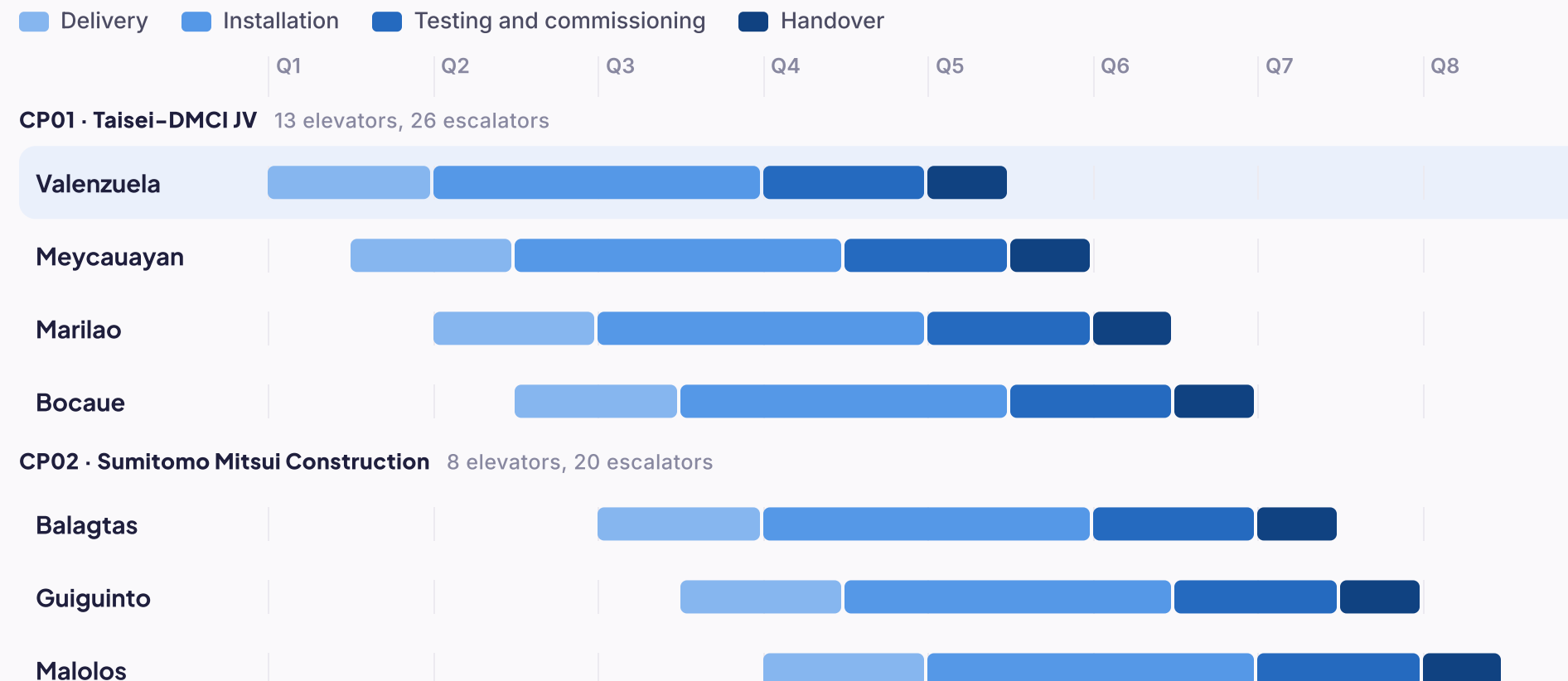
26 weeks · reorder at 8, order up to 14, three weeks' lead time



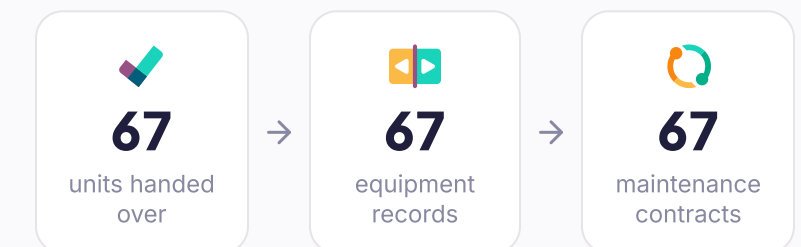
Q To confirm in discovery: branch stock may already live in GERP. Sample stock, lead times and quantities.

installation projects

NSCR-scale installs, one plan to handover.



21 elevators
46 escalators
7 stations



CP01 · TAISEI-DMCI JV

Valenzuela station

One project stage with its delivery, installation, testing and handover tasks, and the drawings, test certificates and handover forms in Documents.

Q Stations, packages and unit counts from Hitachi's 2021 release; the schedule is an illustration.

phase 3 · what you could show every owner

The 24/7 promise, with a number on it.

All branches

Makati

Cebu

Cagayan de Oro

Response target met

96.4%

of 612 calls, last 90 days

Median time to site

24 min

P1 and P2 calls

Fixed on the first visit

87%

no second trip

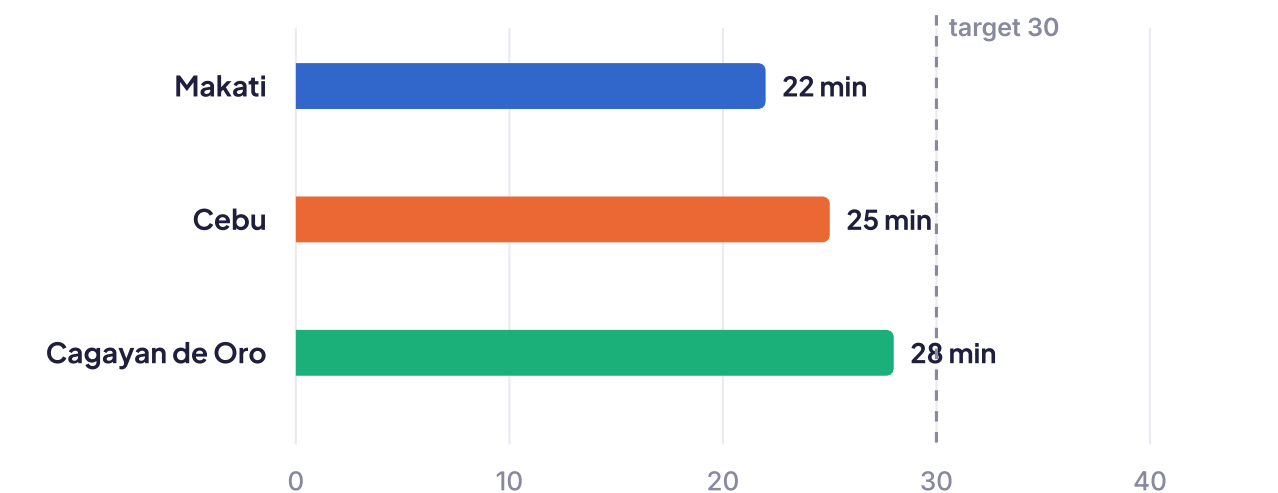
Open tickets now

14

3 P1 · 5 P2 · 6 P3

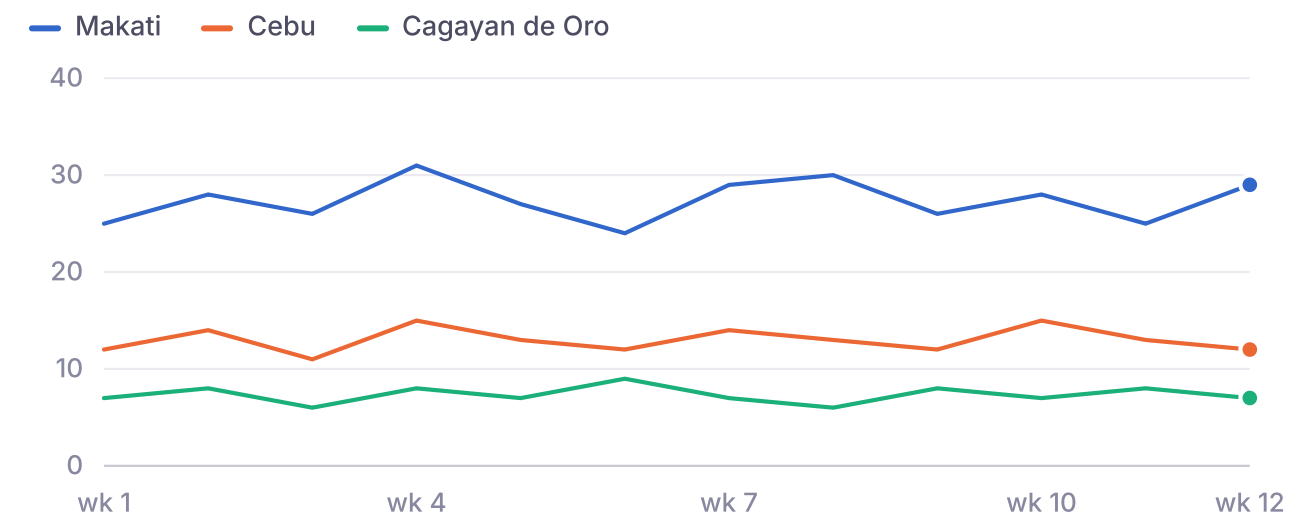
Median time to site, by branch

minutes · target 30



Calls per week

last 12 weeks



Q Sample figures, to show the view. The real ones come from your first months on Odoo.

the scope

Ten apps, the service core first.

1 · Service core

2 · Contracts and sales

3 · Dashboards

Phase 1

Service core



Helpdesk

one queue for three branches, SLA clocks, customer portal



Planning

field service in Odoo 20: jobs, worksheets, live map



Sign

contracts, renewals and handover forms signed online



Documents

drawings, test certificates and visit reports



Project

installations stage by stage, NSCR-scale

Phase 2

Contracts and sales

TO CONFIRM



Subscriptions

maintenance contracts, renewals, recurring invoices



Sales

multi-unit quotations, section by section



CRM

one pipeline for developers, owners and contractors



Purchase

planned orders with supplier lead times

🔍 Depends on how much GERP already covers, parts and stock included. We confirm it in discovery.

Phase 3

Dashboards



Dashboards

SLA, visit and renewal views for managers and building owners

STAYS WHERE IT IS



GERP

the ledger, invoices and collections



Body cameras

footage stays in your programme



Group systems

governed by Hitachi

LINKS WE BUILD



GERP interface

invoice lines out, payment status back



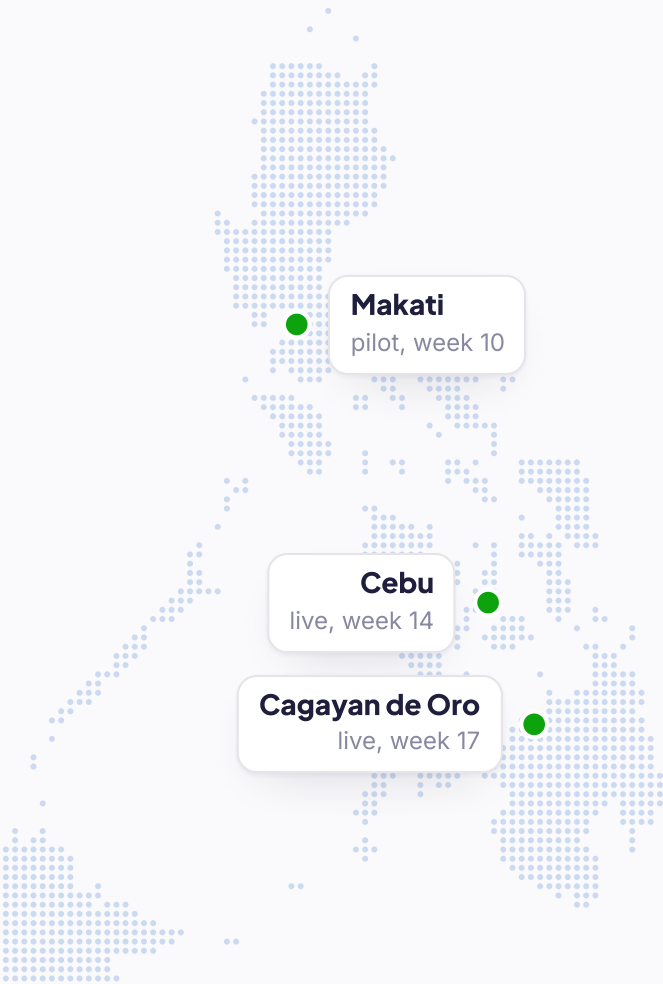
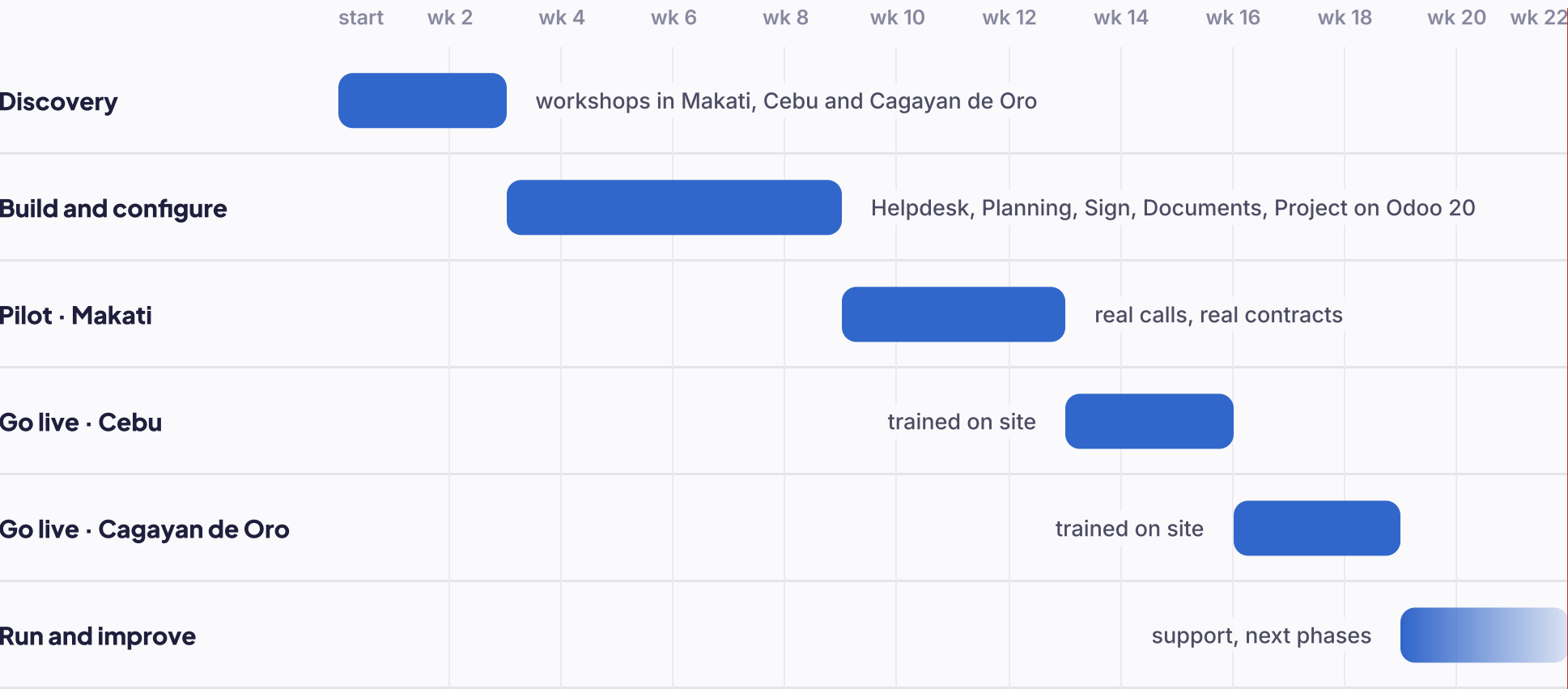
Camera clip IDs

saved with each visit

Built on Odoo 20. Odoo licences are billed by Odoo per user. Our work is quoted after discovery.

how we'd roll it out

A pilot in Makati, then Cebu and Cagayan de Oro.



Q An illustration in weeks. The plan and dates come out of discovery.

for the discovery workshop

Five questions that shape the scope.

1 What does GERP hold today: finance only, or contracts, orders, purchasing and stock too? ^

It decides phase 2: whether Odoo takes over a manual process or sits beside an existing one, and how much the interface carries.

2 Where do maintenance contracts and equipment records live now? ^

That is where the data migration starts: units, sites, contract dates and visit history.

3 Does Hitachi's remote monitoring run in the Philippines? ^

If alarms exist here, they can open tickets on their own, before anyone calls.

4 What response times do your contracts promise, by priority? ^

They become the SLA policies the clock runs against, per customer and per contract.

5 Where does body-camera footage go, and who reviews it? ^

So each visit record can point to its clip, and the review happens in one place.

AFTER DISCOVERY

- ✓ A fixed scope for phase 1, and a decision on phase 2
- ✓ A quotation for our work
- ✓ A pilot plan for Makati, with dates
- ✓ The GERP interface, agreed with group IT

next step

Let's follow one breakdown, end to end.

A half-day workshop in Makati: we map one breakdown call and one contract renewal on your real process, then show both running in Odoo 20.

 **Book the workshop**

 **+65 8839 6998**

 sales@technext.asia  technext.asia  Taguig City, Metro Manila



Scan to book a time

Discovery call with TechNext · 30 min
online