

ProductOPS is our own internal operations for delivering our services. This is based on our Enterprise framework simplified version with key steps, processes and guides to enable better engagement with clients, project managers, implementation, delivery and deployment use cases.

Most of these are GREEN FIELD Projects, except when almost 80% of the assets are being reused from earlier projects.

Product ops (short for product operations) is an operational function that optimizes the intersection of product, engineering, and customer success. It supports the R&D team and their go-to-market counterparts to improve alignment, communications, and processes around the product. Effective product ops teams accelerate feedback loops, increase efficiencies, and improve [feature adoption](#).

<https://www.productplan.com/glossary/product-ops/>

<https://www.pendo.io/glossary/product-operations/>

Product ops specialists own many of the product team's behind-the-scenes initiatives. Such as:

- Facilitate user interviews and other market research
- Oversee quality assurance checks on new features
- Analyze data to help product management make better-informed decisions
- Develop business processes to streamline product development
- Manage the many tools (for roadmapping, prototyping, etc.) the product team uses
- Work closely with support and sales to improve the customer experience

They will use the tools of:

- Experimentation: A/B tests and feature tagging
- Product analytics
- Surveys and NPS data
- Customer support data
- Knowledge base data
- Social media sentiment mining
- User research
- Competitive research
- Business drivers and corporate vision

At our startup,

1. ProductOPS has ORG MODULE (Product).
2. Product has Unique OFFERS (Products and Services)
3. Products and Services has PROCEDURES and PROCESSES (as part of Project charter and Project Plan or client tickets)
4. Each Product and Service Procedure/ Process has STEPS and DETAILS
5. The STEPS generate RESULTS and DATA

6. These RESULTS are tested, verified, re-factored for UAT and final deployment

Based on above we offer our services that enable clarity yet simplicity in the deliverables that we implement. Various tools and forms will be used to note down all the stages

ProductOPS will look into the Technical part based on project needs. We leverage upon our internal Technical tools, staff and partner best practices to implement the modernization turnkey solutions.

We have about 118 initiatives for Products and there are related projects. A snapshot is shown here

AGRI PRODUCTS
<ol style="list-style-type: none"><li>1. <u>Farmer's climate aid</u></li><li>2. <u>Precision agriculture/satellite farming aids</u></li><li>3. <u>Agricultural tube farming aids</u></li><li>4. <u>Smart Agriculture farm safety</u></li><li>5. <u>Smart Agriculture crop safety</u></li><li>6. <u>Smart Agriculture processing</u></li><li>7. <u>Smart Agriculture storage</u></li></ol>
AI PRODUCTS
<ol style="list-style-type: none"><li>8. <u>AI based Multi-agent system package</u></li><li>9. <u>Concordance software for text discovery and analysis</u></li></ol>

To fulfill these 118 initiatives, we have explained the roadmap above; we expect to design more initiatives based on the needs and market demand.

The Operations will monitor, alert, recourse, revamp, throttle, and allocate resources. These are initially start with MANUAL human monitoring and later on automation will be brought in.

As these are GREEN field, existing DOMAIN expertise will be involved that have already worked on such projects and lots of feedbacks from users will allow better features to be implemented.

As usual PMI, agile tools, documents and expertise will be used.

**TOOLS that will be used will be part of a distributed team and as such most will be Cloud platform DEVOPS based; if not local DEV tools will be used and synched with the main server hosting the production ready sanbox servers.**

**References:** MASTER PRODUCTS CATALOGUE - V1.2.doc