



Project Proposal

PRESENTED TO : POORNASREE EQUIPMENT'S
PRESENTED BY : PYDART INTELLI CORP PVT LTD.

PROPOSAL FOR AI-POWERED MOBILE & WEB APPLICATION

Pooranasree Equipment's - Digital Transformation Solution

QUOTATION: PIC/2025/22

From: Tishnu Thankappan
To: Shri. Babumon Gopi, Managing Director, Pooranasree Equipment
Date: July 23, 2025
Prepared by: Pydart Intelli Corp Pvt Ltd.

Dear Sir,

Thank you for considering Pydart Intelli Corp for your mobile and web application development needs. We are pleased to present this comprehensive proposal for an AI-powered solution that will transform how Pooranasree Equipment serves its customers.

Understanding Your Requirements

Based on our discussions, we understand that Pooranasree Equipment requires:

- A modern mobile application for customer support
- An intelligent AI chatbot for 24/7 customer assistance
- Web portal for comprehensive customer service
- Multi-language support for your diverse customer base
- Offline capabilities for field technicians
- Integration with existing business processes

Our Proposed Solution

We propose to develop a complete digital ecosystem featuring:

Mobile Applications

- **Android App** (Flutter framework for optimal performance)
- **iOS App** (SwiftUI for native Apple experience)
- **Cross-platform compatibility** ensuring consistent user experience

Web Application

- **React-based Portal** with modern, responsive design
- **Progressive Web App (PWA)** capabilities for mobile-like experience
- **Admin Dashboard** for complete system management

AI-Powered Chatbot

- **Natural Language Processing** in multiple languages
- **Voice Recognition** for hands-free interaction
- **Image Processing** for visual problem identification
- **24/7 Availability** with intelligent responses

Backend Infrastructure

- **Robust .NET Core APIs** for reliable performance
 - **SQL Server Database** for secure data management
 - **Cloud Hosting** with auto-scaling capabilities
 - **Advanced Security** with data encryption
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Service Packages

We offer three carefully designed packages to match different business requirements and budgets:

BASIC PACKAGE

Perfect for getting started with digital customer service

- Android mobile application
- Basic AI chatbot (English language)
- Customer support portal
- Admin dashboard for management
- Basic error reporting system
- 6 months post-launch support

Ideal for: Initial digital transformation, English-speaking customer base, budget-conscious implementation

PROFESSIONAL PACKAGE

Comprehensive solution for growing businesses

- Android + iOS mobile applications
- Advanced AI chatbot with voice recognition
- Multi-language support (3 languages)
- Customer web portal
- Advanced analytics dashboard
- Error tracking with location-based reports
- Machine component failure alerts
- Pre-built video assistance library
- 12 months comprehensive support

Ideal for: Diverse customer base, multi-platform requirements, regional language support needs

⌚ ENTERPRISE PACKAGE

Complete omnichannel solution for large operations

- Android + iOS + Web applications
- Full AI capabilities (voice, text, image processing)
- 10+ language support (including international)
- WhatsApp Business API integration
- Offline-capable technician app
- Complete error analytics and predictive maintenance
- Automated video assistance via chat
- Enterprise analytics and reporting
- Custom integrations
- 12 months premium support with dedicated account manager

Ideal for: Large customer volumes, international operations, field service requirements, advanced analytics needs

Advanced Error Management & Analytics System

📊 Administrative Intelligence Platform

Real-Time Error Dashboard

- **Live Monitoring:** Real-time display of machine errors across your network
- **Intelligent Categorization:** Automatic classification by severity, type, and urgency
- **Performance Metrics:** System uptime, response times, and resolution rates
- **Alert Management:** Customizable notifications for critical issues

Location-Based Analytics

- **Error Heat Maps:** Visual representation of problem clusters by geographical area
- **Regional Performance Comparison:** Identify service area efficiency and problem patterns
- **Problem Frequency Analysis:** Statistical tracking of recurring issues by location
- **Resource Optimization:** Data-driven technician deployment based on problem density

Advanced Reporting

- **Customizable Reports:** Generate reports for different stakeholders
- **Multi-format Export:** PDF, Excel, and CSV formats
- **Historical Data Analysis:** Complete access to error history and trends
- **Pattern Recognition:** Identify correlations between customer issues and technical faults

Automated Problem Resolution System

AI-Powered Diagnosis

- **Technical Component Analysis:** Identification of specific electronic component failures
- **Problem Classification:** Differentiate between internal and external issues
- **Solution Recommendations:** Step-by-step resolution instructions for service engineers
- **Performance Analytics:** Track solution effectiveness across different problem types

Video Assistance Library

- **Context-Aware Content:** Chatbot suggests relevant videos based on error type
- **Interactive Guides:** Step-by-step visual instructions
- **Multi-Language Support:** Videos in regional languages
- **Self-Service Resolution:** Customers can resolve 70-80% of issues independently

Field Technician Support

Mobile-First Tools

- **Comprehensive Diagnostics:** Complete error history and component status
 - **Offline Capabilities:** Access solutions without internet connectivity
 - **Documentation Tools:** Photo capture and voice-to-text reporting
 - **Location Integration:** Automatic GPS tagging for service calls
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Investment Overview

Component	Basic Package	Professional Package	Enterprise Package
UI/UX Design	₹40K - ₹60K	₹60K - ₹90K	₹90K - ₹1.5L
Android App Development	₹80K - ₹1.2L	₹1.2L - ₹1.5L	₹1.5L - ₹2L
iOS App Development	Not included	₹1.2L - ₹1.5L	₹1.5L - ₹2.2L
Web Application	Basic portal	Not included	₹1.2L - ₹2L
Backend Development	₹50K - ₹80K	₹80K - ₹1.2L	₹1.2L - ₹1.8L
AI Chatbot + Video System	₹30K - ₹50K	₹70K - ₹1.2L	₹1.2L - ₹2L
Analytics & Reporting	Basic	₹40K - ₹80K	₹80K - ₹1.5L
Testing & QA	₹30K - ₹50K	₹60K - ₹1L	₹1L - ₹1.8L
Project Management	Included	Included	Included
TOTAL INVESTMENT	₹1.5L - ₹3L	₹4.5L - ₹5.5L	₹7L - ₹9.5L

Value Proposition for Pooranasree Equipment

Customer Experience

- **Instant Problem Resolution:** AI-powered diagnosis with immediate solutions
- **Self-Service Options:** 80% of problems resolved without technician intervention
- **Multilingual Support:** Instructions in preferred languages
- **24/7 Availability:** Continuous support without time constraints

Management Benefits

- **Complete Visibility:** Real-time monitoring of all machine performance
- **Predictive Capabilities:** Prevent failures before they occur
- **Cost Efficiency:** Reduce technician dispatch costs by 70-80%
- **Data-Driven Operations:** Make informed decisions based on analytics

Technician Empowerment

- **Targeted Service:** Focus on complex issues requiring physical presence
 - **Enhanced Preparation:** Pre-arrival diagnostics and issue identification
 - **Mobile-First Tools:** Field-optimized interface with offline capabilities
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Key Technology Components

Analytics Platform

- **Real-Time Monitoring:** Live error feed with instant notifications
- **Geographic Intelligence:** Interactive mapping with regional performance analysis
- **Predictive Capabilities:** Component failure prediction and maintenance scheduling
- **Component Health Tracking:** Performance monitoring with cost analysis

Video Assistance System

- **Comprehensive Library:** 500+ troubleshooting and maintenance videos
 - **Intelligent Delivery:** Context-aware content selection
 - **Interactive Features:** Progress tracking and feedback mechanisms
 - **Multilingual Support:** Regional language subtitles
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Implementation Timeline

Phase 1: Setup (Weeks 1-3)

- **Week 1:** Requirement analysis and system architecture design
- **Week 2:** UI/UX design and prototype development
- **Week 3:** Technical architecture finalization

Phase 2: Development (Weeks 4-17)

- **Weeks 4-8:** Backend system implementation
- **Weeks 9-13:** Mobile and web application development
- **Weeks 14-17:** AI system training and integration

Phase 3: Deployment (Weeks 18-20)

- **Week 18:** Comprehensive testing
- **Week 19:** User training and system orientation
- **Week 20:** Official launch and monitoring setup

Phase 4: Support & Optimization

- Ongoing system optimization and performance monitoring
- Content library expansion based on usage analytics
- Technical support as per selected package

Business Impact

Short-Term (3 months)

- 80% reduction in technician dispatch requirements
- 24/7 automated support availability
- Significant service operation cost savings

Medium-Term (12 months)

- 90% faster issue resolution through AI assistance
- Predictive maintenance preventing 60% of potential failures
- Enhanced customer satisfaction through immediate solutions

Long-Term (Beyond 12 months)

- Data-driven operational optimization
- 50% reduction in maintenance costs

Next Steps

1. Package Selection

Please review our service packages and select the option that best aligns with your requirements.

2. Solution Customization

We will schedule a consultation to tailor the solution to your specific operational needs.

3. Contract Finalization

Upon approval of scope and pricing, we will prepare a detailed contract with technical specifications.

4. Project Initiation

Work begins immediately after contract signing with the first milestone deliverable within 2 weeks.

Deliverables Include:

- Complete source code ownership
 - Comprehensive documentation
 - User training sessions
 - Technical support as per selected package
 - Hosting setup assistance
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Conclusion

We are pleased to offer this comprehensive solution to transform Pooranasree Equipment's customer service capabilities. Our team stands ready to implement this digital transformation strategy upon your approval. For questions or to schedule a detailed demonstration, please contact us at your earliest convenience. We look forward to partnering with Pooranasree Equipment's and contributing to your continued success.

*Confidential Document - Prepared exclusively for Pooranasree Equipment's
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- +91 73567 65036
- info@pydart.in
- www.pydart.in

