EMS PROPOSAL

15th March 2024

Vth Floor - Wmalll- Wexco building,

Kanjikuzhi, Kottayam, Kerala

Phone: 7356073555| Visit Us At: www.tictechnologies.in

To,	Name: Anu K V
Harish	Email:tictechnologiesanu@gmail.com
U K	Mobile: 9946323269
	Ref: TIC/QT/2024/015

Sub: EMS Proposal

Dear Sir,

As per the discussions we had with you, we are presenting features and price quotations.

We always assure you of the best services.

Thanks & regards

For TIC TECHNOLOGIES & SOLUTIONS

Anu K V
Project Manager
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2024

TIC TECHNOLOGIES

EMS Proposal

Who We Are?

I am privileged to introduce myself as Anu K V, Project Manager, TIC TECHNOLOGIES

TIC TECHNOLOGIES is an indigenous IT company with a strong talented team that provides extensive range of products and services. It has built a reputation for innovation and delivering excellence in development and design.

TIC TECHNOLOGIES is focusing on IT Consulting, IT Services, We aims at delivering the best of services in the most competitive price. The main services provided by our company are Software development, mobile application, web applications, website development, technology consultation and many more which helps our clients to achieve new levels of success.

It's my pleasure to contact you for the IT enabled services for your company.

Our IT Services?

We strives to build immersive and beautiful web applications through carefully crafted code and user- centric design.

➢ Software Development
➢ Website Designing
➢ Web Application Development
➢ Mobile Application Development
➢ UI / UX / Graphics Designing
➢ Corporate Branding - Logo, Brochure, Cards, Letter Heads, Etc
➢ Digital Marketing - Social Media Pages
➢ SEO Support & Technical Consultant

ADMIN [WEB]

- **Theme Integration**
- **User Management:**
  - ➢ Admin login/authentication.
  - ➢ User account management (create, edit, delete).
  - ➢ User roles and permissions assignment.

- **Event Creation and Management:**
  - ➢ Event creation form (title, description, date, location, etc.).
  - ➢ Venue management (add/edit/delete venues).
  - ➢ Admin can create and manage events through the system, specifying details such as event name, date, time, location, and description.
  - ➢ Ability to set event capacity, ticket types, pricing, and availability.

- **Ticket Management:**

  - ➢ Ticket type creation.
  - ➢ Pricing.
  - ➢ Ticket availability monitoring.

- **User Management:**

  - ➢ User list management.
  - ➢ Check-in functionality (manual or using QR codes).

- **Financial Management:**

  - ➢ Payment gateway integration.
  - ➢ Revenue tracking and reporting.
  - ➢ Refund processing.
  - ➢ Invoice generation and management

- **Content Management:**

  - ➢ Content creation/editing for event pages.
  - ➢ Media management (images, videos, documents).
  - ➢ Content scheduling for publication.

  - **Notification**

    - ➢ Registration Confirmation: Sent to attendees upon successful registration for the event, confirming their participation and providing details such as event date, time, and location.

➢ Ticket Purchase Confirmation: Sent to users after booking tickets, confirming the transaction and providing e-tickets or booking references.
➢ Changes or Updates to Event Details: Sent to all users in case of any changes or updates to event details, such as changes in schedule/venue

- **Reports**

➢ Revenue Report: Summarizes the financial performance of the event, including ticket sales, revenue generated, expenses incurred, profit margins, and payment status.
➢ Ticket Sales Report: Details ticket sales data, such as the number of tickets sold.
➢ Registration Report: Lists information about event registrants, including their contact details, registration status, ticket types purchased, and any additional information collected during registration.
➢ ReviewReport: An analysis report is generated based on the resolutions offered to users and the categorization of reviews according to their experience, ranging from negative to positive, as indicated by star ratings from 1 to 5 or any other format

[In this section, the admin will compile rating reports based on client reviews of the restaurant's service. These reports can be generated and sent directly to the restaurants by the admin, or alternatively, the restaurants can be granted privileges to generate the reports themselves within the web dashboard. The reports may include graphical representations such as pie charts or other visual formats]

USER [WEBSITE + APP]

- **Event Browsing:** Search and browse events based on criteria such as location, and event. View event details including descriptions, dates, times, locations, and ticket information.
- **Registration and Ticketing:** Users can register for events and book tickets online through a user-friendly interface. Select ticket types and quantities. Receive e-tickets or booking confirmations via email or mobile app.
- **User Account Management:** Create/edit/delete and manage user accounts. Update personal information such as contact details View past events and ticket purchases Wish list option

- **Payment and Checkout:** Securely process payments for event registrations and ticket purchases. View and manage payment methods. Receive receipts and transaction confirmations.
- **Social Sharing and Invitations:** share event details with friends and contacts on social media.

- **Notifications:** Receive reminders and notifications about upcoming events for which the user is registered. Get updates on event details, schedule changes, or special announcements.
- **wishlist:** Save favorite events for future reference. (add/delete option)
- **Event Check-in and Entry:** Check-in for events using e-tickets or booking references.
- **User communication tools**
  - ➢ Chatbot Integration (user web/user app/restaurant's web)
  - ➢ email/inquiry/contact us site through communication

Users can submit a complaint about event reviews directly to the chatbot immediately after attending the event, providing feedback on various aspects such as room service/food/hospitality, and overall experience. Users can submit reviews or complaints about an event directly to the chatbot immediately after attending. They can provide feedback on various aspects including room service, food quality, hospitality, and overall experience. This streamlined process allows users to express their thoughts and concerns promptly, facilitating efficient communication between attendees and event organizers for prompt resolution and continuous improvement.

RESTUANAT'S /MANAGER [WEB DASHBOARD]

- **UI Implementation**
- **Task Management:** View assigned tasks, including details such as task description, priority, and deadlines.Mark tasks as complete or in progress. Request clarification or assistance on tasks if needed(Manager directly deals with the review]
- **Restaurant signup** - The module includes a user-friendly registration form where restaurant owners can input their details such as business name, contact information, location, cuisine type, operating hours, etc
- **Schedule Management:** View assigned tasks by schedules for event/services-related tasks.
- Resource Management: The manager will get the review and take action instant based on the priority or rating of reviews. This will done through internal communication through walkie-talkie
- **Complete onboarding tasks/status updates Receive performance**
- Attendance and Time Tracking: Clock in and out /simply login/punchin option can set View attendance history and timesheets.
- **Document Management:** Access event-related documents, manuals, and guidelines. (if any)

- **Review management:** Receive instant notifications and promptly view them. Identify and address issues highlighted in reviews promptly. Once the user review issue is resolved, update the status accordingly (Completed/pending/rejected, etc) on the restaurant website.

- Collection of reviews from users post-event to gather insights, reviews, and ratings.
- The website's administrators have the authority to approve reviews based on their ratings, enabling them to edit, delete, or approve them accordingly.
- manager /staff members can promptly address user reviews, ensuring timely resolution and satisfactory user experiences.
- **Profile management:** Employee profile login/view/profile/update. Profile picture upload.Contact information update.Document upload (resume, experience certificate, etc)
- Displaying Assigned events in a list format on the mobile app.
- The staff members /manager can promptly receive reviews from users.
- Resolve the issue promptly after the task is assigned by the manager/team and update the status to indicate completion or issue resolution.
- **User communication tools**
  - ➢ Chatbot Integration (user web/user app/restaurant's web)
  - ➢ email/inquiry/contact us site through communication

- **REPORT:**
  - ➢ Attendance Report: report of staff member, detailing their presence at various events /services.
  - ➢ Task Completion Report: Overview of tasks assigned to each staff member and their completion status.
  - ➢ Reviews: Summary of reviews received from event users
  - ➢ The review status has been addressed (completed/pending/rejected).

Note: Incorporating a third-party entity into the project may result in adjustments to both the overall timeline and cost.

Development Cost

Particulars (Website+APP)	Cost (INR)
1. Admin web 2. Restaurant web 3. User web & App	**202,290**
Grand Total	
Two lakh two thousand two hundred ninety.	

Development Timeline

Particulars	Number of Business Working Days
Total Work Days for Handover	65 Days
Domain + Hosting	
Expected start date	

* The timeline mentioned above is for development only.

Team Management

Role	strength	Member Details
Project Manager	1	Anu
Web Developers	3	Neethu, Vimal, Ansa
App Developer	1	Riyas
Testing	1	Haritha

Technology We Use

The following technology, we use to develop this application/website / Software

1. PHP7 / Codeigniter /jQuery/Flutter
2. CSS, JS, CSS, Bootstrap 4

Sincerely yours

For TIC TECHNOLOGIES
Client Services