**IT and Electrical Requirements Discussion SOP**

**Department:** Business Development  
**Sub-department:** Leasing  
**SOP ID:**

**Objective**

To establish a standardized process for conducting discussions with clients regarding their IT and electrical requirements, ensuring accurate need assessment, feasibility evaluation, cost estimation, and seamless communication to support client satisfaction and operational efficiency at Novel Office.

**Scope**

This SOP applies to:

* All client interactions involving IT and electrical requirements during office space tours, pre-lease negotiations, or post-tour follow-ups across Novel Office properties (NTP, NBP, NOB, NOW, NOM, NOQ, NOC).
* Discussions conducted online or offline, as per client preference, to address technical specifications for office setups.
* Applicable for:
  + Business Development Managers (BDMs)
  + IT Department
  + Electrical Department
  + Facility Management Team
  + Prospective and Existing Clients

**Definitions**

* **IT Requirements**: Client-specific needs related to network infrastructure, hardware, software, server rooms, or connectivity (e.g., high-speed internet, dedicated leased lines).
* **Electrical Requirements**: Client-specific needs related to power supply, wiring, sockets, backup systems, or equipment support (e.g., UPS sockets, raw power for high-load devices).
* **BDM**: Business Development Manager, the primary point of contact for client communication and coordination.
* **Feasibility Assessment**: Evaluation by IT and Electrical Teams to determine if client requirements can be met within technical, logistical, and budgetary constraints.
* **ERP System**: Novel’s internal Enterprise Resource Planning system for managing client data, requirements, and task assignments ([ERP](https://erpnoveloffice.in/)).
* **Cost Estimation**: Detailed breakdown of costs for implementing IT and electrical requirements, including new, second-hand, or client-provided equipment options.

**Roles and Responsibilities**

1. **Business Development Manager (BDM)**:
   * Initiate client discussions during office tours to identify IT and electrical requirements.
   * Coordinate and schedule meetings (online or offline) with IT and Electrical Teams and clients.
   * Communicate feasibility assessments, cost estimates, and updates to clients.
   * Log client requirements, meeting outcomes, and feedback in the ERP system.
   * Facilitate follow-up meetings if clients have unresolved queries or concerns.
2. **IT Department**:
   * Participate in client meetings to understand and clarify IT requirements.
   * Assess feasibility of IT needs (e.g., server room setup, network bandwidth).
   * Provide cost estimates for new, second-hand, or client-provided IT equipment.
   * Coordinate with Facility Team for infrastructure setup if approved.
3. **Electrical Department**:
   * Participate in client meetings to understand and clarify electrical requirements.
   * Assess feasibility of electrical needs (e.g., power sockets, backup systems).
   * Provide cost estimates for new, second-hand, or client-provided electrical equipment.
   * Coordinate with Facility Team for electrical installations if approved.
4. **Facility Management Team**:
   * Support IT and Electrical Teams in implementing approved setups (e.g., cabling, socket installations).
   * Ensure spaces are prepared for technical assessments or installations.
5. **Clients**:
   * Provide detailed IT and electrical requirements during tours or meetings.
   * Specify preferences for new, second-hand, or client-provided equipment.
   * Review cost estimates and provide approval or feedback promptly.
   * Participate in follow-up meetings to resolve queries or finalize requirements.

**Standard Procedure**

**1. Initial Requirements Identification**

* **Process**:
  + During the client office tour (as per Client Office Tour SOP), the BDM showcases available cabins and office spaces, highlighting standard IT and electrical features (e.g., high-speed internet, UPS sockets).
  + The BDM engages the client to gather initial IT and electrical requirements, such as:
    - Network needs (e.g., shared Wi-Fi, dedicated leased lines).
    - Hardware/software specifications (e.g., server rooms, workstations).
    - Power requirements (e.g., raw power sockets for high-load equipment, backup systems).
    - Preferences for equipment (new, second-hand, or client-provided).
  + The BDM logs these requirements in the ERP system under the client’s profile, noting urgency, scale, and specific details.
* **Tools**: ERP system, tour notes template (Shared File > Business Development > Templates > Client Tour Notes).
* **Timeline**: Requirements logged within 24 hours post-tour.

**2. Scheduling the Technical Discussion**

* **Process**:
  + Based on client requirements, the BDM determines the need for a detailed discussion with IT and Electrical Teams.
  + The BDM consults the client to confirm the preferred meeting format (online via Microsoft Teams/Google Meet or offline at Novel’s head office/property).
  + The BDM schedules the meeting via the Teams system, creating a calendar event with:
    - Attendees: BDM, client representatives, IT Team lead, Electrical Team lead.
    - Agenda: Review client IT and electrical requirements, clarify specifications, discuss equipment options.
    - Duration: Based on the requirements.
  + The BDM notifies IT and Electrical Teams at least 48 hours in advance, sharing client requirements from ERP.
  + For offline meetings, the BDM coordinates with Facility Team to reserve a meeting room with necessary equipment (e.g., projector, whiteboard).
* **Timeline**: Meeting scheduled within 1 business days of requirement identification.

**3. Conducting the Technical Discussion**

* **Process**:
  + The BDM opens the meeting, introducing attendees and summarizing client requirements from ERP data.
  + IT Team engages the client to clarify IT needs, asking questions such as:
    - Bandwidth requirements (e.g., shared vs. dedicated leased lines).
    - Server room specifications (e.g., static-resistant flooring, cooling needs).
    - Hardware preferences (e.g., new servers, secondhand workstations, client-provided equipment).
    - Software compatibility or licensing needs.
  + Electrical Team engages the client to clarify electrical needs, asking questions such as:
    - Power load requirements (e.g., UPS sockets for laptops, raw power for servers).
    - Backup system preferences (e.g., UPS duration, generator support).
    - Socket types and locations (e.g., floor-mounted, wall-mounted).
    - Equipment preferences (new, second-hand, client-provided).
  + The BDM facilitates open dialogue, ensuring all client queries are addressed and technical jargon is explained clearly.
  + The BDM records meeting outcomes, client preferences, and action items in the ERP system.

**4. Feasibility and Cost Assessment**

* **Process**:
  + Post-meeting, IT and Electrical Teams independently assess the feasibility of client requirements, considering:
    - Technical constraints (e.g., building bandwidth limits, power distribution capacity).
    - Logistical constraints (e.g., installation timelines, space availability).
    - Budgetary constraints (e.g., cost of new vs. secondhand equipment).
  + Each team prepares a cost estimate, detailing:
    - Costs for new equipment (e.g., servers, inverters).
    - Costs for secondhand equipment (if applicable).
    - Installation and labor costs.
    - Any additional charges (e.g., vendor coordination, custom wiring).
  + Teams submit feasibility reports and cost estimates to the BDM via outlook within 2 business days.
  + The BDM reviews report for completeness and consolidates them into a client-friendly summary, highlighting options and recommendations.

**5. Client Communication**

* **Process**:
  + The BDM shares the consolidated feasibility report and cost estimate with the client via outlook..
  + The email includes:
    - Summary of discussed requirements.
    - Feasibility assessment (e.g., viable options, constraints).
    - Cost breakdown for new, secondhand, and client-provided equipment.
    - Next steps (e.g., client approval, follow-up meeting).
  + The BDM schedules a call within 24 hours to discuss the report and address initial queries.
  + The BDM logs communication details in the ERP system.

**6. Follow-Up Discussion (If required)**

* **Process**:
  + If the client has doubts, concerns, or requests modifications (e.g., alternative equipment, revised costs), the BDM schedules a follow-up meeting (online or offline) within 2 business days.
  + The meeting follows the same structure as the initial discussion, with IT and Electrical Teams addressing specific client queries or proposing alternatives.
  + The BDM facilitates agreement on final requirements, equipment options, and costs.
  + Post-meeting, IT and Electrical Teams update feasibility and cost estimates (if needed) within 1 business day, and the BDM communicates revisions to the client.
  + The BDM logs all outcomes in the ERP system.

**7. Final Approval and Implementation**

* **Process**:
  + Upon client approval of the feasibility report and cost estimate (via email or ERP), the BDM notifies IT, Electrical, Layouts team of the outcome.
  + The BDM conducts a final walkthrough with the client to confirm setup compliance, logging feedback in ERP.

**Key Performance Indicators (KPIs)**

* Schedule initial technical discussion within 2 business days of requirement identification.
* Deliver feasibility report and cost estimate to client within 1 business days post-meeting.
* Resolve ≥80% of requirements without requiring follow-up meetings.
* Complete setup within 5–10 business days of client approval.

**Exceptions**

1. **Client Unavailability for Meeting**:
   * **Scenario**: Client is unable to attend the scheduled technical discussion due to scheduling conflicts.
   * **Resolution**: BDM reschedules the meeting within 3 business days, offering alternative online/offline options. If unresponsive, BDM escalates to client’s secondary contact within 24 hours.
2. **Complex Requirements Beyond Standard Scope**:
   * **Scenario**: Client requests specialized equipment (e.g., high-capacity generators, custom server rooms) requiring external vendors.
   * **Resolution**: IT/Electrical Teams coordinate with approved vendors, extending feasibility assessment timeline by 2–3 business days with client consent. BDM updates client on revised timelines.
3. **Technical or Logistical Constraints**:
   * **Scenario**: Building infrastructure cannot support client requirements (e.g., insufficient power capacity).
   * **Resolution**: IT/Electrical Teams propose alternative solutions (e.g., phased installations, equipment upgrades) within 2 business days. BDM arranges a follow-up meeting to discuss options.
4. **Client Delays in Approval**:
   * **Scenario**: Client fails to approve feasibility report within 5 business days.
   * **Resolution**: BDM escalates to client’s decision-maker and logs in ERP.
5. **Setup Delays Due to Vendor Issues**:
   * **Scenario**: Vendor delays (e.g., equipment delivery) impact setup timelines.
   * **Resolution**: BDM informs client within 24 hours, proposing revised timelines. IT/Electrical Teams expedite alternatives (e.g., temporary equipment)
6. **Client Requests Immediate Implementation**

* Scenario: Client demands immediate setup of IT or electrical infrastructure (e.g., within 2–3 days) due to urgent business needs.
* Resolution: The BDM escalates to Management within 4 hours for approval to fast-track implementation. IT and Electrical Teams assess feasibility for expedited setup, prioritizing available resources or temporary solutions (e.g., rental equipment). The BDM informs the client of feasibility and timelines within 24 hours, logging in ERP with comments (e.g., “Client requested 2-day setup; approved temporary UPS rental”).

1. **Disputes Over Cost Estimates**

* **Scenario**: Client disputes the provided cost estimates, citing budget constraints or competitor pricing.
* **Resolution**: The BDM arranges a meeting within 2 business days with IT and Electrical Teams to review cost breakdowns and explore cost-saving alternatives (e.g., second-hand equipment, phased installations). The BDM presents a revised estimate to the client within 1 business day, logging disputes and resolutions in ERP

1. **Changes in Client Requirements Post-Approval**

* **Scenario**: Client requests changes to IT or electrical requirements after approving the feasibility report (e.g., additional sockets, upgraded bandwidth).
* **Resolution**: The BDM logs the new requirements in ERP and schedules a follow-up meeting within 2 business days with IT and Electrical Teams to reassess feasibility and costs. A revised report is sent to the client within 1 business day post-meeting, and the BDM updates ERP with comments

**Tools and Resources**

* **ERP System**: For logging requirements, scheduling meetings, tracking tasks, and KPI reporting ([ERP](https://erpnoveloffice.in/)).
* **Communication Tools**: Microsoft Teams for online meetings, Outlook for client emails, Teams for scheduling.
* **Technical Tools**: IT assessment checklists, electrical load calculators, cost estimation spreadsheets.

**Review and Revision History**

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| --- | --- | --- | --- | --- |
| **Version** | **Changes Made** | **Updated By** | **Date** | **Future Review** |
| 1.0 | Initial SOP Created | Shivli Doneria  Operations Department | 25-Jun-2025 |  |

*Login to ERP using employee credentials to access the link.*