

OPERATIONS MANAGEMENT PLATFORM



One platform to run trips, tickets, job cards, approvals, fleet, and inventory.

*Built for logistics, transport, field service, and maintenance teams that need real ops software — not just tracking.*

01 — EXECUTIVE OVERVIEW

# One platform for trips, tickets, job cards, approvals, fleet, and inventory

OPSEN is the operations platform for logistics, transport, field-service, and maintenance teams. Every workflow your operation depends on — built around how the work actually runs, not generic ticketing.

Most operations teams run on three or four disconnected tools — a tracker for the vehicles, a spreadsheet for tickets, an inbox for approvals, a separate system for maintenance. Every gap between them becomes a reconciliation problem.

OPSEN replaces that stack with a single system. Multi-leg trips with manager sign-off. Field tickets with photo evidence. Multi-step maintenance jobs. Multi-stage expense approvals. A full fleet register. Spare-parts inventory. Shifts and leave. All sharing one clock, one notification system, and one audit trail.

It runs across web and mobile, with a single mobile app that adapts to the user — drivers, technicians, approvers, managers, admins — so everyone in the operation works from the same source of truth.

Trackers tell you where the vehicles are. Inboxes tell you what was asked. Spreadsheets do the rest. **OPSEN runs the operation** — every workflow, every role, every audit trail, in one place.

PLATFORM AT A GLANCE	
Operational areas	8
Built-in reports	20+
Notification channels	4
Turnaround tracking	All modules
Deployment	Web · Mobile
Field connectivity	Offline-tolerant

CORE DOMAINS	
TRIPS	Multi-leg logistics
TICKETS	Field service
JOB CARDS	Maintenance
APPROVALS	Multi-stage
FLEET	Vehicles & drivers
INVENTORY	Parts & stock takes

## 02 — THE OPERATIONS PROBLEM

# Most operations are run on chat groups and spreadsheets

A vehicle tracker shows you where the truck is — but it doesn't tell you whether the trip was signed off, whether the right stock was loaded, whether the technician actually arrived, whether the part was used, or whether the manager approved the change. The rest of the operation usually lives in WhatsApp threads, paper forms, and end-of-month spreadsheets.

## 01 Tracking is not running the operation

Vehicle trackers tell you where assets are. They don't run the trip itself — the loading, the sign-off, the maintenance ticket, the approval, the parts request, the customer signature. That layer is usually missing.

## 02 Trip sign-off lives on paper

Manager approvals, stock variances, delivery signatures, en-route confirmations — captured on paper or in chat, reconciled at month-end, and disputed when invoices arrive.

## 03 Job cards are a pile of PDFs

Maintenance jobs, parts requests, and technician sign-offs typically run as printed forms scanned back to email. No live status, no clock, no audit trail when something goes wrong.

## 04 Approvals stall silently

Expense, schedule-change, and document approvals chase a single inbox. When someone is on leave the chain breaks — and the person who needs the answer has no idea where it is stuck.

## 05 Response times aren't enforced anywhere

Turnaround commitments are written into contracts, then forgotten the moment work starts. Nothing is watching the clock across the whole operation and acting before time runs out.

## 06 The field and the office work on different tools

Drivers use one app, technicians another, dispatchers a third, managers use email, finance uses spreadsheets. Every handoff becomes a reconciliation, and every dispute becomes a hunt across multiple systems.

### THE GAP





Most businesses end up paying for **three or four separate systems** — one for tracking, one for tickets, one for job cards, one for approvals — and still run the operation in **spreadsheets and chat groups**. OPSEN replaces the patchwork with one platform that runs the actual work, end to end.

03 — THE OPSEN APPROACH

# Four operational domains, one platform

OPSEN brings together the work that businesses normally split across four or five separate systems — trips, field-service tickets, maintenance jobs, and approvals — each one designed around how the work actually happens, all sharing one clock, one record of evidence, and one audit trail.

Each area is built around how the work actually happens — not a generic checklist. Trips understand multi-leg routes, manager sign-off, and pricing that adapts to the vehicle, trailer, or route. Tickets understand dispatch, photo evidence, and what caused the problem. Job cards understand multi-step jobs and parts requests. Approvals understand chains and stand-ins for people on leave. **One platform, one user directory, one source of truth.**

<p><b>TRIPS</b> LOGISTICS &amp; TRANSPORT</p> <p>Multi-driver, multi-vehicle, multi-stop journeys. Manager sign-off with photo evidence and digital signature. Pricing that adapts to the vehicle, trailer, address, or route.</p> 	<p><b>TICKETS</b> FIELD SERVICE</p> <p>A clear six-stage flow — from new request through dispatch, on-site work, and dual sign-off by technician and client. Plus clean paths for cancelled or unable-to-repair jobs. Priority tags, photo evidence, full assignment history.</p> 
<p><b>JOB CARDS</b> MAINTENANCE</p> <p>Multi-step jobs that close themselves once every line is done. Per-step status and photos. Parts requests with reasons. Multi-photo sign-off. Filtered by shift for daily stand-ups.</p> 	<p><b>APPROVALS</b> MULTI-STAGE DECISIONS</p> <p>One engine for expense, document, and schedule-change requests. Multi-stage chains where any approver in a group can act — so leave doesn't stall the whole chain. Documents open right inside the mobile app. Auto-completes when every signatory has approved.</p> 









**EVERY MODULE INHERITS**

<p><b>Turnaround engine</b></p> <p>Configurable per organisation, per area — every clock watched automatically</p>	<p><b>4-Channel Notifications</b></p> <p>In-app, real-time live, mobile push, and email — chosen per user</p>	<p><b>Evidence Layer</b></p> <p>Photos, documents, and signatures captured at the point of work</p>	<p><b>Audit + Soft Delete</b></p> <p>Configurable retention with safe-recovery soft delete on every record</p>
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04 — CORE CAPABILITIES

# Eight modules, built around real workflows

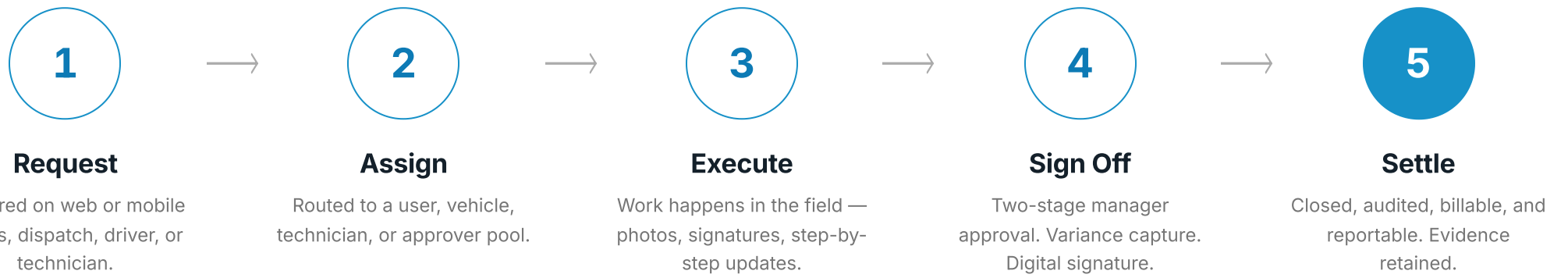
Each module works on its own — and together they replace the patchwork of trackers, ticketing apps, maintenance tools, approval inboxes, scheduling sheets, and stock spreadsheets that most operations teams piece together.

<div style="text-align: right;">01</div>  <h3>Trips &amp; Logistics</h3> <p>Multi-driver, multi-vehicle, multi-stop trips with two-stage manager sign-off. Pricing that adapts to vehicle, trailer, or route. Stock variance capture and digital signatures.</p>	<div style="text-align: right;">02</div>  <h3>Field-Service Tickets</h3> <p>A clear six-stage workflow — including Cancelled and Unable-to-Repair paths. Priority tags, photo evidence, full assignment history, and dual sign-off by technician and client.</p>
<div style="text-align: right;">03</div>  <h3>Maintenance Job Cards</h3> <p>Multi-step jobs that close themselves once every line is done. Per-step status and photos. Parts requests with reasons. Multi-photo sign-off. Filtered by shift for daily stand-ups.</p>	<div style="text-align: right;">04</div>  <h3>Approvals</h3> <p>One engine for expense, document, and schedule-change requests. Multi-stage chains where any approver in a group can act. Documents open right inside the mobile app. Auto-completes when every signatory approves.</p>
<div style="text-align: right;">05</div>  <h3>Fleet Registry</h3> <p>Vehicles, drivers, and trailers in one register. License-disc storage, driver-to-vehicle assignment, and document expiry tracking with automated reminders before things lapse.</p>	<div style="text-align: right;">06</div>  <h3>Inventory</h3> <p>Spare parts and consumables with stock-take workflow, variance capture, parts requests linked to job cards, and configurable reorder thresholds.</p>
<div style="text-align: right;">07</div>  <h3>Shifts &amp; Leave</h3> <p>Roster planning, shift-based filtering for daily stand-ups, leave requests routed through the same approvals workflow, and warnings for coverage gaps.</p>	<div style="text-align: right;">08</div>  <h3>Reports &amp; Dashboards</h3> <p>20+ built-in reports across every module — turnaround performance, root-cause patterns, fleet utilisation, technician throughput. Export to spreadsheet, schedule by email.</p>

05 — HOW OPSEN WORKS

# From request to settled work, end to end

Every operational request — a trip, a ticket, a job card, an approval — flows through the same five-stage shape. The same clock watches it. The same evidence is captured. The same audit trail records it. The same audit trail records it.



01 REQUEST	02 ASSIGN	03 EXECUTE	04 SIGN OFF	05 SETTLE
Captured on web or mobile by ops, dispatch, drivers, technicians, or approvers — everyone works in the same system, with the right view for their role.	Routed by team, vehicle pool, technician shift, or approver group. The turnaround clock starts. Notifications fire across in-app, real-time, mobile push, and email.	Field-side work — step-by-step updates, photo evidence, parts requests, en-route confirmations. The mobile app keeps working in dead zones and syncs when signal returns.	Trips: sending and receiving manager. Tickets: technician and client. Job cards: multi-photo. Approvals: every stage, every signatory, before completion.	Item closed. Turnaround outcome stamped. Audit history retained per organisation policy. Surfaces in dashboards, exports, and scheduled email digests.

One workflow shape across every part of the operation. **The same five stages** govern a multi-leg cross-border trip, a single fix-it ticket, a twelve-step preventive maintenance job, and a high-value expense approval — different content, identical accountability. 2-line preventive maintenance job, and a R250k expense approval — different content, identical accountability.

06 — GOVERNANCE & TRUST

# Built for accountability, evidence, and audit

OPSEN is built so the system itself enforces ownership, time, and evidence — leaving managers free to act on exceptions rather than chase routine work. Every decision, every status change, every signature is captured as it happens.

**PRINCIPLE · 01**

**Strict Data Isolation**

Your organisation's data is yours alone. Documents, photos, signatures, and license discs are stored in dedicated, isolated stores — no cross-organisation access exists by design.

**PRINCIPLE · 02**

**Roles & Permissions**

Drivers, technicians, approvers, managers, and admins each see exactly what they need to act. The mobile app surfaces only what the user is permitted to do — clean, fast, focused.

**PRINCIPLE · 03**

**Always-on turnaround tracking**

Runs continuously across every open item in every module. At-risk and overdue items surface before they hit a manager's inbox — escalation is automatic, not emotional.

**PRINCIPLE · 04**

**Reach Everyone, Reliably**

One notification framework reaches users via in-app, real-time live updates, mobile push, and email — chosen per user, so urgent items aren't lost in the noise.

**PRINCIPLE · 05**

**Works Where Signal Doesn't**

The mobile app keeps working when connectivity drops. Photos, step-by-step updates, and sign-offs are preserved locally and sync the moment signal returns.

**PRINCIPLE · 06**

**Audit + Safe Recovery**

Configurable retention with timestamped activity on every record. Soft-delete on every entity means accidental removal is recoverable — nothing is ever gone the moment it's deleted.

WHY THIS MATTERS

For operations directors, auditors, and procurement teams: OPSEN delivers a system that meets the **same accountability standards expected of finance and compliance** — with the evidence, history, and ownership trail ready when an audit, dispute, or insurance claim asks for it.

07 — BUSINESS OUTCOMES

# What changes when ops moves to OPSEN

Replacing three or four disconnected tools with one system produces measurable shifts in throughput, accountability, and reconciliation effort. The patterns below are what customers consistently see.

#	OUTCOME	DETAIL	METRIC
01	<b>Trip sign-off compresses from days to hours</b>	Two-stage manager approval with photo evidence and digital signature replaces emailed scans. Variance disputes resolve at sign-off, not at month-end.	<b>Hours, not days</b> SIGN-OFF CYCLE
02	<b>Job-card throughput rises with parent/child auto-completion</b>	Technicians close line items individually; parent jobs roll up automatically. Shift-based filtering surfaces the next ready job without dispatcher intervention.	<b>Higher</b> TECH THROUGHPUT / SHIFT
03	<b>Approval chains stop stalling on inboxes</b>	Any approver in a group can act — so leave or travel doesn't stall the chain. Time limits escalate automatically. Documents open inside the mobile app, so approvers don't need a desktop.	<b>Lower</b> APPROVAL LEAD TIME
04	<b>Month-end gets simple</b>	One audit trail spans trips, tickets, jobs, approvals, fleet, and inventory. Month-end becomes a quick export rather than a hunt across multiple systems.	<b>One trail</b> ACROSS ALL MODULES
05	<b>Three or four tools become one</b>	OPSEN replaces the typical mix of separate tracking, ticketing, maintenance, and approvals tools. One per-user fee, one vendor relationship, one place for the team to log in.	<b>3-4 → 1</b> TOOLS CONSOLIDATED

<p><b>FIELD</b></p> <p>One mobile app for drivers, technicians, approvers.</p>	<p><b>OFFICE</b></p> <p>One web dashboard across every module.</p>	<p><b>AUDIT</b></p> <p>One trail, retained per policy, ready to export.</p>
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08 — PRICING & PLANS

# Pricing built for SA ops teams

Per active user per month, in ZAR, billed by the platform — not per module. Three tiers from foundational deployments to enterprise multi-site, plus assisted setup and managed migration when you need it.

<p><b>TIER 01</b></p> <h2>Foundation</h2> <p><i>Tickets, approvals, and fleet basics. For teams putting their first proper system in place on a single site.</i></p> <p><b>R 55</b> / user / month + R450 platform fee · Min. 10 users</p> <ul style="list-style-type: none"> <li>Field-service tickets — full six-stage workflow</li> <li>Approvals — single-stage</li> <li>Fleet registry — vehicles, drivers, docs</li> <li>Activity timeline + photo evidence</li> <li>4-channel notifications</li> <li>Web + mobile access</li> <li>Standard reports (10+)</li> <li>Email support · 8-hour response</li> </ul> <p>FOR 10–50 USERS</p>	<p><b>MOST POPULAR</b></p> <p><b>TIER 02</b></p> <h2>Operational</h2> <p><i>The full platform — trips, tickets, maintenance jobs, approvals, fleet, inventory, shifts, and the response-time engine running underneath.</i></p> <p><b>R 110</b> / user / month + R650 platform fee · Min. 10 users</p> <ul style="list-style-type: none"> <li>Everything in Foundation</li> <li>Trips &amp; logistics — multi-leg, manager sign-off</li> <li>Maintenance job cards — multi-step, parts</li> <li>Multi-stage approvals with stand-in groups</li> <li>Inventory + stock takes</li> <li>Shifts &amp; leave</li> <li>Turnaround tracking across all modules</li> <li>Priority support · 4-hour response</li> </ul> <p>FOR 30–200 USERS</p>	<p><b>TIER 03</b></p> <h2>Enterprise</h2> <p><i>Multi-site, multi-entity ops with bespoke integrations and dedicated infrastructure.</i></p> <p>From <b>R 225</b> PUPM Scoped to R600 PUPM · Annual</p> <ul style="list-style-type: none"> <li>Everything in Operational</li> <li>Multi-site &amp; multi-entity</li> <li>Custom workflows &amp; integrations</li> <li>Single sign-on &amp; advanced security</li> <li>Dedicated infrastructure available</li> <li>Custom dashboards + report builder</li> <li>Dedicated success manager</li> <li>24/7 support · 1-hour response</li> </ul> <p>FOR 150–1000+ USERS</p>
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**SETUP & MIGRATION** Stand it up yourself, or let us deploy it for you.

<p><b>01</b></p> <p><b>Self-Setup</b> <b>Included</b></p> <p>Configure OPSEN yourself using our import templates, video walkthroughs, and email support. Best for operations teams with internal tooling capacity.</p>	<p><b>02</b></p> <p><b>Assisted Setup</b> <b>R4,500 + R55 / user</b></p> <p>Our team configures your workflows, turnaround targets, team structure, and item types. You review and sign off. Typically delivered in 2–3 weeks.</p>	<p><b>03</b></p> <p><b>Managed Deployment</b> <b>R9,500 + R95 / user</b></p> <p>Full deployment from your existing systems — work history, asset records, team structure, and integrations. Project-managed, parallel-run, validated. For 4–8 week cutovers.</p>
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<p><b>ANNUAL DISCOUNT</b></p> <p><b>15% off</b></p> <p>When billed annually in advance</p>	<p><b>FREE TRIAL</b></p> <p><b>30 days</b></p> <p>Full feature access, no credit card</p>	<p><b>CONTRACT TERM</b></p> <p><b>Monthly</b></p> <p>No long-term lock-in on monthly plans</p>
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All prices are exclusive of VAT and quoted in South African Rand. Pricing is based on the number of active users per billing month and adjusts automatically. Volume discounts apply automatically for organisations above 200 users. Customers running both OPSEN and HRIFY qualify for suite-level pricing — contact us for terms.

09 — NEXT STEPS

# From demo to production in 4–8 weeks

OPSEN deploys quickly because it's already running in production with live customers. No bespoke build, no waiting list — a working environment, configured to your organisation, ready to onboard your first cohort within weeks.

STEP 01

## Working Demo

A 60-minute walkthrough on a private demo environment, mapped to your operation — your trip types, your job-card patterns, your approval chains. Led by a consultant with operations background.

[ APPROX. 60 MINUTES

STEP 02

## Pilot Deployment

One site, one fleet, or one technician team running real work in OPSEN alongside existing tools. Real turnarounds, real evidence, real reports. Surfaces integration and adoption considerations before wider roll-out.  
ore you commit further.

[ TYPICALLY 4–8 WEEKS

STEP 03

## Procurement & Roll-out

Security review, integration scoping, service-level contract, commercial terms. Documentation provided in full. Phased roll-out across remaining sites with parallel-run validation.  
dation.

[ AS REQUIRED

START

# Run your operation on real software.

Speak to the OPSEN team to schedule a working session, request commercial terms, or scope a pilot. Reference customers available on request under NDA.

CONTACT

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