

# APPFACTORY PROPOSAL FOR CONTINUOUS DELIVERY

For The Technical Team

## OVERVIEW

I, Olayinka Victor Owolabi, is pleased to submit this proposal for services to support AppFactory in achieving its goals for improving customer satisfaction by providing training and post-sales support for its new product delivery and fulfillment system. AppFactory partners with dozens of small businesses throughout the Northeast—businesses committed to improving the customer experience through convenience, accuracy of orders, and timely delivery.

### The Objective

- Improve response time for customer question
- Improve upon weaknesses in upsell/cross-sell volumes
- Rapid training for staff on new system
- Improve agile product delivery
- Reduce stress and fatigue in software development
- Speed up product delivery date

### The Opportunity

- Cost reduction during and after UdaPeople implementation
- Monitored processes
- Less human power
- Bug reduction to the barest minimum
- Train all CSRs on new system within 6 weeks of go-live date
- Integrate sales training with functional training on new system
- Monitor sales volume, return rates, and key satisfaction metrics for 6 weeks following training

## The Challenges

Stage	Before CI/CD	After CI/CD
Coding	Human	Human
Code Review	Human, Subjective, Inconsistent	Human/CI - Static Analysis
Compile/Lint	Human	CI
Merge/Integrate	Human	CI
Run Unit Tests	Human, Hit or Miss, Easily Bought Off with Pressure	CI
Run Integration Tests	Human, Hit or Miss, Easily Bought Off with Pressure	CI
Verify Dependency Security	Human, Often Not Done	CI
Deploy to Test Env	Human, Problematic, Missed Steps	CD
Team Test	Human, Time Consuming	CD - Automated Acceptance Tests
Deploy to Client Test Env	Human, Problematic, Missed Steps	CD
Client Test	Human, Often Unnecessary If Pre-Development Activities are On Point	Human - Maybe Not Needed If We Can Build Confidence
Create Infrastructure	Human, Problematic, Missed Steps, Stressful	CD
Deploy to Production	Human, Problematic, Missed Steps, Stressful	CD
Smoke Test in Prod	Human, Inconsistent	Automated Smoke Tests (Subset of AAT's)
Rollbacks	Human, Problematic, Missed Steps, Stressful	CD
Promoting Production	Human, Problematic, Missed Steps, Stressful	CD
Celebrate!	Human	Human

## The Solution

- I recommend we begin to apply technologies in our projects henceforth
- I recommend we section and put staging into play

## MY PROPOSAL

AppFactory has a well-deserved reputation for quality customer service. However, faced with changes in distribution systems, economic impacts to transportation and logistics, and limitations that prevent taking full advantage of improvements in technology, AppFactory faces the possibility of decreasing sales revenues due customer perceptions of slow delivery and services.

We have developed solutions to help businesses stay ahead of customer satisfaction trends and propose that AppFactory implement a logistics solution focused on JIT order management and automation of many manual steps in your delivery process. Our solution easily integrates with a wide range of off-the-shelf CRM solutions and can enable AppFactory to fully realize the benefits of improved productivity throughout the entire sales cycle. Most importantly, we provide the training and support for this new solution that ensures your staff can ramp up quickly and realize concrete improvements in sales closure, customer satisfaction, and sales metrics.

### Project Deliverables

Following is a complete list of all project deliverables:

Technical Language	Value	Translation
Catch Compile Errors After Merge	Reduce Cost	Less developer time on issues from new developer code
Catch Unit Test Failures	Avoid Cost	Less bugs in production and less time in testing
Detect Security Vulnerabilities	Avoid Cost	Prevent embarrassing or costly security holes
Automate Infrastructure Creation	Avoid Cost	Less human error, Faster deployments
Automate Infrastructure Cleanup	Reduce Cost	Less infrastructure costs from unused resources
Faster and More Frequent Production Deployments	Increase Revenue	New value-generating features released more quickly
Deploy to Production Without Manual Checks	Increase Revenue	Less time to market
Automated Smoke Tests	Protect Revenue	Reduced downtime from a deploy-related crash or major bug
Automated Rollback Triggered by Job Failure	Protect Revenue	Quick undo to return production to working state

## CONCLUSION

We (Software Engineers) look forward to working with The Stakeholders and supporting your efforts to improve our sales cycle with CICD, integrated CRM, JIT Inventory management, and training and support services. We are confident that we can meet the challenges ahead and stand ready to partner with you in delivering an effective IT support solution.

If you have questions on this proposal, feel free to contact me at your convenience by email at [olayinkav28@gmail.com](mailto:olayinkav28@gmail.com) or by phone at +2348022458666. We will be in touch with you next week to arrange a follow-up conversation on the proposal.

Thank you for your consideration,

*Olayinka Victor Owolabi*

*Software Engineer*