



Gostarkhat Roshan Data Foundation Company

Provider of integrated and comprehensive information technology solutions

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Instant meter reading system

The meter reading platform and instant bill issuance with the support of smart meters, industrial reading, which is produced with the latest technology and according to the needs of gas companies. Some important features of this system:

- Various reports
- Offline reading
- Location tracking
- Dynamic menus
- Smart form builder

Faraz customer relationship management system

The implementation of the Faraz CRM system includes several general parts:

- The operational department that manages the marketing process, sales and sales service to customers.
- Analytical department whose task is to evaluate the results of marketing and communicating with customers in order to determine the decision-making strategy in organizations.
- The interactive part that is considered a connection point between customers and representatives of any organization, whose purpose is to record customer feedback to improve service delivery to them.

Collection of smart claims

This system intelligently identifies debtor subscribers based on dynamic rules and applies various conditions for reminder and collection as well as immediate settlement of the bill. Also, by using this system, non-debtor subscribers can be encouraged to pay early in an intelligent way and with dynamic rules.

Smart consumption monitor

- Monitoring the short-term, medium-term and long-term behavior of subscribers
- Extracting the consumption pattern of subscribers
- Subscriber comparison with similar subscribers
- Subscriber consumption forecast

Products

Comprehensive system of counter offices

The Faraz counter office system has been designed to provide identification services to National Gas subscribers to facilitate the process of registering subscribers' requests. The service registration process in the Faraz system is completely dynamic and can be changed according to the needs of each province.

Mechanized relief system and intelligent call center

Integrated system of mechanized assistance, intelligent call center in real-time and with 24-hour support. Hourly has both the possibility of automatic response and the possibility of intelligent response by agents. Among the features of this system, the following can be mentioned:

- Momentary observation
- Specialized workflow
- High stability

Electronic bill management subsystem (email, SMS, etc.)

end to end, from the time of billing, this system works intelligently and fully automatically until it is delivered to the subscriber. Real-time monitoring of the process, tracking of joint separation, tracking of bill delivery and dynamic templates are among the capabilities of this system.

Electronic service desk

In line with the great goals of moving towards e-government, this infrastructure provides a comprehensive platform for the provision of services in an integrated manner and provides all the needs of the organization for the electronic service desk and providing services online.

- Dynamic form builder
- A dynamic and manageable topic processor
- Smart cart
- Comprehensive web services
- Communication with other subsystems of the organization
- Support all communication ports

Maintenance of comprehensive solutions, more than 10 years of successful experience in the field of design, implementation and energy, complete mastery of work aspects, complete understanding of the requirements of energy companies, familiarity with user problems, ability to plan to solve problems and having the necessary expertise in implementing solutions in the shortest possible time is one of the strengths of the executive team of Data Gostar Khat Roshan.

- Comprehensive system of counter offices
- Smart consumption monitor
- Instant meter reading system
- Electronic service desk intelligent
- claims collection
- Management of electronic bills
- Customer relationship management system
- Mechanized relief system and intelligent call center



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