Silwatech
Investing to Innovation

Technical Proposal for the development of

Find Jobs Mobile App

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Company Profile

Silwatech is a one of the fastest growing ISO certified software solutions and services provider company in UAE. We have inhouse team of80+ and 20+ developers at Dubai and in India respectively, also we have 1000+ inhouse developers at our partner company in India

Silwatech is led by the team of +20 years of experienced team leaders, we serve clients in over 10+ industries from our offices across 9+ locations. Team Silwatech has delivered +500 successful projects to the most reputed Governments and Enterprise level clients across EMEA region. We have a client-first approach, which helps us develop the most scalable and result-oriented tech applications that meet your business needs and objectives.

Project Objective

Client intends to design and develop a native mobile application for both platforms (Android and iOS). The application will be used for searching job and app is now updated with new improved job search features. User will get timely job recommendations notifications of new & relevant jobs.

Major Objective OR Purpose behind the development of proposed platform are:

- Enrich and ease user experience to help the job seekers to search the different jobs online.

- Uphold profile to receive the most recommended jobs through the platform, and you can easily create your resume by following the simple steps. Job Seekers can also share and save jobs through the platform.

- Facilitate timely job recommendations notifications of new & relevant jobs.

- Job seekers and employers can also schedule for the job interview.

Major User of Project:

The platform is intended to be utilized by following business user of the client for the purpose of documents and record management system:

- User Panel (Android & iOS Mobile Application)

    o Job Seeker
    o Job Recruiter

- Admin and Sub-Admin Panel (Web Application)

Proposed Technology

We recommend following technology for this project—

Native Mobile App Technology		
Programming Language	Swift	Kotlin, Java
IDE	Xcode 12	Android Studio

Backend Technology	
Programming Language	.NET Core
Database	MS SQL Server
Version Control	SVN/Git

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Project Deliverables/Scope of Work

During the course of the development, we will develop below mentioned features as part of our current scope of work.

Phase	Sub Phase	Tasks
Requirement Analysis	Initial Scope Analysis	Requirement understanding and Specifications, discussion and analysis -Study the given project related documents -Discuss the functional requirements with project stakeholders, discuss queries, doubts and clarification in terms of business and process workflow that need to be implemented within the application -Continuous requirement discussion and clarification/understanding/brainstorming with the client stakeholders -Project management and daily/weekly discussion with client stakeholder
	Project Plan Creation	Define Configuration Management
		Resource Management
		Milestones and Schedule
		Define QA and QC plan
Design	System Design	Define Architecture and framework
	Layout design	GUI Designs (Responsive Web Design) - Page Design Generation - Design to HTML conversion *We will use readymade theme template for Admin Interface* *We have considered that the client will provide the logo.*
Splash Screen	Splash Screen	A splash screen with app logo and name will appear for some seconds, after that registration option will appear *Splash Screen logo, theme and color combination will be given by the client at the time of designing process* *Splash screen only for mobile interface*
Mobile	Language	User will be able to select the language

Application Development - Job Seeker Interface	Selection	
	Location Permission	User will be asked for their location access - Ability to allow or deny for the access
	Tutorial Screen	User will be the tutorial of the application depicting major features and functionalities about the application. - Ability to skip these slides or see the slides go through the next button
	Registration	Sign Up: User will be able to sign up to the application by filling some details such as: - First Name - Last Name - Email ID - Mobile number (along with country code) - Enter Password - Confirm Password - Agree Terms & Conditions (Checkbox) - Submit (Button)
		Mobile Number Verification: - User will receive an OTP on their mobile number, and after entering the correct OTP the mobile number will get verified. - Option to resend the OTP Email Verification: - Users will receive a link on the email Id entered in sign up, and after clicking on that link their account will get verified.
		Sign Up via Social Media: - Option for user to sign up via Facebook and google - Apple Sign In *As per the iOS policy, Apple sign-in must required if we integrate social sign-in.*
	Sign in	User will be able sign in into the application with following details: - - Mobile Number/Email Id - Password - Submit (Button) - Forgot password
		Forgot Pasword:

		- User will have the option to regain credentials by receiving OTP on his/her Registered Mobile Number after that user can enter the receiving OTP and reset his/her Password. - New password - Re-enter new password - Submit Button
	Home Page	Search: - User will be able to search for jobs - Select Job Category (Drop Down) - Select location - Save Search Results
		Job Category: - This section will allow to the users to view the available job categories *Admin will manage the Job category.* *After selecting the job category, user can apply for the same.*
	Posted Jobs	This section will allow job seekers to view all jobs which posted by the recruiter's companies/admin based on the preferences - View List of posted jobs along with details like company name, job type etc. (5-6 details considered) - View details of the selected job - Option to mark the as favourite - Filtering and sorting capabilities considering (3-4 filters considered)
		Job Details page: - This page will contain more insight details of the job like company name, experience needed, job timings etc. - Upto 15 details considered - Actions: --> Mark as Favourite (Heart Icon) --> Shared Option (Job Seeker can also save, share (external media sharing or see similar jobs) if they need) --> Call Option (Redirect) --> Apply Option --> Report this job *Job detail may vary based on job nature & job*

		category.
		Saved jobs: - User will be able to view list of saved jobs - View details in lisitng like profile name, company name, experience needed etc. - If any website link is there, user will be redirected to the comapny's website - Ability to delete saved jobs
	Create Resume	User will be able to create the resume by filling up a form where there will be predefined set of resume fields that candidate will need to fill accordingly and they can create resume according to their skills & qualification - Dynamically fields can be added, user can add any new field - Option to save/delete/ upload/share/download(as PDF) the resume
	Ads by Google	- Advertisements may appear amidst the use of application, ads will be coming from third party. - App user will be facing the picture ads in the beginning of the app and ending of the app and after few openings of the app. - Ads will be also in some specific time user can't skip or cut the ads.
	My Activities	Interface for the users to see their activities mentioned below
		Applied Jobs: - View list of appplied jobs along with the status
		Save Jobs/Favourite Jobs: - This page and Posted Jobs > Saved job Page are same
		Interviews: - View list of scheduled interviews *Interview will be scheduled by the recuriter*
	Notification	Interface for the user to view notification like new job post, job alerts and updates etc. - Only in-app, push notification considered - 5-6 types of notifications considered
	Settings	Profile Settings: - Job Seeker can View/Update their profile which they added at the time of profile creation:

		- Details like fullname, email ID, mobile number, nationality etc will be there (11-12 details considered) - Action --> Save Profile --> Edit profile option --> Account (change email, mobile number or password) --> My saved resumes (view/edit)
		Interface for the user to configure settings Static Content User can view the following such as: - Terms & Conditions - Privacy Policy - About Us - FAQ's - Help - Social Media Follow up links
		App Settings: User can view the following settings such as: - - Change Language option (Drop Down) - Contact (via Mail) | Customer support number (will be redirect to the phone dialer) - App Version - Rate App- Redirect (App | Play store)
	Logout	Logout by pressing the Logout Button
Mobile App Development - Recruiter Interface	Language Selection	User will be able to select the language
	Tutorial Screen	User will be the tutorial of the application depicting major features and functionalities about the application. - Ability to skip these slides or see the slides go through the next button
	Registration	Sign Up: User will be able to sign up to the application by filling some details such as: - First Name - Last Name - Email ID - Mobile number (along with country code) - Enter Password - Confirm Password - Agree Terms & Conditions (Checkbox)

		- Submit (Button)
		Mobile Number Verification: - User will receive an OTP on their mobile number, and after entering the correct OTP the mobile number will get verified. - Option to resend the OTP **Email Verification:** - Users will receive a link on the email Id entered in sign up, and after clicking on that link their account will get verified.
		Profile creation: - Recrutiers will have to create their profile, a form with field parameters like company name, contact person, email ID, contact number etc. will be there (15-17 fields will be there to create the profile) - Option to upload document will be there - Submit button *Recruiter has to wait for their document approval, system admin will view and verify all the required documents and related details, once they verify then user will get the notification or Email about the verification approval. Once document verifies then recruiter can post the jobs as per their requirement.*
	Sign in	User will be able sign in into the application with following details: - - Mobile Number/Email Id - Password - Submit (Button) - Forgot password
		Forgot Pasword: - User will have the option to regain credentials by receiving OTP on his/her Registered Mobile Number after that user can enter the receiving OTP and reset his/her Password. - New password - Re-enter new password Submit Button
	DashBoard	Interface for the user to view and manage varios counts and information on dashboards mentioned below

![Silwatech logo - Investing to Innovation]

		- Total No. Of Active Jobs - Total Pending Jobs for Approval - Package Details - Package Status (Active| Expired) - Total Number of Job Posted - Total Inactive Jobs
		Filter: - Recruiter will be able to apply filter: --> By Date (From to) --> Job Type (Drop Down)
	Package and Subscription Plan	Recruiter will have an option in the app for package & subscription plan for posting their jobs & database access - Plan will be containing some benefits to the recruiters and they will get the more features and functionality according to the subscription plan type - We have considered 3 subcription plans - Buy Plan Option (User will be redirect to the payment process) *Plan benefits and policies will be according to the plan and client will properly describe the plan policies and benefits.* *All the plan details and description will be managed by the admin and client will define the price package of the particular plan.*
	Payment Page	Recruiter will pay for the package & plan subscription plan from here, Payment Gateway will be integrated for the Payments. and following modes of payment will be there: - Credit Card - Debit Card - PayPal | Stripe (Suggested Payment Gateway)
	Post a Job	This section will allow recruiters to post their jobs by filling the mandatory data fields:
		Vacancy Details: - Enter detials like job details, job description, company details - 6-7 details considered - Actions -->View all --> Active | Inactive Job (Option)

		--> Edit | Delete| Add --> View Status
		Job Lisitng: - View list of jobs posted by the recrutier - Option to view responses - View status - Ability to edit/delete the posted job
		Activity: - View list of responses from the applications - View details of the aplicant - Ability to save applicant profile - Option to Accept or Reject (This status will be reflected in the Applied Job option in Job Seeker) - Call Option (Redirect to Phone Dialler) - 5-7 applicant details considered
	My Activities	Here recruiters can view their activities such as: - View Saved Profiles (View All Applicants profile along with the details- Delete/Remove Option) . - Interviews: Schedule interview option will appear here --> Add Date --> Add time --> Update Option --> View scheduled Interview List (All | Status) --> Manage Status
	Notification	Interface for the user to view notification like account activate, new job request, job post approval etc. - Only in-app, push notification considered ***Client needs to provide use more details on the notifications which are targetted for the user**
	Settings	Profile Settings: - User will be able to view and edit the profile details - Profile details will be same as asked during profile creation step - Ability to change the password
		Interface for the user to configure settings Static Content User can view the following such as: - Terms & Conditions

		- Privacy Policy - About Us - FAQ's - Help - Social Media Follow up links
		App Settings: - User can view the following settings such as: - - Change Language option (Drop Down) - Contact (via Mail) | Customer support number (will be redirect to the phone dialer) - App Version - Rate App- Redirect (App | Play store)
	Logout	Logout by pressing the logout button
Web Application Development - Admin Interface	Login	User will be able to login using their credentials - username - Password ***We have considered that the admin user will be registered from the backend**
		Forgot Password: - Admin will be able to reset his Credentials when click on the Forgot Password Option, he will receive a link on his Registered Email ID after that Admin will Reset his Password. - Change Password - Confirm Password - Submit Button
	DashBoard	Interface for the user to view and manage varios counts and information on dashboards mentioned below - Total number of Job Seekers registered with the platform. - Total number of Recruiters registered with the platform - Total number of Job Seekers recently joined recently. - Total number of Recruiter recently joined recently. - Total number of Job posted. - Most Searched jobs & Companies - Total Job Seeker redirects to another Platform (Who Redirect) - Total Active Job Seekers

		- Total Active Recruiters - Total Revenue Generated through the platform - Total Active Package Plans Recruiters -Total App Rating
		Filter: - Admin can filter information based on: Daily , Weekly, This Month, Select from Month
	Sub Admin Account management	Add Account: - Admin will be able to create the sub admin account and can choose which privileges/features to be given to these accounts and which features are forbidden for them. - Credential will be provided to these accounts off the platform - Admin can send Notifications to these admin users.
		Delete/Remove Sub Admin Account: - Admin will have an option to delete admin accounts and can revoke access to these accounts whenever necessary then login credentials will no longer works.
		Track Admin/Sub Admin Activities: - Admin will have an option to TRACK ACTIVITES of admin accounts - Capabilities to view a complete LOGGING details in a list with details like: --> Task Performed --> Done By (Admin Id) --> Date --> Time
	Job Seeker Management	Search: - Admin will be able to search the Job Seekers by keyword, matched recommendations will appear down the search box
		Job Seeker List: - View list of job seeker with details - Ability to sor and filter the list (3-4 filtering paramters considered)
		Details Page: Admin will see all the details of Job Seeker such as - Job Seeker Details (Name, Email ID, Contact Number, address etc.) - View resumes (If Any)

		- Total Jobs Applied - User status (Active | Inactive)
		Actions: - Option to Block/unblock, Delete the Job Seekers - Generate the record of the Job Seeker (In xls Format) - Admin will be able to change the Number of Records in which he wants to see in the Particular Page - Ability to see the details of the Job Seeker by Select the Next Page - Option to see the job details, which is reported by the Job Seeker. Based on this, Admin will be able to block the Recruiter
	Recrutiter Management	Search: - Admin will be able to search the recruiters by keyword, matched recommendations will appear down the search box
		Recruiter List: - View list of Recrutiter with details - Ability to sor and filter the list (3-4 filtering paramters considered)
		Details Page: Admin will see all the details of recruiter like company name, respresentative name, Mobile number etc (Upto 15 details considered)
		Actions - Option like (Block| Unblock, Delete) - Ability to Generate the record of the recruiters (In xls Format). - Ability to change the Number of Records in which he wants to see in the Particular Page. - Ability to see the details of the user by Select the Next Page. - View & Verify User Account - View Documents (all) --> Verify Button (User will get Email or notification about the verification) --> Reject Button
	Pending Verification Requests	Admin will be able to see the list of Pending recruiters & their Details which are mentioned below: - Recruiter Details (Name, Email ID, Contact

		Number others) - Ability to View & Verify (Reject| Mark as Verified) Verification of all details: - Admin will search the recruiter by Entering their Name - Admin will Generate the record of the recruiter (In xls Format). - Admin will change the Number of Records in which he wants to see in the Particular Page. - Admin will see the details of the recruiter by Select the Next Page.
	Job Category and Sub-category Management	Admin will be able to Add/Edit/Delete category and sub sub-category
		Add/Edit Category: User will be able to add categories and then add sub-categories to it as mentioned below: - Category name - Category Icon --> Sub Category name --> Sub Category Icon
	Post Job/Vacancy Management	View list of/Delete/Edit/Share/Save of all job vacancy posted - View details like Job Details, Job Description, Company Details, Posted date and Status - Search by keyword - Filtering and sorting capabilties (3 filters considered) - Ability to change the status of the job to Active or Inactive
	Ads Management	Admin will view /manage screen where ads will be shown. everything related to the google ads will be controlled through google ads account.
	Payment Management	This section will allow admin to view or manage the payments they have received from recruiters for purchasing package & subscription plan - View payment details like order ID, recruiter name, plan details etc. along with the link to view the detailed information about the transaction done - Admin can filter payment details based on: Daily, Weekly, This Month
	Plan	Subscription Plan:

	Package & Pricing Management	Admin will be able to view/edit/add/delete all package information - Admin will be able to view all plans records and admin will manage the recruiters which will be associated directly to the subscription plan - Option to search the package details and package ID with associated user - View the list of users who purchased the plans. - Filter the Package details on the bases on NAME, Package ID, Package type - Ability to add package details like package price, duration etc.
		User Plan: - Admin will notify to the plan user about the plan status (going to expire via the notification). - View the user details who has purchased the subscription plan like Plan Id,, Opted By, Purchased Plan date etc.
	Report Generation	Interface for the admin to view reports related to statistics like total number of Job Seekers registered with the platform, total number of Recruiters registered with the platform etc. - Ability to search and filter reports - 12-13 reports considered
	CMS Management	This section will allow admin user to view or manage the static content available on the application - Ability to add, edit, delete the content of the CMS pages like Privacy Policy, About us, Terms & Conditions, Contact Us, FAQ's
	Notifications	Admin will receive notifications from the users such as: - Receive Notifications when a New registration is done, Change Done by the recruiters, Purchase subscription plan related etc. - Send Notifications --> Admin will be able to send the notification to user for any update or announcements. --> Admin will manage notification like what notification will be send and to whom. **3rd party plugins for bulk push Notifications /SMS /Email**

	Settings	This section will allow admin user to view or manage their account related settings - Change Password - View Login Credentials - View Profile Image - Notification Settings (On |OFF)
	Logout	Logout by pressing the logout button
System Integration	Send grid	
	Google Ads	
	Payment Gateway for Online payments	
System Testing	Module Testing	
	Integration Testing	
	System Testing	
	Testing effort does not include Unit Test writing, Automation Testing and Document writing.	
Miscellaneous		Client communication, project analysis and queries, mid demos to client, final uploading to client's server and final testing on client's server
UAT	UAT Time Duration	After system testing, we will provide test environment to client for UAT. Client would require executing UAT in 4 weeks. In this duration team will work on bugs or issues identified by client.

Assumptions

- This is a ballpark estimation for the development of above mentioned features and functionalities. It may vary based on the outcome of in-depth requirement analysis phase OR Project discovery phase that we are suggesting to start with.
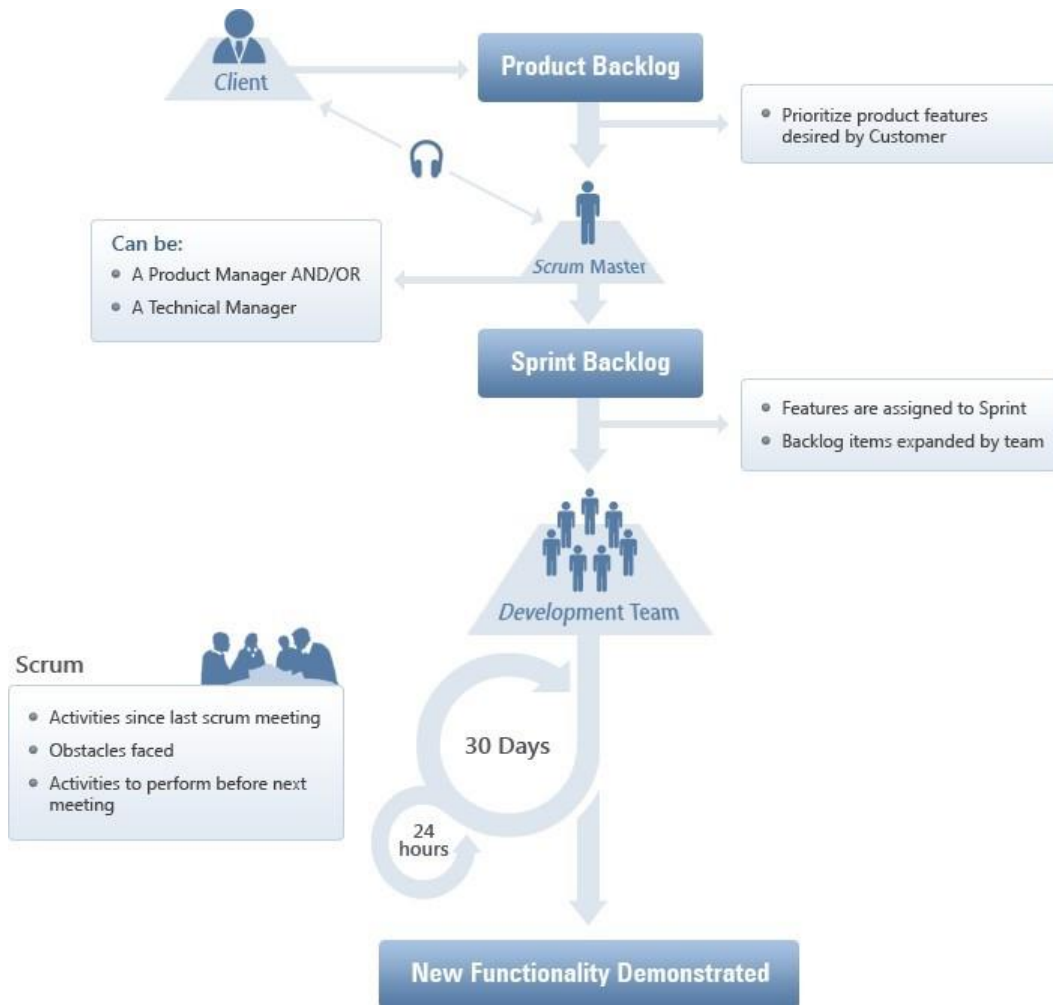
- We have made all attempt to cover all features mentioned in requirements document and listed above. Any feature not covered in above list is Out of Scope for the development of the project.

- Please acknowledge the fact that any feature not covered in the above list would be considered as a change request order.

- Required third party service or product license during project implementation will be purchased by client if not explicitly mentioned by TatvaSoft. This includes but not limited to third party software/API/Plug-ins/extensions/modules/user controls/themes/templates, external hardware/devices for testing, application hosting.

- We have considered to develop proposed platform from scratch only. We will not be utilizing any readymade/Off-the-shelf product and customize it to implement/develop proposed platform.

- We have not considered USSD support, the solution will be Mobile and Application application only.

- No Tablet/iPad support considered.

- Internet will be required for mobile app to work; we have not considered any offline support in the scope.

- Third party API will be needed to integrate for the payments such as PayPal. If client needs any other payment gateway specific to the geography, please let us know in advance and purchase its API and provide to us at the time of Apps Developments (Coding). Third party payment gateway API required for the payments and we will integrate as part of default services along in the package).

- The Platform will provide the single interface to both the users (Job Seeker and Recruiter) but having different feature & functionality. Users can select their type based on their preference and they can access the features.

- Given timeline requires timely inputs from the client stakeholders. It may get impacted if we do not get the required response from client side in stipulated time duration.

Software Development Approach

The success of developing an application is dependent on selecting the right SDLC Software Development Life Cycle) methodology. This ensures quality and timely delivery of the product/project. We have extensive experience in delivering enterprise solutions to customers across different verticals.

We recommend "Scrum Development Approach" after reviewing and analyzing the requirements to ensure quality and timely delivery.

Project Management

Project Initiation

Following the finalization and acceptance of the contract, a start date of the project shall be agreed with the client.

Silwatech shall finalize the communication protocols after assessing the requirements and expectations of the client. Based on therequirements, most appropriate team shall be formed for the project.
Silwatech shall arrange an internal kick-off meeting wherein the purpose and the objective of the project, roles and responsibilities of eachmember, knowledge transfer and the approach for the project shall be discussed.

After the internal kick-off meeting, Project Manager would arrange a brief Project Kick-Off meeting with the client. Following points shall be discussed during the Kick-Off meeting:
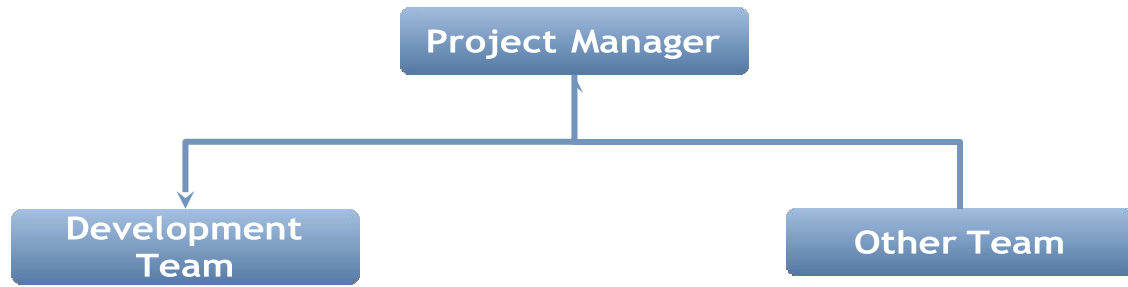
1) Introduction to project stakeholders
2) Project background
3) Goals and objectives
4) Scope and architecture
5) Reporting structure
6) Communication structure and frequency
7) Project planning
8) Risks and mitigation plans
9) Escalation management
10)   Change control
11)   Inputs and Comments, if any

As an outcome of the initial kick-off meeting, any challenges or risks that are foreseen are identified and documented as an input to the development process. If necessary, another meeting may be scheduled to plan and discuss the risk mitigation process.

Project Stakeholders

Team Structure

The proposed team structure for software development process shall be communicated to the Client during an introductory session in the Kick-Off meeting wherein various project stakeholders will be present as participants. Silwatech proposes the following team structure for this engagement.

Project Manager

Development Team

Other Team

Team Leader

UI-UX Designer

Developers

Testing Lead

Tester

- stern

- Tester

- DBA

- UI Designer

- Sr. Programmer

- Jr. Programmer

Content Writer

System-Server admin

Roles and Responsibility

The delegated roles and responsibilities of Silwatech personnel areas mentioned below:

ROLE	RESPONSIBILITIES
Account Manager	• Manages the commercial aspect of the project • Project proposal review and management • Executes formal reviews and management reviews • Responsible for the resolution of any issues • Provides oversight for project
Project Manager	• Coordinates, reports on the overall progress of the project • Accountable for activities regarding the project and any related applications • Develops and maintains the charter & reporting • Controls the day-to-day aspects of the project • Executes formal reviews and management reviews • Responsible for the overall quality of the solution • Project delivery
Team Lead	• Determines business requirements

	• Develops conceptual and logical data models. • Manages change request process • Responsible for liaising between the client and the development team • Controls the technical aspects of the project
Developers	• Designs and codes application software components, including programs, modules • Develops proof of concepts and unit tests application software components or fragments
Testing and review (QC)	• Conducts integration and system testing of the application Reviews and confirms major work products for the project • Establishes methodology standards • Ensures the quality of the product • Approves the quality management approach and plan

Risk Management

#	Risk	Probability / Impact	Value	Mitigation Strategy
1	Non-availability of a consultant during the course of the project	Low / Low	Low	Each project manager has certain bench consultants who are readily available for situations like this, and these consultants are trained enough to come up to the speed at the earliest.
2	Project Delays	Low / Low	Low	A good project plan is the key to avoid any delays in the project. Moreover, revisiting the project plan frequently ensures accurate forecasts of any delays. Silwatech project manager ensures weekly reports to the customer on the project progress and tracks the project plan. In most cases the delays have been due to changes in scope of work and the delayed responses from the client on the queries. In case of delays, the same shall be discussed with the customer and as required, necessary steps will be taken including adding more consultants to the project.

| 3 | Availability of business users | Low / Low | Low | The availability of the business users during the requirement analysis phase is critical. The schedule for the same shall be communicated in advance. |
| 4 | Delay in setting up UAT environment | Low / Low | Low | Escalation to the right level and re-negotiate on the schedule |

Impact

		Low	Medium	High
Probability	High	Medium	High	High
	Med	Low	Medium	High
	Low	Low	Low	Medium

Quality Control

Quality is the way of life at Silwatech. The importance of the "Quality" in creating critical business solutions is well recognized. Whetherdeveloping a product or bespoke solutions, poor quality system may lead to loss of business and negative impact on the organization.

Silwatech's processes have matured over the years, and we continuously invest in improving each aspect of our business. As an organization coupled with extensive and rich experience of developing
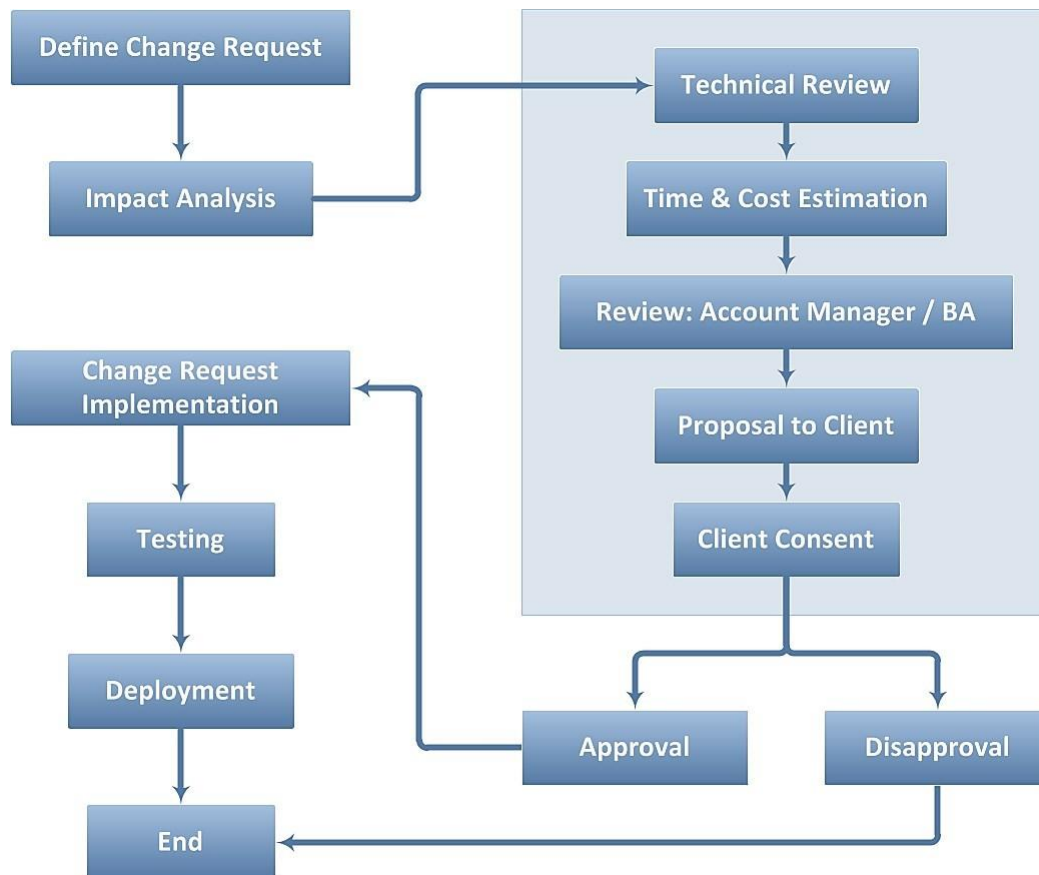
business solutions, Silwatech is rightly placed to deliver highquality solutions.

Item	Activity	Responsibility
Testing Type	Unit Testing	Development Team
	Functional Testing / System Testing	QC Head and team
	Integration / Module testing	QC Head and team
	User Acceptance Testing	Customer

Communication Plan

Communication Plan	
Project Meetings	Weekly OR as per client requirement
Internal Team Meetings	Daily or as per need
Communication Channels	Online tools (Go to Meeting, Skype), Conference calls or personal meetings
Activities	
Status reporting & progress monitoring	Discuss and share project status
	Workspace (In-house Project Management System) for project monitoring and control
Project Team Meetings	Team meetings will be held weekly. The minutes of the meeting shall be prepared and circulated. The overall agenda of the meetings will be: ● Review of action points of previous team meeting ● Technical challenges and project risks ● Project status discussion

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Change Management Process

Change Request Process is designed to manage changes to the project goals, deliverables, timeline, or design specifications. A typical change request process starts with the set of new changes to the scope from the client. Based on the changes specified, the change request and the overall scope are re-defined.

A detailed impact analysis of the change is carried out and the same is communicated to the team and the client. Accordingly, the changes are highlighted in the project plan for any impacts on delivery schedule, test procedures etc.

Impact Analysis: Once the change requests are agreed, it is sent for technical review. After the completion of the technical review process, time and cost estimation is prepared that is subject to review either by
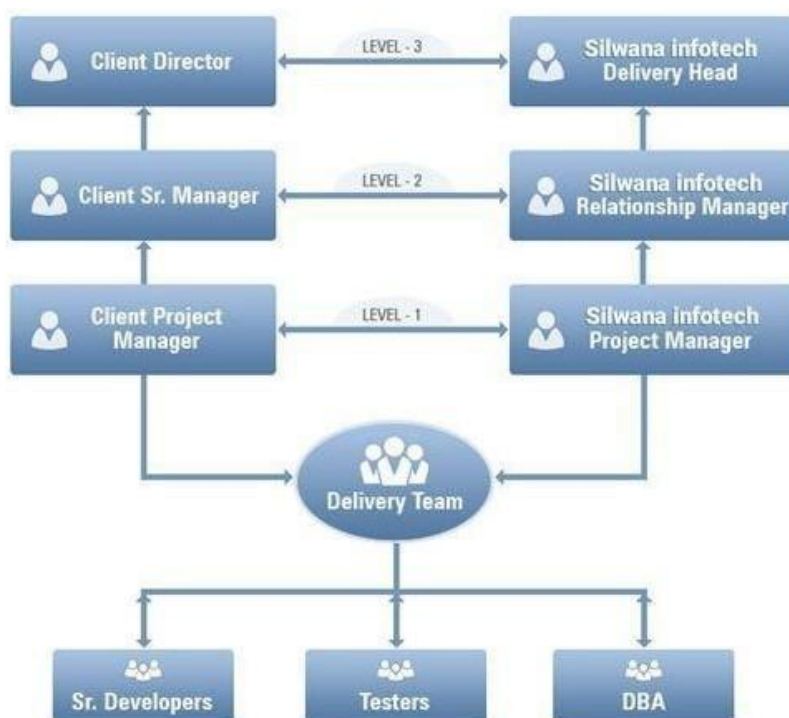
Account Manager or Business Analyst. A detailed proposal is submitted to the client for approval.

Change Approval Process is carried out on the approval of Change Request by the client. Once approved, the changes are incorporated in the system by the development team. After the development phase, testing activities are carried out to verify the implemented solution and bug fixing is done, for any inconsistencies.

After the successful completion of testing phase, the change requests are finally deployed on the customer's environment.

Note: Silwatech recommends that all change requests tobe approved by the client within 2-3 business days from the date of submission to avoid any project delays. Silwatech would commence the development on change requests only on the written confirmation from the client.

Escalation Plan

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Silwatech has devised the above Escalation Plan in order to mitigate any problems or disputes arising out of the development process:

- The requester (Client or Silwatech) can log an issue that shallbe forwarded to the Level 1 managers for evaluation.

- In case the Level 1 Managers are unable to agree on a plan to resolve any pending issue within 3 business days either person may request to escalate to Level 2 managers.

- In case the Level 2 Managers are unable to agree on a plan for resolving the pending issue within 5 business days, either person may request to escalate to Level 3 managers.

- Any level manager may authorize a designee to assume his/her responsibilities under this section provided such designee is given full authority to agree to a resolution of the Issue.

Post Implementation Services

Warranty

Silwatech shall provide a free warranty for a period of 12 months. The warranty period shall commence immediately after the completion ofUAT phase or formal Sign-off of the project, whichever is earlier.

During the warranty period, Silwatech shall remedy any bugs, errors or defects in the developed product or solution covered under this proposal at no additional cost, provided that the customer exercises adequate measures to ensure normal usage without any alterations in thesource code or algorithms delivered by Silwatech. Please note thatwarranty shall not cover for any specific change requests in the delivered product. Any change requests shall be covered through our change management process.

Silwatech shall promptly respond to any reported errors or bugs during the warranty period and take immediate actions for any rectifications, as necessary. The warranty period covers for offshore development & support only and in case any onsite presence is requiredthe same shall be charged separately.

Silwatech shall advise the customer for the commencement of User Acceptance Testing (UAT) at the end of the development and system testing phase. UAT shall be done in accordance to the project plan that is shared with the customer. It is expected from Silwatech and customer to adhere to the UAT timelines in order to complete the project on time. The project shall be considered as complete and sign-off, if no feedback/response is received from the customer during the UAT phase. This shall also invoke the commencement of the warranty period, usually immediately after the completion of the project.

Reference Projects

Below is the list of few of projects that team Silwatech has successfully delivered

- Dashboard Command Center app for Abu Dhabi Govt.

- Visa iPad application for Saudi Tourism

- Mobile App for Events & Exhibitions by Dubai Tourism, please click here

- High tech Mobile App for Dubai Art and Culture Authority, please click here

- Insurance Mobile App for leading Saudi Company, please click here

- Dynamic Web-Portal for Islamic Banking by Dubai Islamic Bank, please click here

- Comprehensive Web-Portal for Abu Dhabi World Trade Center, please click here

- A dynamic website for Al Ain Football club, please click here

- Water and Electric Mobile App for AADC, please click here

- https://www.tasteramadan.co.uk/

- https://www.bossdogfood.co.za/

- https://urbanalley.com.au/

- https://www.vital.co.za/

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- https://www.skdesignerliving.com.au/

- https://catalysttds.com.au/about-us/our-vision-and-mission/

- https://www.sporter.com/en-ae/

- https://www.arzfoodservice.com.au/

- https://kidzapp.com/

- https://www.schooliseasy.com/

Other Case Studies

The whole project case study will be provided upon request

1. Court Case Management System:

Brief: We have helped one of our USA based client to implement a web-based solution that can manage and maintain all the data of legal system and functionality allow to go paperless for attorney and courts. Developed application is extensively used by the law firms across the USA and it helped our client to establish their position in the respective market.

Project Size: 20000+ hours

Team size: 6+ Developers

2. Enterprise Resource Planning System:

Brief: We have helped one of our GCC based client to reengineer current desktop-based ERP solution to web-based ERP solution for intranet and internet environment. The web-based solution was intended to have all the features of ERP system such as Inventory, Sales, Purchase, Fixed Assets, Bank, Accounts, HRMS, POS and dynamic dashboard.

Project Size: 10000+ hours

Team size: 5+ Developers

3. Project Management System:

Brief: We have helped one of Spain based client to implement the project management product which they sell as a SaaS based product in the market. Developed application has features such that it helps any organization to manage People and projects which are the most important assets of any organization and hence effective management of projects and IT resources are the key elements and critical responsibility of the organization.

Project Size: 10000+ hours

Team size: 6+ Developers

4. Medical Information System:

Brief: We have helped one of our South Africa based client to develop an application that would provide information of the patient to doctor along with the records of past visits and past health issues. We also developed an app for client which acts as a smart health prediction app based on symptoms for patients. We have developed that application as a cloud-based software solution which is easily accessible from desktops and kiosk that offers user-friendly features that promotes purchase of this software product. This product was sold to different hospitals across south Africa by our client.

Project Size: 12000+ hours

Team size: 6+ Developers

5. Enterprise Ecommerce Store:

Brief: We have helped one of our UAE based client to develop Ecommerce store based on their specific requirements. The client's idea was to develop an online multi-store website and mobile app for his customers to easily search & purchase sport-based products, apparel, and supplements for different purposes like muscle building,

weight gaining, weight loss, pre-workout etc. The client engaged us for launching an e-commerce website and mobile app. Based on these requirements, we implemented a complete solution where customers would find their different supplements & purchase them to reach their fitness goals.

Project Size: 11000+ hours

Team size: 5+ Developers

Looking forward to be your trusted partner.

Please feel free to contact us wherever we could be any assistance to you.

Kind Regards

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