

SOW between Saafin and Ibexoft

The “**Client**” here is referred to as the party that needs a system to manage their customers, orders, services, and their team’s work.

“**Ibexoft**” is the party that will propose and implement the system.

Requirements

The client needs an online presence where customers can come and sign up and place orders to avail different services (services to be provided by the client). Once an order is placed admin should be able to create tasks for designers to perform and assign tasks to them. Designers would then do the work and upload their work to the system. Admin will then upload the work for customers to review and mark the order complete once approved.

Below is the outline of the requirements in stepwise flow.

1. Customers should be able to signup on the site.
2. Customer should be able to log in to the site.
3. Customer should be able to place orders on the site.
4. Customer should be able to see their orders and their status.
5. Admin should be able to create tasks for the team.
6. Admin should be able to assign tasks to the team.
7. Team should be able to perform their work and upload their work against the task.
8. Admin then should be able to upload that work into the customer area for their review.
9. Admin/Team should be able to mark the task complete once delivered to the customer and approved.
10. Admin should be able to mark the order complete.

To be provided by the client:

- Domain
- Hosting
- Services that customers can order
- Information to be collected from the customer
- Any other content required
- Any paid software, theme, plugin etc. It can be purchased by Ibexoft on behalf of the client’s expense.

Solution

Once the above requirements are reviewed by the client and approved Ibexoft will propose the final solution, cost, and estimated time of completion.

Based on the assumption that the above requirements are correct following is a tentative solution.

- Customer facing website will be developed where customers can signup, log in, place orders and see their status.
 - Admin will also be able to manage customers and orders.
 - Only the admin and customer can interact here.
- A task management system will be implemented to handle the team's work where only the admin and team can collaborate. The team won't be able to interact with the client.

What's not covered in the solution

The solution does not contain the following.

- Payment integration - Client will be responsible for any payments to be received from their customers.
- SEO or any other marketing-related material or activity including content, digital assets creation including images and videos.

Client is encouraged to read through this document and highlight if anything is missing or wants to change or add more details.

Client sign off

Date:

Client Name: Saafin

Client email:

Client phone:

Muhammad Jawaid Shamshad

Ibexoft

info@ibexoft.com

+92.316.3221905