

> Application Support Services for Marico >

November, 2021





Agenda

- 01  **Summary**
- 02  **Key Assumptions & Scope**
- 03  **JK Tech Approach**
- 04  **Execution Model**
- 05  **Commercials**



- **Marico** is using multiple applications to support their growing business demands in various domains including their Sales & Distribution
- Marico has requested JK Tech to provide a Proposal to support their IT Applications
 - Web based applications – 100+ Applications
 - Mobile based applications – 30+ Applications
- **Support Required**
 - Level 2 & Level 3 Application Support for all the identified applications
 - Development of Enhancements, Change requests to be carried out
 - Monitor Server, Applications, Data growth
 - Users in India & Other countries
 - Support during Weekend will be required
 - Maintain versions of Source Code, Deployment
 - Continuous Improvement activity to reduce the incidents YOY

Web Application Support

- **Support Window**
 - 9 am to 9 pm IST – Monday to Friday
 - 9 am to 6 pm IST – Weekend – lean support
- **Activity to be carried out**
 - Production Support – Level 2 & 3 – Investigate, Provide work around, fix data issues & bugs
 - Review Data Volume Growth and take corrective measures
 - Implement enhancements to reduce recurring incidents
 - Daily database & Job monitoring, Setup Azure monitoring,
 - Performance tuning & Optimization
 - Developments – interact and coordinate with the rest of the Marico teams
 - Expected CR for development activities – around 200+ man days per year on Top 20+ applications
- **List of Applications**
 - 100+ To be listed
- **Technology Stack**
 - ASP.NET, MVC, Entity Framework, ASP. Net Core. C#, SQL, JavaScript/DHTML, HTML-CSS, AJAX, jQuery,
 - Web Services, Angular 9 to 12, Web-API Integrations with 3rd party products and systems (SAP/Android/iOS etc.)
 - Expertise in Azure, Database- MS SQL on VM / Azure SQL/ DTU

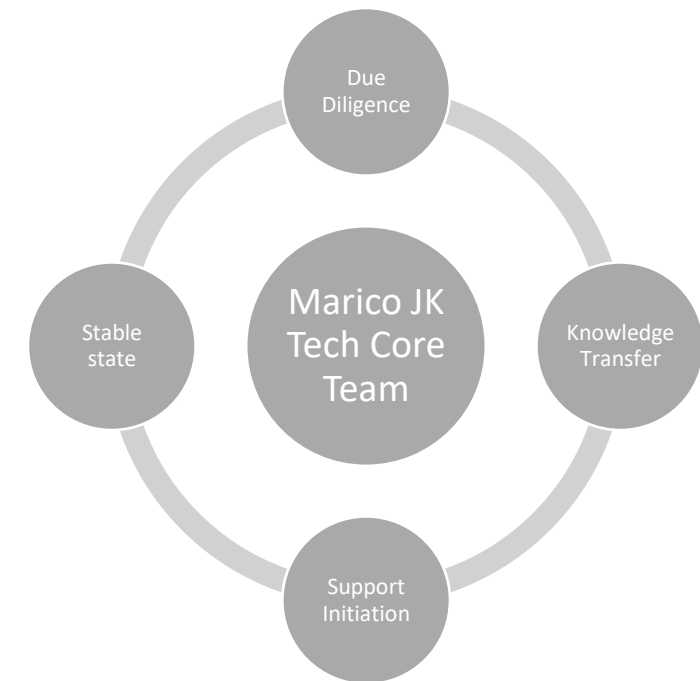
Mobile Application Support

- **Support Window**
 - 9 am to 9 pm IST – Monday to Friday
 - 9 am to 6 pm IST – Weekend – lean support
- **Activity to be carried out**
 - Production Support – Level 2 & 3 – Investigate, Provide work around, fix data issues & bugs
 - Daily database & Job monitoring, Setup Azure monitoring,
 - Performance tuning & Optimization
 - Developments – interact and coordinate with the rest of the Marico teams
 - Expected CR for development activities – around 200+ man days per year on Top 5 applications
- **List of Applications**
 - 30 + - to be listed
- **Technology Stack**
 - Mobile Applications - Flutter / Android Native App / iOS Native App
 - Angular/ HTML /CSS /Bootstrap /ASP.NET
 - .NET Core , C#, JWT auth, Entity Framework Core,
 - Database - MS SQL on VM / Azure SQL/ DTU
 - In-App Analytics - Flurry/ Google Analytics/Firebase



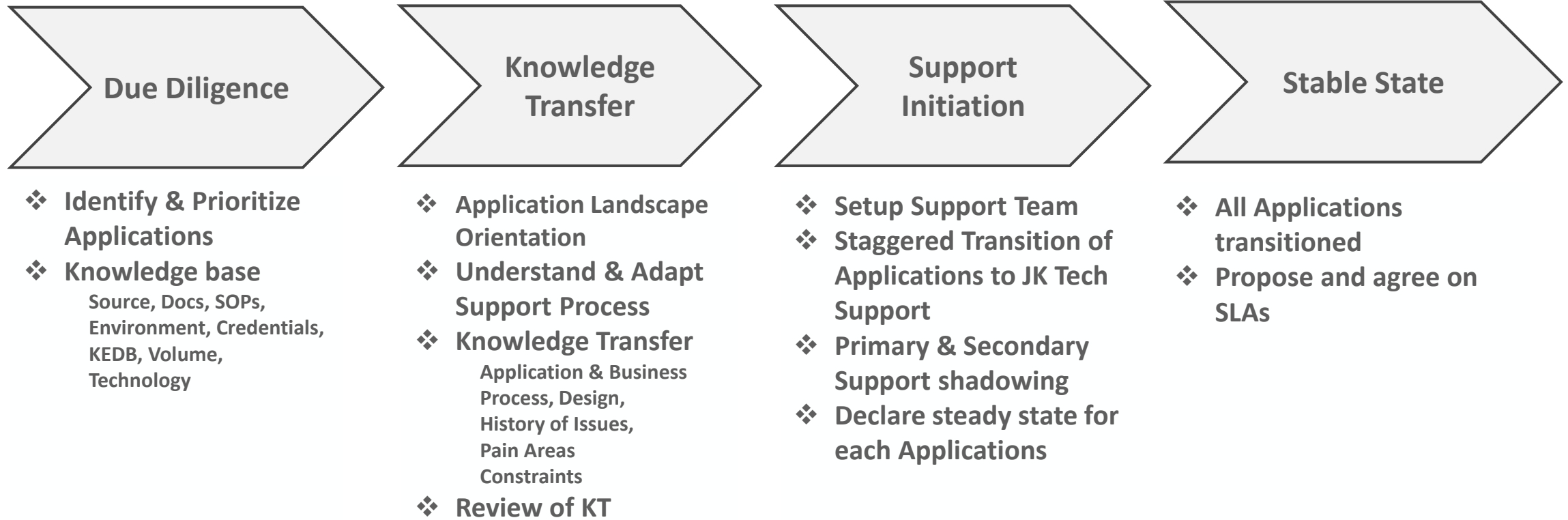
Engagement Model – Staggered approach

- JK Tech will setup a core dedicated team for Marico Support
 - The core team will focus on
 - Support, Bug Fixes, Minor enhancements and CRs
 - Any new Projects or large CRs should be handled separately – where JK Tech can deploy the team only for the said duration and can be released after hand over to Support Core team
- Transition of the Application Support
 - As number of applications are more (Web 100+ & Mobile – 30+)
 - JK Tech proposes transition on a staggered phase for transition
 - Due Diligence
 - Knowledge Transfer
 - Support Initiation
 - Steady state
 - Transition cycle to be planned based on
 - Criticality of the application & business priorities
 - Complex nature of Business process & Application
 - Resourcing to be planned accordingly
 - Overall transition window could be around 6 months
 - JK Tech can provide a Fixed price for the support after 6 months





Transition Approach



Team Structure Proposed

- Project Manager – 1
- Team Leads – 2
- .Net Core Developers – 2
- Mobile app Developers – 2
- Full Stack Developers – 4
- Testers - 2

- JK Tech proposes to execute this Support team engagement on a Fixed cost per month basis for a period of 6 months
- Commercials for 6 months duration are as below
 - Total Contract Value – INR 1,53,48,000/- plus taxes as applicable – Payable monthly INR 25,58,000/-
- Note:
 - Termination of this contract will require a notice of 2 months by either parties

Thank You

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