

Venue Management System

General services required for venue management system required by CLIENT are as below;

- Hosting of Application on Cloud
- Designing of application i.e. user interface & Logical Flow as per the desired process
- Completely customizable from front end i.e. user can change the process as and when required.
- Integration with Tally and Websites

Below are the high level SOW for venue management system, detailed SOW will be prepared after first level approval from CLIENT Board.

Event Booking

1. Query from Different Sources (Website Integration, Manual Lead Generation)
2. Based on Discussion with the Customer, CLIENT will have discussion on below parameters;
 - Space Required for the event
 - Floor Plans Inventory
 - Floor Site Inventory and setup
 - Setup Facility
 - Facilities Required during the setup
 - IT Facilities
 - Security Facilities
 - Housekeeping
 - Food & Beverages (FNB)
3. Workflow for approval will be triggered between different approval authorities
4. Confirmation Letter will be taken from Customer
5. MOU is created for the event and is sent to Legal for approval (Workflow for the Changes/Clarification)
6. Customer Signed MOU and thus it will create a Customer Login for the Portal, below things are visible to customer;
 - a. Floor Plans and Site Details
 - b. IT Facilities
 - c. Security Facilities
 - d. Housekeeping
 - e. Food & Beverages (FNB)

Requirement from the Module

- Integration with Tally for all financial Transactions
- Master Data for below Services;
 - Floor Plans & Floor Sites
 - IT Facilities
 - Security Facilities
 - Housekeeping
 - Food & Beverages (FNB)
- Legacy Booking Details and Calendar
- Separate Customer Login with desired Services visible to customer ALONG WITH OTHER AVAILABLE INVENTORY DETAILS (So as customer can view available resources for an expansion)
- Workflows for Order Confirmation and Legal Approval
- Mail and other notifications for the complete setup

Operations

Before some specified time, operations would start for the event. CLIENT conduct and internal Event meeting and decide SPOC for different services required by the customer.

Allocation of different services to respective CLIENT employees will be done from the portal. There are different sub module within this operation modules;

Project Management Module

CLIENT want to have a complete project management suite within this application where they can do below activity;

- Enabling SPOC for all modules
- Issue Task to SPOC and track their performance
- Editing a task and adding new values to an existing task
- Calendar integration
- SPOC Performance

Requirement from Sub Module

We can suggest any third party task management application but it should be tightly integrated with the application and its modules.

Facility Management & Vendor Management Module

- Details gathered during Event Booking Stage will be visible to Operations team, these details are like;
 - Floor Plans
 - Floor Sites
 - IT Facilities
 - Security Facilities
 - Housekeeping
 - Food & Beverages (FNB)
- Operation team can initiate each forms associated with each services and can send them to customer to take an approval from the customer about the services required by them.
- In this form minute level details are gathered from the customers like as below(not limited to);
 - IT Facilities
 - Number of Wi-Fi Connections and tentative speed for the show
 - Number of Screen and Projector Required for the show
 - Hardware requirement
 - FNB
 - Required Cuisines for the event
 - Caterers for the event
 - Type of dining
 - Security
 - Number of Security People required for the event
 - Planning of people in the event along with floor plan
 - Type of security (CRPF or B4S or both)
- Vendor management System
 - IEX can deliver these services in three different ways;
 - CLIENT have these services and can deploy them as per customer preference
 - CLIENT have shortlisted Vendors for the services
 - CLIENT doesn't have any vendor with required services and quotes are required from a new vendors
 - For all these things CLIENT require a standard vendor management module along with this application.
 - They have an vendor empanelment process and empaneled vendor would have their quotes stored for different services offered by them

Requirement from Sub Module

- Integration with Tally ERP
- Master for all services offered by CLIENT
- Vendor Management System for empaneling vendors
- Mail notification to vendors, customers and CLIENT employee

Customer Login

As stated in an earlier module, after MOU signing customer would have a separate module for the event. Below features are required from customer portal;

- Services forms with required field would be visible to customer and customer can;
 - Approve these services
 - Request for changes in the services
 - AT ANY POINT IN TIME OF THE EVENT, CUSTOMER CAN CHANGE THE REQUIREMENT.
- For every change in the customer request, all other modules have to be analyzed and updated
- Customer should be made aware of the financial impact of the change (From Master Data & Vendor Management System)
- Consumption Sheet
 - During the Event, Operation teams are required to fill an consumption sheet for the event
 - This sheet will be an extensive sheet with all the services and facilities provided to customer
 - Customer can also view detailed planning for the sheet if required
- Summary & Feedback Sheet

Requirement from Sub Module

- Mail Notification
- Integration of Consumption Sheet with other modules
- Facility change management request with tight integration with other master data

Other Requirement

1. Client is expecting a BI Repository for the system. We have positioned Power BI for the same under which every section under Venue management system will be integrated to Power BI. An example for the integration can be like Sales Cycle on power BI, Procurement cycle in Power BI etc.
2. Procurement Cycle: In Procurement cycle, there will be various heads like Store, Security Gate etc. Any shipment from vendor will move from a designated path (Security-> Quality->Store) and will be updated in either store or user.
3. DMS for Legacy Content: Client is in business from last 10 years, there are a lot of contract, MOU etc. signed between Client, Customers and Vendors. In the new system, if we are taking an action because of a legacy document then the document should be attached to the case in proposed system. Details of content are as follow:
 - Page Size: 84 Kb
 - Number of Pages: 1 Cr
4. Infrastructure (DC + DR): Client is expecting 100 to 150 Users logins. There will be approx 40 Logins per Event from end customer. Please share a tentative hardware and software BOM for the same.
5. Email/Message/WhatsApp marketing Campaign for events
6. End user mobile application for below activity:
 - a. Participation in Events
 - b. Summary of Events (Day wise, Event Wise, Category Wise)
 - c. Contact details exchange between participants
 - d. Event Registrations
 - e. Notes or content sharing for attendees
 - f. Quiz and other social collaboration required in an event