

## **Statement Of Work :**

Development of Custom CRM Software as per the specifications provided by DBS India.

## **Features Covered :**

Modules :

1. Update
2. Interaction
3. Occupancy

### 1. Update

#### a. New companies entering the market

- Name of the Company
- Contact Person
- Telephone, Email, Mobile
- Location – Mumbai , Pune , Hyderabad
- Nature of Business – Automobile ,Consulting, IT
- Reason for Entering the Market – Expansion, Startup ,New Branch , Merger
- Remarks

#### b. New Competitors Entering the Market

- Name of Business Center
- Location
- Remarks on offices
- Other Remarks

#### c. Existing Competitors

- Their Plans
- Rates
- Services ,Facilities
- Remarks

#### d. Real Estate News

- Price of Properties

#### e. Center News

- Complaints from Members
- Compliments from Members
- Staff Related News
- Problems Encounter
- Center Events and Celebrations
- Staff Training
- Efforts on Saving Expenses

### 2. Interaction

#### a. Sales Meetings

- Date
- Name of Company
- Contact Person
- Designation

- Telephone Number
- Email
- Website

b. Inquiry

- Walk In
- Website
- Broker
- Telephone
- Personal Visit
- Emailers
- References

c. Reason for Inquiry

- FFP
- VO
- Conference
- Training
- Interview
- Any Other

d. Sales Activity

- Intro Mail
- ppt
- Product Catalogue
- Office Plans
- Office Pictures
- Quotes

e. Feedback

- Rates high
- Dont want to take membership
- Decision Pending from Management
- Need in Suburb
- Registration Delay
- Other Reasons

f. Followup

- Terminate
- Next followup date

3. Occupancy

1. Location Wise Unite Listing of Unites
2. Mapping Units to Companies , Occupancy Status
3. Type of Occupancy : Conference , Interview , FFP , VO , Training
4. From Date-time , To Date – Time
5. Payment Status

The CRM Supports all locations

**Time Required For Development and Cutomization :**

Development and Testing : 25 Working Days

Deployment : 5 Working Days

Free Offsite Support : 6 months

**Cost Involved :**

**Development and Testing, Deployment : ₹ 1.5 Lakhs Inclusive of All Taxes**

**AMC , After 6 months : Offsite Support – ₹ 20,000 + 10.3 % Service Tax**

**Onsite Support, if Required : ₹ 1500 Per visit**

**Terms and Conditions :**

- There are 5 Working Days in a Week
- Public Holidays and Weekends are not counted in Working Days
- All these instabilities will be discussed before the commencement of the project.