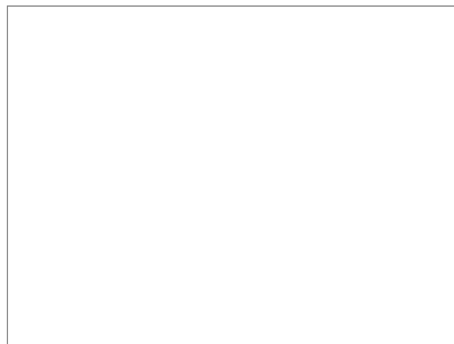


# Project Introduction & Rationale

## **Juliana Project**



[Click here to see Company Logo](#)

34 Soft Interactive Pvt Ltd

E 196 Phase 8B Industrial Area

Mohali, Punjab, 160055

17 September 2014

Vivek Mahajan

## 1. About this document

This document provides an introduction to, and summary of, the **Juliana Project** project that we believe will provide significant operational, service and financial benefits to **34 Soft Interactive Pvt Ltd** and its stakeholders.

It is provided to:

1. Inform stakeholders about our proposed project, resulting systems and key benefits;  
and
2. To assess and attain the, financial commitment, enthusiasm and endorsement to progress it further.

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This document provides an introduction to, and summary of, the **Juliana Project** project that we believe will provide significant operational, service and financial benefits to **34 Soft Interactive Pvt Ltd** and its stakeholders.

Assuming that the project progresses we anticipate that it will be completed by **31 August 2014**, at an expect cost of **32**.

## [Contribution to 34 Soft Interactive Pvt Ltd mission](#)

dd

## [Contribution to 34 Soft Interactive Pvt Ltd goals](#)

Becomes to be the Software Giant

## [Operational savings / Return on Investment](#)

This project is intended to generate ongoing savings/returns against the initial financial investment. Should the project proceed to the next planning phase the returns will be quantified through completion of comprehensive functional requirements.

At this stage are expecting to create efficiencies and reduce errors in the **5** areas listed below in the project scope section of this document.

## [Non-financial benefits](#)

In addition to the financial savings we are also expecting to achieve improvements in our operations and service through automation, systemisation and enabling 'self-service' for the following groups:

<a href="#">Stakeholder group</a>
danui

## [2. Project Scope](#)

We have identified **5** functional areas that the implemented system will facilitate, these are listed below.

The project scope will be further defined by specifying a list of key features within each of these functional areas.

The Project Detail Document (a key deliverable of the next project phase), will contain:

- Estimates return on investment (ROI), saving per year based on the current operations costs, and
- Expected non-financial stakeholder / constituencies benefits of these functional areas.

At this stage new additional revenues are not estimated or included in this documentation.

## Functional areas to be implemented

The identified functional areas to be implemented are:

### Contact Database

In almost all membership system builds, whether on or off line, the contact database is a central feature. It is mandatory to the implementation of a working membership system.

Your contact database records information on all of your constituency, independent of their relationship to your organisation. These attributes (for example, subscriber, current member, committee member) all refer back to the central contact database.

A list of functional line items are provided below for you to include or exclude and to provide a ranking of importance for your project.

Contact database features include:

- Adding new contact details
- Managing and editing contacts and status
- Manage access and user permissions

### Membership management

Members are the lifeblood of the organisation, delivering services to them and enhancing their lives is a key priority. Membership Management is therefore an essential function for Associations and many other other non-profits groups.

The level of functionality required to support the management of your membership data and membership interactions will vary with the complexity of your membership structures and the overall level of automation and interaction you require.

Closely tracking and growing membership numbers is often a primary goal and key revenue generator, so storing and (quickly and flexibly) accessing information on them is essential.

Key Membership Management features include:

- Membership cycles can be defined (calendar year, pro-rater etc)
- Membership levels and pricing can be configured
- Membership reporting tools

### Membership renewal

Allowing members to renew through your website in a simple and intuitive way will also create significant cost savings.

It also represents improved service and convenience to many who are happy using the internet to make payments. It allows members to renew any hour of the day or night from anywhere. This convenience can be the difference between the renewal and a lapsed member.

Key features include:

- Automated notifications of membership expiry
- Members can modify their membership types, interests and settings
- Online payments processed for renewals

### Member Services/benefits

Providing the ability for members to self serve, can represent significant savings to your organisation as well as an improved service. It can also encourage quicker renewals and processing and an increased number of renewals and new members.

Being able to cost effectively provide members with additional online services and membership benefits and being able to provide different levels of services to different membership levels can increase the attractiveness of your offerings, enable you to upsell your memberships and encourage members to continue to maintain their membership.

Key features include:

- Members can update their own details at any time
- Different levels of memberships can have access to different information/services
- Non-members (contacts or lapsed members) can also update details

### Member Directory

In some cases the publication of certain membership details back to the website is necessary. This often occurs amongst networking groups or where members are organisations and the organisational details are being published.

These directories or lists can be published publicly or log in only areas. A list of functional line items are provided below for you to include or exclude and to provide a ranking of importance for your project.

Key features include:

- Members receive directory listings as part of their membership benefits
- Details to be included in the directory can be configured
- The member directory can be filtered by a range of custom options

### 3. Price, Process, Timelines & Milestones

We intend to "go-to market" to finalise pricing, however we are provisionally recommending a project budget of **32**.

In addition to the financial costs, the project will also require the time, input and enthusiasm of the following team members listed in the Roles and Responsibilities section below.

#### Timeline & milestones

The project duration is expected to be **9** days.

- The intended start date is: **22 August 2014**
- The target completion date is: **31 August 2014**

The project will include key milestones, these will help us monitor and keep the project on time and budget.

The milestones are not finalised, but are likely to include:

Milestone No.	Milestone name	Date
1	Project Commencement	22 August 2014
2	Supplier engaged	23 August 2014
3	Scoping and planning complete	24 August 2014
4	Interface design complete	25 August 2014
5	Development complete	26 August 2014
6	User testing complete	27 August 2014
7	Training complete and system live	29 August 2014
8	Project Completion	31 August 2014

## 4. Internal team roles

Successful execution of the project will require the input and participation of a number of team members, these are listed below along with their anticipated roles and responsibilities.

The next stage of the project will include more detail on this including estimated effort and individual responsibilities.

### Project team

The project team leader is **Vivek Mahajan**.

Team member
Vivek Mahajan
Khushwinder

## 5. Conclusion and Next steps

To achieve the benefits we propose to deliver the project following the milestones outlined.

The next step is to specify the project process and system functionality in greater detail. This will be captured in a 'Project details' document which will be the primary reference for all stakeholders.

Please contact Vivek Mahajan on [vivek.mahajan@hit.com](mailto:vivek.mahajan@hit.com) with questions and your feedback.