**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 | **Data Management and Database Infrastructure** |
| 2 | **Customer Support Tool** |
| 3 | **Financial Management Tool** |

| SOFTWARE TOOLS FOR TASK 1: 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 2: 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 3: 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. |