
El Manara Group Company

CUCM Implementation and Integration

Project Lead: Project Manager

Project Sponsor: Ahmed Salem, Director of Product, El Manara Group

Revision History:

Revision date	Revised by	Approved by	Description of change
01-11-2024	Project Manager	Director of Product	Initial SOW draft created, outlining project scope and timeline for CUCM installation and CRM integration
08-11-2024	Project Manager	Director of Product	Added network design documentation milestone, clarified responsibilities for architecture design approval
16-11-2024	Project Manager	Director of Product	Updated customization phase with BRD requirements for UI, confirmed timeline for CUCM installation and configuration
30-11-2024	Project Manager	Director of Product	Finalized milestones for database setup, device setup, and integration architecture with CRM
15-01-2025	Project Manager	Director of Product	Revised timeline for API implementation and data mapping; added details for unit testing and integration testing
22-02-2025	Project Manager	Director of Product	Included user acceptance testing (UAT) schedule, user training, and feedback collection milestones
25-03-2025	Project Manager	Director of Product	Finalized user training materials and scheduled support team setup for post-launch assistance
10-04-2025	Project Manager	Director of Product	Confirmed migration plan for data transfer from legacy system, and finalized backup procedures
27-05-2025	Project Manager	Director of Product	Completed final testing, go-live transition, and formal sign-off; project handover to operational support

Purpose:

The purpose of this Statement of Work (SOW) is to outline the design, installation, and integration of the Cisco Unified Communications Manager (CUCM) with El Manara Group's CRM system. This project aims to enhance communication capabilities and streamline customer service operations and extract call data reports. The SOW will define the roles, responsibilities, timelines, and deliverables to ensure successful project completion.

- Scope / Major Project Activities:**
- Provide detailed network design documentation that outlines the network structure and components necessary for CUCM implementation.
 - Collaborate with the IT team to customize the user interface based on the Business Requirements Document (BRD).
 - Assist in the installation of CUCM servers in both User Acceptance Testing (UAT) and Production environments.
 - Assist in configure CUCM settings to align with business requirements.
 - Support the database setup for CUCM to ensure data integrity and availability.
 - Develop and provide an integration architecture document that outlines how CUCM and CRM will connect and interact.
 - Assist in data mapping between CUCM and CRM systems to facilitate accurate information exchange.
 - Participate in unit testing of configurations to identify and resolve configuration errors before deployment.
 - Collaborate with the IT team during system integration testing to verify that all components function correctly together without conflicts.
 - Provide training sessions or workshops to demonstrate CUCM features and functionalities to IT staff.
 - Assist in creating user guides and documentation that can be referenced post-training.
 - Offer support during the data migration process from the legacy system to CUCM, ensuring a smooth transition.
 - Assist in the final testing of migrated data to confirm functionality and performance.

Out-of-scope activities:

- Any custom development or enhancements to the CRM system that are not directly related to the CUCM integration.
- Long-term maintenance and support after the project handover unless previously agreed upon in the contract.

Deliverables:

- A detailed report outlining the network structure and components necessary for the CUCM implementation.
- A comprehensive document that describes how the CUCM and CRM systems will connect and interact.
- A tailored user interface for CUCM based on the Business Requirements Document (BRD).
- A document detailing the data mapping process between CUCM and CRM, ensuring accurate information flow.
- Reports from unit testing and system integration testing that validate the configurations and integrations.
- Active participation and support during UAT, with documentation of any issues encountered and resolutions provided.
- Conducted training sessions or workshops to demonstrate CUCM features and functionalities to IT staff.
- Comprehensive user manuals and reference materials for CUCM features and functionalities.
- Documentation outlining the steps taken during data migration from the legacy system to CUCM.
- A report confirming the successful final testing of migrated data to ensure functionality and performance.
- A formal report summarizing the project, including lessons learned, best practices, and recommendations for ongoing support.
- A formal warranty for the CUCM installation and configuration, covering defects and issues arising from CISCO services for 90 days post-implementation
- Provision of all necessary licenses for CUCM operation, ensuring compliance with Cisco licensing agreements.
- A record of all licenses allocated to specific user roles and devices.

Schedule Overview / Major Milestones:

- Design Approval
- User Interface Customization
- Installation of CUCM Servers
- Integration Completion
- Testing Completion
- Training Completion
- Migration Completion
- Go-Live
- Project Handover

Estimated Weeks for completion: 27 Weeks

Estimated date for completion: tuesday,27-5-2025

Payment Terms:

1. Payment Schedule

Payments shall be made according to the following schedule based on the completion of specified milestones:

Milestone 1: Finalize the Design of CUCM (Customization)

Payment: EGP 181,500.00 upon approval of design documentation.

Milestone 2: Accomplish the Installation of CUCM

Payment: EGP 302,500.00 upon successful installation of CUCM servers.

Milestone 3: Deliver the Integration with CRM

Payment: EGP 242,000.00 upon completion of API implementation and data mapping.

Milestone 4: Test the CUCM and Integration between CUCM and CRM

Payment: EGP 181,500.00 upon completion of testing configurations and User Acceptance Test (UAT).

Milestone 5: Users Training

Payment: EGP 121,000.00 upon completion of user training sessions.

Milestone 6: Migration from Legacy System

Payment: EGP 121,000.00 upon successful migration and testing of legacy data.

Milestone 7: Going Live & Finalize the Handover Process

Payment: EGP 60,500.00 upon formal sign-off from both the vendor and IT department.

2. Invoicing

Invoices will be issued upon the completion of each milestone as outlined above. Each invoice must reference the corresponding milestone and deliverables.

Invoices shall be sent to :

Name: Ahmed Mansour

Title: Accounts Payable Manager

Company Name: El Manara Group

Address: 5678 Industry Rd, Building 2

City, State, Zip Code: Cairo, Egypt, 10000

Email: ahmed.mansour@elmanaragroup.com

Phone Number: +20 123 456 7890

It must include a detailed breakdown of the work completed and any relevant supporting documentation.

3. Payment Terms

Payments are due within 30 days of receipt of the invoice.

Any disputed charges must be communicated in writing within 10 days of receipt of the invoice.

Late payments may incur interest charges of 1.5% per month on the outstanding balance.

4. Final Payment

The final payment will be contingent upon successful project completion and formal acceptance by Cisco of all deliverables as specified in this SOW.

The final payment shall also include any agreed-upon adjustments or additional services rendered during the project.

5. Changes to Payment Terms

Any changes to these payment terms must be agreed upon in writing by both parties and documented as an amendment to this SOW
