

**INSTITUTE OF TECHNOLOGY  
UNIVERSITY OF MORATUWA**



**PROGRESS REPORT ON  
INDUSTRIAL TRAINING**

**Semester V**

**AT**

**SPRIT NETWORKS PVT LTD**

**61A, Bauddhaloka Mawatha, Colombo 4**

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# Chapter 1

## Introduction to the Organization

Company Name: Sprit Network Pvt Ltd

Website : <https://spritnetwork.com/>

Founded in 2006, Sprit Network (Pvt) Ltd is an Information Technology service provider that focuses on delivering IT needs for small businesses and Enterprise customers, we have a team of passionate individuals researching in modern technological innovation and its application to support versatile businesses. with over 13 years of small business and enterprise IT experience in Sri Lanka, Kuwait and Maldives. We continually use and adapt to the latest technologies to develop our innovative products.

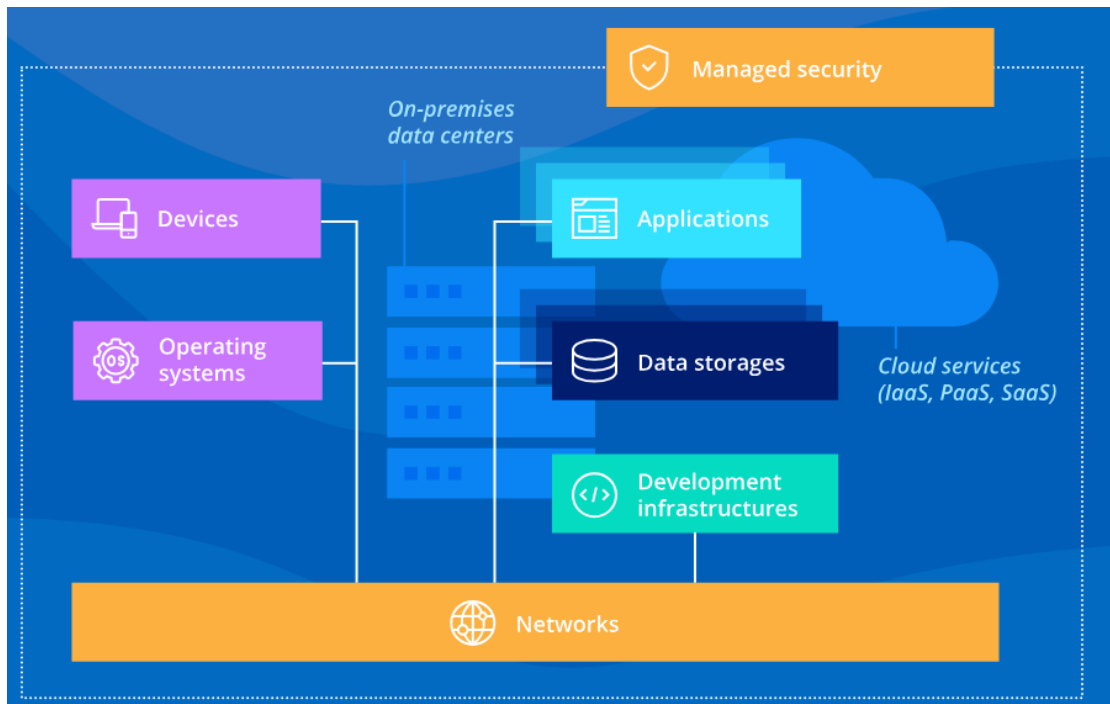
### Clients :

- WinSYS City Campus
- Phoenix
- Brandix
- Amadeus
- Chaddi
- Reza
- Shangri-La

### Services :

1. Web Development
2. Mobile Development
3. UI/UX Design
4. QA & Testing
5. IT Consultancy

## Scope of IT Companies :



## Products

### 1. Kroniz (CRM + ERP)

Kroniz offers a lightweight and simple solution for SMB/Enterprise that want to get up and running quickly. Sensible pricing tiers, an AI assistant, and customization options make it even more appealing for folks who value ease of use.

### 2. Sprit POS

Cloud Based POS software is beautifully designed, responsive point of sale system that makes it fast & easy to sell to your customers, and keep them coming back to your store.

### 3. Your LMS

SPRIT LMS is a modern web-based, platform-independent learning management system including Virtual classroom that provides learners with an easy-to-use, intuitive and interactive learning environment.

#### **4. Sprit Magic**

SPRIT MAGIC offers a premium cloud firewall solution to our clients with extreme security requirements & ultra-sensitive information. Our SPRIT MAGIC premium firewall supports safely enabling.

#### **5. Payroll & HR System**

This management system is a tool that enables your business to handle all your employee's financial records in a hassle-free, automated fashion.

#### **6. Automobile / Garage System**

Manage internal and external garages in one place Improve Technician Efficiency & Time Management with This Garage Management System.

#### **7. Travel Management**

This is best Online Tool For Professionals to book flights tickets, hotel , tours , car more with no hassle.

#### **8. E-Commerce**

Give your business the world's most flexible platform, friendly, rich features, and a wide-ranging support network to grow your business.

### **Work Site : WinSYS City Campus**

WinSYS City Campus is a valued client of Sprit Networks Pvt Ltd. WinSYS City Campus collaborates with Sprit Networks to obtain IT consultation services for their organizational operations and has already procured a customized CRM platform from Sprit Networks to meet their specific needs. In collaboration with Sprit Networks, WinSYS City Campus has entrusted Sprit Networks with web development projects.



Winsys City Campus, based in Colombo, Sri Lanka, is a premier institute offering Information Technology and Business Management programs. They focus on providing high-quality education and training to equip students with the skills they need for the job market.

Here's a summary of what Winsys offers:

- Educational Programs: Advanced Higher National Diplomas (AHNDs), Bachelor of Science (BSc) degrees, and professional certificates
- Specializations: They focus on IT areas like Networking, Cyber Security, Hardware Engineering, and Cloud Computing. Business Management programs are also available.
- Certifications: They offer training for industry certifications like CCNA, MCSA, and AWS certifications.

**Collaboration with Sprit Networks :**

- Business Analyzation
- Web Development Projects
- Firewall Security
- Customer Relationship Management Systems

# Chapter 2

## Daily Diary Projects

### 1. CRM Migration & Implementation Project for Winsys

The CRM Migration & Implementation project for Winsys aimed at improving overall organizational efficiency by transitioning from an Excel-based system to a comprehensive CRM platform. This transformation was a critical step in streamlining operations, improving customer interactions, and enabling future growth. The existing manual processes involving Excel sheets were becoming cumbersome and inefficient, particularly across key departments such as Finance, Academic, Sales and Marketing, and IT.

#### **Project Planning:**

The project was carefully planned to address each phase of the migration:

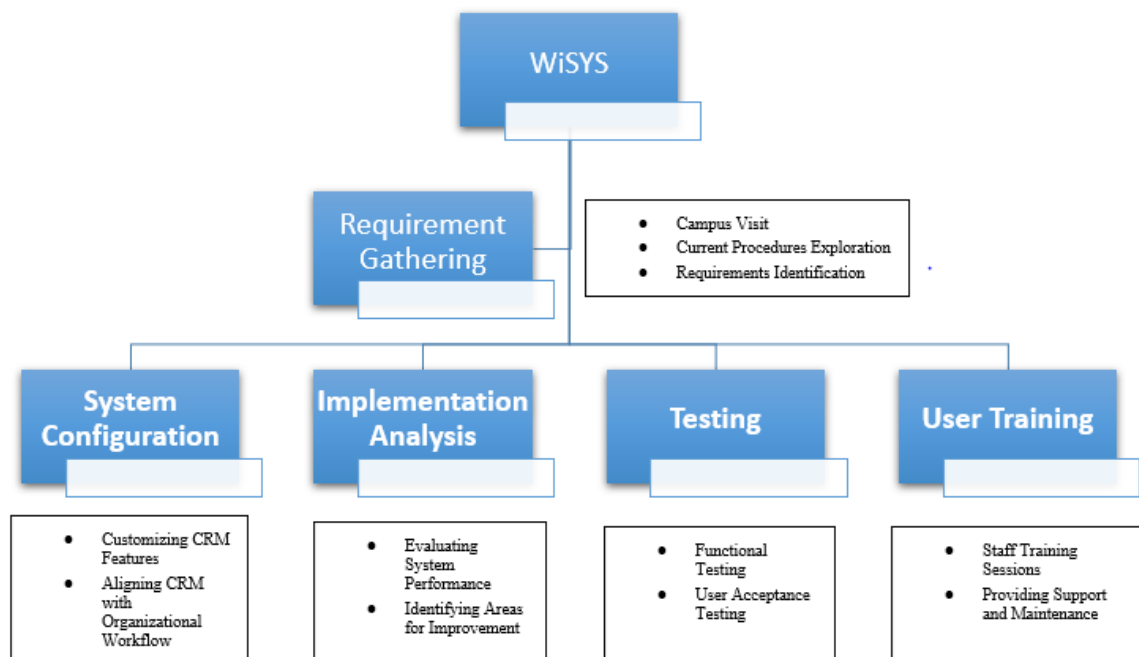
- Requirement Gathering: Engaging with stakeholders and collecting detailed information from each department.
- Process Analysis: Understanding the existing processes and identifying areas where the CRM could add value.
- CRM Implementation: Configuring the system based on Winsys' unique requirements.
- User Training: Ensuring all employees were well-versed with the new system.
- System Conversion: Migrating all relevant data from Excel into the CRM.

Stakeholders were engaged at every step, and feedback loops were implemented to ensure that Winsys' goals were met consistently throughout the project. Adjustments were made where necessary to keep the project on track.

#### **Key features included:**

- Lead Management
- Sales and Marketing Tracking
- Student Registration and Management
- Financial Management
- F9 AI for Predictive Analysis
- Communication Tools
- HR Management
- Dashboards and Reporting Features

## Work Breakdown Structure (WBS):



### 1. Requirement Gathering:

Conducted interviews with staff from each department to gather detailed insights on their processes. Identified the specific needs of each department to ensure they were fully integrated into the CRM.

### 2. System Configuration:

The CRM system was adapted to meet Winsys' organizational needs. Specific modifications were made to align the system with current operations.

### 3. Implementation Analysis:

The gathered requirements were used to assess the performance of the CRM. Any further adjustments needed were communicated to the development team.

### 4. Testing:

Functional testing was conducted after each implementation phase to ensure that the CRM system was stable, secure, and met the performance expectations.

### 5. User Training:

Training sessions were customized based on the roles within Winsys, ensuring all staff members understood how to use the system effectively.



## 2. Website Creation for Winsys City Campus

The website creation project for Winsys City Campus aimed to enhance the campus's online presence by developing a modern, user-friendly, and responsive website. As a Business Analyst, I played a key role in bridging the communication between stakeholders and developers, ensuring that the website met user requirements and aligned with the institution's vision.

### **Project Stages:**

#### **1. Requirement Gathering:**

I collaborated with Winsys City Campus stakeholders, collecting key details such as content structure, required pages (e.g., Home, Courses, Admissions, Faculty), and specific functionality (like an inquiry form and student portal integration). I ensured all information was documented and organized in Google Sheets for easy tracking.

#### **2. Wireframe Design:**

Based on the collected information, I used Balsamiq to create a wireframe that outlined the basic layout of the website. This wireframe was shared with the UI/UX developer to provide a visual representation of the page structure, navigational flow, and user interactions.

#### **3. Collaboration with Developers:**

Once the wireframe was approved by stakeholders, I worked closely with the web developer to ensure the implementation was aligned with the design. Trello was used to monitor task progress, including front-end development, content management system (CMS) integration, and responsive design testing. Feedback loops were established to ensure that any changes requested by the stakeholders were promptly communicated and reflected in the development process.

#### **4. Stakeholder Communication:**

I acted as the middle point between stakeholders and developers, conducting regular meetings to provide project updates, review completed tasks, and gather feedback. Slack was used to facilitate quick and effective communication between all parties.

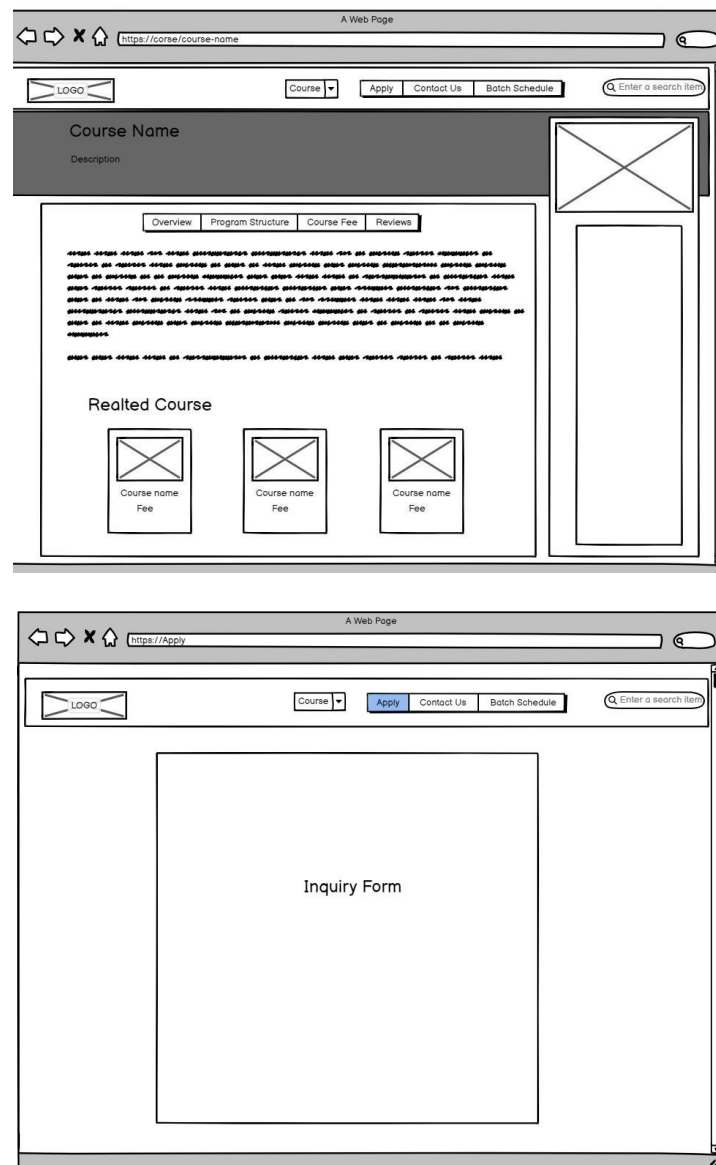
## 5. Testing and Feedback:

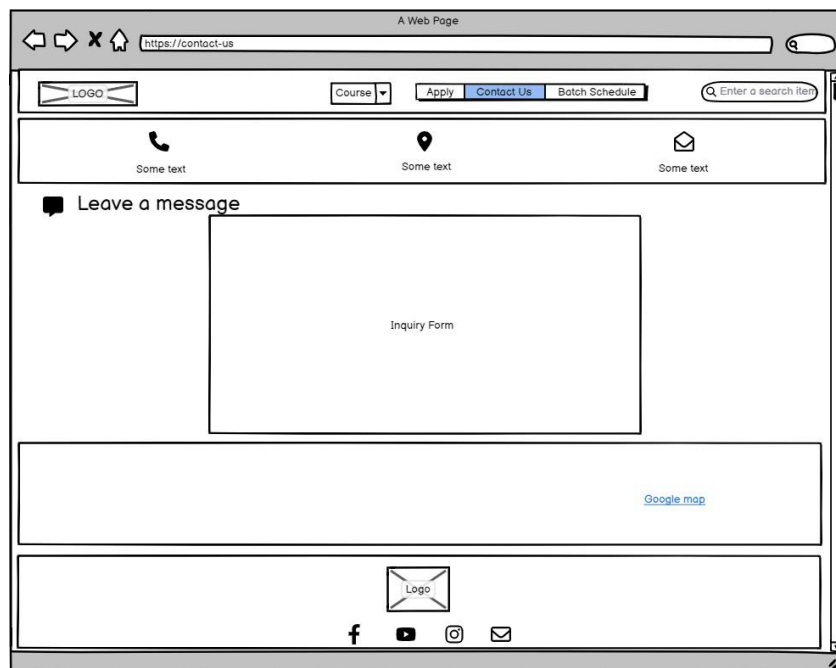
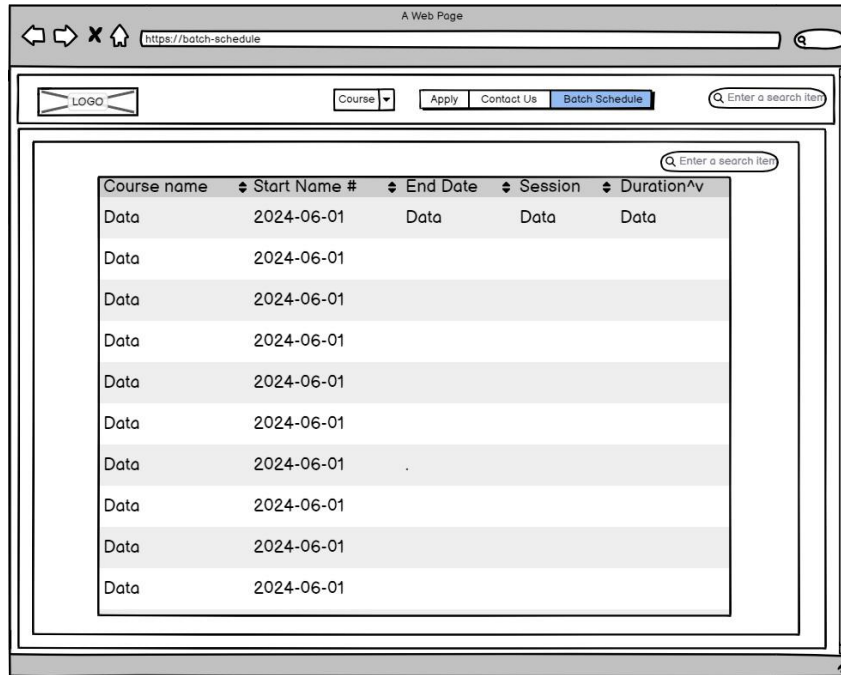
Before the final deployment, I organized a round of internal testing to identify any design or functionality issues. Based on stakeholder feedback, any necessary modifications were communicated to the developers via Trello, ensuring all changes were tracked and resolved efficiently.

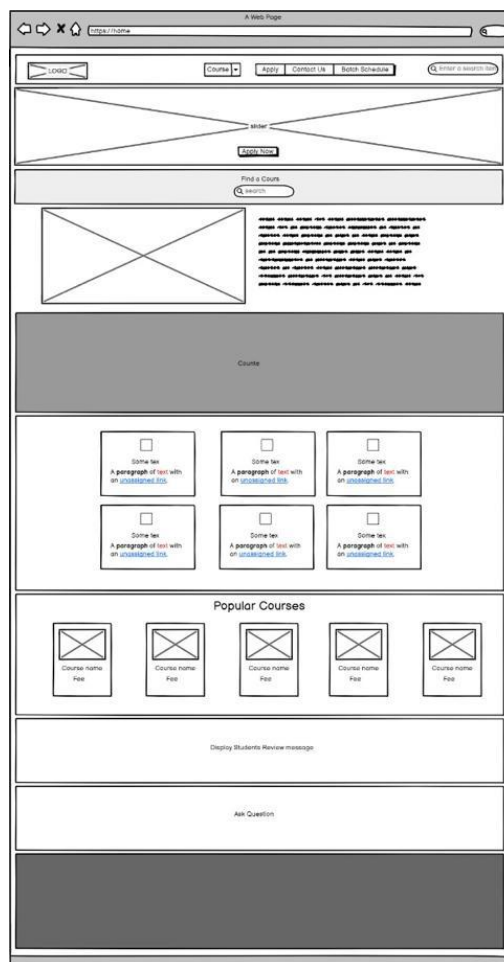
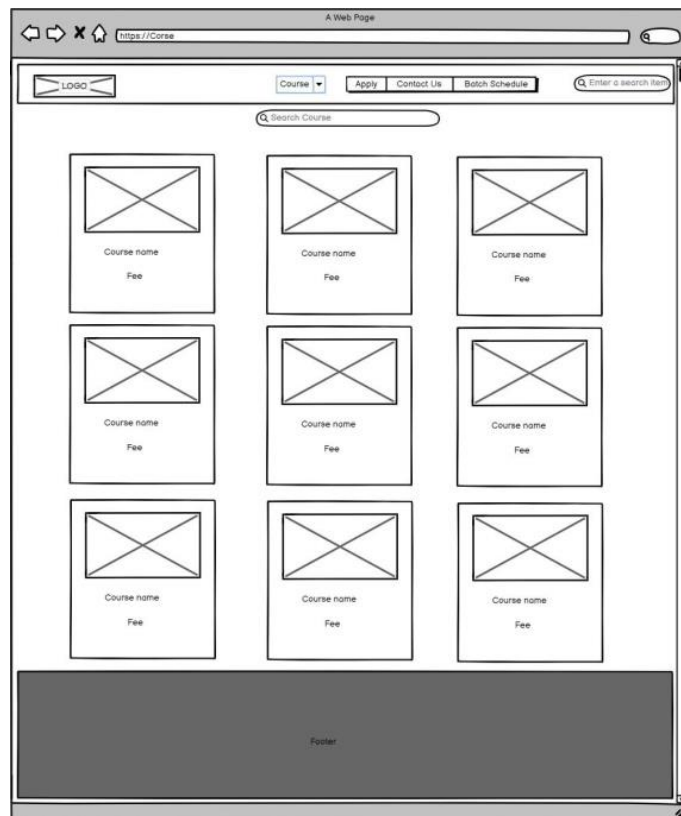
## 6. Final Delivery:

After ensuring that all stakeholder requirements were met and the website functioned smoothly, the final version of the Winsys City Campus website was delivered and made live.

Here is the wireframe I created using Balsamiq:







### 3. LMS Implementation and Setup for Winsys

The Learning Management System (LMS) implementation for Winsys aimed to enhance their educational delivery by providing an efficient, user-friendly digital platform for managing courses, assessments, and student progress. As a Business Analyst, I was responsible for gathering requirements, collaborating with developers for the setup, and conducting user training to ensure smooth adoption of the new system.

#### **Project Stages:**

- 1. Requirement Gathering:** Speaking with Winsys stakeholders I identified their specific requirements including instructors, administrators and students, on main functionality of LMS such as course creation, enrollment, submission of assignments, grading, and progress tracking. User details, the permissions required, and reporting requirements were recorded in one and documented using Google sheets.
- 2. LMS Setup Collaboration with Developers:** After these necessities have been determined by the management, I coordinate with the development team and help implement the structures of the courses, the grading method within the LMS, and also using booting for other content. With Trello, I oversaw tasks and documented them to allow for aggressive implementation of some features, attractive features such as course creation, quizzes, files sharing, and ... real time notifications.
- 3. System Customization:** Working in tandem with developers I fine-tuned the LMS solution for Winsys, introducing methods of automatic grading as well as certificate generation, and integration with other virtual classroom solutions.
- 4. Testing and Quality Assurance:** Once the initial setup was complete, a round of testing was conducted to identify and resolve any technical issues. We tested various features such as course enrollment, submission processes, communication tools, and reporting functions. Stakeholders were invited to test the system from their respective user roles, and feedback was collected through Google Sheets for tracking and resolution.

#### 4. Participated Client Meetings and Discussions

As part of my role as a Business Analyst, I visited three clients alongside the Project Manager to discuss potential system implementations. These projects addressed the need for automation, efficiency, and scalability across different industries, including retail, education, and catering. Below is a summary of the discussions and the proposed solutions for each client.

##### 4.1. POS Management System with Barcode Reading (Including Android App)

###### **Client's Requirement:**

The client needed a working POS management system with barcode reading option to handle their current manual handling system. This comprised handling delivery orders as well as managing stocks and creating printouts for the delivery orders as well.

###### **Proposed Solution:**

We had envisioned the implementation of an integrated POS system which uses both web-based and Android application. They envisioned the creation of a web application that would include a Delivery Order System, Stock Management module, and Dashboard that would provide all necessary information at first glance. The Android app would include a barcode scanner so that orders could be entered quickly thus improving the nexus between sales, inventory and delivery.

#### **4.2. S3 Management: School ERP System**

##### **Client's Requirement:**

The client was in the lookout for a reliable School ERP system solution for automating academic, administrative and financial processes.

##### **Proposed Solution:**

In response to the overcrowding, we presented our School ERP system intended for handling several school activities such as students' records, fees, timetables, attendance, and reporting. It is meant to give a central control and coordination of all the relations, which are school based and the use of school's resources, increase the level of the school staff's, students' and parents' cooperation.

#### **4.3. ERP System for Galle Cater**

##### **Client's Requirement:**

Galle Cater had implemented an ERP system but was planning to move to another better, effective and integrated system.

##### **Proposed Solution:**

We introduced them to what our ERP system could do and how it can help their businesses. These include procurement, inventory, order, supplier, and financial process management to name but a few. Here, we stressed the system's ability to work within existing streamlines processes and make data easier to follow across departments.