Business Requirement Document



**Prepared for:** TGC – Tejus Group of Companies

**Project Name:** TGC Software Solutions

**Prepared By:** Nikunj Mulkalwar

**Project Sponsor:** CEO - TGC

**Client Acceptor:** ABC

**Project Manager:** Mr. Saurav

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# 1. INTRODUCTION

## 1.1 Document Purpose

The purpose of this Business Requirements Document (BRD) is to outline the business needs and objectives for developing a web application that will automate the operational processes of Tejus Group of Companies (TGC). This document outlines the key requirements for the software solution that will help TGC move away from manual, time-consuming tasks and enable digital workflows that improve transparency, efficiency, and customer satisfaction. The goal of this BRD is to provide clear, technology-agnostic business requirements that will guide the development of the new software solution, ensuring that all stakeholders have a shared understanding of the project scope, goals, and deliverables. By documenting these requirements, TGC seeks to implement a solution that aligns with its vision of delivering faster, more transparent, and customer-centric services.

The document serves as the foundation for developing this web-based solution, ensuring alignment between the business goals of TGC and the technical execution of the software development process. It will also serve as a foundation for testing, validation, and future updates, providing a clear framework for how success will be measured. The BRD is focused on high-level business objectives rather than technical specifications, which will be detailed in subsequent design and development documents.

## 1.2 Intended Audience

The intended audience of this document includes both business and technical stakeholders within Tejus Group of Companies (TGC) and any external vendors or consultants involved in the development of the software solution. Key audiences include:

**Management Team:** TGC’s senior management, including the CEO, department heads, other decision-makers, and business analysts who will need to review the requirements to ensure that the solution aligns with TGC’s strategic goals and operational objectives.

**Business Stakeholders:** Heads of departments, such as Sales, Marketing, Service, and Delivery, who will be primary users of the system and whose daily operations will be affected by the new software solution.

**IT Team**: Developers, system architects, and quality assurance (QA) professionals tasked with implementing the solution according to the outlined business needs.

**External Vendors:** Any third-party software developers or consultants involved in the design, implementation, or integration of the new system with TGC’s existing infrastructure.

This document is written in business language and avoids highly technical terminology, making it accessible to both business and IT audiences. It ensures that all involved parties can clearly understand the objectives and scope of the project.

## 1.3 Project Background

Tejus Group of Companies (TGC) is a 21-year-old construction firm headquartered in Pune, India, with approximately 500 employees across departments such as manufacturing, marketing and sales, accounts and administration, and service delivery. TGC provides a broad range of services, including manufacturing construction equipment, selling machinery, offering construction consultation, renting out equipment, and providing servicing and maintenance of machinery.

Currently, TGC relies on manual processes for essential business operations, such as creating quotations, generating invoices, and assigning tasks across departments. These time-consuming manual workflows have led to inefficiencies, delays in customer interactions, and a lack of operational transparency, all of which have negatively impacted business growth and customer trust.

As a result of these challenges, TGC has started losing business to competitors. To address this issue, management has decided to develop a web-based application aimed at automating internal processes, improving transparency, and enhancing customer satisfaction. This application will serve as a centralized platform for TGC’s internal users, streamlining tasks such as client management, service request tracking, reporting, and inventory management. The solution is expected to drive efficiency, enable faster decision-making, and restore customer trust through improved service delivery.

## 1.4 Business Goals/Objectives

The main objective of this project is to develop a software solution that addresses the key challenges TGC is facing with its current manual operations. The specific business goals and objectives include:

**Increase Operational Efficiency:** By automating the manual processes involved in generating quotations, invoices, and assigning tasks, and reports. TGC aims to significantly reduce the time spent on routine tasks, freeing up employees to focus on higher-value activities.

**Enhance Work Transparency:** The new system should provide real-time visibility into operations, allowing TGC’s management and customers to track the status of orders, services, and tasks. This transparency will build customer trust and improve internal accountability.

**Improve Customer Satisfaction**: The introduction of an automated customer feedback mechanism will allow TGC to gather valuable insights on customer satisfaction. Faster response times and transparent communication will enhance customer relationships and increase retention.

**Enable Faster Service Delivery:** By streamlining the processes for assigning tasks to departments and managing service requests, TGC can provide quicker turnaround times for customer inquiries and service requests, thereby improving its competitive edge in the market.

**Ensure Data Consistency and Accuracy:** Automation will reduce human errors associated with manual data entry and reporting, ensuring that customer records, invoices, and service requests are accurate and up to date.

**Boost Profitability:** With more efficient processes, faster response times, and improved customer satisfaction, TGC expects to recover lost business and increase profitability by minimizing delays and errors.

## 1.5 Stakeholders

The success of the TGC web application project relies on the involvement and input of several key stakeholders, each playing a critical role in shaping the system and ensuring its alignment with business goals. The following stakeholders are directly involved in the project:

1. CEO of TGC

Role: Project sponsor and primary decision-maker.

Responsibilities: Ensures the web app aligns with TGC’s strategic objectives, provides oversight, approves budgets, and monitors the project’s progress to meet business goals.

1. Department Heads (Sales, Marketing, Manufacturing, Accounts, Service, and Delivery)

Role: Key users and functional stakeholders.

Responsibilities: Define specific departmental requirements for the web app, ensure the system meets operational needs, and participate in testing and validation processes.

1. Project Managers

Role: Oversee the implementation and deployment of the web app.

Responsibilities: Manage timelines, resources, and coordination between the business units and development team, ensuring that the project stays on track and within scope.

1. IT Team (Developers, Architects, QA Specialists)

Role: Technical team responsible for building, testing, and maintaining the web app.

Responsibilities: Develop the web app according to the business requirements, handle system integrations, and ensure the platform is secure, scalable, and user-friendly.d

1. Sales and Marketing Teams

Role: Key users of the client management and reporting features.

Responsibilities: Use the app to manage customer interactions, generate quotations, track client projects, and contribute feedback on system usability.

1. Service and Delivery Teams

Role: Key users of the task management and service request features.

Responsibilities: Use the system to manage task assignments, monitor service delivery, and track equipment usage, while ensuring that customer requests are addressed efficiently.

1. Accounts and Admin Teams

Role: Key users of the invoicing and financial reporting features.

Responsibilities: Generate and manage invoices, track project financials, and ensure seamless integration between the web app and existing accounting systems.

1. Customers

Role: Indirect beneficiaries of the system's improved transparency and faster service delivery.

Responsibilities: Although they do not directly interact with the app, customers will experience enhanced service, quicker responses, and more transparency through internal users’ use of the platform.

1. Consultants and Subject Matter Experts (SMEs)

Role: Provide expert advice on construction industry practices and regulatory compliance.

Responsibilities: Ensure the system’s functionality aligns with industry standards and that features such as project reporting and compliance tracking meet legal and industry requirements.

1. Management Team

Role: Oversee strategic alignment and decision-making throughout the project lifecycle.

Responsibilities: Provide input on project priorities, approve key milestones, and ensure that the project contributes to TGC’s long-term business vision.

1. External Vendors

Role: Is to deliver their products or services in accordance with project requirements and timelines, ensuring seamless integration and functionality within the software/web solution.

Responsibilities: External vendors or partners provide hardware, software, or services that are integral to the project. They may include cloud hosting providers, payment gateway providers, or third-party integrators.

## 1.6 Dependencies on Existing System

Not Applicable

## 1.7 References

1. Documentation of current manual processes in sales, service, and delivery.

2. TGC internal discussions regarding the need for automation and transparency.

3. Industry best practices for web-based project management tools in the construction domain.

## 1.8 Assumptions

1. The web app will be developed within a 18-month timeline.

2. All necessary resources, Inventory management, Equipment’s, and including data from existing manual systems, will be available for migration and integration into the new web application.

3. The Project team has access to necessary technology infrastructure and resources to ensure a smooth deployment of the web app.

4. The internal users at TGC will be trained in the use of the new web app.

5. Regulatory compliance requirements will be addressed and implemented in accordance with applicable industry standards and regulations.

# 2.1 AS-IS State (Current State)

A diagram of a process

Description automatically generated

# 2.1 TO-BE State (Future State)

A diagram of a flowchart

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# 3. REQUIREMENT SCOPE

Use Case Diagram

A diagram of a diagram

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## 

## 3.1. In – Scope(Features/Modules/Screens/Use cases)

Use case diagram –

A diagram of software solution

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A screenshot of a computer

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## 3.2 Out of Scope(Features/Modules/Screens/Use cases)

**Customer Account Management:**

Creating or managing user accounts (beyond updating customer info) is not shown in the diagram.

**Inventory Management:**

Any functionalities related to tracking or managing inventory are not included in this scope.

**Marketing Campaigns:**

While feedback can be submitted, there is no direct indication of marketing campaign management.

**Complex Task Workflow:**

Task escalation or complex approval workflows across departments is not indicated explicitly in the diagram.

**Detailed Payment Processing:**

The actual payment gateway integration, fraud detection, or multiple payment methods management is not mentioned.

**Mobile or Multi-Platform Integration:**

The diagram does not show any support or interaction related to mobile app functionalities or different platform access.

**Inventory and Logistics Tracking:**

The diagram does not suggest any features related to tracking the delivery of physical goods, inventory levels, or logistics.

**Analytics - Reports Dashboard:**

* **Advanced Data Analytics and Visualization:** The system will not provide advanced data analytics or complex visualizations (e.g., predictive analysis, AI-based insights) beyond basic report generation and simple charts/tables.
* **Custom Report Creation by Non-Admin Users:** Only Admin users can add or manage reports. Team Leaders and Service Team members will not have the capability to create or customize new reports in the system.
* **Real-time Data Integration for Reports:** The system does not provide real-time or live data updates for reports. Report generation is based on static, previously stored data, not continuous data feeds.
* **Cross-System Report Integration:** Integration with third-party tools or systems for reporting (e.g., integrating with external CRM systems) is not covered.

**A diagram of a company

Description automatically generated**

# 4. FUNCTIONAL REQUIREMENTS

|  |  |  |  |
| --- | --- | --- | --- |
| **Actor Name** | Actor Type | Access Type needed | Comments |
| Admin | Stakeholder  Primary Actor  Supporting Actor | Create  Print  Read  Export  Update  Others  Delete | Have all access |
| Team Lead | Stakeholder  Primary Actor  Supporting Actor | Create  Print  Read  Export  Update  Others  Delete | For Specific Teams(departments) |
| Team Members | Executives  Marketing Team  Service team | Create  Print  Read  Export  Update  Others  Delete | Depending on the task |
|  | Stakeholder  Primary Actor  Supporting Actor | Create  Print  Read  Export  Update  Others  Delete |  |

1. User Authentication
2. Registration-Users can request for an account from the admin.
3. **Login:** Users can log in using their credentials.
4. **Password Recovery:** Users can reset their password via email.
5. User Management
6. **Profile Management:** All Users can view and edit their profiles.
7. Admin should be able to add/manage teams, add/manage client profile, and add calendar events etc.
8. **Role-Based Access:** Different user roles (admin, user) with varying permissions.
9. **Admin and team lead can create groups or team.**
10. Task Management
11. Admin and team lead should be able to assign, update, delete, create tasks
12. Admin should be able to configure the task workflow.
13. All Users should be able to view, edit and approve based on roles.
14. Reports
15. Admin should be able to add/search, update, read and delete reports based on their requirement.
16. Team lead should be able to create, read, update and delete reports of his team.
17. Team members should be able to read reports.
18. Users can view and download usage statistics and reports.
19. Inventory
20. Admin should be able to add new items to the inventory, update existing item details (such as quantity, description, and location), and remove obsolete items.
21. Users should be able to view the list of all available inventory items.
22. The admin and team leaders should be able to assign inventory items to specific team members or departments.
23. The system should automatically generate low-stock alerts when inventory items reach a predefined threshold.
24. LMS(Learning Management System)
25. Admin should be able to create, update, and delete e-learning courses, define course content (e.g., videos, PDFs, quizzes), and assign them to users or teams.
26. Upon successful completion of a course, the system should automatically generate and issue certificates to team members with notifications to admin and team leads.
27. Admin should be able to track the progress and completion status of all users and generate reports on e-learning outcomes.
28. All users should be able to access assigned courses, view content, and complete assessments, with their progress automatically tracked by the system.
29. Notifications and alerts
30. Users receive notifications for important events (e.g., messages, updates).
31. All users should have access to a central notification center where they can view, filter, and manage their alerts based on priorities.
32. Team Members should receive notifications for new course assignments, upcoming deadlines, inventory requests, and feedback, as well as other personalized alerts.
33. Admin should be able to configure system-wide notifications for important events (e.g., course deadlines, inventory low-stock alerts, system updates) and set notification preferences for all users.
34. Search Functionality
35. Team Members should be able to search for e-learning courses, tasks, and feedback that are assigned to them with ease using keywords.
36. All users should be able to filter searches by specific categories like “Reports,” “Courses,” “Inventory,” or “Tasks” to quickly find relevant items.
37. Help and Support
38. Admin should be able to create, update, and manage a centralized knowledge base with FAQs, guides, and tutorials on using the system's various features.
39. All users should be able to submit support tickets for technical issues or questions, which should be tracked and responded to within the system.
40. Team Leads should have access to higher-level support, allowing them to report team-wide issues or request guidance for managing tasks, reports, or learning assignments.
41. Team Members should be able to access a “Help” section to view FAQs, user guides, and videos related to the LMS, inventory, or task management.
42. Customization Options
43. Admin should be able to customize the dashboards for each role (Admin, Team Lead, Team Member), deciding what widgets, reports, or tasks are displayed by default.
44. Team Leads should be able to customize their view to prioritize specific tasks, reports, or team member statuses, enabling better management of their team’s workload.
45. All users should be able to save custom search filters, report views, or preferences so that they can quickly access personalized settings when they log in.
46. Team Members should be able to customize their own dashboards (e.g., changing layout, color schemes, task view) to enhance productivity.

# 5. DATA REQUIREMENTS(To Be Filled by Tech BA)

This section describes the Data requirements part of the Business Requirements.

## Data Volumes

This section describes the expected approximate Data volumes (initial volume and annual growth %) for each conceptual Class or Entity.

## Data Conversion

This section describes the high-level Data Conversion Requirements.

Specify any requirements / rules for data conversion. Also, if there are any regulatory requirements around data conversion, then mention them explicitly.

## Data Retention and Archiving

This section describes the Data retention (time frames for online Data retention before archiving) and also the archiving requirements.

## Privacy Implications

This section describes the sensitivity levels of each class of data. The following criteria are used in determining the sensitivity level of each conceptual class/entity).

* **Non-sensitive** information that would not reasonably be expected to cause injury (harm) if released to the public;

* **Protected A**: information that, if compromised, could reasonably be expected to cause injury (harm), e.g. loss of privacy;
* **Protected B**: information that, if compromised, could reasonably be expected to cause serious injury (harm), e.g. the conduct of a court proceeding would be adversely affected;

* **Protected C**: information that, if compromised, could reasonably be expected to cause extremely grave injury (harm), e.g. loss of life.

|  |  |
| --- | --- |
| **Conceptual Class / Entity Name** | **Data Sensitivity Level**  **(Non-sensitive,**  **Protected A,**  **Protected B,**  **Protected C)** |
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# NON-FUNCTIONAL REQUIREMENTS

1. Performance
2. The application should load within X seconds under normal load conditions.
3. Response time for user actions should be less than Y seconds.
4. By default all the actions performed by team must be notified to the admin.
5. Scalability
6. The system must support 10000 concurrent users and handle increased loads without degradation.
7. Availability
8. The application should have an uptime of at least 99.9%.
9. Reliability
10. Data integrity must be maintained during transactions.
11. Security
12. Must comply with data protection regulations (e.g., GDPR, CCPA).
13. Usability
14. The application should be intuitive and easy to navigate for users of varying technical skills.
15. Compatibility
16. Must be compatible with different operating systems (Windows, macOS, Linux).
17. The application should work across major web browsers (Chrome, Firefox, Safari, Edge).
18. Backup and Recovery
19. Regular backups must be automated and stored securely.
20. Interoperability
21. The application must be able to interact with other systems via APIs or standard protocols.
22. Portability
23. The application should be deployable on various platforms (e.g., cloud services, on-premises).
24. Should allow for easy migration to different environments without major changes.

# 6. INTERFACE REQUIREMENTS

This section describes User and System Interface requirements for the proposed system.

## 6.1 User Interface Requirements

**Browser compatibility**

The website should support all major browsers of the current version and one version down.

1. IE
2. Fire Fox
3. Mozilla (Mac)
4. Chrome

**Data display:** The content presented in the portal would be designed professionally like any world class website.  The data can be presented in List view/Form view to the stakeholders in their respective area.

**Drop-down list:** Data consistency is maintained through selecting choices from drop down list. The application should enable each customer  to add their new choices.

The master drop down list is managed through the Admin area. When a customer register, set of master data (pre-requisites) are available for them. This would help them to start using the application instantly. Also, each registered customer can manage their own master data (add/edit/delete).

**Web 2.0 features:** Website / Application to be built on Web 2.0 features. Page re-loading / refresh to be avoided completely.

## 6.2 System Interface Requirements

*Describe any other external systems / business functions that are going to be interfaced with the application being built.*

# 7. APPROVALS

This document has been approved as the official Business Requirements Document for the Project Name project.

Following approval of this document, changes will be governed by the project’s change management process, including impact analysis, appropriate reviews and approvals, under the general control of the Master Project Plan and according to Project Support Office policy.

|  |  |  |
| --- | --- | --- |
| Prepared by | Signature | Date |
| Author's Name  [Title]  [Organization] |  |  |
| Approved by | Signature | Date |
| [Client Acceptor’s Name]  [Title]  [Organization] |  |  |