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PROJECT   
PROPOSAL

**UAE Government Excellence Program**

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| **Prepared for:** | **Submission Date:**  23 Nov 2017  **Proposal ID:** AD/BP/23112017/1343/1 |

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Project Contacts

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| Client Information | |
| Project Name | Loyalty Excellence |
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| Project Information | |
| Proposed Technology/Methodology | .Net, Windows Service, Web service, C#, Oracle, MSSQL |
| Anticipate Start Date | NA |
| Proposal Valid For | 30 Calendar days from the submission of the proposal |

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# Scope of Work

The UAE Government would like to develop an application that will aid its excellence program (SKGEP). The application is meant to aid and enhance the ministry’s performance with their customers by creating a customer classification. The customer classification will allow the government to provide high quality services to their customers which will endeavor to achieve the greatest level of customer satisfaction and happiness.

Customers shall be classified into three categories

* Premium
* Pioneers
* Elite

Customers will be classified into the three categories by using the following criteria

* Number of registered workers
* Emiratization partners club
  + Category A
  + Category B
  + Category B
* Emiratization percentage
* Commitment to WPS
* Compliance percentage and number of violations
  + Expired Licenses
  + Workers without contract
  + Work permits expired and violated
  + Labor Complaints
* Categories of workers from first skill level

# Solution landscape

Since the information related to the categorization resides in a large oracle database owned by the government.

**Direct Access**

In this solution Verbat will create a web service that polls the database to

1. Retrieve point value Information about a specific company based on the 6 criteria
2. Verbat will provide the interface to access the data
3. Verbat will create an admin interface to create users who may need to access the system

**Indirect Access**

In this solution Verbat will create a Windows Service / Batch application that extracts the data from source database (Oracle Server owned by the government) and imports it into an intermediate database. As before Verbat will continue to develop the client interface for accessing the data as well the admin interface to create users who are authorized to access the data.

This solution has several advantages over the previous solution. Some of which are

1. Isolation of data: so that multiple queries can be run against intermediary database without deteriorating the performance of the main data repository
2. Data anonymization : The data extracted and stored in the intermediary tables can be anonymized, thus safe from hackers
3. Reporting: By Isolating the data into a separate repository, any number of complex reports can be run without effecting the performance of the master data
4. Opportunity to De-normalize: De-normalization of the data provides unique opportunity to slice and dice the data for further analysis or analytics
5. Performance: Since the data is isolated from the source, the client application will have superior performance irrespective of the number of queries being made simultaneously of the frequency of the queries.

The intermediary database will be refreshed on a scheduled basis, depending upon how often the source database changes.

**Assumptions**

Data will be accessed using a secure SSL connection irrespective of the implementation chosen

**Effort:**  3.5 weeks - 5 weeks.

We look forward to hearing from you soon and hope that you will give us the privilege to work with you in meeting your business goals. Thank you.

Thank You



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