WISE (HOS)

Multi-Tenant B2B Housekeeping Platform

Prepared for: Horeca Global Investment

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Executive Summary

New Soft Solution has delivered a production-ready single-tenant WISE (HOS) platform (web + Android/iOS) for hotel cleaning companies in Amsterdam. This report details the conversion to a multi-tenant B2B platform so multiple cleaning companies can operate on the same system with strict data isolation, tenant-specific imports and branding, and central governance.

Goals & Scope

- ❖ Strict tenant isolation with Super Admin governance (onboarding, branding, quotas, access).
- ❖ Per-tenant PMS/Excel ingestion with mapping templates, validations, and import previews.
- ❖ Tenant-aware dispatch & supervision; existing planning flows remain intact.
- ❖ Mobile apps with tenant login & branding; offline-first; lost-and-found and incidents remain.
- ❖ HR & payroll basics per tenant (contracts, leave, salary advances, payroll exports).
- ❖ Per-tenant reporting, audit logs, GDPR retention/erasure; EU data residency.

Technology

- ❖ Backend: Django REST Framework (multi-tenant architecture, row-level scoping, import/mapping engine, WebSockets).
- ❖ Web: Next.js portals (Admin/Supervisor), SSR, role-based UI.
- ❖ Mobile: Flutter apps (Android/iOS) for Room Attendants & Supervisors.
- ❖ DevOps: Docker, CI/CD, staging & production, centralized logging/monitoring.

Timeline & Milestones

Phase	Duration	Highlights
0) Code & Architecture Audit	1–2 weeks	Review current codebase, data model, risks; finalize plan
1) Tenancy Foundations	4–5 weeks	Data partitioning, RBAC scoping, migrations, feature flags
2) Imports & Dispatch (Tenant-aware)	3–4 weeks	Mapping UI per PMS, validations, supervisor updates

3) Mobile Update & Branding	3–4 weeks	Tenant selection, branding, offline polish, push channels
4) Reporting, Security & GDPR	2–3 weeks	Per-tenant reports, DPIA docs, retention policies
5) Pilot, UAT & Hardening	2–3 weeks	Pilot with 1–2 companies, bug-fixes, training, go-live

Realistic total: • MVP: 2–2.5 months • Full V1: 3.5–4.5 months

Team & Resourcing

Role	Count (FTE)	Responsibilities
Backend Engineer (Django REST)	1.0	Tenancy, APIs, imports, RBAC, migrations
Frontend Engineer (Next.js)	1.0	Admin/Supervisor portals, mapping UI, dispatch board
Mobile Engineer (Flutter)	1.0	Tenant login/branding, offline polish, push channels
QA Engineer	0.5	Manual + automation, regression suite
PM / Delivery Lead	0.3–0.4	Planning, stakeholder comms, risk mgmt, UAT
UX/UI Designer	0.2	Design system tweaks, flows, reviews

Recommended team: 3 core developers (DRF, Next.js, Flutter) + QA 0.5, PM 0.3–0.4, UX 0.2.

Cost Sheet (Euros)

MVP (Minimal Viable Product) 40.000-45000 and FV1 (Full Version 1) 60.000 - 75000

Notes: *Prices exclude VAT, hosting, third-party services (SMS/email/push), and app store fees. Assumes timely access to PMS sample files and stable existing features.*

Assumptions

- ❖ Existing single-tenant codebase and CI/CD are accessible and stable.
- ❖ Clients supply representative PMS exports early (2–3 samples per PMS).
- ❖ No fundamental changes to business rules beyond tenant scope.

Key Risks & Mitigations

- ❖ PMS file variance → Flexible mapping templates & validations; per-hotel profiles.
- ❖ Legacy data migration → Shadow mode and staged cutover plan.
- ❖ App-store review delays → Use internal deployment tracks for pilots.