SE 216 – SOFTWARE PROJECT MANAGEMENT
SOFTWARE TOOLS DOCUMENT

PROJECT NAME: SERVICIFY

GROUP NUMBER and MEMBERS: GROUP 1 (Barış Can Ceylan, Alperen Demirezen, Ege Sezak, Yasin Kızıltaş, Buğra Yurtsever)

TASK #	PROJECT TASKS WHICH REQUIRE SOFTWARE TOOL SUPPORT
1	User Interface
2	Data Management and Database Infrastructure
3	Customer Support Tool
4	Financial Management Tool

SOFTWARE TOOLS FOR TASK 1: User Interface

a) Kotlin/Jetpack Compose: Android recommends Jetpack Compose as a contemporary toolset for creating native user interfaces. It streamlines and expedites Android UI development. Develop your project more quickly with less code, stronger tools, and user-friendly Kotlin APIs.

b) Swift/SwiftUI: SwiftUI helps you build great-looking apps across all Apple platforms with the power of Swift — and surprisingly little code. You can bring even better experiences to everyone, on any Apple device, using just one set of tools and APIs.

c) Javascript/React Native: The finest aspects of native programming are combined with React, the top JavaScript user interface toolkit, to create React Native.

## SOFTWARE TOOLS FOR TASK 2: Data Management and Database Infrastructure

Tool Cost/Training/Functionality Data

Tool	MongoDB	MySQL	PostgreSQL	Amazon DynamoDB
Cost	191.406$	29.327,64$	335.373$	54.210,24$
Training Days	7	7	30	15
Functionality	10	1	3	7

Normalized Cost/Training/Functionality Data

Tool	MongoDB	MySQL	PostgreSQL	Amazon DynamoDB
Cost	57.1	8.7	**100.0**	16,2
Training Days	23.3	23.3	**100.0**	50.0
Functionality	100	10	**30**	70

Normalized Tool Graph
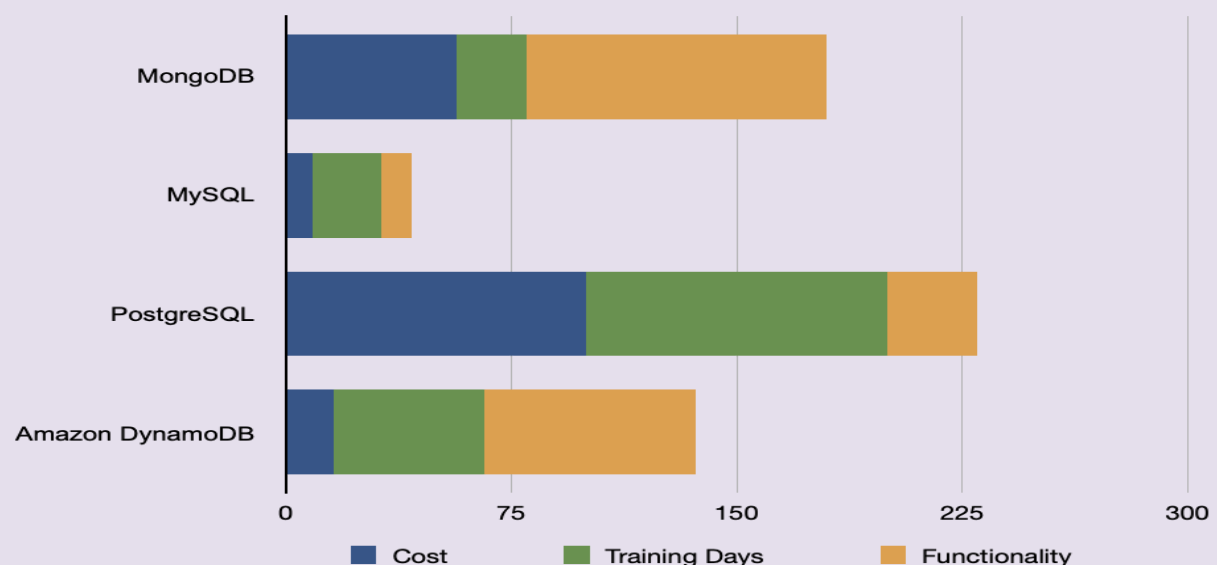
Which tool has been selected? Why?

MongoDB is an open-source NoSQL database management system. NoSQL databases are utilized as an alternative to conventional relational databases. When dealing with big, dispersed data sets, NoSQL databases come in handy. MongoDB is a tool for managing and storing document-oriented data. High-volume data storage is facilitated by MongoDB, which enables enterprises to store vast volumes of data while maintaining speed. In addition, MongoDB's ad hoc queries, indexing, load balancing, aggregation, server-side JavaScript execution, and other features are integral for our use case.

SOFTWARE TOOLS FOR TASK 3: Customer Support Tools

Tool Cost/Training/Functionality Data

Tool	Zendesk	Freshdesk	Intercom
Cost	1400$	1000$	1700$
Training Days	7	7	7
Functionality	8	6	10

Normalized Cost/Training/Functionality Data

Tool	Zendesk	Freshdesk	Intercom
Cost	82.3	58.8	**100.0**
Training Days	100.0	100.0	**100.0**
Functionality	80.0	60.0	**100.0**

Normalized Tool Graph
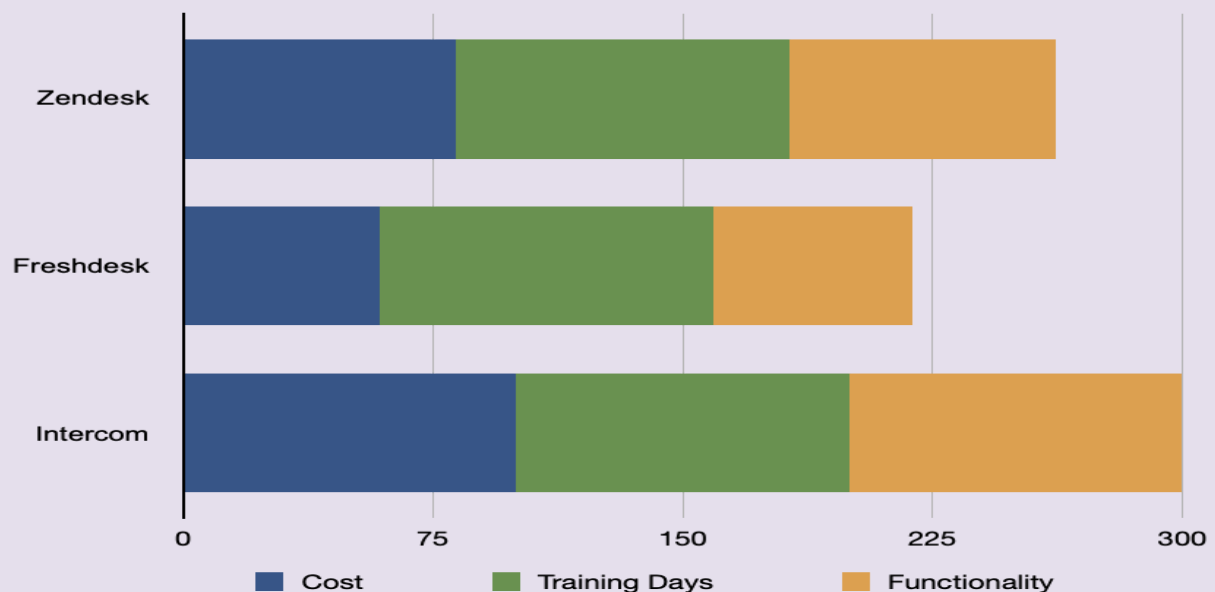
Which tool has been selected? Why?

Intercom:

   Intercom is a customer messaging platform that allows businesses to engage with customers through personalized messages, live chat, and targeted campaigns. It offers features for tracking user behavior, segmenting audiences, and measuring customer satisfaction.These features will help increase sales with actions that can be taken after analyzing users. This is the reason why we chose it even though it costs more.

SOFTWARE TOOLS FOR TASK 4: Financial Management

Tool Cost/Training/Functionality Data

Tool	QuickBooks	Xero	Sage Intacct	NetSuite
Cost	1000$	1500$	3600$	12.000$
Training Days	21	15	21	30
Functionality	4	7	5	10

Normalized Cost/Training/Functionality Data

Tool	QuickBooks	Xero	Sage Intacct	NetSuite
Cost	8.3	12.5	30.0	**100.0**
Training Days	70.0	50.0	70.0	**100.0**
Functionality	40.0	70.0	50.0	**100.0**

Normalized Tool Graph
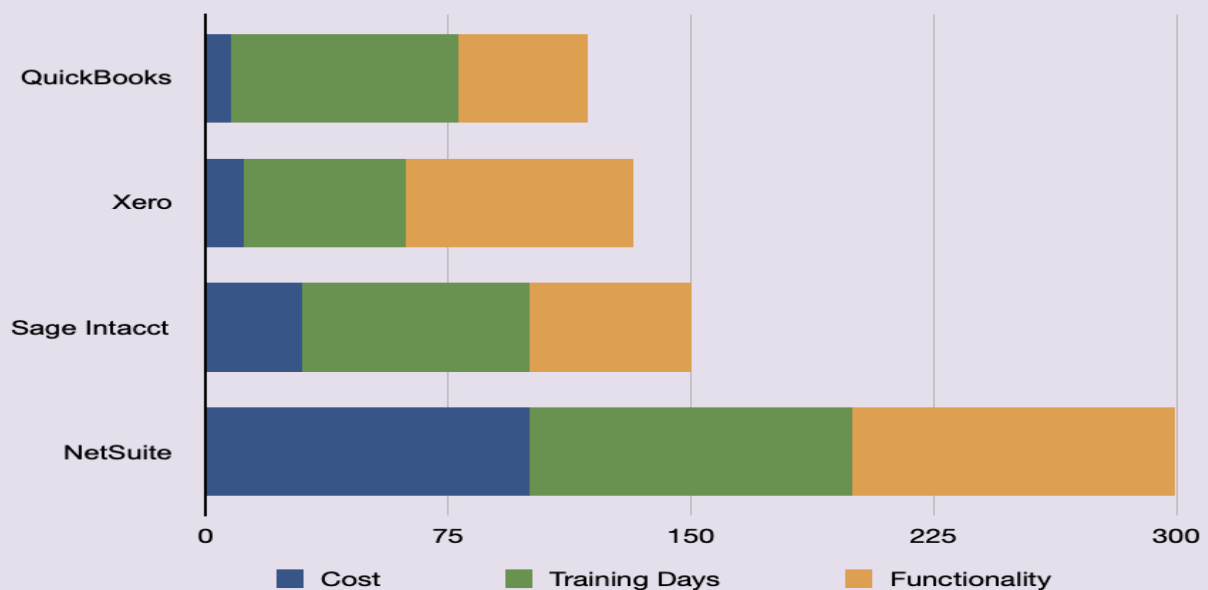
Which tool has been selected? Why?

Xero:

   Xero is a cloud-based accounting software that provides tools for invoicing, bank reconciliation, expense tracking, and financial reporting. It offers real-time collaboration with advisors.Not only is this important for businesses, but it is also cost-effective.