PROPOSAL FOR PROVIDING
DISTRIBUTION MANAGEMENT SYSTEM

Preface and Contact Details

This proposal has been prepared by Han Quang Software Solution (HQSOFT) for the use of Nissin Foods Vietnam (NISSIN).

If you have any question regarding this Proposal or about HQSOFT please contact:

> Hân, Nguyễn
>
> Director
>
> +84908317381
>
> hanntd@hqsoft.com.vn

Han Quang Software Solution

Address: 4th Floor CMC Plaza, 79B Ly Thuong Kiet, Tan Binh District, HCMC

Phone/Fax: 08.3866-3060/08.3866-3057

Website: www.hqsoft.com.vn

Prepared by: BA Team

Reviewed by: HanNTD

Document Code: NISSIN-PP-15-01

Version: 1.0

Date: Mar 12 2015

Table of Contents

I. EXECUTIVE SUMMARY

NISSIN is one of the world's leading foods companies. In Vietnam, Nissin Foods established a factory in VSIP II-A industrial park in Binh Duong province. By using Japan technology, Nissin Foods are providing to Vietnamese consumers a new standard about instant noodles with delicious, diversified tastes and a strict producing process that is absolutely safe for the consumer's health.

Project objectives:

NISSIN's development has reached the level whereby the company needs a solution that can help them to improve the sales management efficiency as well as customers' satisfaction by providing the best products and services to customer.

To support the objective mentioned above, NISSIN is currently evaluating an appropriate solution and provider that can provide for their requirements. The intended solution must be cost effective, with the service provider possessing domain knowledge of the industry, and having a keen understanding of the distribution business model.

HQSOFT are proud to be associated with NISSIN in its evaluation of an appropriate Distribution Management System solution. We are hereby pleased to submit our best recommendations for the above mentioned project, and are excited by the opportunity to work with NISSIN in providing a Distribution Management System solution, using our solution and product.

We have extensive experience in the development and implementation of software system, from simple static sites to complex sites involving financial, manufacturing and distribution management, especially in implementation and maintenance of a Distribution System for large companies like KAO, Danone, Kirin, Diageo, La-vie, Johnson and Johnson, Perfetti Van Melle.

Our approach in defining the project specification and in project implementation ensures that our client's objectives are met, with the delivery of results in a timely fashion, with minimal risk to both parties.

This document outlines our understanding of NISSIN's Distribution System concept and objectives, and details our recommendations as to the best approach to partner with NISSIN in providing a Distribution Management Solution to NISSIN and NISSIN's distributors.

II.   HQSOFT DMS SOLUTION

1.   System Overview

1.1.   System landscape:
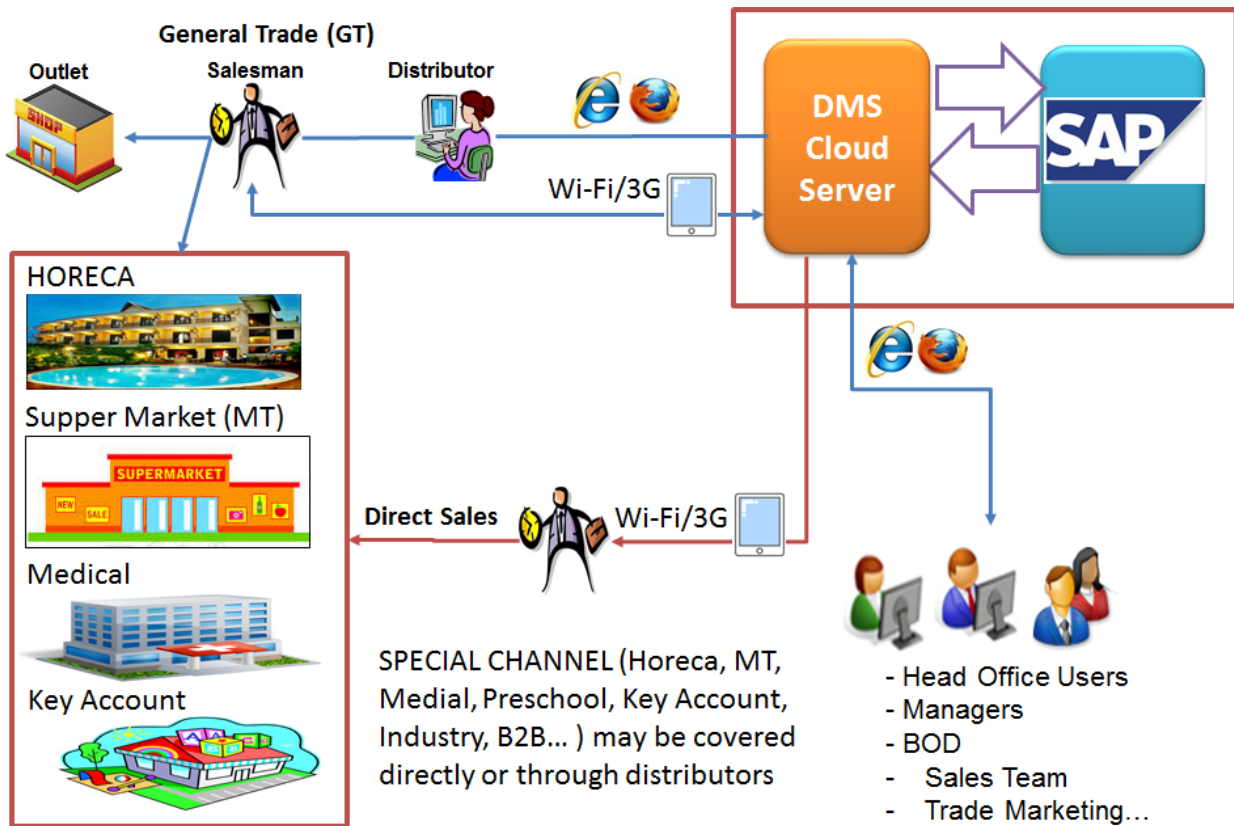
Our DMS solution can be applied to various kinds of businesses and industries. Depending on the business and distribution model of our customer, we can provide a solution that can manage selling through distributor network, selling directly from company to customers, or both. The solution has specialized features for each industry.

This solution covers all requirements of a DMS system that can meet the current needs of NISSIN and support future business expansion.

The whole solution is the integration of three main systems:

- eBiz4D Cloud – Distributor: this is the full DMS system used by the distributor to help them manage their daily business such as sales, stock, finance…

- eBiz4D Cloud4D – Head Office: used by head office users such as Trade Marketing, Supply Chain… and Sales Force. This system is able to integrate data from many sources, including data from a Non-DMS distributor, and can integrate with other company systems (i.e. ERP, etc.).

- **Notes**: with the power integration module of DMS Cloud Server we can integrate with any ERP system not only eBiz4D Cloud.

- SFA – eSales: the mobility application on tablet or smart phone used by salesmen to help them in daily selling.
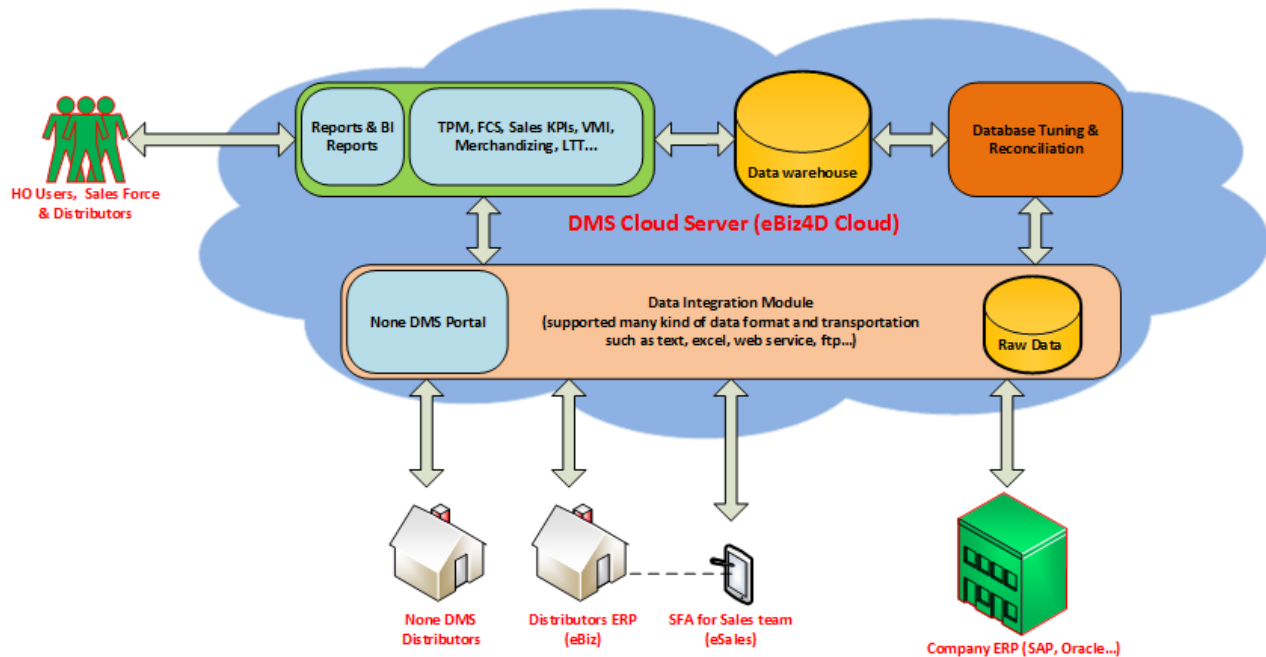
1.2. System Requirement:

- **Server for Web-server**:

	Description
1	Processor: 2xE5620 2.4GHz System Memory: 32 GB HDD: + 3x300 GB SAS with raid 5 for OS and Application. OS: Windows Sever Standard/Enterprise 2008 x64bit
2	Cisco router and switch support VPN Server and Firewall
3	External USB Sata Hard disk 500GB for data backup or use professional storage device (SAN, NAS…)
4	UPS for server
5	Anti-virus software

- **Server for DB-server**:

	Description

1	Processor: 2xE5620 2.4GHz
	System Memory: 32 GB
	HDD:
	    + 2x300 GB SAS with raid 1 for OS and Application.
	    + 6x300GB SAS with raid 10 for Database.
	OS: Windows Sever Standard/Enterprise 2008 x64bit
	DB Software: SQL Server Standard 2008

2	External USB Sata Hard disk 500GB for data backup or use professional storage device (SAN, NAS…)
3	UPS for server

4	Anti-virus software	

- **Data Center/Network**

Rack Space	5U
Power	700W/Server
Data traffic/month	1000GB
Domestic Bandwidth	100Mbps
Public IP	1
UPS, HVAC, IP-KVM	Yes
Support	24/7

- **Distributor Server for 1 to 4 users**:
    - o **CPU**: Intel Core i5 or upper.
    - o **Memory**: 4GB memory.
    - o **HDD**: 250GB HDD
    - o **OS**: Windows 7/8, window server 2008/2012…
    - o **DB**: SQL Server 2012/2014
- **Distributor Server for 5+ users**:
    - o **CPU**: Intel® Xeon® or upper.
    - o **Memory**: 8GB memory.
    - o **HDD**: 250GB HDD
    - o **OS**: Windows 7/8, window server 2008/2012…
    - o **DB**: SQL Server 2012/2014
- **Distributor Client**:
    - o **CPU**: Intel Core 2 Duo or upper.
    - o **Memory**: 2GB memory.
    - o **HDD**: 160GB HDD
    - o **OS**: Windows XP, Vista, Windows 7.
- **SFA Device**:
    - o Tablet/Smart phone using Android OS version 2.2 or later
        - ▪ Screen: 5" – 7"
        - ▪ RAM: 1GB
        - ▪ CPU: 1GHz
        - ▪ Memory Card: >= 4GB
        - ▪ Camera
        - ▪ GPS
        - ▪ **Our recommendation is Samsung Tablet 7 inch.**

2.   Solution Overview

2.1.   Distributor DMS:

The eBiz4D Cloud system at the distributor site is the core of the DMS system. This system covers all business supporting the sales process at distributor site; it not only helps us collect and manage sales data but also help distributors in their daily business.

Core DMS functions:

- Primary sales management included Auto PO (VMI) process.
- Secondary sales management.
    - Order processing (pre sales, van sales, direct sales...)
    - MCP, PJP, sales route management.
    - Merchandising program management.
    - Sales KPIs, Sales target/planning.
    - Auto promotion & sales prices
    - SFA/PDA integration.
    - Outlet & sales person management.
- Inventory & stock management.

User and Role:

No	User	Purpose
1	Distributor Accountant	Uses the system to enter daily transactions such as sales order, print picking list and invoice and enter collection, payment...
2	Distributor owner or manager	Distributor owner or manager in distributor sites uses the system for managing, purpose of which

		is to check data of stocks, cash, sales, customer balance...
3	Sales Supervisor (SUP)	Sales Supervisors accesses system at distributor sites in order to obtain information about customers, inventory, sales route, sales report...

2.2.   HO DMS:

This is the central server for DMS system, all core processes and modules of DMS will be installed here to control the whole DMS system. The main functions and modules of DMS Cloud Server:

- Master data management.

- Setup and maintain data of Promotion, Budget, Merchandizing, Auto PO (VMI)…

- Interface for Data Integration with SFA, Company ERP…

- Approval process of all related processes in DMS.

- Report and BI System.

User and Role

No	User	Purpose
1	HO Sales Data	Maintain master data as product, sales price, promotion program… Access to sales report system.
2	BOD/Managers	Access reports, check and approve for some process such as allocation promotion budget, stock allocation, promotion claim…
3	SUP	Access report, check & approve promotion claim, MCP, New Outlets...

2.3.   Tablet/PDA/Handheld solution for salesman – eSales

eSales is a sales management application especially designed for salespersons, using PDA/Tablet/Smart phone.

eSales for DSR/Sales Rep assists them in daily sales tasks such as: visiting outlets, taking orders, managing sales programs, promotion program, marketing and merchandising activities... This

solution also helps the distributor minimize manual work for the accountant and increases the accuracy of data input.

2.4. General module and process of HQSOFT's DMS solution

No	Process	Description
1	Purchasing (Primary Sales)	- Create PO and send to vendor - Receive products from vendor - Return products to vendor - Account payable management
2	Sales Order Processing (2nd Sales)	- Create sales order for outlet - Sales price, promotion management - Delivery, return to/from outlets - Account receivable management…
3	Distributor's warehouse management	- Manage internal inventory transaction: internal transfer, adjustment… - Stock counting - Stock adjustment - Multi-unit conversion management
4	Trade promotion management (TPM)	- Full TPM process from define scheme, allocate budget on server to apply on distributors and claim approval. - Budget management - Promotion claim management - Promotion analysis reports.
5	Vendor Managed Inventory (VMI/Auto PO)	- PO is calculated automatically based on the parameters of historical sales, distributor stock, employee stock (van sales model), days of sales, safety stock, minimum quantity order… The suggested PO is generated with the items and quantity that the distributor should order the next time. - Integrated with ERP System at head office such as Oracle, SAP or others to provide the purchase order of distributor. The ERP system sends back to Auto PO system the confirmation of shipping and invoice, this information will be synched to distributor system. - Actively and accurately calculated in shipping products to distributors, to ensure the primary sales are completely imported in the distribution system.
6	Field Capability Score (FCS)	FCS is advanced method to measure sales data to analyses and evaluate field capability score with following advantages: - Improve sale skill of DSR - Improve management skill for Sales Supervisor - Increase effective coverage (ECO) - Increase productivity call (PC) - Increase line per productive call (LPPC)

7	CCFOT (Customer fill on-time) Management	Analytics on Secondary CCFOT (customer case fill on time) available. Facility to capture deliveries and customer receipts information, identify reasons for rejection, stock outs, etc. Reports to generate Secondary CCFOT measures by Category, by SKU, by Customer for a given date range, can compare current and past periods. Comparison of Outlet orders entered Vs. the POD at outlets - both: item wise and time recording and comparison should be available.
8	Merchandizing management	This function is used to define Merchandizing programs and register list of outlets participating in the program for each salesman. Provides the function to support auditing with the actual captured pictures. System generates report to show actual achievement of merchandizing.
	POSM	Manages detail POSM at each outlet (history, quantity, status...) Supports checking, counting, registering POSM for each outlet.
9	Master data management	Master data management (Products, sales price, promotion scheme, salesman, sales route...). Master data is created and maintained at head office; Creation and changes will be synched to distributors automatically.
10	PDA/Tablet solution	eSales is an application run on PDA/Tablet for salesman to assist them in daily sales task such as: visit outlet, take order, and manage sales program, promotion program, marketing task... This solution also help distributor remove the manual work for accountant and increase the accuracy of data input. Main functions of PDA/Tablet: - Support Van sales and pre-sales process - Collect debt, cash from customer. - Manage stock of distributor, salesman, outlet - MCP and visiting plan. - Manage sales target for salesman and customer. - Full CRM information about customer help salesman do marketing activities better. - Stock counting - Suggested Order - Presentation - Real-time tracking salesman - Merchandizing. - POSM...

11	BI Report	Basing on data sent from distributor the eBiz4D Cloud4D Cloud system processes into data warehouse, to meet the standard of Business Intelligence data warehouse processing. System also provides special report tool to combine and generate a lot of useful reports to end user. User of eBiz4D Cloud4D Cloud are free to create new, change, customize, export report to multiple formats including MS Excel pivot table. Report Tool: User can define reports with the use of simple functions in the system without the need to write any code. Common report on BI: - Sales analysis and sales dashboard - Field capability score reports (FCS) - Promotion reports - Stock reports
12	Distribution Portal	This module provides the web portal for distributors to access the following information - Company news portal: we can maintain and publish company news via this portal to post information about company, products, new announcement about promotion program, sales program… - Purchase order status - Claim status - Reports…

2.5. Technical Information

2.5.1. User friendly and usability

We integrated a lot of utility tools in the system to help our end users feel comfortable in using our system. Some common flexibility and utility that user can achieve from our system:

- Open multi screens and multi reports at the same time on the system even on web browser. In actual practice, users usually want to open multi screens for comparison or checking, but not all systems can support this feature especially when running on a web browser.

- Our report tool can export data to multiple formats such as MS Word, MS Excel, PDF, and Picture or even in MS Excel with pivot table.
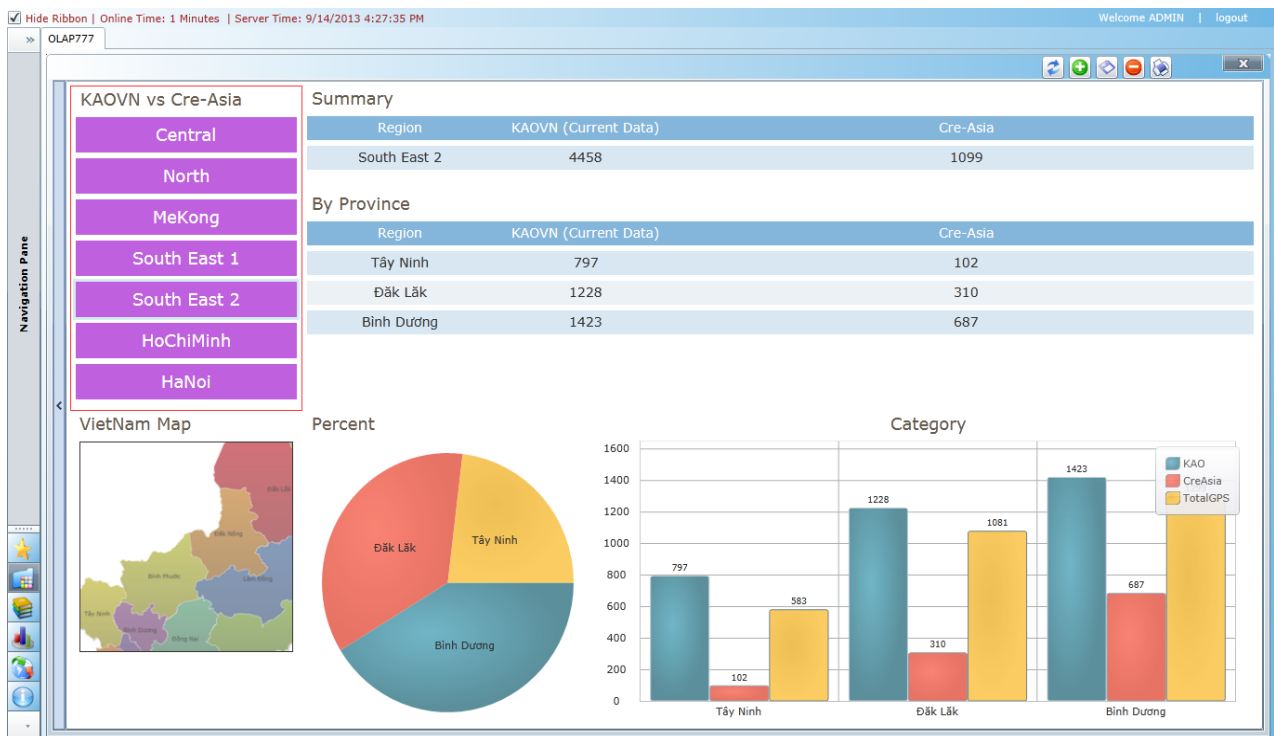
2.5.2. Security

-   Network security: eBiz4D Cloud and the Central Server are setup and maintained to satisfy many aspects of network security and applications on web.

-   Application security: Each user who accesses the system will be granted a role (Sales manager, Distributor, SE, Admin…). A role can only access some granted functions in the system.

-   Data and system backup: Data and system are backed up automatically at scheduled time. Besides, the data center also provides various fault resistance methods such as raid setup for hard disk, mirror server, cluster server…

-   Code Encryption: If we don't encrypt, code hackers can use any Reflector tool to see the source code of software. It's dangerous and risky because we may be attacked or our data may be destroyed. It is very important that encryption of the source-code be done before releasing our product to end users. In our product development cycle, we always follow the process of encryption and checking the encryption before we deliver our product to end users.

2.5.3. Development framework and platform for eBiz4D Cloud

-   Development platform: The newest technologies are applied in our products such as:

    o   .NET Framework 4.0

    o   PDA/Tablet is developed based on common mobile framework such as Windows Phone, Android, and IOS…

    o   Database engine: MS SQL server 2014.

Based on the modern technologies, we developed our own framework for development in both desktop and web/cloud applications. Why do we need to develop a private framework for development? Because the private framework will provide us a lot of common functions, controls, components that help developers; there would be no need to re-write for every screen. If we allow them to write their private code for every screen, we also can't control the quality of source code. Therefore the private framework will make development faster, more stable and easier in upgrading, fixing bug…
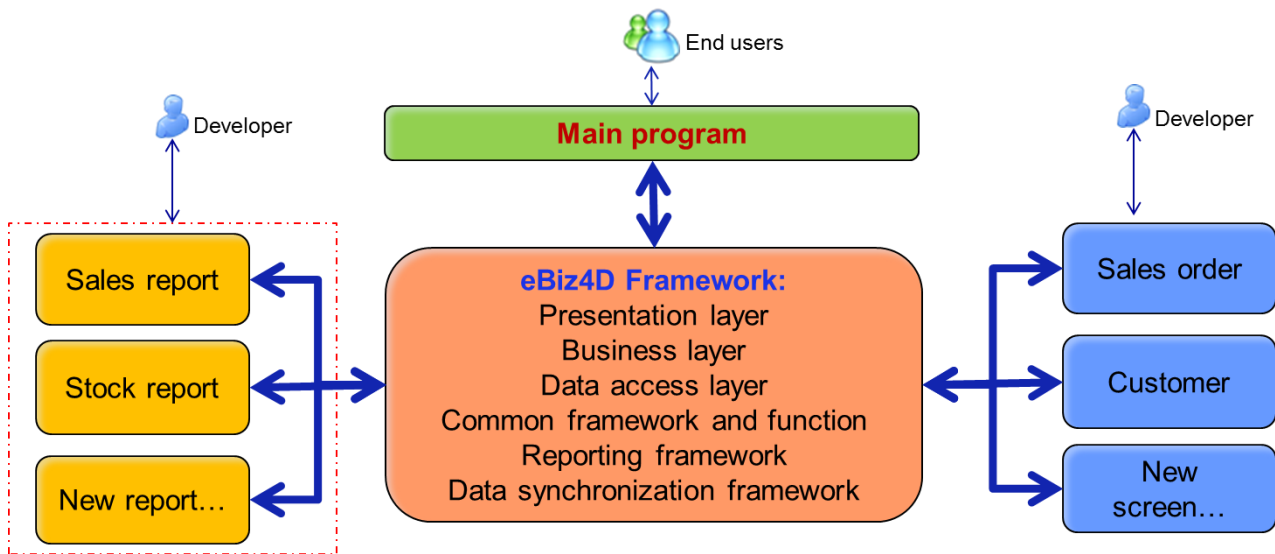
System architecture

- The common development practice is to include all screens in one big project. This approach leads to difficulty in development, customization, finding errors… For our development and our framework, we can easily customize an existing screen/report or add new screen/report without re-compiling the whole project.

- Report is completely open for customization; even end users can customize without the need to contact software vendor.

- Easy to interface with other ERP systems with common data format such as text, excel, xml…

- Provides generate form tool for auto generation code of new screen with basic code for loading, updating, deleting…

III. PROPOSED SOLUTION

1. Solution

Based on the requirements from NISSIN we would like to propose options as below:

Phase	Function/Module	Achievement
I	- **Taking order and tracking salesman**	- Salesman can use smartphone/tablet to take order and sync to server automatically - Sales SUP can track sales man order. - HO Admin and Distributor Admin can track detail order of each salesman and outlet on the DMS Cloud Server. - MCP Maintenance by using Cloud functions and digital map.
II	- Tracking in detail of distributor stock, delivery. - Sales KPIs Management - Auto Promotion - Merchandising - Expiry Date Management	- Support distributor in processing order and delivery, manage customer's debt and cash collection. - Tracking and monitor working time, visiting location, sales performance of salesman (PC, LPPC, UB, SDO…) - Auto promotion are applied on order and system generate promotion report - Generate sales, stock, promotion… reports. - Control promotion and discount by budget.

		- Mange full process of merchandising from registering, executing, auditing and consolidating for merchandising result and bonus. - Apply expiry date management to control date of all SKU.
III	- Promotion Claim and Budget Management - POSM - VMI - Enhancements	- Automate claim processing by providing the Auto Claim module to support consolidate promote on result, review, approve and generate claim report. - Deploy other modules like POSM, VMI, or others enhancement feature.

2. Implementation for the first phase

2.1 Implementation methodology

Planning:
Resource and enviroment.
Organization.
Risk management.
Quality control.
Comunication...

Piloting:
Optimize solution, package, process and training material.
Sign off pilot.
Lesson and best practice sharing.
Roll-out plan.

Support:
Update training materla.
Daily support user.
Weekly report (SLA, support tickets...).

System definition:
Survery, workshop.
Blue print.
Development, UAT.
Trainning material.
Pilot plan.

Roll-out:
Change management.
Project management.
Sign off implementation.
Move to on going support.

Main activities in implementing DMS:

No	Description	Deliverables	PIC
1	**Planning**		
	Finalize organization and resource		NISSIN, HQSOFT
	Define communication plan		NISSIN, HQSOFT
	Define critical dependencies, assumption and constraints		HQSOFT
	Define High Level solution scope		NISSIN
	Define quality plan		NISSIN
	Define risks management plan		NISSIN
	Finalize schedule and estimation	Project plan	NISSIN
	Project kick-off		NISSIN
2	**System definition**		
	Develop blueprint (Survey, Workshop, business mapping and analysis...)	Blue print	NISSIN, HQSOFT
	Sign-off Blueprint		NISSIN
	Develop Integration Functional specification documents		HQSOFT
	Sign-off Integration Function Specification		NISSIN
	Perform gap analysis with standard package.		HQSOFT
	Development.		HQSOFT
3	**Piloting**		
	Pilot preparation planning	Hardware, environment	NISSIN, HQSOFT
	Pilot for 2 Distributors		HQSOFT
	Perform Assessment and gap analysis		NISSIN, HQSOFT
	Customize Package for roll out		HQSOFT
	UAT sign-off for mass roll-out		NISSIN
4	**Roll-out**		
	Rollout Planning (Hardware, distributor check, training, data...)		HQSOFT
	Rollout Preparation		NISSIN, HQSOFT
	Rollout		HQSOFT
	Assessment and UAT after rollout		NISSIN

	Post implementation support		HQSOFT
5	**Project Management**		
	Being responsible for successful completion of project		HQSOFT
	Managing schedule, estimation, resources, environment, risk, quality control, changes and communication		HQSOFT
	Managing day-to-day project operations (tracking/control project to meet the project planning)		HQSOFT
	Business partner management		NISSIN, HQSOFT
	Reporting project status to senior manager and customer		HQSOFT
	Conducting steering committee meeting		HQSOFT
	Process Quality Assurance		HQSOFT
	Software Quality Assurance		HQSOFT

2.2 Project management

- **Schedule Management**:
  - o Create Master Schedule: show all related stages and milestones of project.
  - o Create Detailed Schedule: use MPP file to monitor project's progress.
- **Progress Report**:
  - o Weekly report includes: Master Schedule, Detailed Schedule, Progress report, Issue Management report.
- **Meeting**:
  - o Weekly review meeting with the project team
  - o Fortnightly review meeting with the end-customer over phone or video-conference.
- **Issue Management**:
  - o Management sheet to track issues.
  - o Issue status information will be updated once a week.
- **Risk Management**:
  - o Define all risks before project is started.
  - o Define risk sources.
  - o Define risk categories.
  - o Define risk mitigation strategy.

- **Change Management**:
  - o Use change requirement table to track Customer's changes.
  - o Analyse impacts of changes to project plan, deliverables, effort ...
  - o Send analysing result to Customer to confirm.
  - o Changes will be executed once the customer gives an explicit approval.
- **Communication**:
  - o Internal Communication:
    - Email, Skype
    - Weekly meeting on every Friday
  - o External Communication:
    - Email, Q&A file
    - Telephone, Video conference...
    - Weekly Progress Report on every Monday

2.3 Project organization
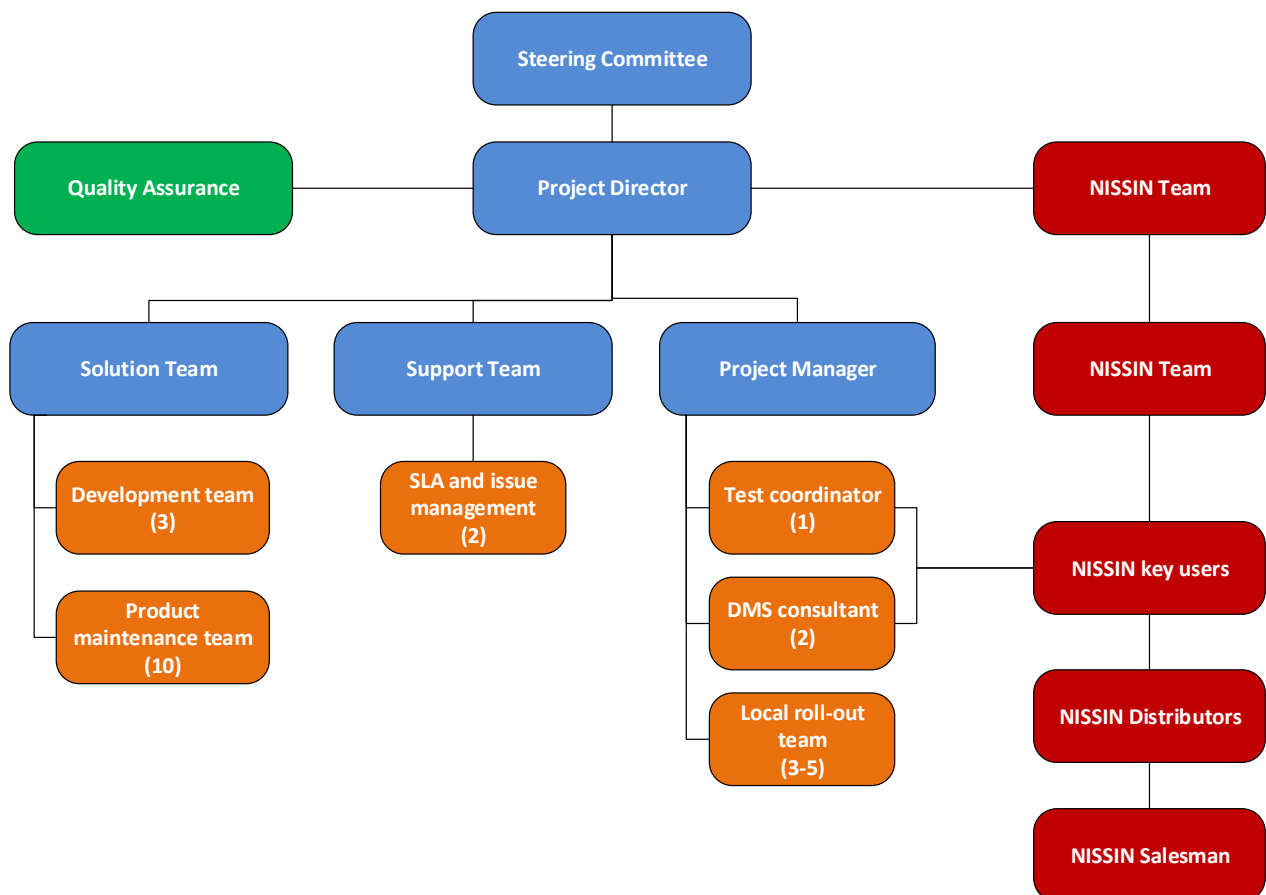
- **Steering Committee**: Drive orientation of the project. Monitor the progress and make final decision on issues that are raised by Project Director/Manager. Support Project Director/Manager to resolve issues relating to Resource, Financing, Project Organization, inter-division cooperation.

- **Project Director**: responsible for the whole project and report to the Steering Committee and the Customer. Project Director/Manager will work with NISSIN Project Engagement Manager to prepare the project plan then follow up and control the project progress. Project Director/Manager also manages the scope of project, controls implementation, support procedures, control budget, re-allocates resources between two regions when needed depending on the current situation, and solves any issues relating to NISSIN, inter-region cooperation or current working procedures. Project Director/Manager is appointed by Steering Committee and approved by NISSIN.

- **Project Manager**: Project Manager is responsible for organizing, allocating teams and executing the works in the project with respect to the committed plan, project working procedures and budget allocated for the project. Project Manager also resolves any issues relating to implementation in the project or raise to PM when necessary.

- **Test Coordinator**: are responsible for all testing activities with the NISSIN Country Team.

- **DMS Consultant**: our DMS Consultants will be onsite to take care of all work related to DMS product such as business process, functionality to provide the solution mapping and consultancy advices to Project team in the project.

- **Local Roll-out Team**: responsible for implementing eBiz4D Cloud & eSales at distributor's site, including: installing software package to distributor, assisting users to complete their homework as well as CRP at pilot distributor site, inputting starting data for the new system, providing initial on-spot support to users right after the system goes live. To work in this team, all members must attend the NISSIN Business processes and DMS Solution training course as well as study carefully the DMS integration and implementation procedures. In addition, good communication and the ability to work far from home are expected for the implement team. The implement is divided into several teams, each for a distributor.

- **Local Support**: responsible for running Call Center & support units. They will provide adequate support to distributors after the implementation gets complete to ensure the continuous operation of distributor's systems. In case of system bugs, they will escalate the issues to the Project Manager, NISSIN Team and Support Team.

- **Solution Team**: responsible for bug & hot fixes, providing the latest product information and support DMS solutions knowledge base.

- **Quality Assurance**: responsible for control project in terms of the quality and process management.

2.4   Resource allocation

Here are our resource allocation and commitments for main activities of NISSIN PH implementation:
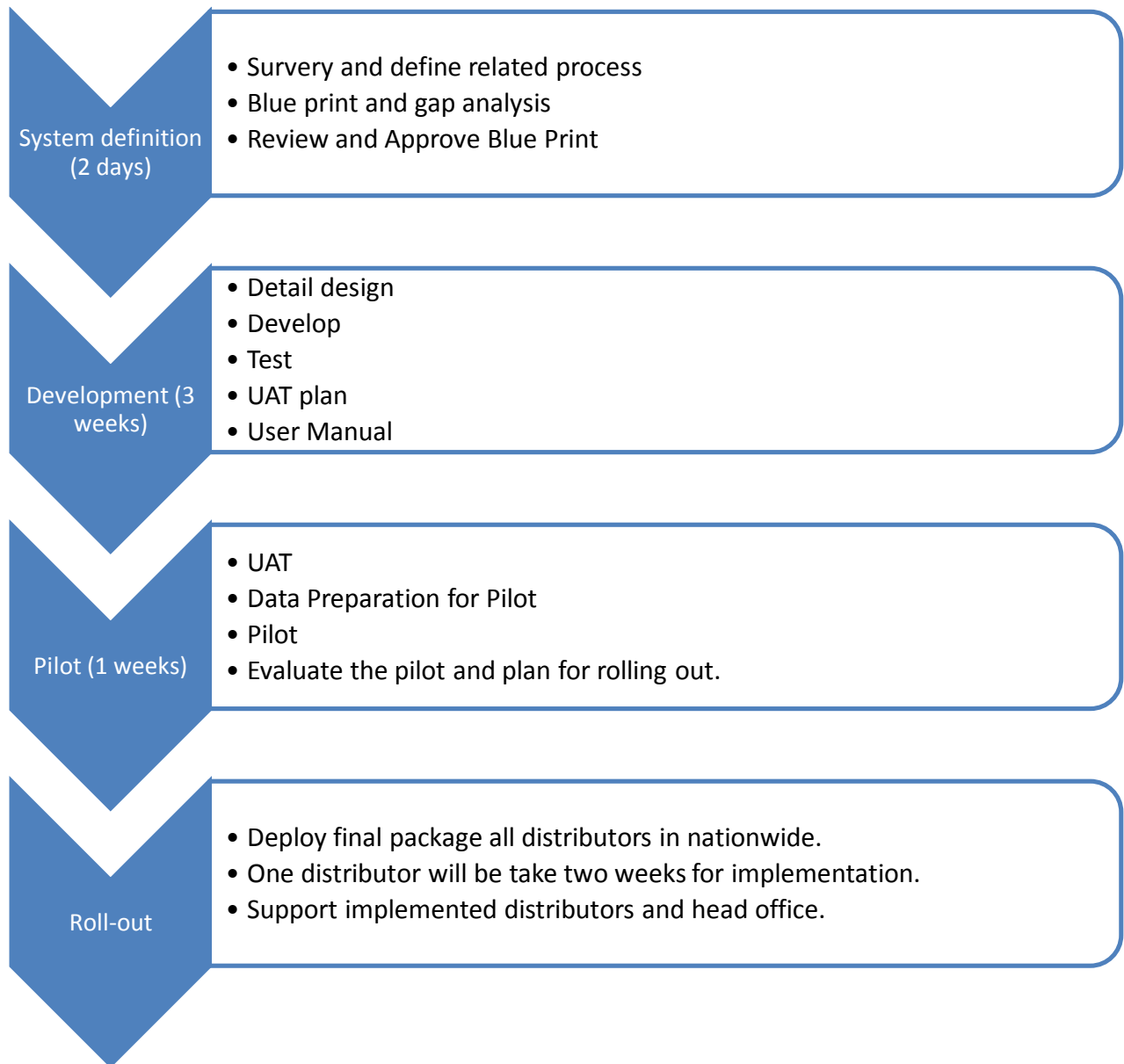
Resource allocation:

We commit to provide experienced resource for implementation of NISSIN PH as following:

- Project manager: 8+ years experienced with DMS project, especially for regional DMS project.
- DMS consultant/implementer: 4+ years experienced with DMS implementation.
- Support resource: We dedicate a full-time support team to support the project.

No	Role	Quantity	Assignment
1	Project manager	1	Fully dedicated for the project
2	Tester	2	+ Fully dedicated during development and UAT stage. + After the UAT we just allocate if there is any technical issue happen.
3	SFA/PDA developer	2	+ Fully dedicated during development and UAT stage. + 50% of one developer after completed the UAT.
4	DMS Cloud developer	3	+ Fully dedicated during development and UAT stage. + 50% of one developer after completed the UAT.
5	Consultant	4	+ Fully dedicated 4 consultants for piloting. + For mass roll out we will provide resource basing on plan of NISSIN for rolling out.
6	Support	2	Fully dedicated 2 supporters for nationwide support all distributors.

2.5   Plan for phase I

As our experience in implementation DMS and with NISSIN's current status we recommend the project should be separated into following phases:

System definition (2 days)

- Survery and define related process
- Blue print and gap analysis
- Review and Approve Blue Print

Development (3 weeks)

- Detail design
- Develop
- Test
- UAT plan
- User Manual

Pilot (1 weeks)

- UAT
- Data Preparation for Pilot
- Pilot
- Evaluate the pilot and plan for rolling out.

Roll-out

- Deploy final package all distributors in nationwide.
- One distributor will be take two weeks for implementation.
- Support implemented distributors and head office.

3.   SUPPORT

The help desk center is very important for a distribution system with a large number of distributors nationwide. The objective of help desk center is to help distributors in their daily work and keep the system running smoothly nationwide.

All issues will be categorized and logged into Help Desk system for prioritizing, reporting and for creating FAQ database. FAQ database will be used for sharing knowledge among supporters, training new supporters, training new users. The FAQ database will be updated every month and sent to all distributors. Distributors will get most answers for their issues from this document. DMS support system is a web based application so that users and support staffs can access it all over the country.

The commitments for supporting are below:

Business Critical	During working hours	Response within ½ hour of receiving the call, will be worked on until resolved
	Outside working hours	Response within 1 hour of receiving the call, will be worked on until resolved
All other issues	During working hours	Response within 2 hours of receiving the call Call will be investigated and worked on in order of priority and level of interruption to DMS
	Outside working hours	N/A

Support terms:

A. Receiving time:

It's the time when we receive calls or emails from customers. In case client support receives many requests at the same time, client support has to recognize the priority of each request to have the suitable plan for support. For requests which have low priority the receiving time of the main request is the time when support centre contacts the distributors to rectify problems.

B. Closing time:

It's the time that request is resolved and closed.

C. Respond time:

It's the time from receive the request until the request is resolved.

D. KPIs (Key Performance Indicators):

Request type	Respond time	Note
Clarify system function	<= 30 minutes	
System stop working	<= 1 hour	
System has serious error	<= 4 hours	
System is not stable	<= 1 day	
New customization, change request	<= 4 days	
Input wrong data	<= 1 day	
Hardware and network error	<= 1 day	
Email	<= 2 hours	
Backup	within day	
Office applications	<= 2 hours	
Data crash	<= 4 hours	
Bug	<=2 days	
Training	<= 1 week	

E. Critical:

Critical	Description	Notes
Business Critical	All requests that have serious impact on function of system and other related tools	
Business Non Critical	All support requests that have little impact on function of system and related tools such as : + Review data. + Update reports. + Training.	
Hardware Critical	All requests regarding hardware that has direct impact on function of systems. + All request that has request type 'Hardware'	
Hardware Non Critical	All requests regarding hardware that has little impact on function of systems. + Other equipment that are not in guarantee scope: printer, modem… + Equipment of client computer.	

F. Priority

Seriousness	Priority
Business Critical	High
Business non Critical	Normal, Low
Hardware Critical	High

Hardware non Critical	Normal, Low

4.   COST

IV.   HQSOFT

Please refer to the separated document for HQSOFT profile.

V.   CHANGE HISTORY

<table>
<tr><th colspan="2">Revision History</th></tr>
<tr><th>Date</th><th>Description</th></tr>
<tr><td>May 16 2015</td><td>Creation of 1st proposal to NISSIN version 1.0 - by HQSOFT's BA Team</td></tr>
<tr><td></td><td></td></tr>
<tr><td></td><td></td></tr>
<tr><td></td><td></td></tr>
<tr><td></td><td></td></tr>
</table>

VI.   NON-DISCLOSURE AGREEMENT

In preparing this document HQSOFT will be sharing with NISSIN sensitive information about our company, our products, our technology and our strategic direction.

Equally we appreciate that during the process of explaining your requirements, visiting your facilities and possibly providing workshops with your data, the disclosure of sensitive information is a two way process.

No part of this document may be copied, nor may the information disclosed therein be disclosed to any other third party, without prior written consent from HQSOFT.