

Mobile App & Web Portal – Statement Of Work [SOW]

Project Overview

It's US based project. A leading urban management solutions provider engaged to redesign and enhance their **SMART App & Management Portal**. The goal was to **improve operational efficiency, streamline reporting, and optimize workforce management by developing a modern, scalable platform.**

Problem Statement

As-Is State:

- The existing system relied on multiple disconnected applications, causing inefficiencies.
- Limited reporting capabilities with inconsistent data tracking.
- Complex user role management and inefficient task assignments.
- Performance issues affecting real-time updates and data processing.

To-Be State:

- A unified **SMART App & Management Portal** with integrated functionalities.
 - Optimized role-based access control and task management.
 - Advanced reporting and analytics for improved decision-making.
 - Secure, scalable cloud-based infrastructure with real-time updates.
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Solution Provided

Technologies Used:

- **Mobile App:** React Native
- **Backend:** Node.js
- **Web Application:** React.js
- **Database:** MySQL
- **Cloud Hosting:** AWS
- **Mapping Services:** Google Maps / MapBox
- **Support System:** Zendesk
- **Notifications:** Firebase

Key Functionalities Implemented:

1. Management Portal

- Role-based access control with user authentication.
- Centralized dashboard with data visualization.
- Task allocation with geofencing support.
- Automated reporting and custom data filtering.

2. SMART Mobile App

- Secure authentication with OTP and biometric login.
- Shift tracking with automated time logs.
- Task assignment with real-time push notifications.
- GPS-based activity logging for workforce management.
- Offline mode with automatic data sync.

3. CMS & Web Forms

- Dynamic content management with multilingual support.
- Stakeholder request forms for service management.
- Automated workflows for approval processes.
- QR code-based asset tracking and audit logging.

4. Data Migration & Reporting

- Migration of legacy data into a new structured database.
- Custom reporting dashboards with real-time analytics.
- Role-based access to historical data for compliance tracking.
- Automated data validation and error correction mechanisms.

Implementation Strategy

Agile Development Approach

- **Sprint Planning & Execution:** Two-week sprint cycles for incremental feature releases.
- **Task Tracking & Documentation:** Managed via **Jira & Confluence**.
- **Regular Status Reviews:** Weekly check-in meetings and monthly CR releases.
- **UAT & Feedback Loops:** Iterative testing and continuous stakeholder engagement.

Project Phases

1. **Requirement Analysis & Wireframing** – Identified functional and non-functional requirements, designed wireframes using Figma.
2. **Development & System Integration** – Implemented modular architecture with seamless API integrations.

3. **Testing & QA** – Conducted unit testing, security audits, and performance testing.
 4. **Deployment & Data Migration** – Executed structured data migration plans to ensure minimal downtime.
 5. **Go-Live & Post-Deployment Monitoring** – Continuous monitoring and phased rollout of feature enhancements.
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Project Deliverables

- Fully integrated **SMART App (Android & iOS)**.
 - **Management Portal** with real-time analytics.
 - **CMS & Web Forms** for dynamic content management.
 - **Automated Data Migration Strategy & Execution**.
 - **User Training & Documentation** for seamless onboarding.
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Risk Mitigation Strategies

- **Data Integrity Checks:** Implemented automated validation scripts during migration.
 - **Security Measures:** Enforced encryption, role-based access control, and two-factor authentication.
 - **Performance Optimization:** Used caching mechanisms and AWS scaling solutions.
 - **User Training & Support:** Developed training materials for smooth transition and adoption.
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Conclusion

The **SMART App & Management Portal** project successfully transformed operational workflows, delivering a **scalable, efficient, and user-friendly** solution. With enhanced reporting, real-time task allocation, and a modern UI, the platform meets the client's evolving business needs while ensuring long-term sustainability.