

Client Email Exercise

To obtain proper flow of the email ,I have made the following assumptions.

These are activities that I'm assuming happened prior to us writing this email.

- *This client has previously used our other products .*
- *And just recently got interested in using another one of our products which is the **component** in question*
- *There was a high level walkthrough with the client of what this particular component offers*
- *The client shared their needs on a very high level in regards to their current product.*
- *In this meeting ,I'm assuming that the client also talked briefly about their budget and timelines.*
- *The session ended with an action point for us as Rely Comply*
- *And the action point was to study the client needs ,come up with a suitable way to carry out the integration and bring forward questions and clarifications that would assist Rely Comply in building an integration that works well for the client*

** Find email below*

Hi Joe,

I hope this email finds you well.

I'm excited to connect once again regarding the integration of our component into your mobile fin-tech product.

As we work towards kickstarting the integration ,we need an understanding of some crucial information around the nature of transaction which I've mentioned below, that will assist in swift building of an integration that solves for your needs ,is budget friendly , and also able to accommodate the growth of your product.

It is important for us to get this information which will assist us in determining how we design our database.A good database design favors scalability , saves both parties money and time put into maintenance as well as cloud resources.

- How many transactions do you process on a daily, weekly and monthly basis ?
- Do you experience any growth in the number of transactions month on month ,If yes, what are the numbers ?
- Do you have times in the day or the week or the month when transactions are high ?Any peak times ?
- Are the transactions different in any way , Please share the difference in the transactions you process.
- Lastly we need to decide how we'll handle the flow of data between our systems. Essentially, we have two options:
 - Realtime streaming where data would flow continuously and instantly between our systems. It requires more effort from both of our teams to ensure everything stays up and running smoothly.This could translate into extra cost put into the development of this function.
 - Alternatively, we could opt for a simpler approach where data is uploaded in batches once a day, typically overnight. It's less demanding in terms of maintenance but quite manual.

Which option do you think would work best for your team and the project as a whole?

Your cooperation and response will greatly assist us in moving forward efficiently .If you prefer , we can also discuss these details over a call at your earliest convenience.

Thank you so much for your attention to this.We're here to support you and ensure a smooth integration.

Best regards,

Eunice Atieno

Software Engineer