

Statement of Work (SOW)

Customer Resource Management System(CRM)

Requesting Company:**PPG**
Project Owner:**Joel Huff (Developer)**
Project Start Date:**4/4/2012**
Estimated Project End Date:**6/1/12**

Cost:

\$1500 upon start.
\$1500 upon completion.

Est. \$40 per month for Rackspace managed virtual server. To be paid directly to Rackspace.

General Description:

Web based mySQL driven application. This will be a central point to manage and automate the client order process.

Requirements:

Rackspace managed virtual server will be used as the platform to build and run this enterprise application. This is required to insure proper backup of the data, performance, accessibility, and reliability. This server will be used for this and future PPG applications. The estimated cost of this service is \$40 per month to be paid directly to Rackspace.

Workflow Overview:

A new client application is emailed to the CRM. CRM reads application email and creates a new client record within the CRM. As additional status emails are received, the CRM automatically updates the status of the client.

Client list views can set based on the status or other fields in the database.

Commission payout data will be tracked and managed on each client within the CRM. A report can be generated producing payout invoices for each salesperson base on all activated unpaid accounts.

Objectives & Goals:

The ongoing objectives of the CRM project are:

1. Provide a scalable and flexible platform for managing all PPG client data.
2. Provide platform for enhancing and automating future business processes.

The specific SOW objectives are:

1. Build and configure Linux server platform.
2. Provide a database driven web-based interface and workflow for managing client orders.
3. Provide data list views based on fields in the database.
4. Provide means to track commission payouts.

In Scope:

- Development and implementation of custom CRM.
Initial product training

Out of Scope:

- Ongoing administration, maintenance, or support of the CRM application.
- Mobile devices.

Ownership of Produced Technologies:

Both Developer and PPG retain rights to source code and any knowledge gained in this project. Either independent party can use these assets however they may choose.

Time Frame:

Project begins when \$1500 initial payment is received. I will be working on this project outside of my full-time job. Estimate the time to completion to be no less than 30 days, and no more than 60 days. However, final payment is not based on meeting the target completion date.

Milestones:

Build application server

Normalize database structure

Build web framework / user interface

--Demonstration

Develop workflow engine (reading of emails, changing status...etc)

Finalize all internal functions

Debug

-Demonstration

Testing / Training

