



High Level Statement of Work (SOW)

For

On-Line Order Management System

Submitted to

Rich Prints Pvt Ltd.

Submitted By

Thinkinno Technologies Pvt. Ltd.

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Primary Single Point of Contact (SPOC)

Name: Hiren Acharya	Designation: Business Development Manager	
Address:		
Tel: +91 9892512584	Mobile: +91 9892512584	Fax:
Email: hiren.acharya@thinkinno.com	Website: http://www.thinkinno.com/	
Signature:	Date: 06-January-2020	

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ACKNOWLEDGEMENT

We would like to thank Rich Prints Pvt Ltd.. for giving Thinkinno Technologies the opportunity to submit this Document.

We would also like to take this opportunity to thank the members at Rich Prints Pvt Ltd.. for their inputs relating to the requirements and the company's operations enabling us to respond to the development of the application.

DISCLAIMER

The obligation of the parties to perform the effort identified in this document is subject to the execution of a written agreement between the parties in accordance with the terms and conditions contained herein.

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Project Approach and Timing

The project time for this requirement could be of elapsed 30 days. This project will be delivered with an Off-site (Rich Prints Pvt Ltd..) & On-site (Thinkinno Technologies) delivery model.

1. ABOUT THINKINNO TECHNOLOGIES

Thinkinno Technologies is an Information Technology company which provides technology solutions to customers in North America and U.K. The company has provided software development solutions for various products in the Banking and Financial Service Industry (BFSI) in North America and also for custom business applications in U.K.

Competencies:

- Complex Web Based Applications
- Complex Financed based applications
- Data Analytics & Reporting
- Mobile App Development (Native and Hybrid)
- Work-flow Competencies
- Elegant and creative site template development abilities
- Industry standards based deployment methodologies
- Abundant experience in design, development and maintenance of portals and e-commerce (B2B and B2C) sites
- Expertise in 3rd party applications integration with social networking tools.
- Professional Design (Look and Feel, Usability)
- Comprehensive Functionality (Front-end Functionality, Back-office Administration)
- Back-end Programming (Dynamic page generation, Database design, development, encryption, Advanced search mechanism, Built-in security, Real-time payment processing)
- Manual And Automated Testing Services

CLIENTS



2. SCOPE OF WORK

2.1 SCOPE OF WORK

On-line Order Management System. (Web and Android Native Mobile Application)

1. User Logins.

- 1.1. Super User
- 1.2. Back Office User
- 1.3. Warehouse User
- 1.4. Delivery Tempo User
- 1.5. Customers

Masters

- 2. Employee Master
- 3. Branch Master
- 4. Category Master
- 5. Sub Category Master
- 6. Item Master
- 7. Vehicle Master
- 8. Vehicle Type Master

Super User Area

9. Dashboard

- 9.1. Quantity of the stocks in the warehouse
- 9.2. Reorder Level
- 9.3. Danger Level
- 9.4. Total Sale for the year
- 9.5. Total Pending Deliveries of the year - (Order Confirmed but not Delivered)
- 9.6. Total Daily Sales

10. Manage Offers

11. Mapping the Vehicle to the Vehicle Executive

Customer Area

12. Customer Registration - (Android Mobile Version)

- 12.1. Registration
- 12.2. Edit Profile - (Android Mobile Version)

13. Manage Customer Ordering

- 13.1. Customer Ordering - (Android Mobile Version)
- 13.2. View Delivery Status - (Android Mobile Version)

Warehouse Area

14. Warehouse Dashboard

- 14.1. Quantity of the stocks in the warehouse
- 14.2. Reorder Level
- 14.3. Danger Level
- 14.4. Total pending Confirmed orders for delivery
- 14.5. Total selected products for the next day delivery
- 14.6. Total pending orders in Transit.
- 14.7. Total Orders Delivered.

15. Manage Quantity on offers

16. Manage Delivery

- 16.1. Select Orders
- 16.2. List out the Delivery list for the Transit.
- 16.3. Product in Transit

Delivery Executive Area

17. Product Delivered - *(Android Mobile Version)*

Tally Integration

18. Tally Integration

- 18.1. Customer Invoice
- 18.2. Customer Payments
- 18.3. PO (Purchase order raised by warehouse for their stock purchase).

Reports Area

19. Daily Pending Reports

20. Daily Sales Report

21. Daily Stock Report

22. Customer Orders Report.

Assumption:

- 1) It is assumed that the packaging sales price and the quantity will be designed by the super user for all the pan India warehouse and sales. But the warehouse in the city can also manage the quantity of the sales.
- 2) Offers can be provided by the warehouse manager in a particular city which depends upon the stock clearance of a particular product.
- 3) It is assumed that the change in the quantity against the price will be done by the warehouse Admin with consultation of the Back office Admin.
- 4) Types of the wallets will be finalised by the customer once the charges to use those wallets or media of payment are made known to the client.

- 5) All the vehicles are of the company and the drivers are the company employees.
- 6) Cancellation of the product and redelivery will be manually handled by the Rich Prints Pvt Ltd.
- 7) User registered will only have ordering facility for the state.
- 8) One state will have only one warehouse and one branch.
- 9) System will not used by the manufacturing unit.
- 10) Customer will not have any access to use the application from the net.
- 11) Further discussion required to process the Purchase order by the warehouse to the manufacturing unit which is to be integrated via Tally accounting application.
- 12) There will be one back office team handling one warehouse or group of warehouse in one state.

Design, Development & Testing	<ul style="list-style-type: none"> • Details as per listed above in point no 3.1
User Training	<ul style="list-style-type: none"> • Provide Three Weeks of training before Users Acceptance Training (UAT) to key users to enable the users to perform UAT. • Training & documentation will be in English Language.
User Acceptance Test (UAT)	<ul style="list-style-type: none"> • Conduct One month of User Acceptance Test (UAT) • Rich Prints Pvt Ltd.. team is expected to perform UAT with assistance from Thinkinno Technologies team.

2.2 OUT OF SCOPE

Average Turnaround Time (TAT) to execute an assignment / project - last year vs this year

- Application maintenance (10 % of the total cost. Mentioned in point No.12 "Time and Budgetary Quote")
- Any cost of SMS or third party API for WhatsApp etc.
- Any modification required to update the data because it is assumed that all the data is already available in the database and only the API interface is required to be created.
- Any other cost apart from the development like third party license, Server, SSL, Payment Gateway (if applicable), Travelling, Lodging and Boarding (if applicable).
- Any changes to the already developed application or the database.
- Any change that is not part of the scope.(section 3.1)
- Cost of Server and Domain.
- Application cost does not include any data migration efforts from the previous existing application of the client.
- Data Migration Charges are not included

3. Indicative time line

This project can be delivered in Three to Four elapsed months with an on-site offshore delivery model. However, this can be finalized once we mutually agree on the final scope.

4. ASSUMPTIONS

Function:

- It's a Web and Mobile Android Native Application - (Limited for Customer and Delivery modules)

5. TECHNOLOGY SUGGESTION

- Dot Net 4.5
- JQuery
- Ajax
- Java Script
- Json
- Xamrine
- HTML 5
- CSS 4

6. PROJECT MANAGEMENT & GOVERNANCE FRAMEWORK

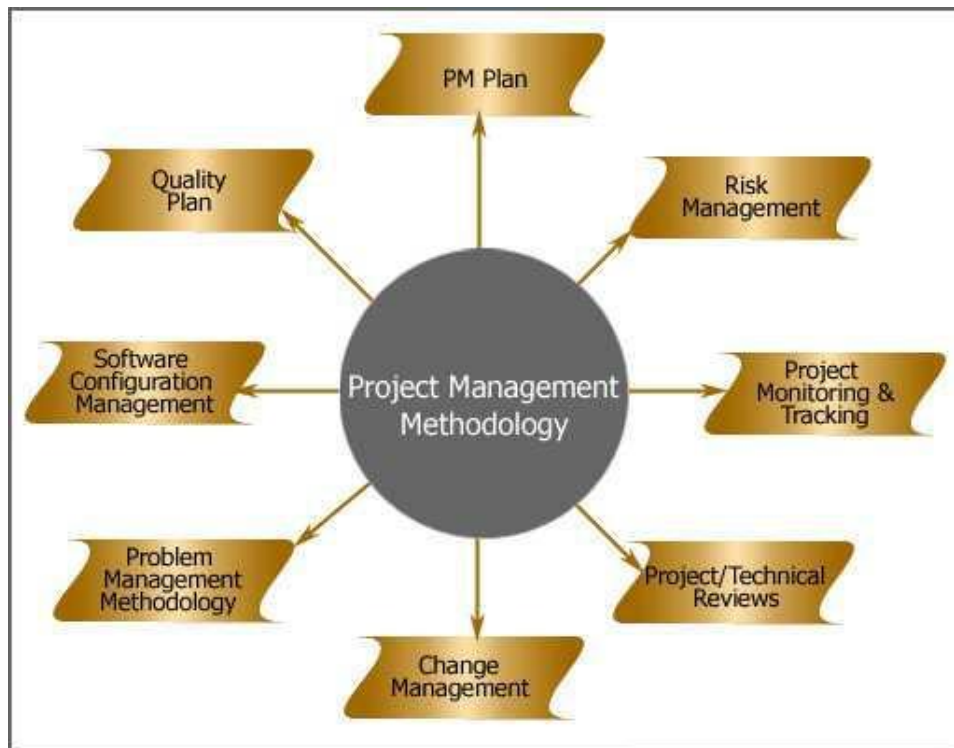
6.1 PROJECT MANAGEMENT

The Project Management methodology follows the guidelines and standards defined by the Thinkinno Technologies compliance team. Project Management lays down the processes to be followed for managing a project. Project Management covers planning, monitoring and controlling of activities from project initiation to closure.

The objectives of Project Management are to ensure that:

- All requirements of the project, including delivery dates and resource constraints are translated into a plan
- The project gets executed as per the plan
- The project is tracked and the metrics are collected and analysed
- Risks are identified and mitigated

Project Management involves Project Planning, Project Monitoring and Controlling against the laid out plan. It also involves Risk Management, Quality Audit planning, Change Management, Problem/Issues Management and Software Configuration Management planning.



6.2 GOVERNANCE FRAMEWORK

The project team/technical team from Thinkinno Technologies will jointly schedule weekly/Fort-nightly review on the project status report issues.

3 Tier Governance Model:

Please find indicative governance model. This will be fine-tuned post discussion with AMT as per the business need.

Nature of Meeting	Frequency	Customer	Thinkinno	Objective
Strategic Level (Steering Committee)	Quarterly / Half Yearly	<ul style="list-style-type: none"> CIO Director Senior Managers 	<ul style="list-style-type: none"> Regional Head Delivery Head Relationship Manager Delivery / Program Manager 	<p>Strategic Planning, Envisioning</p> <p>Review level of co-sourcing and the performance score card</p>
Tactical Level (Program Management)	Fort Nightly / Monthly	<ul style="list-style-type: none"> Program Manager Executives handling daily operations 	<ul style="list-style-type: none"> Relationship Manager Delivery / Program Manager 	<p>Staffing level and quality, performance review of SLA. Define process and measure adherence to process</p>
Operation Level (Project Management)	Weekly	<ul style="list-style-type: none"> Project Managers Operational Staff 	<ul style="list-style-type: none"> Project Manager On-site Leads / Managers 	<p>Execution team</p> <p>Day-to-day project mgmt. issues</p> <p>Review project status report and trouble shooting</p>

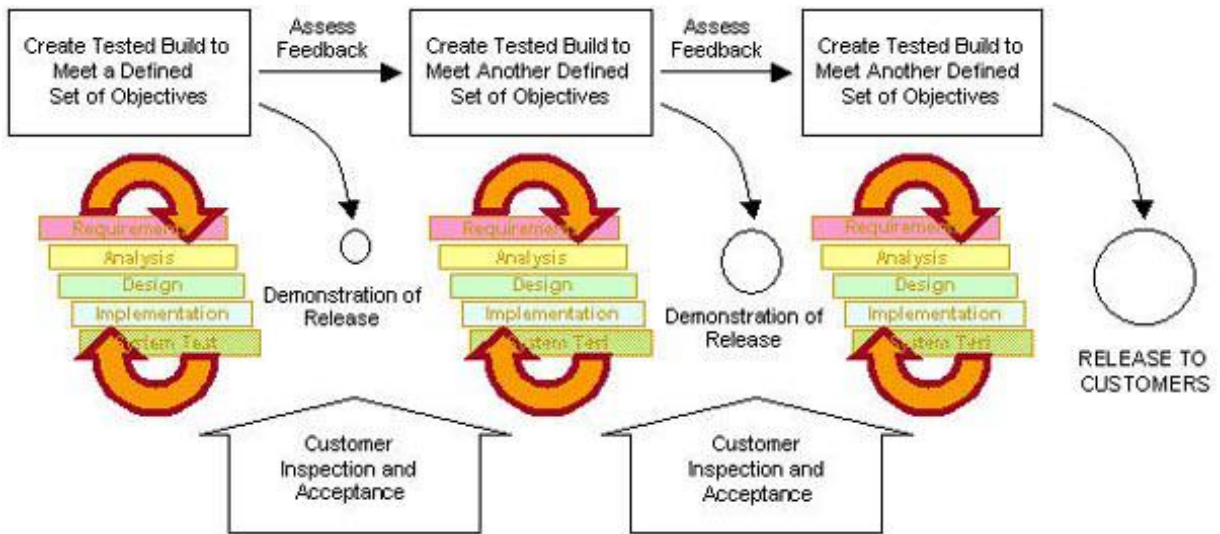
7. IMPLEMENTATION METHODOLOGY

Thinkinno Technologies adheres to the software project management process standards. Thinkinno Technologies has also built a detailed project execution methodology incorporating Thinkinno Technologies Quality process and experience over diverse engagements. This methodology provides a core process, which is adapted to meet specific requirements and environment of the desired project.

Considering the size, complexity & number of modules involved in this project, iterative or incremental methodology is proposed based on the proven fact that to make a project successful, active stakeholder involvement, simplicity of design, tools, documentation and essentially required software development process should be in place.

Using iterative / incremental methodology we propose to take up the foundation module i.e. User and Transactions first followed by the remaining requirements.

Above method is domain & customer focused and require active stakeholder participation. Though this requires a great deal of the customer’s time, we believe you will be pleased to see constant progress. As a result, fewer things can go wrong with a project due to constant defining communication existing between the core users and all other project stakeholders.



7.1 ONSITE-OFFSHORE RESOURCE DEPLOYMENT PLAN

Thinkinno Technologies proposes to deliver this project using the (offshore) model. During the complete life cycle of the project there will be a team consist of Functional Business Analyst and the technical development team working on this project. The Functional Business Analyst will be responsible for interaction with the Rich Prints Pvt Ltd.. team and the development team.

Based on the current understanding and functional division, the project will be delivered in an incremental and iterative approach.

These iterations will have Requirements Envisioning, Design, Development and Testing. Each of these iterations will have internal and customer testing to ensure we are in sync with the business requirements.

The following associated processes are identified for the project execution.

7.2 INITIAL REQUIREMENT ENVISIONING

This phase explicitly includes an initial requirements envisioning effort of a project. Initial requirements envisioning is particularly important for scaling iterative software development techniques. The goal is to understand the requirements at a high-level, it isn't to create a detailed requirements specification early in the life-cycle.

7.3 USER INTERFACE PROTOTYPE (DEMO)

This process is to rapidly mock up some prototype screens to allow the customer to view how an application will look and also view & confirm the design colour, menus and interfaces.

Prototypes are created early in the project to get the stakeholders committed and motivated for the module development. This is also a good way to eliminate many of the cosmetic changes up front (such as fonts, colours) and come up with an agreed upon consistent look and feel that can be implemented using cascading style sheets (CSS). Furthermore, prototypes shall be used to model the business.

7.4 PRELIMINARY TECHNICAL ARCHITECTURE

The goal of the initial architecture modelling effort is to try to identify an architecture that is best as per current understanding. This enables to set a viable technical direction for the project and to provide sufficient information to organize project team around architecture. This is particularly important at scale with large or distributed teams.

On the architecture side document will provide the technical infrastructure, initial data model to explore the major business entities and their relationships, and optionally change cases to explore potential architecture-level requirements which your system may need to support one day.

7.5 ITERATIONS

The following process associations with iterations will be repeated for multiple iterations.

7.6 PRODUCT/MODULE FEATURE LIST FOR ITERATION

During this process a detailed discussion with the Rich Prints Pvt Ltd.. will be conducted and detailed requirement specifications will be documented ,which will be good enough to proceed with design, development and testing of the targeted functional requirements/product features associated with planned iterations.

7.7 UPDATE ALL ARTIFACTS FOR THE ITERATION

All the project artifacts prepared during the requirement envisioning stage will be progressively updated as and when more details are available during the discussion with core users. Following artifacts will be updated.

- Business Requirement Specifications
- User interface prototype
- Use case document
- Business process maps
- High and low level design for application
- High and low level design for database

7.8 APPROVAL OF ALL UPDATED ARTIFACTS

All the project artifacts updated during the above process will be formally approved by Rich Prints Pvt Ltd.. TEAM as part of approval process.

7.9 CHANGE MANAGEMENT

Continuous change management process will be followed during the detailed requirement discussion for the target iterations. Following activities will be part of Change Management process.

- Identify the requirement changes from the baseline.
- Conduct the impact analysis and estimate effort.
- If required submit the impact analysis output for the approval Change Control Board (CCB).

7.10 TEST DRIVEN DEVELOPMENT (TDD)

Iterative process mandates a close association of design and coding as these two processes cannot be separated. These two processes can't be executed in serial mode as followed in traditional waterfall to reduce the risk of design failure detected after coding is completed.

TDD ensures high quality work product as with re factoring design evolve via small steps to ensure that work remains of high quality.

7.11 CONTINUOUS INTEGRATION & TESTING

Iterative methodology includes continuous integration and testing of developed components frequently. This activity is part of the TDD described above; however it might be performed across multiple sub-modules or modules of the application.

7.12 RESPONSIVE SITE TESTING

Testing on browsers of desktops/laptops and browsers of devices along with code reviews shall be conducted.

7.13 BUILD DELIVERY

Build shall be delivered for iterations and service baseline. Build delivery for iterations may not be repeated unless there is show stopper, however build delivery for a service-baseline shall be repeated till the build is bugs free.

7.14 USER TESTING OF ITERATION BUILD

Each iterations build will be tested by core user and will provide feedback to Thinkinno Technologies. Issues reported shall be taken care in the following build. Core users will also test the service-baseline build for UAT readiness, any issues reported will be fixed as soon as possible to conduct the UAT as per the schedule.

7.15 PUBLISH UPDATED ITERATION RELEASE PLAN

Updated iteration release plan shall be published after each iteration build delivery and service baseline build delivery.

7.16 UAT FOR ITERATION BASELINE

UAT shall be conducted for each iteration baseline or integrated application baseline as per the accepted plan. Thinkinno Technologies will provide continuous support during UAT. Issues/bugs reported will be fixed as soon as possible to complete the UAT as per the planned schedule.

7.17 GO-LIVE

Go-Live of each iteration baseline or integrated application baseline shall be done based on the plan agreed during the requirement envisioning phase.

8. PROPOSED PROJECT ORGANIZATION

It is very important to form the required teams from Rich Prints Pvt Ltd.. and Thinkinno Technologies for the smooth execution of the project and to achieve this role and responsibilities of each team member involved into the project implementation are to be well defined.

Also, it is important to identify the Core Project Team. However, a Core Project team will be identified during project initiation. It will comprise members from Rich Prints Pvt Ltd.. Team and Thinkinno Technologies. This team will be responsible for the day-to-day operations of the project, issue resolution and scope control.

Project Steering Committee

A Project Steering Committee will be formed to ensure timely and effective resolutions to issues arising out of the project. The steering committee will comprise members from Rich Prints Pvt Ltd.. Team and Thinkinno Technologies. The committee will also be responsible for the review of the project progress. It will meet once or periodically as and when required. Project Director will form the part of the Steering Committee.

Thinkinno Technologies Delivery / Program Manager

The Thinkinno Technologies Delivery Manager is responsible for the on time delivery of deliverables related to each of the milestone.

- The key roles for the Thinkinno Technologies delivery / program manager are as below:
 - Responsible for overall all delivery & customer satisfaction
 - Plan and monitor multiple tracks / phases of the project and ensure adherence to time schedules, deliverables, delivery quality and budgets.
 - Maintain the project direction consistent with Thinkinno Technologies methodology
 - Participate in project reviews and steering committee meetings
 - Escalate risks and critical issues to the steering committee for action

Thinkinno Technologies Project Manager

The Thinkinno Technologies Project Manager is responsible for the day-to-day execution and monitoring of the project, and ensuring that the project is being delivered as per the firm's quality guidelines.

- The key roles for the Thinkinno Technologies project manager are as below:
 - Understands domain.
 - Understand and manage user expectations
 - Interface with the Rich Prints Pvt Ltd.. team project manager to resolve outstanding issues
 - Manage the change control procedures
 - Manage Thinkinno Technologies resource / contract and billing issues
 - Hold regular meetings with the team leaders and consultants to identify and resolve business and technical issues arising from the project
 - Define, plan, communicate and monitor adherence to Thinkinno Technologies quality standards and documentation templates that are used in the project

- Provide conceptual guidance to the project team and resolve cross application integration issues
- Participate in project reviews and steering committee meetings
- Escalate risks and critical issues to the steering committee for action

Thinkinno Technologies Project Team Members

The Thinkinno Technologies project members work closely with the Rich Prints Pvt Ltd.. team process team and ensure that all the activities pertaining to the detailed design and implementation are carried out as per the plan.

- **Functional Consultant/Business Analyst**

- Responsible for gathering, analysing and prioritizing of business and functional requirements to support the overall engagement
- Planning and analysis of business requirements through the implementation of a traceability matrix.
- Responsible for project scoping and detailed requirement analysis of the proposed system
- Resolve any functional understanding issues with the Rich Prints Pvt Ltd.. team functional team and Thinkinno Technologies project team

- **Architect**

- Responsible for designing the architecture of the solution
- Resolve any technical issues pertaining to project architect and other technical issues

- **QA & Test Team**

- Involve during the requirement analysis phase and start preparing the test cases
- Responsible for testing of the deliverables based on the Unit and Integration test cases.
- Quality assurance for project deliverables

- **Development Team/Technical Consultant**

- Requirement understanding and development
- Preparing Unit Test Cases and performing Unit Testing.
- Fixing the bugs reported by testing and QA team.

Rich Prints Pvt Ltd.. Single point of contact

The project manager from Rich Prints Pvt Ltd.. has a critical role in the implementation. The Rich Prints Pvt Ltd.. team project manager working closely with the Thinkinno Technologies Project manager, has to ensure that the milestones are being achieved as per the project schedule and budgets.

- The key responsibilities are:

- Approve project deliverables within agreed time-frames
- Assist in resolving cross module issues
- Ensure availability of skilled and dedicated core users for the project
- Ensure that the network, hardware and infrastructure are provided as required and are maintained as per project standards
- Ensure that other agencies (if any) deliver products and services as per the time-lines of the project
- Monitor project schedules and highlight slippage
- Ensure that the Rich Prints Pvt Ltd.. TEAM decision-making processes and structures enable the project deadlines to be met

- Participate in project reviews
 - Participate in the communication process within Rich Prints Pvt Ltd.. team
 - Escalate risks and critical issues to the steering committee for action
 - Ensure that resources from the extended user group are made available to the project as and when required, for testing, data collection, data cleaning, etc.
 - Approve invoices for fees and expenses raised by Thinkinno Technologies
- The roles and responsibilities of the Rich Prints Pvt Ltd.. team process team members are as follows:
 - Participate in design of the processes and configuration of the Thinkinno Technologies system to support the designed processes
 - Comply with requirements of project management, project reporting and quality standards
 - Drive the implementation of the to-be business processes along with local process owners
 - Provide in-depth and broad functional knowledge of the business
 - Communicate / validate new business processes and design with validation teams obtain their feedback
 - Participate in defining integration / system-testing requirements
 - Co-ordinate with all other teams to make sure that integration issues and dependencies are addressed
 - Participate in design of the enhancements and interfaces, and sign-off the programs developed
 - Co-ordinate with extended organization for data preparation and cleaning activities and certify data for testing.

9. RISK MANAGEMENT

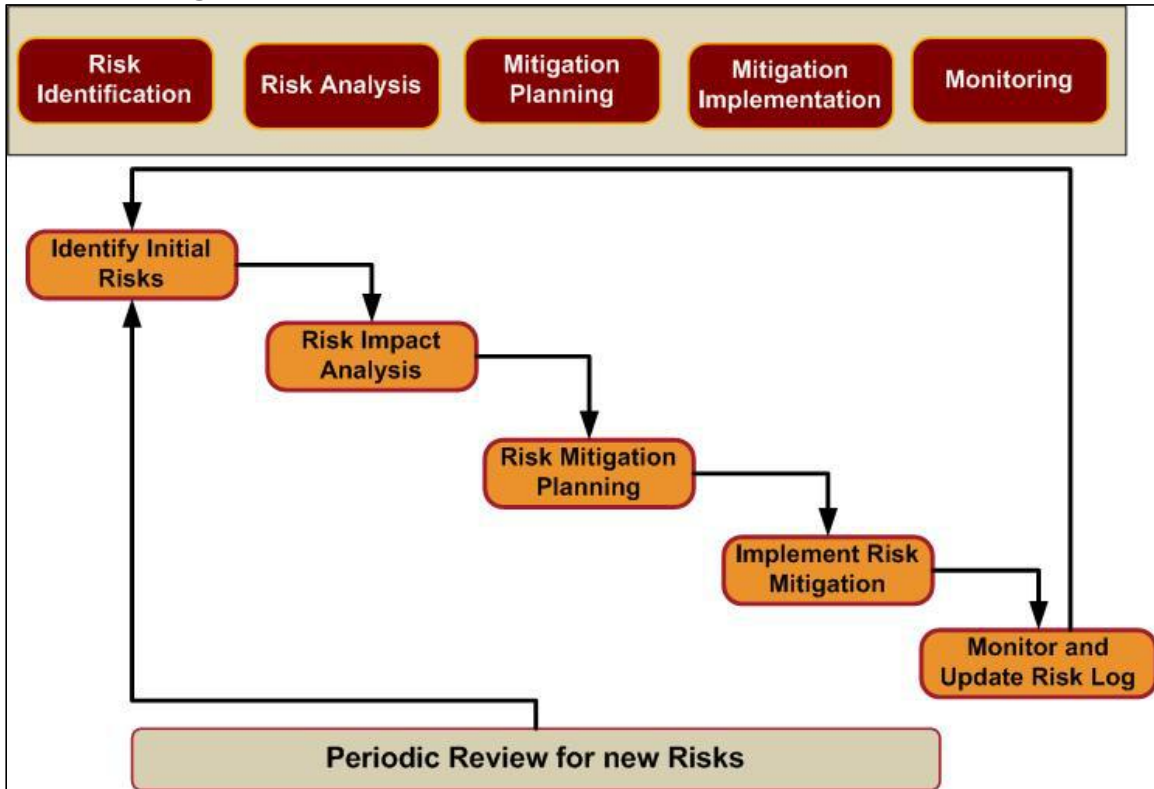
Risk Management of PM is a continuous process with the objective to mitigate the impact of unplanned incidents. The risk management process involves identifying, analysing and managing risks. Following table details the sub processes that form part of the risk management life cycle.

Risk Management sub-processes

Phase	Sub process	Focus	Tools
<ul style="list-style-type: none"> Internal Planning 	<ul style="list-style-type: none"> Identify & evaluate project risks from proposal stage Develop risk mitigation plan 	<ul style="list-style-type: none"> The consulting team conducts the initial risk assessment, and prepares for mitigating 	<ul style="list-style-type: none"> Risk Identification, Evaluation and Planning templates
<ul style="list-style-type: none"> Planning 	<ul style="list-style-type: none"> Risk review with Rich Prints Pvt Ltd.. Joint Risk mitigation planning Discuss and agree on continuous risk management plan 	<ul style="list-style-type: none"> The risks identified in the earlier phase are discussed with Rich Prints Pvt Ltd.. 	<ul style="list-style-type: none"> Project charter to highlight the risks management plan at this stage
<ul style="list-style-type: none"> Execution Phase – covers Requirement Gathering Design Development Testing UAT Go Live Support 	<ul style="list-style-type: none"> Review of project risks and mitigation plan during weekly project status report Update Steering Committee on project risk status Contingency planning – on need basis Contingency planning – as part of transition and go-live 	<ul style="list-style-type: none"> Periodic review of the risks, and mitigation planning. In the event of suspected exposure to heightened risks, contingency planning meeting to mitigate 	<ul style="list-style-type: none"> Project Status report Steering Committee Update Issues Log Risk Management templates Go-live contingency planning
<ul style="list-style-type: none"> Project Closure 	<ul style="list-style-type: none"> Project Retro 	<ul style="list-style-type: none"> Review of Risk management practices as part of project retro 	<ul style="list-style-type: none"> Project Retro Guidelines Project Retro Report

- Below figure describes the process in identifying the overall risks at the initial phase of the project and in mitigating and reviewing the risk status. It also describes the process for continuously reviewing the project for risks and mitigating it during the course of the project.

Risk Management Process



Some of the possible risks, which may arise during the course of this engagement, are tabulated below along with the contingency measures and responsibilities for implementation.

Risk Element	Change Requirement
<ul style="list-style-type: none"> Risk Level 	<ul style="list-style-type: none"> Medium
<ul style="list-style-type: none"> Description 	<ul style="list-style-type: none"> Changing User Requirements
<ul style="list-style-type: none"> Measure 	<ul style="list-style-type: none"> Changes to be identified and communicated through a Change Requests mechanism. The mechanism to be arrived during the Project Initiation phase and agreed and approved by Rich Prints Pvt Ltd.. team and Thinkinno Technologies. The Project team (comprising of Rich Prints Pvt Ltd.. and Thinkinno Technologies) to take up and discuss Change Request and arrive at the decision. Usually any change request results in scope change.
<ul style="list-style-type: none"> Responsibility 	<ul style="list-style-type: none"> Rich Prints Pvt Ltd.. and Thinkinno Technologies

Risk Element		Unavailability of Key Users from the Rich Prints Pvt Ltd..	
• Risk Level		• High	
• Description		• Risk due to unavailability of Key users/staff and process owners. Non-availability will hamper the project deadline and smooth transfer of knowledge, which is so critical for Projects/Implementation of this nature.	
• Measure		<ul style="list-style-type: none"> • Formation of a dedicated Key User group/team by Rich Prints Pvt Ltd.. • The Key user team to participate in the Implementation right from the start. • Rich Prints Pvt Ltd.. to circulate the schedule for each phase in advance along with the list of staff members who will be participating in the exercise so that Rich Prints Pvt Ltd.. can plan accordingly. This schedule will be provided by Thinkinno Technologies to Rich Prints Pvt Ltd... • Issue of Unavailability of Key Users to be highlighted by Thinkinno Technologies to the project owner (from Rich Prints Pvt Ltd..) along with the impact of the same on the project. 	
• Responsibility		• Thinkinno Technologies and Rich Prints Pvt Ltd..	

Risk Element		Schedule overrun	
• Risk Level		• Low	
• Description		• Schedule risk due to unrealistic estimates; Non-adherence by project team/user	
• Measure		• Agreed and valid estimation process in place; Non-adherence to be monitored	
• Responsibility		• Thinkinno Technologies and Rich Prints Pvt Ltd..	

Risk Element		Inadequate response from Rich Prints Pvt Ltd..	
• Risk Level		• Low	
• Description		• Delay in service due to lack of timely response from Rich Prints Pvt Ltd..	
• Measure		• Thinkinno Technologies maintains communication logs and escalates to Rich Prints Pvt Ltd.. management.	
• Responsibility		• Rich Prints Pvt Ltd..	

Risk Element	Incomplete Knowledge Transfer
<ul style="list-style-type: none"> Risk Level 	<ul style="list-style-type: none"> Medium
<ul style="list-style-type: none"> Description 	<ul style="list-style-type: none"> Unable to complete 100 % Knowledge Transfer to Rich Prints Pvt Ltd.. team and non- availability of key people during the Knowledge Transfer.
<ul style="list-style-type: none"> Measure 	<ul style="list-style-type: none"> Rich Prints Pvt Ltd.. shall ensure availability of key people from Rich Prints Pvt Ltd.. during critical part of the transfer phase and constantly monitor performance.
<ul style="list-style-type: none"> Responsibility 	<ul style="list-style-type: none"> Rich Prints Pvt Ltd.. & Thinkinno Technologies

10. QUALITY ASSURANCE

Thinkinno Technologies is totally committed to maintaining quality standards in all areas of our operations whether it is IT-enabled Services, software Development and Consultancy Services, as part of our commitment to quality, we have structured our systems and process sufficient to meet standards.

Assuring implementation quality is core to the PM approach. The Quality management process starts during the internal planning done by Thinkinno Technologies before it kicks-off the project at the Rich Prints Pvt Ltd.. Thinkinno Technologies has developed several tools to aid in collecting and analysing project metrics, which helps in managing the project from a holistic perspective. Following table illustrates the various processes of quality management that occur during the life-cycle of the project.

Our Best Practices:

1. The broad level requirements are mapped with specific functional specifications.
2. Based on the functional specifications the project prototype is developed
3. The functional specifications and prototype are shared with Rich Prints Pvt Ltd.. for approval and feedback
4. The Rich Prints Pvt Ltd.. feedback is incorporated
5. The high-level architecture is determined
6. For every module, a low-level architecture is developed
7. The developers will create unit test cases before starting a development
8. After development, the output results are measured with unit test cases
9. The project is continuously integrated
10. The functional expert with test the integrated project using the test cases specifically created by the functional expert.
11. The code review is done for the better quality of the code.
12. The version control tool is used to maintain the versions of the code
13. An automatic backup mechanism is maintained for the safety of the code
14. The application is manually tested in multiple browsers
15. The auto error email functionality is incorporated for better support
16. The error handling functionality is built for better maintenance and support
17. The data auditing is incorporated for various reports (that can be made available in future)

To make sure that the feedback is well captured, we have the following:

18. An industry standard project management tool. Thinkinno Technologies uses internet Issue tracking and monitoring and assignment tool without adding any additional cost to our Rich Prints Pvt Ltd..
19. Customer satisfaction is measured with the aid of Customer feedback reports, received on achieving the defined project milestones
20. Issue tracker tools are used for recording and tracking the closure of all internal and external issues

11. TIME & BUDGETARY QUOTE

On-line Order Management System

(Application Cost).

S.No	Module (One time Cost)	Price in INR (Excluding Taxes)	Duration
1	On-line Order Management System	10,30,000.00	3 to 4 Months
	Total	10,30,000.00	3 to 4 Months

In Words - Rupees Ten Lacks and Thirty Thousand.

Payment Terms:

1. 40% - Advance
2. 30% - When the Scope & User Interface Design is done
3. 20% - When the project is submitted for UAT (Uses Acceptance Testing)
4. 10% - On completion of UAT or Two weeks after the planned UAT start date (whichever is earlier).

Development Stages

1. Stage 1 - Requirements are gathered and scope is frozen.
2. Stage 2 - Develop Mock up Screens for Web & Mobile.
3. Stage 3 - Test Cases Creation & Development.
4. Stage 4 - Integrated Testing.
5. Stage 5 - Development for UAT (Users Acceptance Testing).
6. Stage 6 - Live.

For more information about how client describe our service please follow the link

<https://www.thinkinno.com/testimonials/>

info@thinkinno.com | USA: +1-331-333-6829 | India: +91-932-268-9919



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Project: Competitive GPS

Craig Hartman, CEO, Plansmith Corporation (USA)

Love this company. This company is an extension of our own and their input and feedback have been invaluable to the success of this product.

Project: Forecast GPS

Susan West, President & COO, Plansmith Corporation (USA)

There is a difference between hiring a company to program or hiring people to help you develop the best product you can offer your clients. Thinkinno, are good people with outstanding programming skills. We really feel they have a personal interest in our success as it is a reflection of their hard work in executing our vision.

ENQUIRE NOW