FPT – Distribution Management System (eMobiz) Proposal

For International Beverage Trading Co. ,Ltd. (IBTC)

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Definitions, Acronyms, and Abbreviations

Abbreviation	Description
IBTC	International Beverage Trading Co. ,Ltd.
FPT	FPT in Ho Chi Minh City
eMobiz	FPT's Distribution Management System
Amt	Amount
ASM	Area Sales Manager
BI	Business Intelligent Report
CBG	Cloud Business Gateway
DMS	Distribution Management System
DPM	Display Promotion Management
FCS	Field Capability Scores
Invt	Inventory
LPPC	Line Per Productive Call
MDM	Master Data Management
PC	Productive Call
Qty	Quantity
RSM	Regional Sales Manager
SDO	Sales Development Objective
SS	Sales Supervisor
TPM	Trade Promotion Management
Distributor	Distributor/sales center/branch of IBTC

Section 1: FPT overview & Distribution Management System qualification

1.1 FPT Overview

Founded on September 13, 1988, for over 25 years of development , FPT has always been the leading ICT company in Viet Nam with the revenue of more than USD 1.3 billion (financial statement 2013), creating more than 17,000 jobs for the society. The company's market capitalization reached VND 13,000 billion in 2013 (equivalent to nearly USD 520 million), being one of the largest private enterprises in Viet Nam (ranked by Viet Nam Report 500).

FPT's senior leaders in a business trip oversea

Through conducting core businesses in the fields of information technology and telecommunications, FPT has been providing services to forty six out of sixty three cities and provinces of Viet Nam and continued expanding its business to the global market. FPT has opened representative offices and companies in 17 countries including Japan, the United States, the UK, France, Germany, Singapore, Australia, Thailand, the Philippines, Malaysia, Myanmar, Laos, Cambodia, Indonesia, Slovakia, Bangladesh and Viet Nam.

FPT has intensive experience of establishing and implementing large scale business models. After twenty four years, FPT is now the No. 1 company in Viet Nam specializing in ERP Services, Software Development, System Integration, IT Services, Distribution and Manufacturing of IT products, and Retails. In telecommunications area, FPT is one of three biggest Internet services providers in Viet Nam. In regard to content development, FPT is now the No. 1 online advertising company in Viet Nam (accounting for over 50% of market share), owning an e-newspaper with more than 30 million page views per day, which is equal to the number of Internet users in Viet Nam. In addition, FPT is one of the best IT training service providers in Viet Nam with college and vocational training system, attracting more than 17,000 students.

FPT has chosen technology as the foundation to reach new level of productivity. Each FPT employee is required to work creatively and flexibly to grasp new opportunities, applying and innovating technology to realize the OneFPT strategy which aims to turn FPT into the Viet Nam Leading Global Corporation.

We are where our customers are
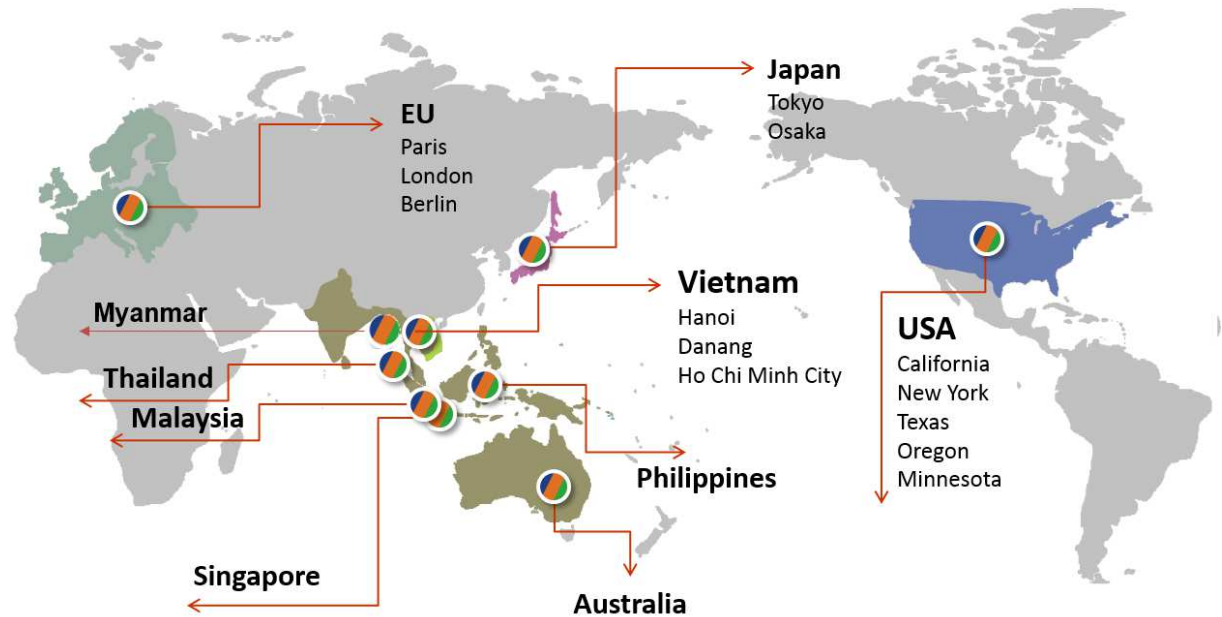
1.2 FPT's DMS Qualification

1.2.1 Resource and Solution Capability
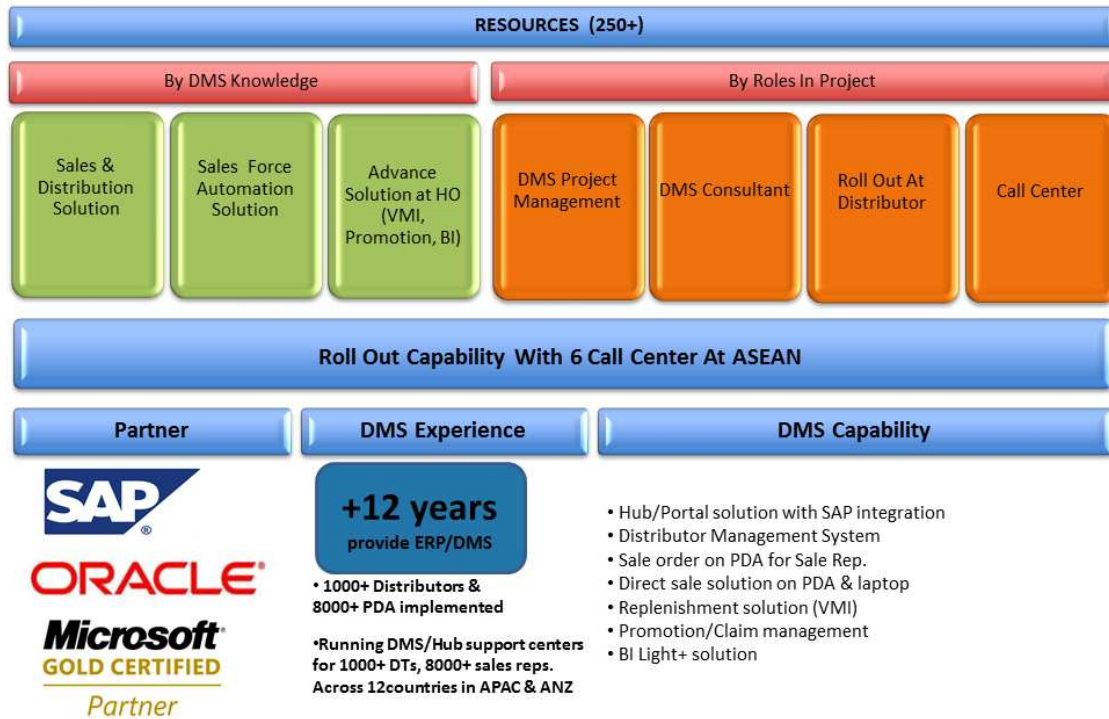
1.2.2 Partners of DMS implementation – Mobility project

By understanding customer's demand, Samsung Vina Electromics Group, Vietnam Mobile Telecom Services Company and FPT signed off the strategic cooperation agreement in 2013, which contained a provision that we would provide Mobility solution for enterprise administrative based on Samsung 's hardware and MobiFone's 3G service.

1.2.3 The developed periods of DMS – Mobility Solution
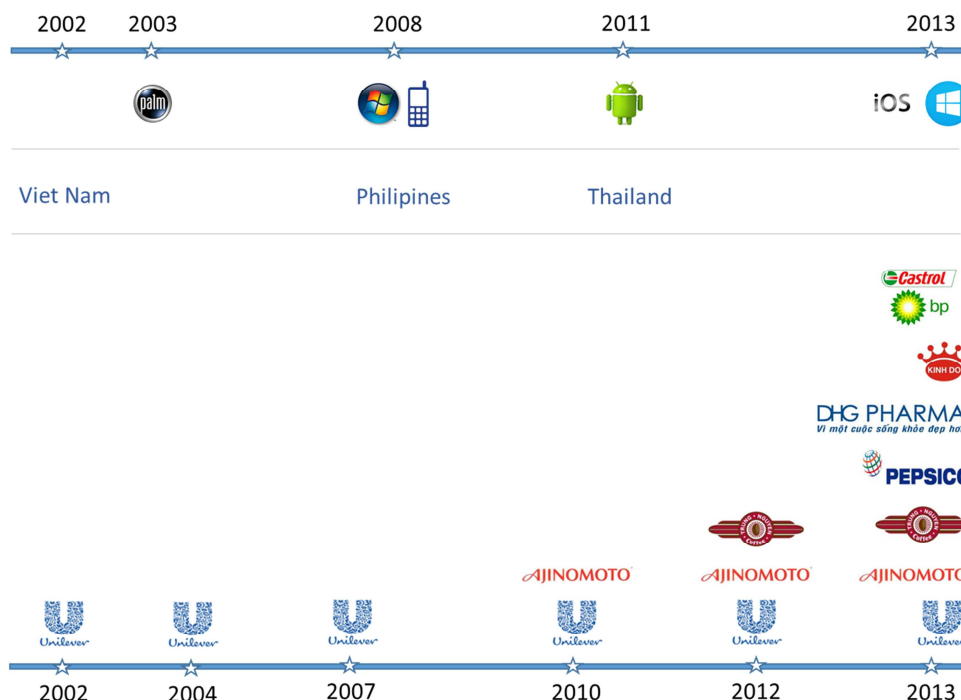
1.2.4 Our customer references

Unilever

- Started using **eMobiz** Palm version from 2002 in Vietnam for 900+ sales men in 100 distributors
- Upgraded to eMobiz Window Mobile version in 2006 in Vietnam for 2000+ sales men in 180 distributors
- Using PDA rollout and support services from 2009 for 5 countries in SEA cluster (8.000+ sales rep.)
- eMobiz Android version upgrading in 2011 & 2012

Number 1

One of the biggest beverage companies in Vietnam

- Implementation of eMobiz Window version in 2010 and 2011
- Upgrading to eMobiz Android version for 4 Branches, 113distributors in 2012
- Using our PDA rollout and support services for over 700 salesmen

VINAMILK

The biggest dairy company in Vietnam

- Started using eMobiz Palm version from 2005
- Upgraded to eMobiz Window Mobile version in 2006 for all their distributors
- Using our PDA rollout and support service to support for over 4 Branches, 239 distributors with over 1.500 sales men using PDA solution

AJINOMOTO

- Had pilot successful for implementing eMobiz Window version in 2010
- Started mass rollout in nation wide Vietnam in 2011 for 4 Branches, 80 Distributors, 800 Salesmen
- Using our PDA support services with 4 centers in nationwide of Vietnam

PEPSICO

- Completed localization , business mapping and pilot for PepsiCo by using mobile sale ordering solution in 2012
- Mass rollout for 4 Branches, 130 distributors and 900 salesmen in 3 years

P&G

-Used our PDA support centers from 2004 to 2007 for 20 Branches, 100 Distributors

One of the biggest coffee companies in Vietnam

Starting DMS project with eMobiz sales force automation solution from 2011. The project is in progress of Mass Rollout for over 110 distributors and 800 sales person reports in 6 month (11/2012 – 4/2013)

One of the biggest Food&Beverage companies in Vietnam

Using eMobiz solution for their sales force in 2012 for 180 distributors and over 2.000sales representatives across Vietnam.

One of the biggest multi-national companies in Global

Starting Pilot project in 2013 with eMobiz tablet solution for 7 countries (Viet Nam, Malaysia, Thailand, Philippine, Indonesia, China, Singapore) with: 396 distributors, 1539 salesperson and will implement in 5 years

One of the biggest pharmacy companies in Vietnam

Starting DMS project with eMobiz sales force automation solution from 2013. The project is in progress of Mass Rollout for over 30 Branches and 300+ salesperson in Viet Nam

One of the biggest candy & bakery companies in Vietnam

Starting DMS project with eMobiz sales force automation solution from 2013. The project is in progress of Mass Rollout for over 4 Branches, 232 distributors and 1.700+ salesperson in Viet Nam

One of the biggest Oil & Fats companies in Vietnam

Starting DMS project with NAV DMS & eMobiz sales force automation solution from 2013. The project is in progress of Mass Rollout for over 120 distributors and 700 salesperson in Viet Nam

1.3.5   **Case studies**

1.3.5.1 DMS Integration Project Reference

1   UNILEVER ASIA – DMS CONNECT PROJECT
General
- Customer: Unilever Regional (10 countries - Distributors, Malaysia, Singapore, Indonesia, Thailand, Hong Kong, Taiwan, Philippines and ANZ) - Team size: 30 - Distributors: 1.000 - Salesmen: 8.000 - Duration: since 2008 to now
Description:
All Unilever Distributor of countries in APAC have been implemented local Distribution management system (DMS). And Regional Unilever had requirement to standardize DMS data in Unilever ERP at Regional level. DMS Connect was developed as the key link connecting local Distribution management system (DMS) of many countries to Regional Unilever. DMS Connect is used as a data interchange between Unilever and Distributors. It validates and caters to all information flow from Unilever to Distributor and the reverse flow of information on Distributor stocks, secondary sales and other information to Unilever for replenishment and reporting analysis in **SAP at Unilever Headquarter**. The primary objective of the DMS Connect is to establish a reliable and standard way of managing Distributors. This can be accomplished by setting up a harmonized process which can work across all countries. 1. To establish a standard process of defining masters and prices in Unilever. 2. To be able to send and receive masters and prices information from Unilever to the Distributor management system (DMS), and vice versa, in a standard manner. 3. To standardize collection of information from Distributor on Secondary Sales, Orders, and EDGE reporting. 4. To act as a single interface to SAP for Distributors.
Project Scope

DMS Packages at Distributor of Unilever countries

 Solomon for Thailand, Philippines, Distributors, Hong Kong and Taiwan

Indonesia – Scylla

Singapore – 4 different DMS packages - UBS, Oracle, Access, Great Plain

Malaysia – ISIS (package from Turkey vendor)

ANZ – PC Host

SAP Modules at HO: SAP MDM, SAP ECC, SAP BW, SAP PI, SAP SNC and other Unilever legacy systems at HQ

Technology
- SSIS: SQL Server Integration Service 2008 R2 - Ms.ASP.net 4.0

The picture below illustrated the full picture of this project
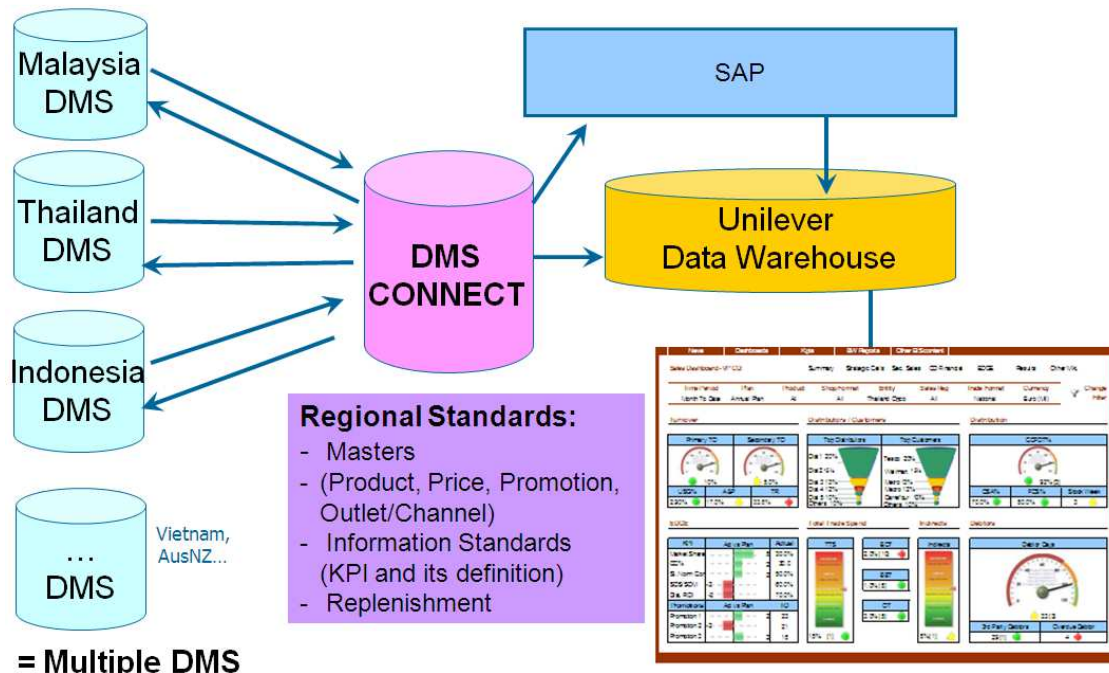
1.3.5.2 DMS Support Project Reference

1   UNILEVER ASIA – DMS REGIONAL SUPPORT
General
- Customer: Unilever Regional (Distributors, Malaysia, Singapore, Indonesia, Thailand, Hong Kong, Taiwan, Philippines, ANZ, Indochina countries) - Team size: 60 - Distributors: 1.000 - Salesmen: 8.000 - Duration: since 2009 to now
Description
FPT shall perform Consulting Services such as Onsite implementation, Development (customization and add-on function), setup 1st level and 2nd level support (Bug fixing, Onsite Assistance, escalate support from Client, Version control and upgrades, rollout). FPT will report to Client on a monthly basic or on demand for signoff. Unilever requires FPT to manage the DMS support on a regional level in order to enhance the control of DMS system for many countries.
Project Scope
Packages under support service of FPT: DMS, SFA, CCS (Cabinet Control System), DMS Connect, SAP Helpdesk, HO legacy systems.
Technology
- Cisco system to track client call - Ticket management system (TMS) - Teamvier / LogMeIn to connect to client workstation remotely - MS. Solomon 6.0, SLQ 2000 SP4, Android Mobility platform - Win 2K, XP, 2003 server

The picture below illustrated the full picture of this project
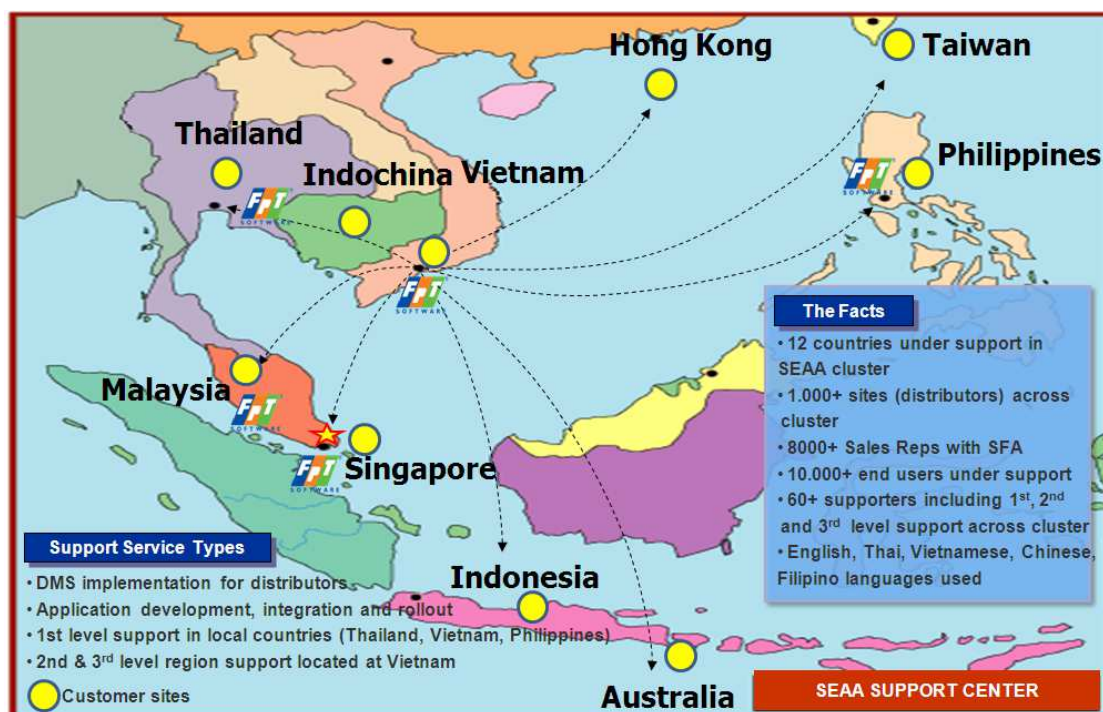
1.3.5.3 DMS Case Studies

1   Unilever Viet Nam- DMS
General
- Customer: Unilever Viet Nam - Branches: 4 - Distributors: 180 - Salesmen: 2.000 - Duration: 5 years
Description
- Unilever and their Distributor manage their daily work by hand and they face many difficulties in the capacity of sales 2nd. They take a long time to collect information for analysis and sales forecasting. So Unilever has decided to deploy Distributor Management System based on the Microsoft Dynamic software. This is a user-friendly system with Distributor to help them manage their work, such as distribution, inventory, sales & account receivable, purchase & account payable ... - DMS (Distributor Management System) to help to centralize 2nd sales data to manage and use. DMS system can be described as a network spreading to the global demand for the exchange of information between the Distributor and Unilever.

- The mere fact that many Distributor located in different geographical areas and also various IT qualifications. DMS has been continuously developed to keep the needs and expectations of Distributors. Moreover, DMS is a flexible system for customization to provide the necessary information from the Distributor to Unilever, to help them be active in production forecasting and implementation of suitable sales strategy.

Project Scope

- FPT provides consulting services, development (customization and add-on development), and the standardized DMS package which was fitted Distributor based on Microsoft Dynamics.
- FPT implemented DMS for 150 Distributor in Viet Nam

- FPT develop and deploy advanced features of DMS to improve sales team capacity as PDA, VMI, CCFOT, FCS, Promotion management, ...

Technology

- Microsoft Dynamics, SQL Server 2000
- Visual Basic 6.0, .NET, CodeWarrior 5.0, Visual SourceSafe, Ghost 2000
- Win2K Server, Win2K Professional, Palm OS 4.0, Windows mobile, Android

2 Unilever – Call Center (Level 1, 2)

General

- Customer: Unilever in Viet Nam, Thailand, Philippines and Cambodia.
- Branches: 35
- Distributors: 350
- Duration: 5 years

Description

- After implemented successfully in using Microsoft Dynamics DMS in Distributors, Unilever expanded scale projects in many countries to improve operational efficiency.

- Although the system has stable operation, contact the Distributor is still difficult. Typically, as in Hong Kong and Taiwan, where Unilever is to use an in-house system to manage support requests from Distributors. In the Philippines and Thailand, they are supported through local contractors. The supporting plan is still works well but with a global company such as Unilever, they want more than that.

- The support to meet demand from Distributors, strong initiative to improve efficiency. Support Center not only receives request but also acts as a portal for Distributor to help them overcome the problem whether big or small. This makes the Distributor assuredly using DMS as a system of their own.
- Distributor of Unilever will focus on their business while Call Center of FPT performs all activities in supporting of the work to ensure uninterrupted delivery. These Call Centers support the Distributor deliver of new work processes, new software, system problems and hardware problems.

- Keeping in the distribution system operation stability is a vital requirement. Therefore FPT believes Call Center is one of the key factors which contribute in the overall success of the project.

Project Scope

- FPT provides consulting services, onsite deployment, development, support level 1, level 2 (bug fixes, on-site support, upgrades). FPT will report monthly permanent support operation or customer request.

- Unilever has asked FPT DMS Call Center in many countries to enhance system capacity. Until the end of 2010, FPT has supported successfully for 370 and 940 end-user sites in 4 countries: Distributors, Thailand, Philippines and Cambodia.

Country	Sites	Users	Support Language
Vietnam	150	315	Vietnamese
Thailand	120	340	English, Local Language
Philippines	98	280	English, Local Language
Cambodia	2	5	English, Local Language

Technology

- Microsoft Dynamics, SQL Server 2000
- Remedy - Call log system.
- Visual Basic 6.0, .NET, CodeWarrior 5.0, Visual SourceSafe
- Win2K Server, Win2K Professional, Palm OS 4.0, Dameware, PCAnywhere, Ghost 2000

3   BP Castrol – DMS & ERP

General

- Customer: BP Castrol

- Country: 7

- Distributors: 400

- Salesperson: 1.500

- Duration: 5 years

- Implementation: 5 years

Description

- FPT has been chosen by BP Castrol Asia to implement a sales automation solution to apply for 7 countries with 400 Distributors and 1,500 salesmen, due to its proven capability & experience on this business field
- The solution include application run on tablets for all salesmen to do their daily sales activities, and server-side applications run on Regional Data Center for Data Transferring, Monitoring, Reporting, Centralizing Master and Transaction Data among all countries

Solution

- Define and control to ensure good integration & collaboration
- Study, understand constrains and define suitable solution
- Below is some general information about the project:
  - Distributor: 400
  - Duration: 5 years
    - Implementation: 5 years
  - Implementing Solution: NAV DMS, eMobiz, CBG, MDM, Gmap
  - Module:
    - Sales activities
    - Purchase activities
    - Inventory
    - Promotion
    - Master data: customer, salesperson, Visiting, Products
    - Reporting

Benefit

- Requirement:
    - Agree with approach to build up standard requirement and VN as first country, get sign off by Region. Other next countries will be analyzed late
    - Consult customer the necessary business & technique solution
    - Explain real situation and agree to have 2 phase assessment ("Transformation" and "Contribution")
- Planning
    - Explain with customer all necessary scope items, all challenges, changes and time consuming. All agreed with appropriate timeline
- Communication
    - Identify & define appropriate roles & responsibility. FPT play coordination role & control to ensure the smooth project progress due to its experience
- Development
    - Design good integration technique. Control closely the data integration (in Database) & communicate well on every changes to get all work together
    - Setup work meeting, do necessary discover and define closely working plan
- Quality
    - Define integration test plan (separate interface and full flow function test)
    - Define 3 test phases (SIT, UAT & Pilot) with increased involvement from customer business team, using real data and real environment
    - Identify & communicate clearly/early for necessary changes, come up with appropriate changes management policy & practice

Technology

- Microsoft .NET 4.5
- Microsoft SQL 2008 R2
- Windows Server 2008 R2
- Microsoft Dynamics
- Mono Android
- Windows Service
- Call log systems

4 PepsiCo Viet Nam

General

- Customer: PepsiCo Viet Nam
- Branches: 4
- Distributors: 130

- Salesmen: 900
- Duration: 3 years

Description

- India PepsiCo has built and deployed SAMNA (DMS system) successfully. This increasingly promoting the company members else of Pepsi where more determined to put the DMS applications to increase revenue and improve management. However, in each country there are always different ways of running business and sales methods, depending on the particularities of each country and culture that is present Pepsi.
- And distribution system is big challenge for SAMNA DMS. Because distribution network of Distributors is young, Distributor of Distributors is family business culture. Therefore, each Distributor has a management method, different business processes, no one resembles one. They not only have a single business Pepsi item, but also many other items. Meanwhile, DMS SAMNA lacked flexibility, they force 100% Distributor must follow a general process, potentially causing a pressure, and a great risk to the distribution system of Pepsi in Distributors.
- Pepsi Distributors understands deeply their Distributors, so they have a strategic decision and flexibility: pilot 2 DMS parallel (SAMNA DMS and DMS Lite which is developed by FPT) for 2 different Distributors in 6 months.
- Finally result, DMS Lite received amazing support from Pepsi's Distributors, because dynamic purity and consistent with the business culture in Distributors. And this is a solid basis to convince Regional Pepsi of Pepsi Distributors deployment area expansion DMS Lite for all Distributors in Distributors.
- Beside DMS Lite system - support for Distributors, FPT also offer many other solutions such as: eMobiz, EMS, RGB, TPM, DPM, SDO, Gmap

Project Scope

- FPT provides consult service such as "proposal" and "Management" to develop a solution suitable to the environment in Distributors.
- FPT roll out to all Distributors in Viet Nam
- Other implementing modules:
    - eMobiz : sales force automation on handheld device
    - EMS: DMS business intelligent report
    - RGB: return glass bottle
    - TPM: trade promotion management
    - DPM: Display Promotion Management

- o SDO: Sales Development Objective
- o Gmap: Time and location tracking on Gmap

Technology

- Dot net, Crystal Report
- MS.SQL 2008
- Win2K Server, Win2K Professional, Android
- Call log system.

5   Masan One – DMS & ERP

General

- Customer: Masan Consumer

- Distributors: 207

- Salesperson: 1.948

- Duration: 8 months

Description

- FPT has been chosen by Masan Consumer to conduct Masan One Project and implement a sales automation solution to apply for 207 Distributors in Vietnam and 1,948 salesmen, due to its proven capability & experience on this business field
- The solution include application run on tablets for all salesmen to do their daily sales activities, and server-side applications run on Regional Data Center for Data Transferring, Monitoring, Reporting, Centralizing Master and Transaction Data among all sales regions in Vietnam
- Integration with Oracle Siebel

Solution

- Define and control to ensure good integration & collaboration
- Study, understand constrains and define suitable solution
- Below is some general information about the project:
- Distributor: 207
- Duration: 8 months

- Implementing Solution: eMobiz, CBG, MDM, Gmap, Merchandize
- Module:
    - Sales activities
    - Purchase activities
    - Inventory
    - Promotion
    - Master data: customer, salesperson, Visiting, Products
    - Reporting
    - Integration with Oracle Siebel

Benefit

- Requirement:
    - Agree with approach to build up standard requirement
    - Consult customer the necessary business & technique solution
    - Explain real situation and agree to have 2 phase assessment ("Transformation" and "Contribution")
- Planning
    - Explain with customer all necessary scope items, all challenges, changes and time consuming. All agreed with appropriate timeline
- Communication
    - Identify & define appropriate roles & responsibility. FPT play coordination role & control to ensure the smooth project progress due to its experience
- Development
    - Design good integration technique. Control closely the data integration (in Database) & communicate well on every changes to get all work together
    - Setup work meeting, do necessary discover and define closely working plan
- Quality
    - Define integration test plan (separate interface and full flow function test)
    - Define 3 test phases (SIT, UAT & Pilot) with increased involvement from customer business team, using real data and real environment
    - Identify & communicate clearly/early for necessary changes, come up with appropriate changes management policy & practice

Technology

- Microsoft .NET 4.5
- Microsoft SQL 2012
- Windows Server 2012 R2
- Mono Android
- Windows Service
- Call log systems

Section 2: Solution Proposal

2.1 Project Overview

Currently, International Beverage Trading Company Ltd. (IBTC) is managing the distribution network with 11 Distributors and over 150 Salesmen across Myanmar. Distributors and Sales Employees do not use any IT system to handle their business. All their sales activities are been executed and managed manually in MS Office, e-Mail, Phone ... lead to many problems in development and expand distribution network. Additionally, IBTC has more problems in not only managing distributor but also collecting sales data from distributor for analyzing business, forecasting and making business plan.

Therefore FPT would like to propose the Distribution Management System (eMobiz) to manage IBTC's distribution network. This system will focus on these following parts:

➢ Manage daily distributor operation: primary sales, primary payment, secondary sales, secondary payment and distributor inventory.

➢ Manage distribution activities:

  o Trade promotion: guarantee distributor can execute promotion on market

  o Display/Execute promotion program

  o Manage sales objectives of sales forces (targets across sales hierarchy)

  o Market coverage plan: fulfill product to market

  o Manage all operation of distributor: Purchase Order, Account Payable, Sales Order, Account Receivable., and inventory

  o Track sales performance, stock level and send information to Head Quarter

➢ Support IBTC to make decision basing on the market data (secondary sales)

➢ Standardize sales process and skillset for salesmen with eMobiz Sales solutions.

➢ Support to manage whole process of Merchandizing: Define, register, tracking and claim.

We believe that this proposal will meet the requirements set forth and will soon develop the long-term cooperation relationship with IBTC. We would like to thank IBTC for giving us the opportunity to propose this solution.

2.2 Scope of Work

2.2.1 Organization Scope

eMobiz, the Distribution Management System (DMS) of FPT, will be delivered to IBTC. IBTC can apply this system for IBTC's Distributors, sales forces and users in IBTC's head office.

2.2.2 Location Scope

The location of work i.e. the implementation and development activities will be carried out in the following locations:

- IBTC's office in Yangon City, Myanmar.
- FPT's office in Yangon (Myanmar).
- FPT's office in Ho Chi Minh City, Vietnam.

2.2.3 Project Scope

2.2.3.1   Distribution Management System (DMS) Scope

eMobiz Modules to proposal IBTC

No	Item	Description
1.	eMobiz DMS Solid	eMobiz DMS Solid is the solution for each Distributor: - Manage all operation of distributor: Purchase Order, Account Payable, Sales Order, Account Receivable., and inventory - Tracking sales order and delivery processing - Tracking sales performance, stock level and send information to HQ - Execute Promotion program
2.	eMobiz Sales	Application install on tablet, salesman can use this application to enter sales order and other activities
3.	eMobiz Insight (DMS Central Report) (Including eMobiz MDM: Master Data Management)	- Core DMS Back-End system for Head Quarter (Support HQ leadership users view basic intelligent general reports which is analyzed in details; including best practices report template from other FMCG companies)
4.	eMobiz Merchandising	- Support user to manage whole process of Merchandizing: Define, register, tracking and claim.
5.	eMobiz Maps	-Tracking salesman activities on market include when and where (no real time)

2.2.3.2   Solution Development Scope

No	Item	Person in Charge	Supporter
1.	Take requirements in detail	FPT	IBTC

2.	Analyze requirements, develop process, and specify into software functions	FPT	
3.	Unified software functional requirements	FPT	IBTC
4.	Conduct programming and testing	FPT	
5.	UAT (User Acceptant Test)	IBTC	FPT
6.	Check the pilot system before the deployment	FPT	
7.	Pilot and tune up the system to run stably	FPT	IBTC
8.	Inspection and acceptance of the system	FPT	IBTC
9.	System operation support after the deployment	FPT	

2.2.3.3   Project Scope

| Period	Implementing Location	distributor Quantity	Remark
Pilot	Yangon	1	1-20 salesman/ sales center
Mass Rollout	Yangon	9	5-10 salesman/ sales center

2.2.3.4   Out-of-scope Services

Below mentioned activities will be out-of-scope:

- Implementation of changes in existing IBTC system.
- Travel to any other location which was not mentioned in project scope.
- Roll out solutions for remained distributor and salesman
- Helpdesk Support after go-live period

2.3 Detail Solution Description

2.3.1 System Landscape
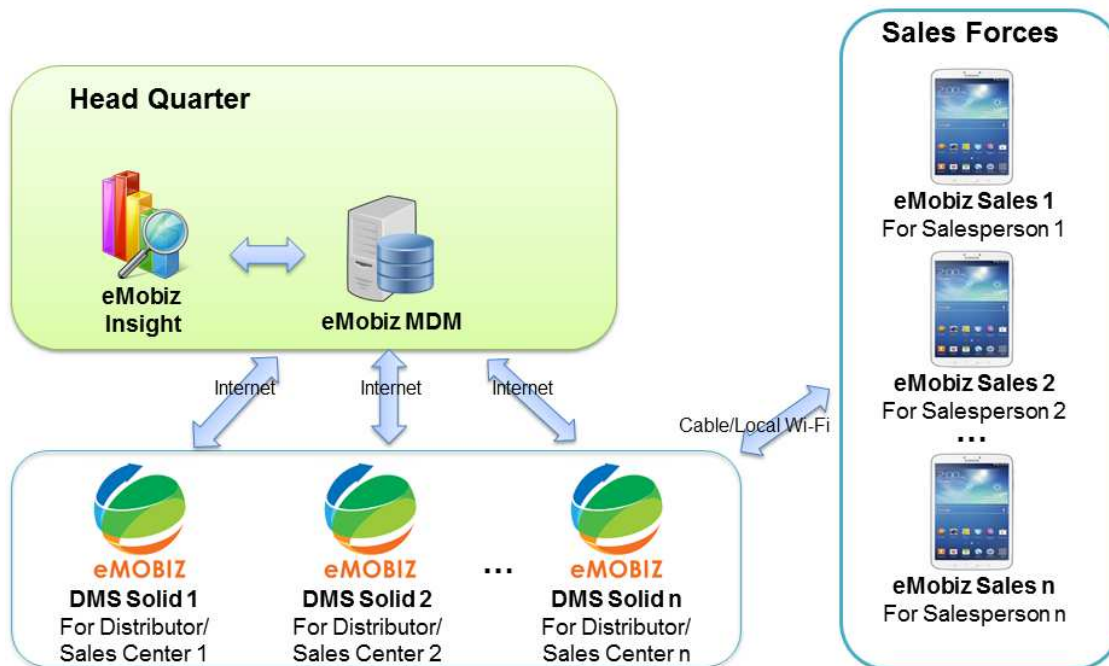
**Picture 1: System Landscape**

2.3.2 Head Office Site

2.3.2.1 eMobiz Insight - DMS Centralize Report

2.3.2.1.1 Benefits

eMobiz Insight helps business leaders:

- Strategy for promotion program & display to encourage market to increase sales volume
- Improve operational efficiency and effectiveness leading to reduced costs and increased revenues
- Detect marketplace opportunities
- Segment your customer base more accurately to assist with sales and marketing strategy
- Access timely and reliable business data that allows management to make quick business decision to improve productivity and competitive advantage
- Keep key team members up-to-date regarding progress towards business objectives and goals with benchmarking and data projection capabilities
- Improve knowledge sharing throughout your company to support collaboration and cohesion
- Develop a greater understanding of customer needs and the customer decision making process

2.3.2.1.2 Function list
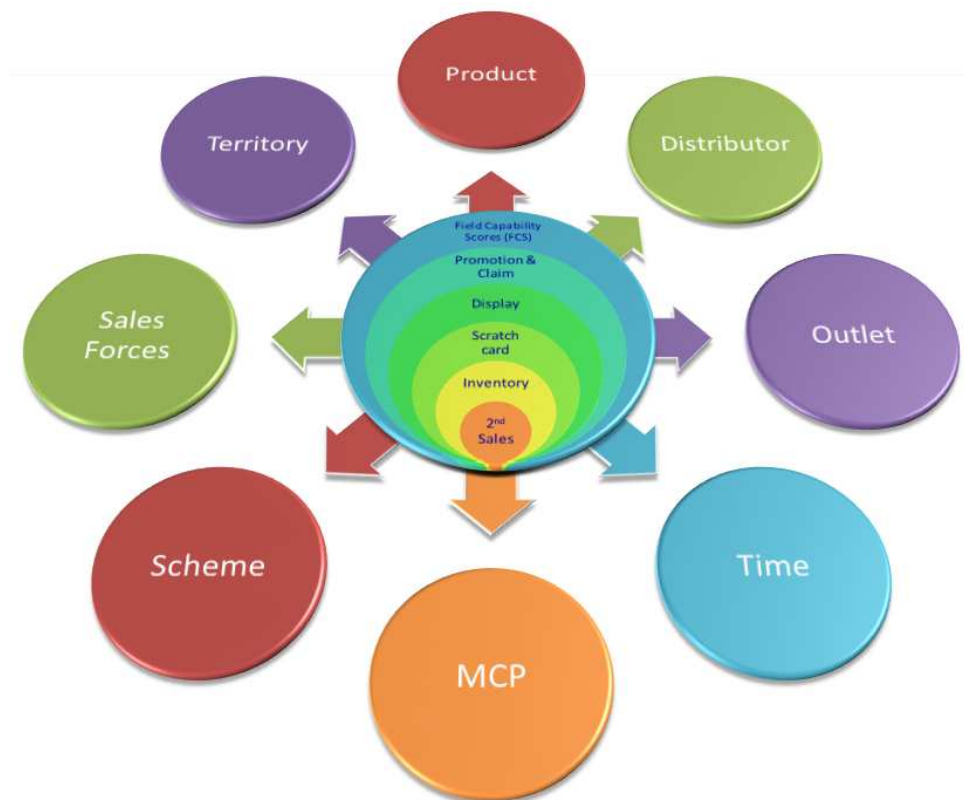
FPT DMS Centralize Report support multi Dimension, Measure which is based on necessary analysed data:

- ➢ **Cube: 2nd Sales**
    - • Dimension: Product, distributor, Outlet, Time, MCP, Sales Forces, Territory
    - • Measure: LineGSV, LineDiscountNormal, LineDiscountPromo, SalesVolume, LineDiscountType, LineNIV, SalesVolume, Total Invoice Discount

- ➢ **Cube: Inventory**
    - • Dimension: Product, distributor, Outlet, Time, Territory
    - • Measure: StockValue, StockVolume, AdjustQuantity, ReturnQuantity, StockPurchaseQuantity, StockPurchaseValue, StockSalesQuantity

- ➢ **Cube: Display**
    - • Dimension: Product, distributor, Outlet, Time, Scheme, Territory
    - • Measure: AmountBudget, QuantityBudget, BasicIncenAmt-Set, BasicIncenQty-Set, BasicMaxSet, BasicTotalSet, BasicSetNum, ExtraSetNum, BasicQualified, ExtraQualified

- ➢ **Cube: Promotion**
    - • Dimension: Product, distributor, Outlet, Time, Scheme, Territory

- Measure: QuantityBudget, AmountBudget, Status, FDealType, QtyAmtAlloc, QtyAmtFree, QtyAmtTotal, SaleQty, SaleAmt, DiscAmt, DiscPer, FreeQty, FreeUOM, ADVTYPE, UnitClaimCost, ClaimStatus, ApprovedRejectedDate.

➢ **Cube: FCS or SDO**
- Measure: Dimension: Product, distributor, Outlet, Time, MCP, Territory
- Measure: LPPCTarget, PCTarget, SDOTarget, SDOType, SalesOutQtyTarget;

Report List			Description
	1.	**Sales Development Objective - SDO**	
1.	1.1.	SDO By Sales Forces	View SDO (Sales Development Objective) by sales forces, Report includes some information: - Sales Region - From Date, To Date - Distributor - Sales route - SDO Type (amount, quantity, coverage) - Target, Achieved, % - % SDO
2.	1.2.	SDO By Distributor	View SDO (Sales Development Objective) by distributor Report includes some information: - Sales Force Hierarchy - Date - Distributor - Sales route - SDO Type (amount, quantity, coverage) - Target, Achieved, % - % SDO
	2.	**Sales**	
3.	2.1.	ASO Tracking	ASO: active Sales Outlet (coverage report) View outlet coverage status of each distributor, it is compared between target and actual visit Report includes some information:

			- Year - Period - From Date, To Date - Sales Region - Distributor - Sales Route Quantity - Outlet Quantity/Sales Route - MCP (Master Coverage Plan): Customer Type, Total - %ASO/MCP: Customer Type, Total
4.	2.2.	Daily Secondary Sales	View daily secondary sales of each distributor, Report includes some information: - Date - Distributor - Sales route - Salesperson - Product Hierarchy - Sales Quantity - Sales Amount
5.	2.3.	Secondary Sales Tracking	View secondary sales summary of each distributor, Report includes some information: - Period - From Date, To Date - Sales Region - Distributor - Sales Route - Date - Turnover - Total
6.	2.4.	Secondary Sales Summary	View secondary product return of each distributor, Report includes some information: - Year - Period - From Date, To Date - Sales Region - Period - Distributor

			- Target - Turnover (2nd Customer Type ,Turnover) - Total (Turnover, %)
	3.	**Stock**	
7.	3.1.	Secondary Stock Balance	View stock balance at distributor information Report include some information: - From Date, To Date - Distributor - Product - UOM - Unit Price - Begin Balance - Issue Quantity - Receive Quantity - End Balance - Sales Accumulation By Period - Purchase Accumulation By Period
8.	3.2.	Secondary Stock balance brand	View secondary stock balance brand information Report include some information: - From Date, To Date - Sales Region - Distributor - Begin Balance (Product cat, Quantity, Total) - Begin Balance (Product cat, Quantity, Total) - Receive (Product cat, Quantity, Total) - Issue Balance (Product cat, Quantity, Total) - End Balance (Product cat, Quantity, Total)
	4. 4	**Primary Sales**	
9.	1.1.	Purchase Tracking	View purchase sales information of each distributor, Report includes some information:

			- Region - Distributor - Period - From Date, To Date - Target - Achieved Amount
10.	1.2.	Purchase Tracking By Product In Detail	View purchase sales information of each distributor in detail, Report includes some information: - Region - Distributor - Period - From Date, To Date - Product hierarchy - Product - Amount
	5.	**POSM**	
11.	5.1	POSM By Distributor	View POSM (Point Of Sales Material) information of each distribution, Report includes some information: - Year - From Period, To Period - From Date, To Date - Sales Region - Distributor - POSM - Program - Outlet Issued Quantity - Distributor's Remain Quantity
	6.	**Display Program**	
12.	6.1.	Display Program Report	View display information of each distribution, Report includes some information: - Sales Region - Distributor - Period - From Date, To Date - Outlet information

			- Display Program - Registered Quantity - Incentive Amount - Registered Target - Registered Achieved % Achieved - Audit Result - Approved Incentive Amount - Incentive Payment Amount - Paid Amount

2.3.2.2   eMobiz MDM (Sub-Module include in eMobiz Insight)

2.3.2.2.1   Benefits

The main role of eMobiz MDM is to help HO Users create, control and maintain master data of the company.

With the interaction between eMobiz MDM and CBG, eMobiz MDM can transfer data to eMobiz DMS Solid for different distributors.

2.3.2.2.2 Function list

List of functions in HO would fit right in each specific user, by admin management system. Users are allowed to view or edit are regulated by admin HO

No	Function	Description
Master Data		
1.	Structure Hierarchy	Purpose: maintain (create/edit) master hierarchy, such as: - distributor Hierarchy - Customer Hierarchy - Sales Forces Hierarchy - Product Hierarchy - Territory Hierarchy - Sales Region Hierarchy
2.	Unit Of Measure	Purpose: maintain (create/edit) the different unit of measure of the different products

3.	Product List	Purpose: maintain (create/edit) product information
4.	Apply For	Purpose: maintain (create/edit) object applying when define price list, promotion, sales target, suggest SKU…
5.	Custom Group	Purpose: maintain (create/edit) customer group to be used when define promotion, sales target,…
6.	Price List	Purpose: maintain (create/edit) price plan for product
7.	Customer Type	Purpose: maintain (create/edit) customer type
8.	Payment Term	Purpose: maintain (create/edit) payment term
9.	Sales Period	Purpose: maintain (create/edit) sales period in every year Period and sales week will affect directly to sales plans, statistics reports and sales target, so the information must be entered before the new year and to all information dotted throughout the year.
10.	Reason	Purpose: maintain (create/edit) reason type and re-use others function, such as: - Order by PDA - Return order from customer - Adjust sales order - Return order from distributor
11.	Return Reason	Purpose: maintain

		(create/edit) reason for adjusting distributor 's stock
Promotion/Display		
12.	Company Budget	Purpose: maintain (create/edit) company budget for auto promotion and allocate it each distributor
13.	Auto Promotion	Purpose: maintain (create/edit) auto promotion program
14.	Display Entry	Purpose: maintain (create/edit) promotion display program information
15.	Display Incentive	Purpose: maintain (create/edit) display incentive from distributor
Sales Development Objective		
16.	Sales Index	Purpose: Maintain (create/edit) sales target of sales forces (sales director, ASM, RSM, Sales Sup, Salesperson.) Allocate sales target of distributor to each salesperson

2.3.2.3   eMobiz Merchandizing

2.3.2.3.1 Benefits

- Merchandizing module will help HQ manage list of register customer on time and effectively
- Qualified customer could get Display claim on time and accuracy.
- Improve customer service and commitment from HQ.

2.3.2.3.2 Function list

- Define Display program from Head office
    - Define register criteria
    - Scheme information: Display period, register period, payment period,
- Salesman register customer from tablet
- HQ validate Display execution and import Display program result
- HQ view report register list with qualified customer
- Salesman use tablet to pay incentive program via sales order

Note: 3G connection is mandatory requirement for eMobiz Merchandizing to work well

eMobiz Maps

This function support Sales Force know their members where they are being and what they are doing right on digital map, it can run on web browser and handheld devices (application)

2.3.2.3.3 Benefits

Customer's locations and Sales Force visits are tracked and managed by GPS mapping function. This is powerful tool (based on Google Map) to help not only Sales Force but also Exclusive Distributor's owners and sales managers to improve customer management and sales activities in terms of outlet coverage, new customer management, actual visit time capturing and location visited by Sales Force.

2.3.2.3.4 Function list

| No	Items	Description
1.	View Location By Customer	View location and profile of 2nd customers on map were filter by: customer group/cate, customer type, hierarchy level, year, month. Outlets are distinguished by icons with different colors on the map
2.	View Location By Sales Route	View location and profile of 2nd customers on map were filter by: sales route customer group/cate, customer type, customer segment, hierarchy level, year, month. Outlets are distinguished by icons with different colors on the map
3.	Sales Route Tracking	Compare sales visit history between plan & actual of each Sales Force in each distributor, include: visited sequence, taken picture, sales order right on map
4.	View Discipline Tracking Report	Detail of discipline tracking, include information such as: Visit Timespan (Hours:Minutes), Moving Timespan (Hours:Minutes), Violation Count, Actual/Plan, Off Route Order Count, Off Route Customer, Last Order Count, Today Revenue (VND), Checking Time, Start Time, End Time, Checkout Time
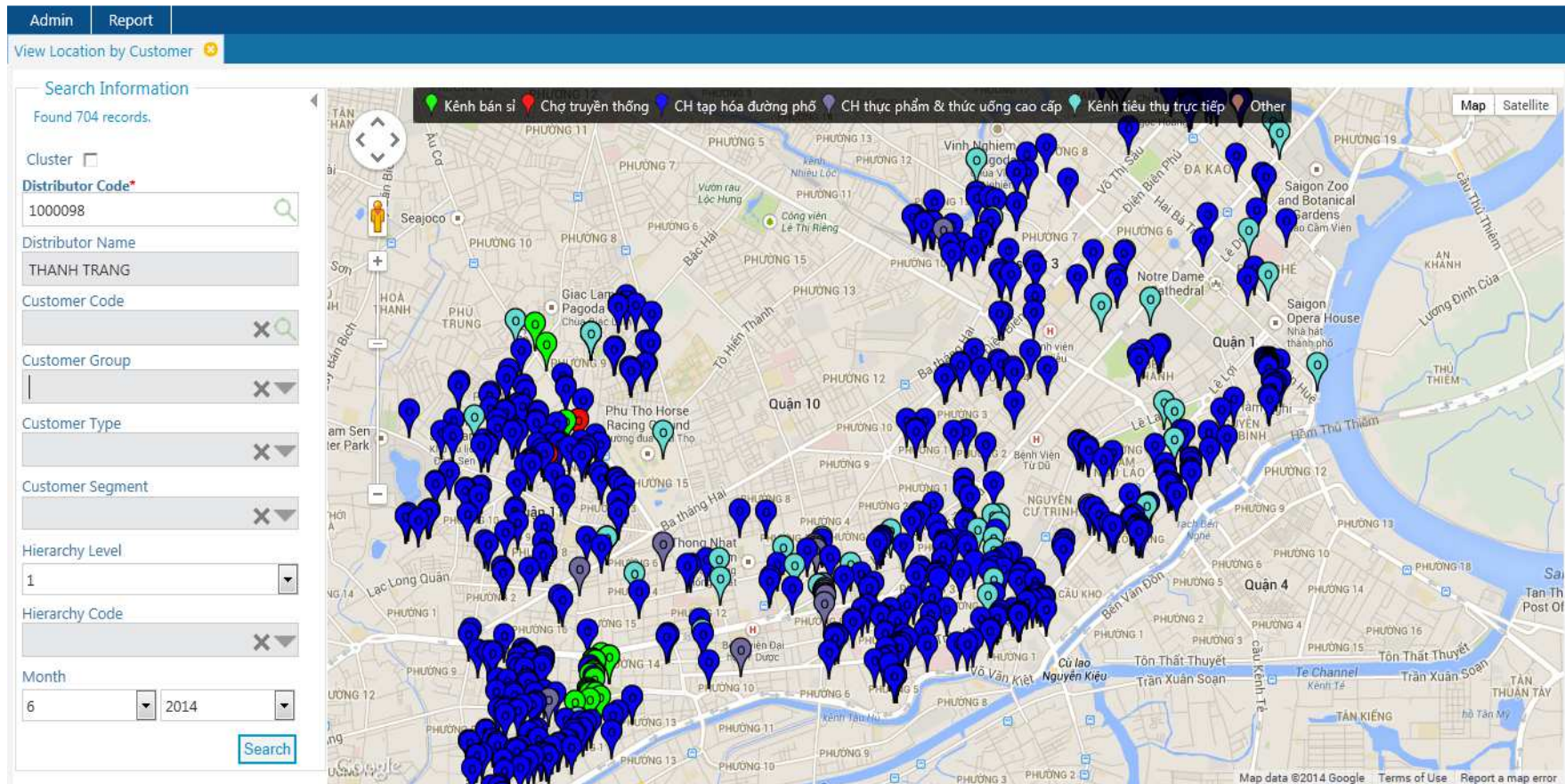
Picture 2: View Location By Customer
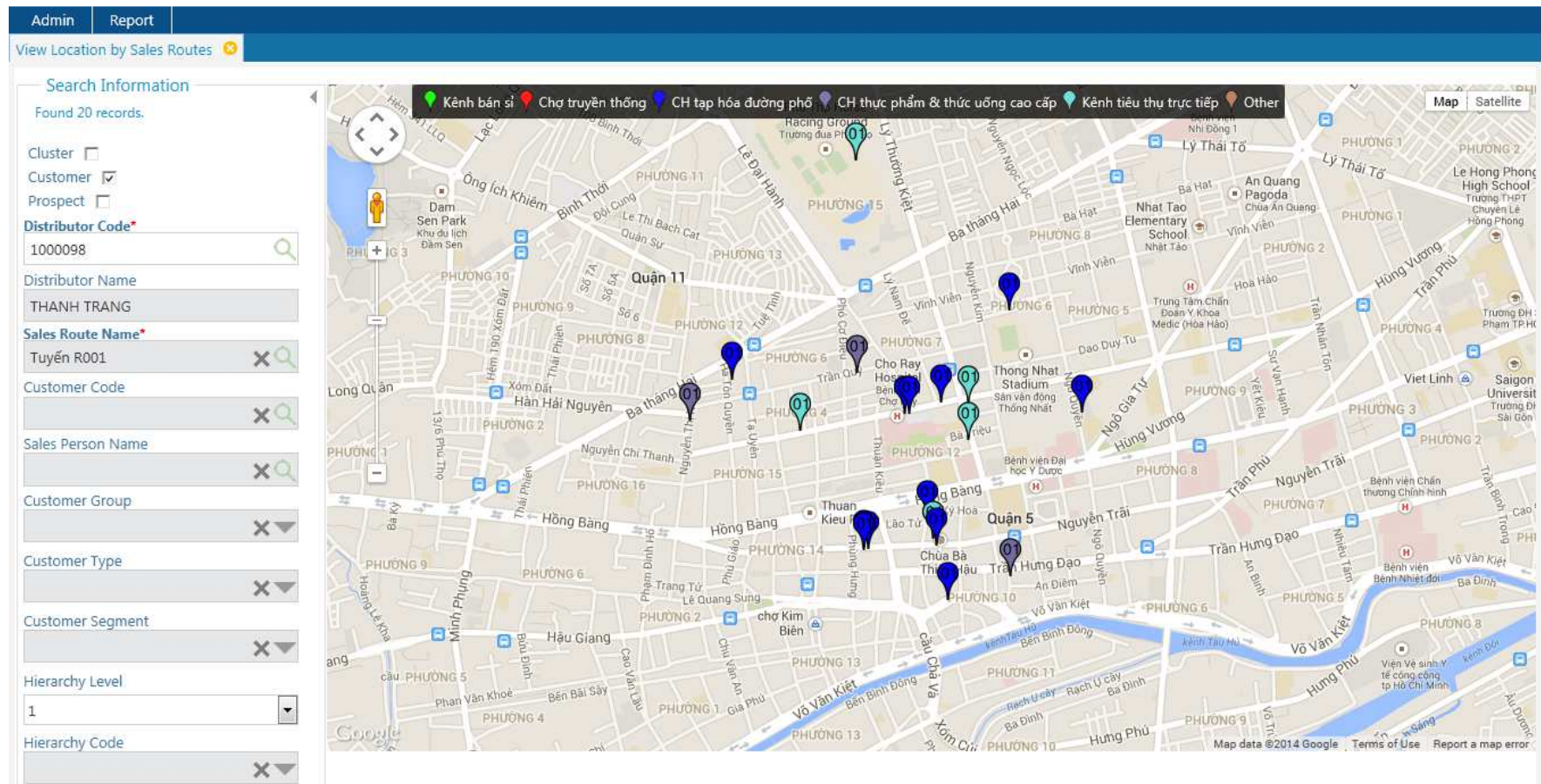
Picture 3: View Location By Sales Route
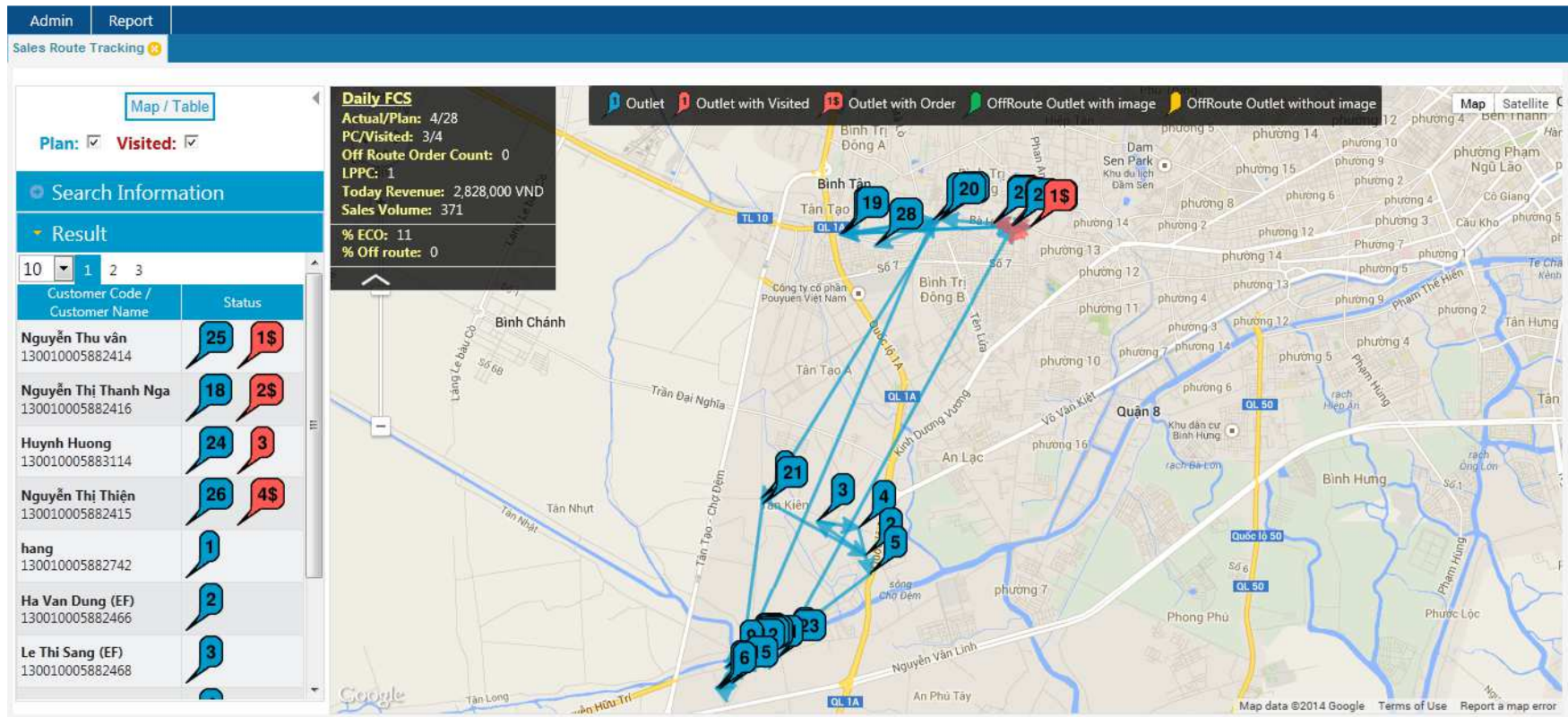
Picture 4: Sales Route Tracking

Distributor Name: THANH TRANG		Sales Order Code: 0014625001I8
Sales Route Name: Tuyến R001		Sales Order Date: 06/25/2014 11:24
Sales Person Name: Bùi Trung Nguyên		Type: Đặt trước giao sau
Customer Name: Trí Dũng		Amount (VND): 254,000
Address: 107 Lý Nam Đế		Discount Amount (VND): 0
Phone: 866566589		Total (VND): 254,000

Product Name	Selling Price (VND)	Quantity	UOM	Amount (VND)	Discount Amount (VND)	Total (VND)
KD BMSM tron nhan Bo sua 60gx60	5,200	10	CAI	52,000	0	52,000
KD BBL Tuoi Bo Nho 40g x 90cai	3,400	15	CAI	51,000	0	51,000
KD BMT 6 mui nhan Bo sua 90gx30	6,700	3	CAI	20,100	0	20,100
KD BMT O ko nhan Sua 100gx30	5,000	15	CAI	75,000	0	75,000
KD BMT 6 mui nhan Socola 90gx30	6,700	2	CAI	13,400	0	13,400
KD BMT 6 mui Cha Bong 90gx30	8,500	5	CAI	42,500	0	42,500

Picture 5: Sales Order Detail

Picture 6: View Discipline Tracking Report

Items 1 to 34.

Export File

Customer Code	Customer Name	Contact Name	Address	Start Time	End Time	OffRoute	Visit Time Span	Today Revenue (VND)	Location Offset (m)
110010000984967	Trí Dũng	Anh Đoàn	107 Lý Nam Đế	11:22	11:24		1:50	254,000.00	1,194.716
110010000985009	Căn Tin	Anh Hùng	216 Lý Thường Kiệt	25	11:25		0:19	0	1,074.495
110010000985507	Căn Tin	Cô Nga	21 A Lý Thường Kiệt	11:25	11:25		0:13	0	
110010000985638	Tạp Hóa	Anh Sơn	1 C/cư Ngô Quyền					0	
110010000985749	Tạp Hóa	Chị Tuyết	13 Đặng Thái Thân					0	
110010000985750	Tạp Hóa	Anh Bảo	15 Đặng Thái Thân					0	
110010000985773	CH	Chị Hồng	128 Hồng Bàng					0	
110010000985819	Thăng Long Cơ Sở 1	Thầy Sỹ	114-116 Hải Thượng Lãn Ông					0	
110010000985825	Hùng Vương	Chị Hồng	124 Hùng Vương					0	
110010000985839	Tạp Hóa	Chị Huệ	19 Ký Hòa					0	
110010000984968	Tạp Hóa	Chị Huệ	28 Lý Nam Đế					0	
110010000984969	Tạp Hóa	Chị Trung	189 Lương Nhữ Học					0	
110010000985007	Tạp Hóa	Chị Lộc	11 Lý Thường Kiệt				0:0	0	
110010000985018	Tạp Hóa	Anh Cường	7 Lý Thường Kiệt				0:0	0	
110010000985019	Tạp Hóa	Chị Hoa	9 Lý Thường Kiệt				0:0	0	
110010000985073	Tạp Hóa	Chị Hoàng	201 Nguyễn Chí Thanh				0:0	0	
110010000985131	Tạp Hóa	Chị Mai	629b Nguyễn Trãi				0:0	0	
110010000985133	Tạp Hóa	Chị Tuấn	644 Nguyễn Trãi				0:0	0	
110010000985134	Tạp Hóa	Chị Hiền	647 Nguyễn Trãi				0:0	0	
110010000985136	Tạp Hóa	Chị Bích	703 Nguyễn Trãi				0:0	0	

Visit Time	Step
11:22:58	Checkin at customer
11:22:59	Greeting customer
11:23:04	Display assessment
11:23:06	Outlet stock availability
11:23:12	Sales order
11:24:40	
11:24:41	Order summary
11:24:48	Checkout at customer

Picture 7: View sales steps status detail

2.3.3 Distributor Site

2.3.3.1 eMobiz Sales

eMobiz Sales is our solution which has been developed for more than 10 years and has been applied for our current customers in sales and distribution industries across South East Asia Region. There is a Research and Development Center placed in HCMC which is supporting for long-term product development and for continuous improvement in order to go with customer's business growth and rapid changes daily.

2.3.3.1.1 Benefits

Sales Order Processing

Being flexible in sales order processing which supports end-to-end customer service process via over 7 customized sales steps for both pre-sales and van or truck sales.

Helping salesmen and managers control sales activities on fields, sales targets and sales performance through sales report pack.

Promotion and Merchandising

Supporting over 24 kinds of common and special promotions of sales and distribution domain for retail outlets and whole sales with promotion budget control and program efficiency management.

Controlling merchandising programs and other marketing activities such as Display Program with incentive payment, Scratch Card, introduce new product information by image/video,..

Connected Sales System

eMobiz Sales designed can be configured to communicate such as master data sync., sales data upload… via cable or Internet from distributor's offices, wifi hotspots.

2.3.3.1.2 Function list

No	Group Function	Sub – Function	Function
1	**Sales Order Processing**	Sale Order Taking	- View visit information board *(List of outlet, no. of Outlet, no. of visited outlet, visited with Order, visited without Order)* - Select visited outlet from PJP (Permanence Journal Plan) - Record visited duration for each outlet - Record reason of visit but no sales - Sales historical review - Proposal order basing sales history - Product list including sales SKU with promotion - Sales Order Entry - Auto Promotion calculation - Manual Promotion Entry - Sales Order review - Order/Invoice printing (van sales)
2		Order Types Option	Supporting Pre-sales order, Van/Truck Sales
3		Outlet Information Collection	- Stock availability at Outlet - Recommend retail price check
4		Sales Target	- Supporting general sales target load (monthly) for performance review - Promotion budget and target.
5		Sales Reporting Pack	- Sales performance reports by daily, monthly (target and actual) - Sales summary report (outlet visit, sales SKU, turnover…)

| 6 | **Promotion and Merchandising** | Promotion and Merchandising | - Promotion programs information review

- Display program tracking

- New Production information introduction (text, image, video…) |
| 7 | **Connected Sales System** | Communication and Integration | - Integration Configuration for other DMS, ERP, EDI for master data and sales target update, sales historical data, sales and marketing data upload.

- Sales news broadcasting |

2.3.3.2   eMobiz DMS Solid

2.3.3.2.1 Benefits

Independent

All eMobiz DMS Solid's functions do not need internet for executing. It is very convenient for DMS Users to operate whenever and wherever they use their computer on which has this smart application.

Be more thriving

Get accurate sales information and reduce workloads by collect a lot of data and provide many reports from these data. There fore, HO Users can catch up with the situation per day, judge their salesmen's performance more frequently and quickly create their decisions.

Streamline process and reduce workloads

eMobiz DMS Solid will be deployed for accountant in the connection with selling program on PDA/tablet for salesmen. This combination brings many apparent advantages and the most apparent one is getting/importing orders and payment exactly instead of creating one by one → reduce the quantity of omissions and any kind of errors, especially when there are many sales figures to process at the end of a business day.

2.3.3.2.2 Function list

Note: List of functions in DT would fit right in each specific user which was managed by system admin. Users are allowed to view or edit are regulated by DMS user

No	Function	Description
Master Data		
1.	Product List	Purpose: view product information which is sent from HO
2.	Price List	Purpose: view price list information which is sent from HO
3.	distributor Information	Purpose: view distributor information which is sent from HO
4.	Location List	Purpose: maintain (create/edit) location (stock) information of distributor
5.	Sales Route	Purpose: maintain (create/edit) sales route of each salesperson
6.	Salesperson List	Purpose: view salesperson information which is sent from HO
7.	Customer List	Purpose: maintain (create/edit) customer information
8.	Visit Plan	Purpose: maintain (create/edit) visit plan information
Purchase Order		
9.	Purchase Order	Purpose: maintain (create/edit) purchase order information and submit to HO to approve
10.	Return Order	Purpose: maintain (create/edit) return order information
11.	View History: - Posted Purchase Receipt - Posted Return Shipment - Purchase Receipt - Return Receipt	

	Account Payable	
12.	AP Document	Purpose: view and process AP document which is created by system
13.	Vendor Ledger Entry	Purpose: view and process vendor ledger entry which is created by system
	Sales & Distribution	
14.	Sales Order	Purpose: maintain (create/edit) sales order information which is created by sales admin or received from eMobiz
15.	Picking List	Purpose: maintain (create/edit) picking list information, can print out
16.	Return Order	Purpose: maintain (create/edit) return order information
17.	View History: - Sales History - Return History	
	Account Receivable	
18.	AR Document	Purpose: view and process AR document which is created by system
19.	Customer Ledger Entry	Purpose: view and process customer ledger entry which is created by system
	Promotion/Display	
20.	Company Budget	Purpose: maintain (create/edit) distributor budget for manual promotion and allocate it each salesperson
21.	distributor Budget	
22.	Manual Promotion	Purpose: maintain (create/edit) manual promotion program of distributor
	Inventory	

23.	Stock Movement	Purpose: maintain (create/edit) stock movement information
24.	Stock Adjustment	Purpose: maintain (create/edit) stock adjustment information
25.	Stock Statement	Purpose: maintain (create/edit) stock statement information
26.	View History: - Stock Movement - Stock Adjustment Document	

2.3.3.2.3 Promotion Program list & Sample

Support +32 promotion types:

Application To	Discount Type		
	Line	**Group**	**Document**
Customer	X		X
Inventory Item	X	X	
Shop Type	X		X
Customer &Invt Item	X	X	
Shop Type &Invt Item	X	X	
Product Group	X	X	
Product Group & Shop Type	X	X	
Customer & Prod. Group	X	X	
Item Bundle		X	
Shop Type & Item Bundle		X	
Customer & Item Bundle		X	

- Line (or product line): line is one product name in sales order. Ex: Promotion policy: Buy 5 items of product A, get discount 5%. Sales Order X have 3 product A (quantity 10), B (Quantity 20), C (quantity 1); line is A, B, or C; So Sales Order X is got 5% discount.
- Group: group is a group of line. Ex: Promotion policy: Buy 5 items of product A, B or D with quantity 10, get discount 5%. Sales Order X have 3 product A (quantity 3), B (Quantity 5), C (quantity 9); So Sales Order X (17) is got 5% discount.
- Bundle: same group but it constrain more tightly about quantity and product line. Ex: Promotion policy: Buy 5 items of product A, 2 items of product B, get discount 5%. Sales Order X have 3 product A (quantity 3), B (Quantity 1), C (quantity 9); So Sales Order X is not got 5% discount, because product B (sales quantity 1 < quantity target 2).
- Group of Bundle: Ex: promotion policy: buy 2 white iPhones 16Gb and 1 cover; or buy 1 black iPhone 32G and 1 cover; will get 10% discount.

- Product Hierarchy: it means buying any products in defined Product Hierarchy will be got promotion
- Documents: it is based on amount of invoice. Ex: promotion policy: any invoice amount is more than $99, will get 5% discount.

Incremental: EX:

Promotion policy	Profit	Remark
Buy product A: 1-3 items	1	Call: P1
Buy product A: 4-9 items	3	Call: P3
Invoice: 21 items A		
Calculation: 21/9=2, odd 3		
	Profit	
	Percentage	**Free Item/Amount**
None Incremental	2*P3=6	2*P3=6
Incremental	2*P3=6	2*P3=6 (odd 3 / 3) * P1 = 1 6 + 1 = 7

Promotion Types List

No.	Promotion Type	Description	Sample
1	**Line-Qty-Percent**	- Apply for product line - Check by quantity of 1 product line - Discount by percent	Buy 5 items of product line A, discount 5% for this line.
2	**Line-Qty-Percent-FreeItem**		

3	**Line-Qty-Amount**	- Apply for product line - Check by quantity of 1 product line - Discount by amount	Buy 10 items of product line B, discount 5000VND for this line.
4	**Line-Qty-Amount-FreeItem**		
5	**Line-Qty-Free Item**	- Apply for product line - Check by quantity of 1 product line - Promotion by free items.	Buy 5 items of product line C, get 2 items B.
6	**Line-Amt-Percent**	- Apply for product line - Check by Amount of 1 product line - Discount by percent	Buy items of product line A which amount is more than 100.000VND, discount 5% of amount.
7	**Line-Amt-Percent-FreeItem**		
8	**Line-Amt-Amt**	- Apply for product line - Check by Amount of 1 product line - Discount by amount	Buy items of product line B which amount is more than 100.000VND, discount 5000 VND.
9	**Line-Amt-Amt-FreeItem**		Buy Items of product line B, which amount is greater than 100.000 VND, discount 5.000 and 2 free items of product C
10	**Line-Amt-Free Item**	- Apply for product line - Check by Amount of 1 product line - Promotion by free items	Buy items of product line C which amount is more than 100.000VND, get 2 items B.
11	**Group-Qty-Percent**	- Apply for product group - Check by quantity some products in 1 group - Discount by percent	Buy 20 items of products in group A, discount 5% for all these lines
12	**Group-Qty-Percent-FreeItem**		

13	**Group-Qty-Amount**	- Apply for product group - Check by quantity of some products in 1 group - Discount by amount	Buy 20 items of products in group A, discount 1000VND for these lines of group A.
14	**Group-Qty-Amount-FreeItem**		
15	**Group-Qty-Free Item**	- Apply for product group - Check by quantity some products in 1 group - Promotion by free items.	Buy 20 items of products in group A, get 2 items B.
16	**Group-Amt-Percent**	- Apply for product group - Check by amount of some products in 1 group - Discount by percent	Buy items of group X which amount is more than 200.000VND, discount 5% of amount.
17	**Group-Amt-Percent-FreeItem**		
18	**Group-Amt-Amount**	- Apply for product group - Check by amount of some products in 1 group - Discount by amount	Buy items of group X which amount is more than 200.000VND , discount 5000VND of amount.
19	**Group-Amt-Amount-FreeItem**		
20	**Group-Amt-Free Item**	- Apply for product group - Check by amount of some products in 1 group - Discount by free items	Buy items of group X which amount is more than 200.000VND , get 10 free items B of group X
21	**Bundle-Qty-Percent**	- Apply for product bundle - Check by quantity of products in 1 bundle - Discount by percent	Buy 3 items A, and 2 items B, discount 2% of 1 bundle
22	**Bundle-Qty-Percent-FreeItem**		

23	**Bundle-Qty-Amount**	- Apply for product bundle - Check by quantity of products in 1 bundle - Discount by amount	Buy 3 items A, and 2 items B, discount 5000VND for 1 bundle
24	**Bundle-Qty-Amount-FreeItem**		
25	**Bundle-Qty-Free Item**	- Apply for product bundle - Check by quantity of products in 1 bundle - Promotion by free items	Buy 3 items A, and 2 items B, get 1 free item C for 1 bundle
26	**Docs-Amt-Percent**	- Apply for invoice level - Check by amount of 1 invoice - Discount by percent	Buy invoice with amount more than 500.000VND, discount 2% of invoice
27	**Docs-Amt-Percent-FreeItem**		
28	**Docs-Amt-Amount**	- Apply for invoice level - Check by amount of 1 invoice - Discount by amount	Buy invoice with amount more than 500.000VND, discount 15.000VND of invoice
29	**Docs-Amt-Amount-FreeItem**		
30	**Docs-Amt-Free Item**	- Apply for invoice level - Check by amount of 1 invoice - Promotion by free Item	Buy invoice with amount more than 500.000VND, get 4 items B

2.3.3.2.4 Report List at distributor

No		Report List	Description
	1.	**Sales**	
	1.1.	**Sales Turnover**	
1.	1.1.1.	Daily Turnover Report	View daily turnover information of each salesperson, Report includes some information: • From Date, To Date • Sales Route • Date • Discount • Promotion Amount • Incentive Amount • Turnover Amount
2.	1.1.2.	Turnover By Sales Order	View turnover by sales order information of each salesperson, Report includes some information: • From Date, To Date • Sales Route • Customer • Sales Order No. • Date • Discount • Promotion Amount • Incentive Amount • Turnover Amount
3.	1.1.3.	Sales Turnover By Customer	View turnover by customer information of each salesperson, Report includes some information: • From Date, To Date • Sales Route • Customer Group • Customer • Period • Turnover • Amount
	1.2.	**Sales Volume**	

4.	1.2.1.	Sales Volume By Sales Route	View sales volume by sales route information of each salesperson, this report should compare the output (sales volume, turnover) of each item on each sales route Report includes some information: • From Date, To Date • Sales Route • Salesperson • Product • UOM • Sales Volume • Turnover • Free Items • Discount
5.	1.2.2.	Sales Volume By Customer	View sales volume by customer information of each salesperson, then make decision for reward Report includes some information: • From Date, To Date • Customer • Product • Price • UOM • Sales Volume • Turnover • Free Items • Discount
	1.3.	**List Sheet**	
6.	1.3.1.	Stock Out Detail List	View stock out detail list information of each product Report includes some information: • From Date, To Date • Product • UOM • Date • Customer • Sales Order • Issued Quantity

7.	1.3.2.	Sales Order Detail List	View sales order detail list information of each product Report includes some information: • From Date, To Date • Product • UOM • Date • Customer • Sales Order • Sold Quantity • Amount
8.	1.3.3.	Daily Sales Order List	View daily sales order list information of each sales person Report includes some information: • Salesperson • Sales Route • Date • Customer Code • Sales Order Code • Product • UOM • Unit Price • Quantity • Free Items • Discount • Turnover
	1.4.	**Promotion**	
9.	1.4.1.	Promotion Progress	View promotion process information of orders in a certain time period. Report includes some information: • From Date, To Date • Promotion Program • Sales Route • Product • UOM • Quantity • Discount
	1.5.	**Picking List – Invoice**	

10.	1.5.1.	Stock Out Report	Reprint total invoice of delivery person when need to reference data Report includes some information: • From Date, To Date • Delivery Person • Picking List No • Date • Product • UOM • Quantity
11.	1.5.2.	Retail Invoice	Retail invoice for delivery to the customer and payment. Each bill will be printed as 2 joints. When one-handed delivery to customers, clients sign on the other and brought over to accountant Report includes some information: • distributor Information • Customer Information • Product • UOM • Unit Price • Quantity • Amount
	1.6.	**Sales Management**	
12.	1.6.1.	Customer No Sales Report	Support distributor accountant & sales supervisor view non buying customer list in continued period time, can enter the minimum number of orders that customers need to buy in that period to determine how often they purchase. Report includes some information: • From Date, To Date • Customer information • Order Quantity • Status • Created Date • Sales Route

13.	1.6.2.	Sales Detail Report	View sales detail information Report includes some information: • From Date, To Date • Date • Salesperson • Customer • Sales Order • Product • UOM • Unit Price • Quantity • Amount • Discount
	2.	**Account Receivable – AR**	
14.	2.1.	Account Receivable Detail List	View the debt situation of the customer by sales order. Know any undue debt, on due debt, and overdue debt. Report includes some information: • Date • Sales Order • Delivery Date • <=7 days • > 7 days • >14 days • >21 days • Amount
15.	2.2.	Account Receivable By Sales Route	View the debt situation of the customer by sales route. Know any undue debt, on due debt, and overdue debt. Report includes some information: • Date • Sales Route • Customer • Sales Order • Delivery Date • Over Due Debt • On Due Debt • Undue Debt

			• Amount
16.	2.3.	AR Document Monitoring	View the AR document of each customer Report includes some information: • From Date, To Date • Customer • Create Date • Document Type • Document No • Initial Balance • Current Balance • Total
	3.	**Purchase Order**	
17.	3.1.	Purchase Detail List	View the purchase receipt information in certain period time: Report includes some information: • From Date, To Date • Provider • Purchase Order • Date • Amount
18.	3.2.	Purchase Receipt By SKU	View the purchase receipt by SKU information in certain period time: Report includes some information: • From Date, To Date • Provider • Product • UOM • Quantity • Amount
19.	3.3.	Purchase Order Report	View the purchase order information in certain period time: Report includes some information: • From Date, To Date • Period • Purchase Order • Product • Purchase Order

			• Delivery Quantity • Purchase Price • Amount • Commission • Amount After Commission
	4.	**Account Payable – AP**	
20.	4.1.	AP Balance	View the AP document information in certain period time: Report includes some information: • PO number • Invoice number • AP Type • Customer • Amount • Invoice Date • Over Due Debt • On Due Debt • Undue Debt
	5.	**Inventory**	
21.	5.1.	Physical Stock Counting Report	View the physical stock counting information in certain period time: Report includes some information: • Stock Count No • Stock Count Date • Status • Product • UOM • Initial Balance • Stock Counting Result • Variance
22.	5.2.	Stock Balance	View the balance information in certain period time: Report includes some information: • From Date, To Date • Stock • Product • Unit Price

			• Begin Period (Quantity, Amount) • Receive (Quantity, Amount) • Issue (Quantity, Amount) • Balance (Quantity, Amount)
	6.	**Master Data**	
23.	1.1.	Customer List	View customer list information
24.	1.2.	Customer List by Visit Plan	View sales route (salesperson and customer list information)

2.3.4 Non-Function Description

2.3.4.1   Security

- **Transmission Security**

If you are sending sensitive information over the public Internet (generally the case with most smartphone apps) then you will need to secure it in some way. This should be with SSL, and sending over an https connection.

- **Storage Security**
  - On Front-end and Back-end: use Transparent Data Encryption (TDE) is a new encryption feature introduced in Microsoft® SQL Server™ 2008.

  - On Smart Phone: use SQLCipher for transparent encryption.

- **App Management**

Native smartphone apps presented new issues of managing access to apps and updates to those apps. We recommend that enterprises consider some product to manage their apps and the data for those apps. It is important that that software:

- update users with new apps that they should have

- provide updates to those apps

- remove apps that those users should no longer have and the associated data

- remove the app management portal when appropriate

- **Authenticate / Authorization**

All sync services should always login with the appropriate User ID to the frontend/backend. This insures that they are only getting the information that they have rights to.
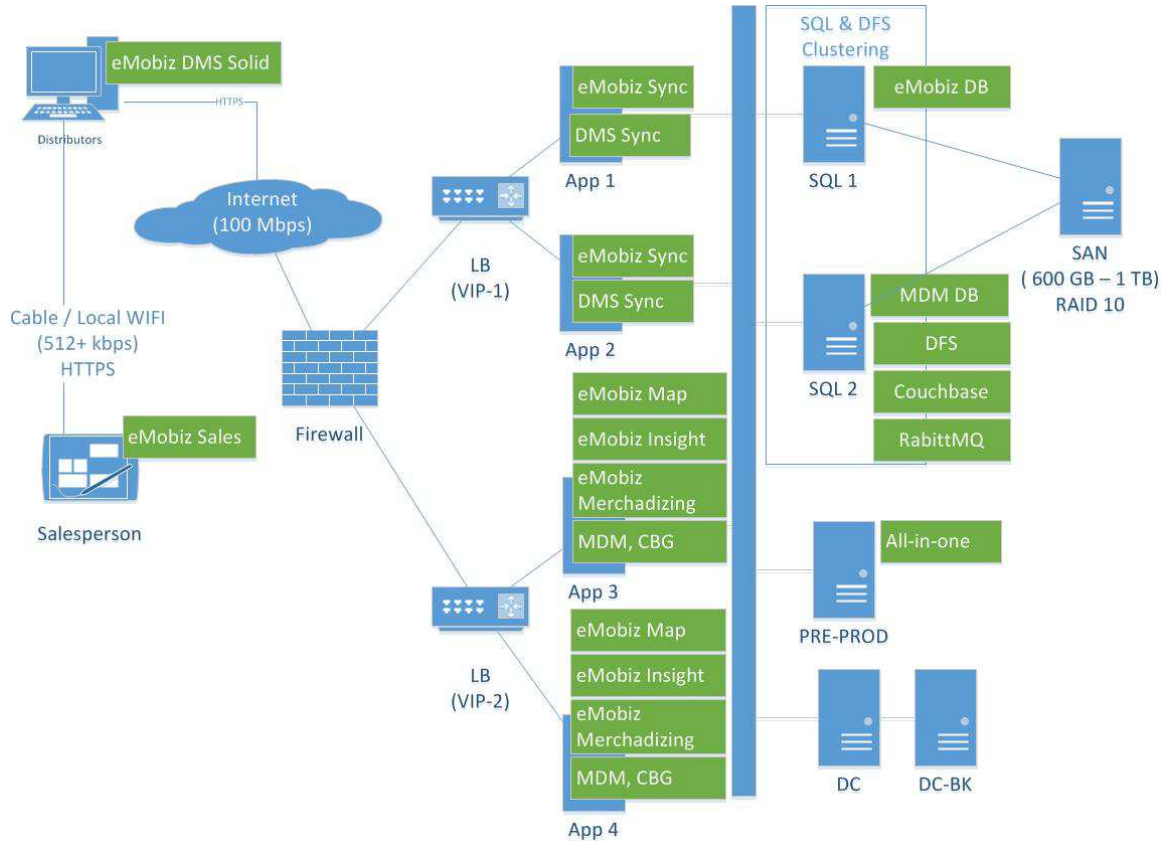
- **Web Security**

Applications have passed the OWASP Top 10 Web Application Security Risks (https://www.owasp.org/index.php/Category:OWASP_Top_Ten_Project)

2.4 Deploy Solution Reference

2.4.1   Architecture Model

Option 1: Clustering model with backup server (recommendation)

Description:

- The option 1 is designed with the best configuration, most powerful, lowest risk. When a server fails, the other still has the backup.
- This is de-centralizing data model, so the transactions data of each distributor site will be stored at distributor site's computer. They will be sent to Head Office at the end of day (or schedule)
- Salesperson will use eMobiz Sales application to sync to eMobiz DMS Lite by cable or local Wi-Fi at distributor site

Reference Specification Requirement:

App 1, 2, 3 & 4
CPU: 2.0 GHz, 8 Cores
RAM: 32 GB
HDD: 300 GB, RAID 5/10
NIC: 1 GB
OS: Windows 2008 R2 Std x64 / 2012 Std
SW: IIS 7.5, .NET 4.5

SQL 1 & 2
CPU: 2.0 GHz, 8 Cores
RAM: 64 GB
HDD: 300 GB, RAID 5/10
NIC: 2 x 1 GB
OS: Windows 2008 R2 Ent x64 / 2012
SW: SQL 2008 R2 Ent x64 / 2012

PRE-PROD
CPU: 2.0 GHz, 8 Cores
RAM: 32 GB
HDD: 600 GB, RAID 5/10
NIC: 1 GB
OS: Windows 2008 R2 Ent x64 / 2012
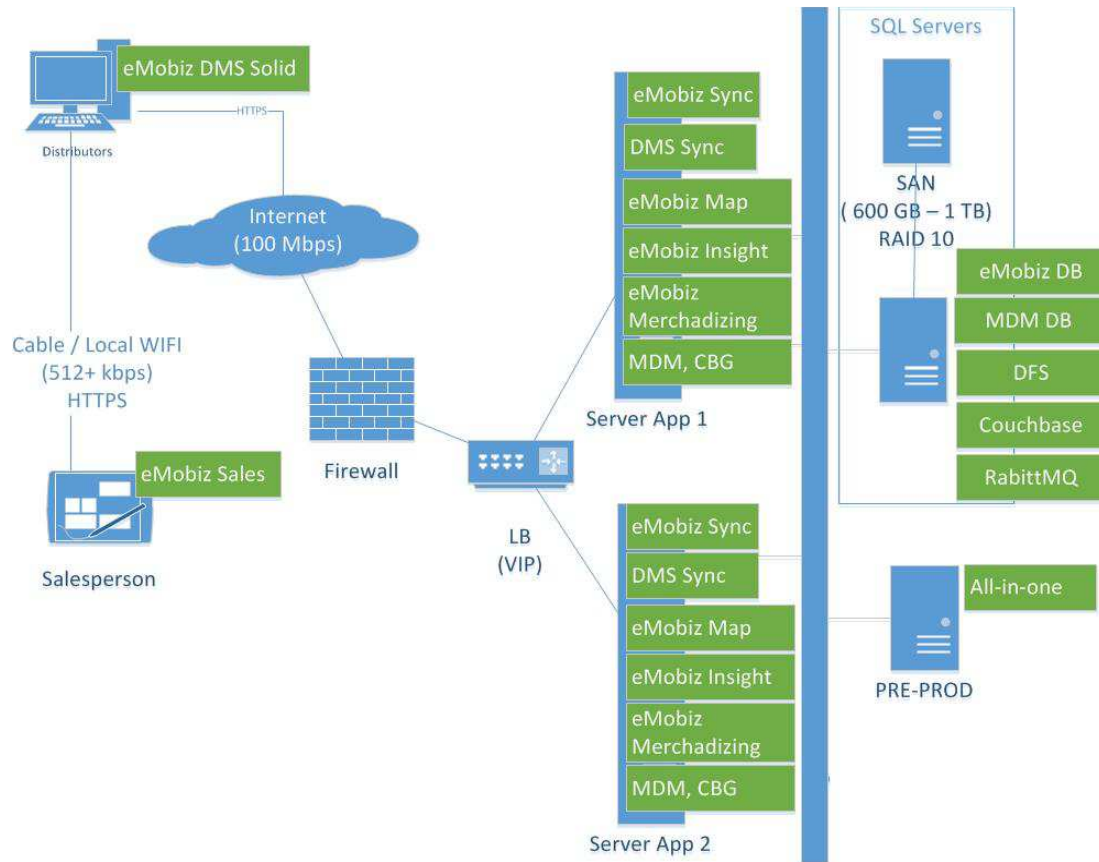SW: SQL 2008 R2 Ent x64 / 2012

DC/DC-BK
CPU: 2.0 GHz, 2 Cores
RAM: 4 GB
HDD: 300 GB, RAID 1
NIC: 1 GB
OS: Windows 2008 R2 Ent x64 / 2012

Option 2: None-clustering model

Description:

- The option 1 is designed with the best configuration, most powerful, lowest risk. When a server fails, the other still has the backup. However, we can still reduce the number of servers down such as **option 2**, but still ensure the system works well, but is still potential risks when a server dies, no replacement immediately

Reference Specification Requirement:

Server App 1, 2	SQL Server	PRE-PROD
CPU: 2.0 GHz, 8 Cores	CPU: 2.0 GHz, 8 Cores	CPU: 2.0 GHz, 8 Cores
RAM: 32 GB	RAM: 64 GB	RAM: 32 GB
HDD: 300 GB, RAID 5/10	HDD: 300 GB, RAID 5/10	HDD: 600 GB, RAID 5/10
NIC: 1 GB	NIC: 2 x 1 GB	NIC: 1 GB
OS: Windows 2008 R2 Std x64 / 2012 Std	OS: Windows 2008 R2 Ent x64 / 2012	OS: Windows 2008 R2 Ent x64 / 2012
SW: IIS 7.5, .NET 4.5	SW: SQL 2008 R2 Ent x64 / 2012	SW: SQL 2008 R2 Ent x64 / 2012

Note: The above specification is just referent only, it will be re-calculated and adjusted in actual deployment period

2.4.2 Hardware Reference Specification

2.4.2.1 Android smart phone

SAMSUNG GALAXY TAB 4	http://www.samsung.com/us/mobile/galaxy-tab/SM-T230NZWAXAR COLOR White OS Android™ 4.4, KitKat Size WEIGHT 9.74 oz PRODUCT DIMENSIONS (INCHES) 4.25" x 7.36" x 0.35" Camera CAMERA RESOLUTION (FRONT) 1.3 Megapixel CAMERA RESOLUTION (REAR) 3 Megapixel DIGITAL OPTICAL ZOOM 4x Digital FEATURES Geo-Tagging; Online Image Uploading; Sharing Capabilities: Buddy photo share, Share via; Shot Modes: Auto, Night, Sports, Panorama, Sound & Shot, Beauty face; TV/Video-Out: HDMI, Wi-Fi Direct, Wi-Fi®; Video: Yes; Battery* IBTCTERY TYPE AND SIZE 3.8 Volt, Lithium Ion, 4000 mAh MUSIC PLAY TIME Up to 190 Hours* VIDEO PLAY TIME Up to 10 Hours* INTERNET USE TIME Up to 10 Hours* Memory INTERNAL MEMORY 1.5GB RAM, 8GB ROM** EXTERNAL MEMORY/MICROSD™ CAPACITY Up to 32GB SDHC/SHD SD CARD Built-in MicroSD™ Card Slot to Add Storage or Transfer Files Connectivity WI-FI Dual-Band Wi-Fi 802.11 a/b/g/n BLUETOOTH 4.0 LE BLUETOOTH PROFILES HSP, A2DP, AVRCP, OPP, HID, PAN(PANU Only), DI, HOGP

	LOCATION TECHNOLOGY
	GPS
	CPU
	PROCESSOR SPEED, TYPE
	1.2 GHz Quad-Core
	Display
	MAIN DISPLAY RESOLUTION
	1280 x 800 Pixel
	MAIN DISPLAY SIZE
	7"
	MAIN DISPLAY TECHNOLOGY
	WXGA TFT
	TOUCHSCREEN
	Yes
	User Interface
	FEATURES
	Samsung Traditional UI, TouchWiz®, Widgets
	Features
	GPS NAVIGATION
	Yes
	Audio
	FEATURES
	Audio Streaming; Music Player; Compatible Music Files: MP3, M4A, 3GA, AAC, OGG, WAV, WMA, FLAC
	Video
	FEATURES
	Video Streaming; Video Player; Compatible Video Files: MP4, 3GP, WMV, ASF, AVI, FLV, MKV, WEBM

2.4.2.2 Bluetooth printer

Zebra® EZ320™ Mobile Receipt and Ticket Printer

Printer Name
EZ320

Standard Features
- Direct thermal
- Latin 1 & 9
- USB 2.0
- Power Supply (AC Adaptor — charges battery while in printer)
- 8 MB Flash/ 16 MB SDRAM
- IP42 rating
- 1.2 m/ 4' drop test design

Printer Specifications
Resolution
203 dpi/8 dots per mm
Memory
8 MB Flash/16 MB SDRAM
Media Width
80 mm/3.15" — adjustable media option to get 60mm/2.36"
Maximum Print Width
74mm/2.91" - adjustable to 60mm/2.36"
Print Length
N/A
Print Speed
50 mm/2" per second
Media Sensors
Out of paper; media door open

Media Characteristics
Maximum media roll size
40 mm/1.57" O.D.
Media thickness
2.5 mil/64 μm to 4.5 mil/114 μm

Operating Characteristics
Environmental
- Operating temperature: -10°C/ 14°F to 50°C/ 122°F
- Storage Temperature: -20°C/ -4°F to 60°C/ 140°F
- Operating Humidity 10% to 90% non-condensing
Electrical
Removable battery: Li-Ion 1160 mAh
Agency Approvals
Certified by TUV, FCC part 15 class A/19.2.2, ESD Class 2 per IEC 61000- 4-2, EN60950-1: Safety Standard, India WPC

Physical Characteristics
- Width: 125 mm/4.92"
- Height: 100.8 mm/3.97"
- Depth: 48 mm/1.89"
- Weight (printer and battery): .29 kg/.65 lbs
- Shipping weight (includes printer, battery, AC adapter, manual, belt strap, box): .65 kg/1.45 lbs

ZebraLink™ Solutions
Software
- ZebraDesigner™ Driver for Windows® 7, Windows 2008, Windows 2000, Windows XP, Windows 2003, Windows Vista®
- Zebra Setup Utility (ZSU)
- SDK: Windows Mobile® 5.0 (or later), BlackBerry®, Apple® iOS, Android™
Connectivity Options
- USB 2.0
- Bluetooth®

Fonts/Graphics/Symbologies
Latin 1 & 9

Options and Accessories
- Carrying case
- Vehicle charging cable
- Spacers to accept 60 mm roll

Section 3: Estimated Project Schedule & Quotation

3.1 Estimated Project Schedule

Phase	Items	1st Month	2nd Month	3rd Month	4th Month	5th Month	6th Month	7th Month	8th Month	9th Month
Solution	Sign contract & develop project plan	★								
	Develop Blueprint and System Gaps		★							
	Customization									
	Validation (SIT & UAT)				★					
Pilot	Cut-over & Go-live					★				
	Pilot (1 HO & 15 Salesman) & Fine-tuning									
Roll-out	Mass roll out 9 DT, 150 salesman							★		
Support	Intensive care (1 month)									

3.2 Estimated Project Schedule

| Phase	Deliverables	Due Date	Person in charge	Acceptance
Analysis	Blueprint	(TBD)	FPT	Blueprint is signed-off
Customization	N/A	(TBD)	FPT	
Installation	Distribution Management System package	(TBD)	FPT	Installation Note is signed-off
UAT	UAT Plan	(TBD)	FPT & IBTC	UAT Acceptance Note is signed-off
	User Manual	(TBD)	FPT	
	UAT Report	(TBD)	FPT & IBTC	
	Issue Management Sheet	(TBD)	FPT & IBTC	
Go-Live	Go-Live Plan	(TBD)	FPT & IBTC	Project Acceptance Note is signed-off
	User Manual (updated)	(TBD)	FPT	
	Go-Live Report	(TBD)	FPT & IBTC	
	Issue Management Sheet	(TBD)	FPT & IBTC	

- Blueprint covers all the requirements of the **IBTC** and the solution of **FPT**.
  Blueprint is considered as the Detailed Scope of Work.
- UAT Acceptance Note is based on the UAT Scope described in the UAT Plan.
- Project Acceptance Note is based on the Detailed Scope of Work described in the Blueprint.

(Based on the contract signed date, the Due Date will be updated accordingly.)

3.3 Quotation

Section 4: Project Management Methodology

4.1. Solution Development Phase

Planning → Solution Mapping → Customization → Validation → Cut-over → Pilot → Mass Rollout
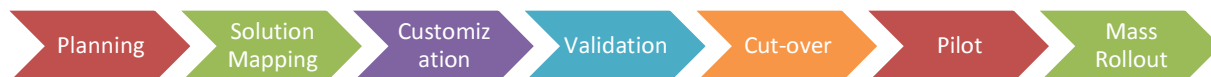
There are two phases in IBTC DMS project:

a) Solution phase: Planning, Solution Mapping, Customization, Validation & Pilot.

b) Roll-out phase: Roll-out and on-going support: this only start after the result of pilot evaluation is proven

Key project Deliverables:

| #	Items	Mandatory (M) / Optional (O)	PIC	PM	CM	MDM	Test manager	IT
Planning & Solution Mapping								
1	Business Case Signed Off	M	IBTC	A /R				I
2	Define Resource: Project Org chart, Roles & Responsibility	M	IBTC, FPT	A/ R	I	I	I	I
3	Define Communication Plan	M	IBTC, FPT	A / R	R	I	I	I
4	Define critical dependencies, assumption and constraints	M	FPT, IBTC	A/ R	I	I	I	I
5	Define risks management plan and Identify Project big Risks	M	FPT, IBTC	A/R	I	I	I	I
6	Kick-off Project	M	FPT, IBTC	A/R	I	I	I	I
7	Produce Business Blueprints	M	IBTC	I	I	I	I	I
8	Produce As-is process	O	IBTC, FPT	A	C	I	I	I
9	Produce To-be process	M	FPT, IBTC	A	C	I	I	I
10	Produce System Gap Analysis	M	FPT	I	I	I	I	I
11	Pilot Distributors Identified	O	IBTC	A/R	I	I	I	I
12	Define Network Connectivity at Distributor base on FPT's recommendation	O	IBTC	A	I	I	I	R
13	Define required hardware sizing and system configuration	M	FPT	I	I	I	I	C

14	Purchase and implement hardware and system	M	IBTC	A	I	I	I	R
15	Allocate for project execution budgets	O	IBTC	A / R	I	I	I	I
16	Master Data Templates identified	M	FPT	I	I	A	I	I
17	Start Data Cleansing Activity started	O	IBTC	I	I	A/R	I	I
18	Provide Data submission plan for SIT, UAT and cutover	O	FPT, IBTC	I	I	A/R	I	I
19	Overall Change Mgmt. Plan Confirmed	M	IBTC	A	R	I	I	I
20	Stakeholder Analysis Completed	O	IBTC	A	R	I	I	I
21	Communication plan to Internal and DT	M	IBTC	A	R	I	I	I
22	Organization Structure finalized	M	IBTC, FPT	A	R	I	I	I
Customization								
1	Provide Local Language	M	FPT, IBTC	A/R	I	I	I	I
2	Complete Unit test	M	FPT	I	I	I	A/R	I
3	Product Test Plan for all phases	M	IBTC, FPT	I	I	I	A/R	I
4	Prepare SIT Test Scenarios	M	FPT	I	I	I	R	A
5	Satellite system are ready for integration test	M	IBTC	I	I	I	C	A/R
6	System Role Matrix completed	M	IBTC	A	R	I	I	I
7	Country Change Impact Assessment Completed & Action Plans Identified with Timelines	M	IBTC	I	A/ R	I	I	I
8	Change Agents Engaged	O	IBTC	I	A/ R	I	I	I
9	Stakeholder Communications Executed as per plan	O	IBTC	I	A/ R	I	I	I
10	Training plan and curriculum finalized	O	IBTC	I	A/ R	I	I	I
11	Training environment setup	O	FPT	I	A	I	I	I
12	Data are ready for integration	O	FPT, IBTC	I	A/ R	R	I	I
Verification								
1	Conduct SIT and sign-off	M	FPT, IBTC	A	I	I	A/R	I
2	Conduct UAT and sign-off	M	IBTC, FPT	A	I	I	A/R	I
3	All Connectivity between different environments and	M	FPT, IBTC	I	I	I	I	A/R

	Interfaces fully Tested							
4	All Cutover activities checklists and procedures are ready (System, Data, People, Technical Infrastructure, Physical environment and external Communication)	M	FPT, IBTC	A	R	R	R	R
5	Ensure Network & Infra structure contract ready	M	FPT, IBTC	I	I	I	I	A/R
6	Define Intensive Care structure and procedures are L1 Support Ready and Resources on boarded	M	FPT, IBTC	I	I	I	I	I
7	Final Master Data collection finalized and ready for uploading	M	IBTC, FPT	I	I	I	I	I
8	Cutover High level plan in place & Critical Path identified	M	IBTC, FPT	A	C	C	C	C
9	Role to user mapping completed and signed off by Business		IBTC	A	R	I	I	I
10	User Manual completed and Localized	M	FPT, IBTC	I	A	I	I	I
11	Distributor Readiness Checklist Published	M	IBTC	I	A/R	I	I	I
12	90% of Change Actions Completed	O	IBTC	I	A/R	I	I	I
13	Employee Role & Responsibility Changes Communicated. Employee Retention Plan in place	M	IBTC	A	R	I	I	I
14	Internal Go Live Communications Launched	O	IBTC	A	R	I	I	I
15	New Distributor Contract Signed Off where applicable	O	IBTC	A	A/R	I	I	I
16	Ensure Internal 'state of the people' (e.g. Morale at the Distributor)	O	IBTC	A	A/R	I	I	I
Cut-over								
1	PRD environment & infrastructure are ready	M	FPT, IBTC	I	I	I	I	A
2	Master Data loaded	M	FPT, IBTC	I	I	A	I	I
3	Rollback Plan defined and communicated	M	FPT, IBTC	I	A/R	I	I	I

4	Distributor IT infrastructure are ready (PC, printer, network, HHT, etc.)	M	IBTC	I	I	I	I	A/R
5	All end users have received Training and User Manuals	M	FPT, IBTC	I	A	I	I	I
6	Team are ready to Provide End User Support	O	FPT, IBTC	I	A	I	I	I
7	End User Support & Issue Escalation Processes Communicated	O	FPT, IBTC	I	A	I	I	I
8	All the team aligned on to-be process	M	IBTC	A/R	R	I	I	I
9	Go Live Metrics agreed	M	IBTC	A/R	I	I	I	I

4.2.   DMS Project Mass roll-out & on going support
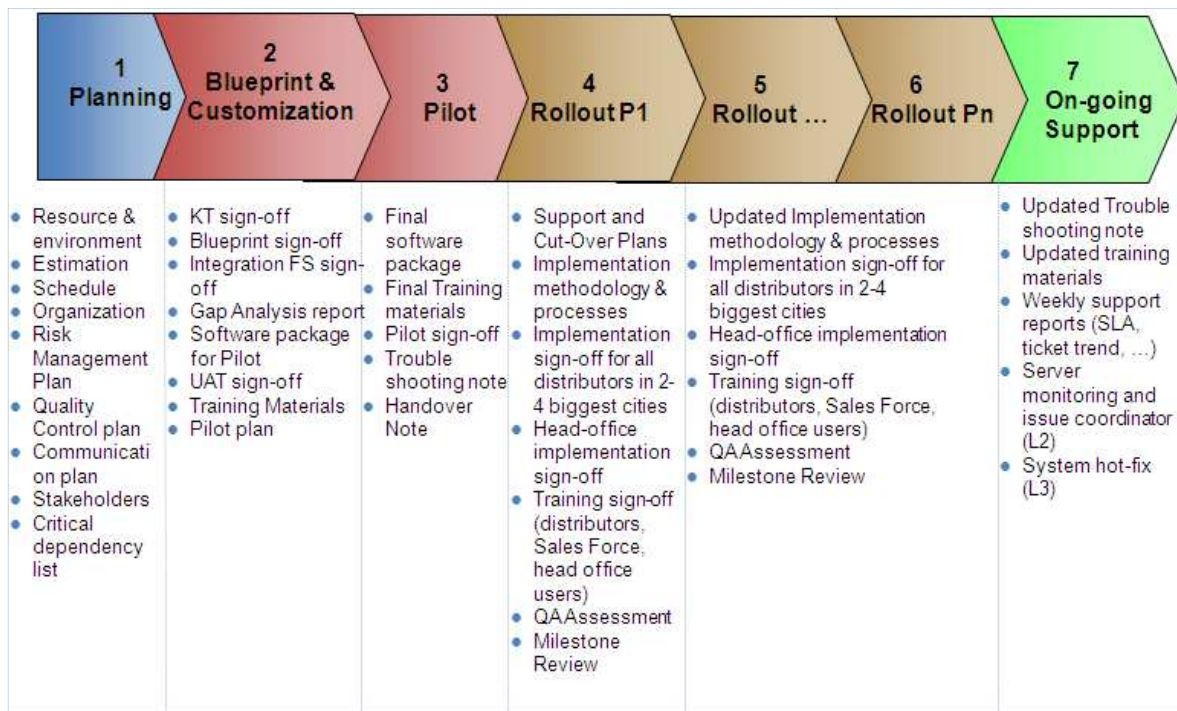
4.3.   Project Management Approach

Project Management Methodology

- **Schedule Management:**

    o   Create Master Schedule: show 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 Table.

- **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   Use FPTSS Insight and Issue Management Table 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 Analyze impacts of changes to project plan, deliverables, effort ...
  - o Send analyzing result to Customer to confirm.
  - o Changes will be executed once the customer gives an explicit approval.

4.4. Risk Management Approach
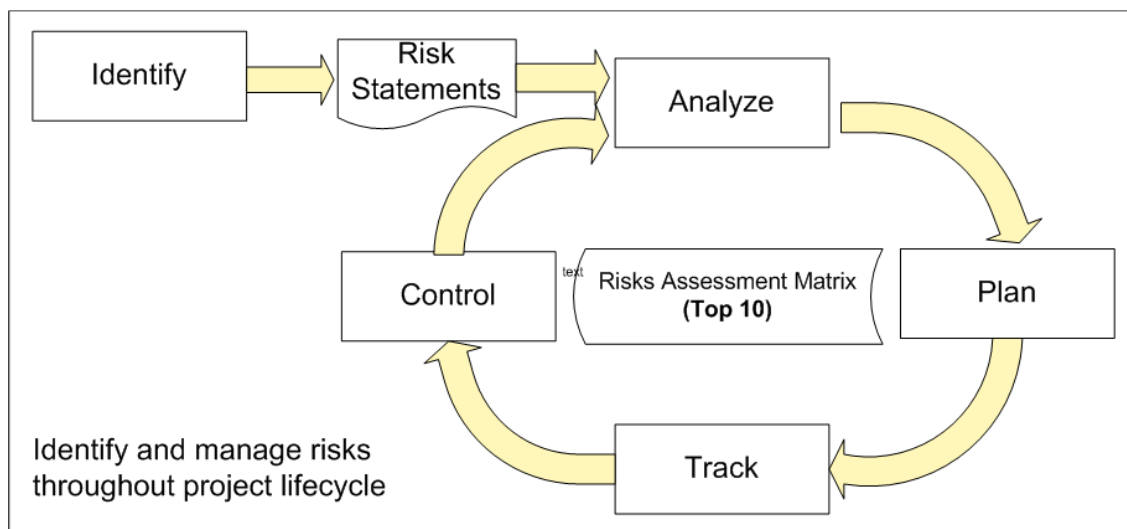
Risk tracking / management tools, guidelines and templates

- Guideline-Risk Management
- Guideline-Risk Factors Chart
- Template-Risk Assessment Matrix
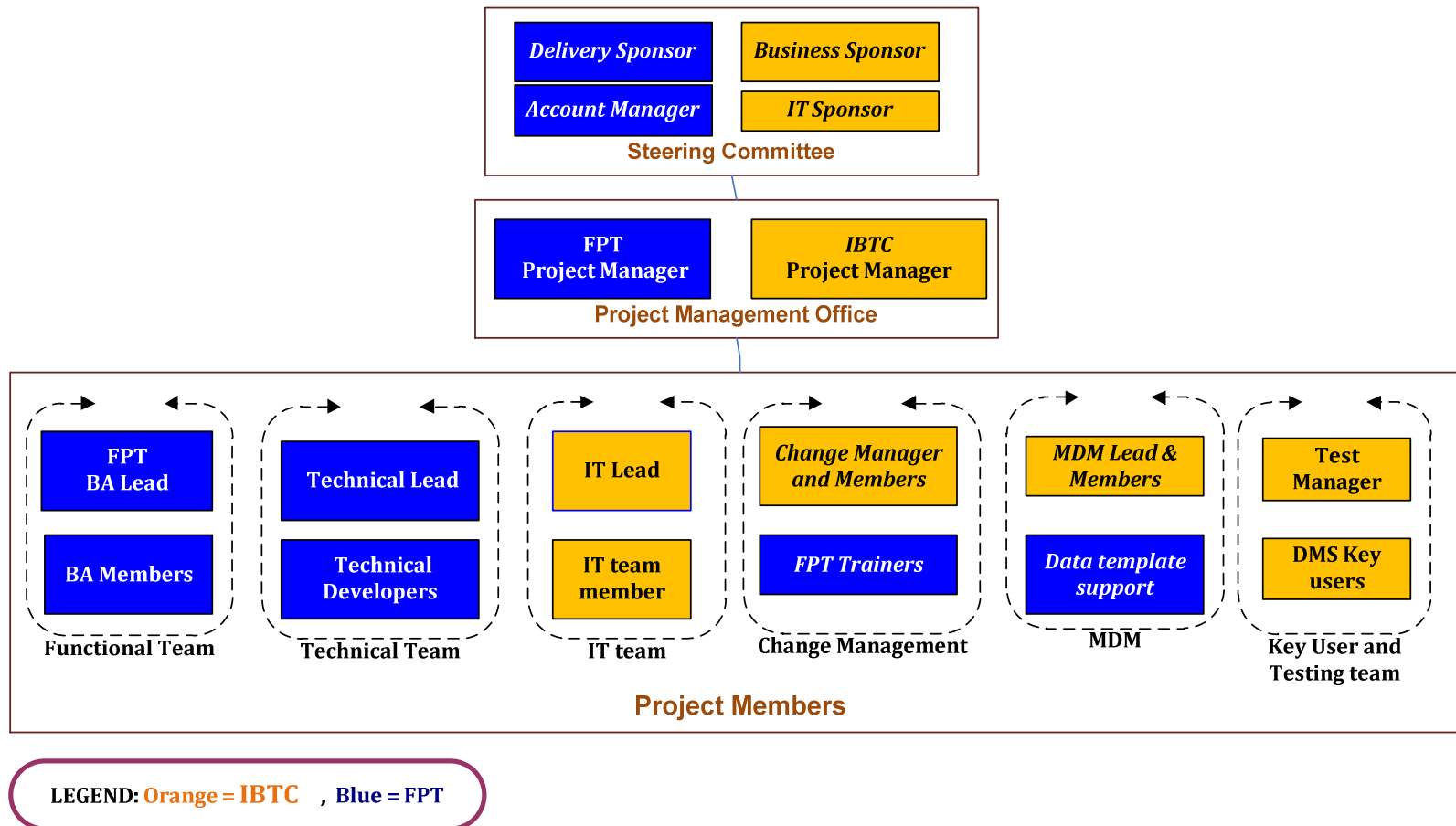
4.5. Typical Project Team

A project team would be established to drive the implementation. The team would include a combination of IBTC Super Users (Key Users), FPT consultants, and members of management from both parties.

The following aspects are imperatives with typical implementations. In order to reduce risks; ensure a successful implementation; and ready a successful user adoption of the new system, the following aspects are also of critical importance:

- To ensure that proper management "buy-in" is obtained

- Use of skilled, certified and industry knowledgeable consultants

- Stringent deployment of a proven and practical implementation methodology

- Provision of thorough and effective training to appointed super users

- Enforcement of strict change management procedures. These include.

    o Continual communication to all stake holders

    o Super user workshops

    o Progress evaluations

    o Continuity planning

    o Etc.

4.6.   Project Organization, Role, Responsibility, and Communication Plan

It is a standard practice at FPT to appoint a team of people with responsibility to ensure that all required disciplines are applied towards ensuring a timely and on-cost solution deliverable.   The structure of a typical Project team is illustrated in the diagram below.

#	Team	Role	Major Responsibility	Required Competency
1	Steering Committee	Members in SC	Make decision project top decision on timeline, scope and cost	n/a
2	PMO	FPT Project manager	Overall in charge of project delivery from FPT	At least 3 years DMS PM experience
3	PMO	IBTC Project Manager	Overall in charge of project from customer site. Approve and sign-off key deliverables from FPT	5-year experience in Sale and DMS. Strong in project management. Currently take a senior position in company which having good networking across functions.
4	PMO	IBTC PM Assistant	Assist IBTC PM in executing and coordinating with IBTC Functional members	Experience in Sale and DMS. Good management skill
5	Functional Team	Business Analyst (BA) Lead	Lead Functional team to: - Create Business Requirement Document - Consult and map solution to Customer's requirement - Create System GAP document for product customization	At least 3 years DMS BA experience
6	Functional Team	BA Members	Support BA Lead to: - Create Functional documents - User guides - User Training slides Conduct user trainings	At least 1 year DMS BA experience
7	Technical Team	Technical Lead	Overall in charge of deliver solutions Consult project team on technical feasibility and timeline of CR	<Qualified FPT resource>

#		Role	Description	Requirement
8		Technical Developers	Responsible for system realization	<Qualified FPT resource>
9	IT Teams	IT Team Leader	In charge of project activities that require IT involvement like telecom network , hardware, infrastructure Consult and define IT-related process	Senior IT member.
10	IT Teams	Project executive	Follow up, consult & implement IT related activities like satellite applications	Deep understanding on legacy system and process
11	Change Management	Change Manager	Produce CM plan and lead CM activities Define Business to-be process	Experience in Sale and DMS Strong in process Have good networking with Sale Management Team
12	Change Management	CM member	Execute CM activities	Knowledge in Sales and DMS Good soft skill, especially in presentation, communication and interpersonal skill
13	Change Management	FPT Training team	Conduct training for IBTC project team and end users	<FPT can use BA members for this functions>
14	MDM	MDM Lead	Overall responsible for providing and signing-off all types of Data during testing and cut-over	Experience in Sale and DMS Preferred have work as MDM before Skilled with Excel
14	MDM	MDM members	Support Lead on MDM activities: • Clean data • Convert data • Validate data • Provide data	Knowledge in DMS Skilled with Excel
15	MDM	Data Template Support	Consult and guide MDM team on using Data template to upload	<FPT can use BA members for this functions>

16	Key Users Testing Team	Test manager	Create Test Plan, support to create UAT test scenario Manage Testing activities and report status Coordinate with key users to collect sign-off evidence	Experience in Sale and DMS Experience as Test Manager
17		Key users	Describe current business process, requirement to define GAP Provide input for to-be requirement Conduct testing In charge of eMobiz functionality testing and integration with DMS system Testing functionalities of DT operators users, FI users, Admin users	-Knowledge in Sales and DMS, especially salesman process -Knowledge in current Mobility solution (if have)

4.7. Communication Approach

- **Internal Communication:**

    - Email, Skype

    - Weekly meeting on every Friday

- **External Communication:**

    - Email, Q&A file

    - Telephone, Skype, Email

    - Weekly Progress Report on every Monday

- **Management Tool:**

4.8.   CR Management

Key Users	Raise CR →	PM approved for Impact Analysis (IA)	
FPT		Perform IA →	IA complete with cost, timeline and solution
Customer			Approve?
FPT			Proceed with Implementation · Update CR log as rejected

- Business have submitted a CR form.
- It is entered in the CR Log
- CR forms that are incomplete will remain in this status until completed

- PM has checked that all necessary information is included
- Timelines for IA have been agreed

- IA complete, all effort estimates and impacts from all workstreams are considered together

Section 5: Assumptions

- FPT staff will have access to the content/data that the system need to integrate with.

- FPT staff will be granted access to UAT and production environment to deploy the applications.

- IBTC will provide appropriate users to work with FPT on the requirement gathering activities.

- IBTC will provide logistic required if FPT Staff need to be stationed in Customer premises.

- All training shall be conducted on site or in premises to be supplied by Customer

Section 6: Non-Disclosure Agreement

In preparing this document FPT will be sharing with IBTC 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 FPT.

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