

- For onsite visits of resources, travel/transportation and accommodation related expenses are to be borne by the client

# Appendix 1 - Scope Of Work

## Mobile Application Scope for Phase 1 (Prototype for Demo)

User	Scenarios	Description	Comments
Technician	Authentication & Login of user	<ul style="list-style-type: none"> <li>Upon opening the mobile application, the user will be directed to the login page.</li> <li>The user will be prompted to enter his user ID and password.</li> </ul>	We have considered a single mobile application for both technician and expert
Technician	Home Screen - View list of Vehicles	<ul style="list-style-type: none"> <li>On successful login the user is prompted to connect to the nearest vehicles</li> <li>The application scans for the vehicles nearby</li> <li>It will display the list of vehicles</li> </ul>	
Technician	Home Screen - Connecting to the Vehicle	<ul style="list-style-type: none"> <li>The user chooses "Connect" button on the app's home screen,</li> <li>The app initiates a Bluetooth connection to the vehicle</li> </ul>	We have considered the connection via bluetooth as out of scope for the prototype since it is a simulation
Technician	Filter by date and time	On successfully connecting with the vehicle, option to select the date and time	
Technician	Display list of faults	The list is filtered by selecting the date and time to retrieve specific faults.	
Technician	Selecting a Fault and Receiving Suggestive Actions	The technician selects a fault from the list and receives step-by-step actions as text or videos.	We have assumed there will be no server setup for the prototype, all the test data(faults) will be on the local database of the application and it will be provided by the Tata Motors team
Technician	Take intermediate inputs through questions and verify	The technician follows the troubleshooting follow up questions are asked about the issue, Based on the answers provided by the technician, the app will tailor the troubleshooting guidance accordingly.	

Technician	Raise ticket with expert	<ul style="list-style-type: none"> <li>• Technician raises a ticket when               <ol style="list-style-type: none"> <li>1.The issue remains unresolved</li> <li>2 The issue is a complex problem</li> <li>3.Specific data of the issue needs to be shared with expert</li> </ol> </li> <li>• The ticket will be escalated to the expert</li> <li>• The app allows recording and submitting audio/video to help experts understand the problem.</li> </ul>	The chat interface will consist of predefined options as it will be a static chatbot setup and no real time communication will occur between the expert and technician.
Expert	Authentication & Login of user	<ul style="list-style-type: none"> <li>• Upon opening the mobile application, the user will be directed to the login page.</li> <li>• The user will be prompted to enter his user ID and password.</li> </ul>	
Expert	Home Screen	Upon successful login the user can access the home screen and organized list of tickets raised by operators with details like ticket IDs, titles, and dates of creation	
Expert	Accessing Automated Trends and Correlation Analysis	<ul style="list-style-type: none"> <li>• The expert navigates to the data analysis section,</li> <li>• Select the "Analyze Data" button. initiate an analysis of data that utilizes all available vehicle data</li> </ul>	We assume the data will be provided by the Tata Motors Team.
Expert	Fault Trend Analysis with Anomaly Detection	<ul style="list-style-type: none"> <li>• Once automated analysis is complete, the system identifies fault trends or anomalies in the data,</li> <li>• Then it should display these trends and anomalies, along with suggestions for potential fault causes.</li> <li>• RCA Graph and Dashboard as per signal inputs</li> </ul>	We assume that the graphs that will be showcased will be static graphs as images
Expert	Community Page - Solutions for Similar Faults	<ul style="list-style-type: none"> <li>• The user should see a list of similar faults or issues that technicians have encountered in the past.</li> <li>• Select specific fault or issue from the community page,</li> <li>• Then the system should display solutions, recommendations, or discussions related to that particular fault based on historical data.</li> </ul>	

## Appendix 2 - Technology Landscape

Mobile Application	Flutter
Development tool	Android Studio
Programming language	Dart
Database	SQLite
OS compatibility	Android 11, 12, 13 iOS 13 and above
Orientation	Portrait mode

### Project Assumptions & Prerequisites

1. Default language support is English
2. Android Phone
  - Android OS version support - Android 9 to Android 11
  - Testing Devices
    - Samsung Galaxy S10, Samsung Galaxy S9, Samsung Galaxy S8
    - Support for Android tablets is out of scope
3. iOS (iPhone)
  - iOS version support – iOS 13, 14, 15
  - Testing Devices
    - iPhone 12, iPhone 13, iPhone 14
4. The app is for demonstration purposes, there is no integration with APIs or external services. The data will be fed within the app(video, textual content, graphs etc)
5. All application specific data will be provided by Tata Motors Team(videos, fault data etc)
6. We have considered a single mobile application for both technician and expert
7. We have considered the connection via bluetooth as out of scope for the demo application since it is a simulation.

8. The chat interface will consist of predefined options as it will be a static chatbot setup and no real time communication will occur between the expert and technician.
9. Considering the time constraint, we will be unable to implement the actual graphs so we will showcase it as static graphs as images.
10. We have estimated the high level efforts & timelines according to the initial draft of the requirement. Efforts & timeline may vary based on the changes in the designs, required integrations / 3rd party APIs, actual scope and changes in priorities

## Prerequisites from Client

1. Logo (High resolution PNG format), color codes and necessary branding guidelines
2. Google Play store publishing account details and Apple developer account details
3. All required third party services subscription like Server, Crashlytics etc.
4. App name, Domain name and wildcard SSL certificate
5. A Product Manager to facilitate the communication between client team and Mobisoft
6. Application specific data & content like Terms of Use, Privacy Policy, Consent, About Us etc.

# Appendix 3 - Company Overview

Mobisoft Infotech is a global digital product development company. Serving businesses of all sizes to build, improve and scale products across platforms leveraging disruptive technologies and combining design, engineering and innovation to make clients successful.

- Founded in 2010, focused digital solution company
- Headquartered in Houston-Texas, and Development center in Pune, India
- 250+ in-house professionals, Served 30+ countries , 10+ customers with \$1B+ revenue
- Implemented 500+ digital solutions across mobile, web, & cloud platforms
- Expertise in Mobility, Web, Cloud, UX/UI, BI, Blockchain, AI, Analytics
- Global Clients: VW ITS, Samsung, Kohler, NTT DATA, Deloitte, TATA, US Open, SAP, AT&T, Wimbledon, Baiduri Bank and more!

13+	250+	500+	30+
Years	Team	Digital Solutions	Country served

## Achievements

- Khushi Baby Wins The Inaugural Johnson & Johnson GenH Challenge
- NFC Forum Innovation Award
- NASA Space Health Challenge
- Best iPhone Development Company (USA)
- Best Android Development Company (USA)
- KEANE AWARD For Excellence In E-Lawyering
- 8th fastest growing company by Houston Business Journal 2014

## Our Clients



**SAMSUNG**



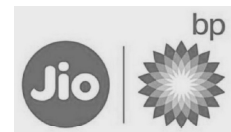
**NTT DATA**

**Deloitte.**

**FIDELIDADE**



abbvie



**KOHLER®**

**QNAP**



**UF** UNIVERSITY of FLORIDA



ZS



**I**  
ILLINOIS



NEW YORK UNIVERSITY



RICE