# SamanyaSeva : Client Management Assure

Major Project Synopsis

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# Abstract

SamanyaSeva is basically an E-Commerce cum CRM (Customer relationship management) Django Web Application. The basic idea behind it was to make a generalized E-commerce software that could be implemented in Companies as well as hospitals, bakery and other shops.

This project is basically a combination of people, processes and technology that seeks to understand a company's customers. It is an integrated approach to managing relationships by focusing on customer retention and relationship development.

CRM revolves around people, process and technology. SamanyaSeva has been developed using the latest technologies. You don't have to be a techie to use this software. All you need to do is sip on your coffee and maintain the record.

Some of the important features of this application are that it provides different powers for specific roles like customer, admin etc. Also, there are different modules for every task such as Bills, Catalog , Vouchers etc. Moreover, anyone can use this service and need not have dependencies installed on their systems and can use this service remotely.

Also, this project is completely open source and the entire code is available to the user as and when required. There is Complete developer's Documentation as well as User manual alongwith it that helps using it a lot easier.

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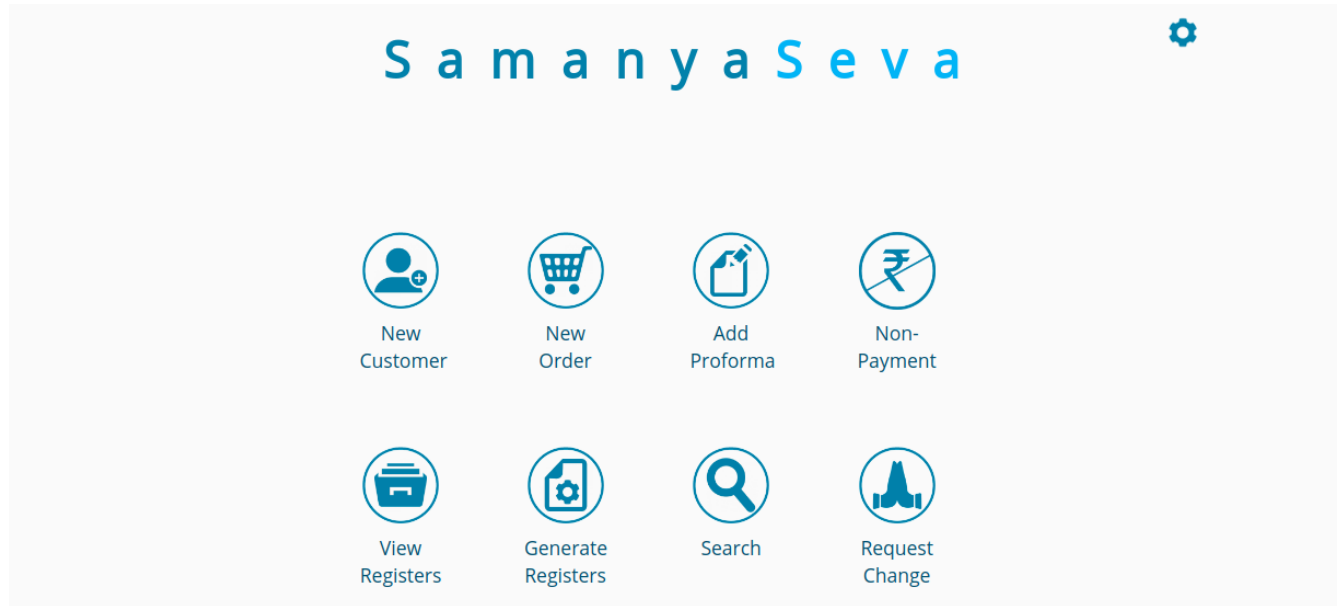
# Introduction to Project

## 1.1 Overview



Figure 1.1: Client Management Assure

### 1.1.1 What is SamanyaSeva?

SamanyaSeva is an integrated software solution offered which can be used to support the seamless integration of information that flows through an organization. It is provided as a package comprising different modules, such as Bills, Voucher, Catalog, Customer information etc.
It is basically an E-Commerce cum CRM (Customer relationship management) Django Web Application. The basic idea behind it was to make a generalized E-commerce software that could be implemented in Companies as well as hospitals, bakery and other shops.

This project is basically a combination of people, processes and technology that seeks to understand a company's customers. It is an integrated approach to managing relationships by focusing on customer retention and relationship development.

CRM revolves around people, process and technology. SamanyaSeva has been developed using the latest technologies.

## 1.2   The Existing System

There are few existing systems which do the task like Busy, SAP or other softwares but they don't have few features which are here in this system. These system were not open source and free web based software. All exiting system suffers from at least one of the following system.

### 1.2.1   Limitations of previous system

- No Modular Approach.

- No Independent modules such as Catalog.

- Can't be easily configured for different purposes.

## 1.3   Technologies Used

1. Web Development languages (JS, HTML, CSS)

2. Django (Python Framework)

3. Bootstrap

4. MySQL

5. Apache

6. Hovercraft

7. LaTeX

8. Git

## 1.4   Objective of Project

SamanyaSeva is a CRM cum ERP Application and the main objectives of this project is to :

1. Enhancing the operational efficiency of business resources.

2. To make an open source project in which people can contribute and learn.

3. To follow modular approach for easy configuration.

# Feasibility Study

## 2.1  Feasibility

This study is made to see if the project on completion will serve the purpose of the organization for the amount of work, effort and the time that spend on it. Feasibility study lets the developer foresee the future of the project and the usefulness.

A feasibility study is designed to provide an overview of the primary issues related to a business idea. The purpose is to identify any make or break issues that would prevent your business from being successful in the marketplace.

The objective of the feasibility study is to establish the reasons for developing the software that is acceptable to users, adaptable to change and conformable to established standards.

### 2.1.1  Technical Feasibility

SamanyaSeva is technically feasible as it is built up using various open source technologies and can run on any platform.

### 2.1.2  Economical Feasibility

Since the system will be developed as part of project work, there will be no manual cost to spend for the proposed system. Also all the resources are already available, it gives an indication that the application is economically possible for development.

## 2.2  Need and Significance

- Better customer satisfaction.

- Improved supplier Performance.

- Improved Resource Utility.

# Planning of Work

## 3.1 Methodology

This includes the steps to be followed to achieve the objective of the project during the project development.

| ⓐ | Name | Duration | Start | Finish |
|---|------|----------|-------|--------|
| | ⊞Planning | 7 days | 4/1/18 8:00 AM | 12/1/18 5:00 PM |
| | Aim | 3 days | 4/1/18 8:00 AM | 8/1/18 5:00 PM |
| | Discussion about field | 4 days | 9/1/18 8:00 AM | 12/1/18 5:00 PM |
| | ⊞Requirement Analys | 8 days | 12/1/18 8:00 AM | 23/1/18 5:00 PM |
| | functional requiremnt: | 4 days | 12/1/18 8:00 AM | 17/1/18 5:00 PM |
| | non-functional require | 4 days | 18/1/18 8:00 AM | 23/1/18 5:00 PM |
| | ⊞Data Gathering | 3 days | 23/1/18 8:00 AM | 25/1/18 5:00 PM |
| | Fields functions | 3 days | 23/1/18 8:00 AM | 25/1/18 5:00 PM |
| | ⊞Study | 5 days | 25/1/18 8:00 AM | 31/1/18 5:00 PM |
| | Existing Systems | 3 days | 25/1/18 8:00 AM | 29/1/18 5:00 PM |
| | Functionalities | 3 days | 29/1/18 8:00 AM | 31/1/18 5:00 PM |
| | ⊞Implementation | 18 days | 29/1/18 8:00 AM | 21/2/18 5:00 PM |
| | Front-End | 10 days | 29/1/18 8:00 AM | 9/2/18 5:00 PM |
| | Database | 6 days | 9/2/18 8:00 AM | 16/2/18 5:00 PM |
| | User Interface | 3 days | 26/2/18 8:00 AM | 28/2/18 5:00 PM |
| | Progress | 40 days | 1/3/18 8:00 AM | 25/4/18 5:00 PM |

Figure 3.1: Plan

## 3.2  Progress

A Gantt chart is a type of bar chart that illustrates a project schedule. This chart lists the tasks to be performed on the vertical axis, and time intervals on the horizontal axis.

A Gantt chart is a graphical depiction of a project schedule. A Gantt chart is a type of bar chart that shows the start and finish dates of several elements of a project that include resources, milestones, tasks and dependencies.
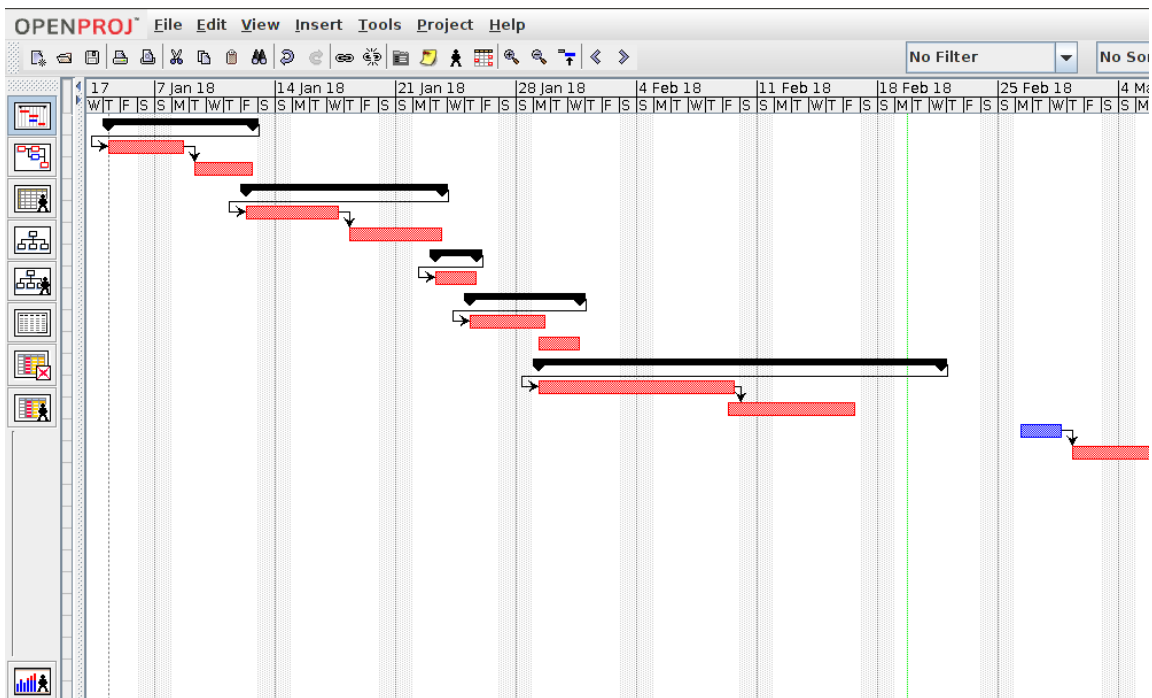


Figure 3.2: Gantt Chart

Gantt charts are most commonly used for tracking project schedules. For this it is useful to be able to show additional information about the various tasks or phases of the project, for example how the tasks Gantt charts may be simple versions created on graph paper or more complex automated versions created using project management applications.

# Requirement Analysis

## 4.1 Software Requirements

- Apache Web Server

- Python

- Mysql server

- Django

## 4.2 Hardware Requirements

- Connectivity to the Internet

- Working System

- Operating System

- A server

## 4.3 Expected Outcome

Professionally implemented CRM systems deliver many benefits for sales, marketing, service and other teams. The main purpose and expected result of SamanyaSeva is to support a business in engaging its customers.

This application will also be developed using latest technologies and modular approach, so that anyone can further enhance this project by studying it's documentation and code.
Aim is to enhance the operational efficiency of business resources and to assist organizations in achieving their goals at a faster rate and in an efficient manner.

# Bibliography

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