

Distributor Operations Platform for an IT Hardware Distributor


ORCHX helped an IT hardware distributor centralize inventory, order-to-stock mapping, defective returns, OEM follow-ups, accounting sync, payment reminders, and check deposit tracking.

- Inventory
- Returns
- OEM Workflow
- Accounting Integration
- Payment Follow-Ups

Client Context


CLIENT TYPE	REGION	ACCOUNTING SYSTEM	SOLUTION TYPE
IT Hardware Distributor	India	Tally	Custom Web-Based Operations Platform

The client had critical workflows running outside their accounting system.




Inventory & order mapping gaps

Teams needed better visibility into how orders were mapped to available inventory.




Defective inventory tracking

Returned or defective items needed to be tracked after customer return and while sitting in the warehouse.



OEM repair/replacement follow-up

Items waiting to be returned to OEMs for repair, replacement, or resolution needed clearer tracking.



Manual payment follow-ups

Outstanding payments were exported from Tally into Excel, then manually updated with comments, reminders, and client follow-up status.

What ORCHX Built

ORCHX designed and developed a custom distributor operations platform that worked alongside Tally and gave operations users a centralized interface to manage inventory, returns, order mapping, outstanding payments, reminders, and check deposit follow-ups.

Inventory Management

Order-to-Inventory Mapping

Defective Inventory / Return Tracking

OEM Repair & Replacement Workflow

Tally Outstanding Payment Sync

Payment Comments & Reminders

Check Receipt & Deposit Tracking

Admin and Operations User Views

Workflow Digitized

Defective Inventory / OEM Workflow

Customer Return → Defective Item Logged → Warehouse Status Updated → OEM Return / Repair Follow-Up → Replacement / Resolution Tracking

Outstanding Payment / Check Deposit Workflow

Outstanding Bills Synced from Tally → Notes & Reminders Added → Payment Received → Check Details Captured → Deposit Date Reminder → Cleared Payment Removed from User View

Outcome

The platform helped the client move from Excel-based follow-ups and scattered operational tracking to a centralized workflow where inventory, defective returns, OEM follow-ups, outstanding payments, reminders, and check deposits could be managed with better visibility and control.

- ✓ Centralized operations visibility
- ✓ Better tracking of defective inventory and OEM follow-ups
- ✓ Reduced dependency on daily Excel exports
- ✓ Clearer reminders for payment follow-ups and check deposits

Why This Matters for Distributors

Many distributors rely on accounting or ERP systems for billing, but still manage operational workflows through spreadsheets, email, and manual follow-ups. ORCHX builds custom workflow layers around the way the business actually operates.

While this implementation used Tally, an accounting system widely used in India, similar integrations can be adapted for systems such as QuickBooks, NetSuite, Sage, or other accounting/ERP platforms.

The check deposit workflow gave the team a clearer daily view of received checks, upcoming deposit dates, and completed payment follow-ups.

Custom operations software for distributors, manufacturers, and operations-heavy businesses.

Want to review a similar workflow for your distribution business?

[Book a 20-minute workflow review](#)

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