PROPOSAL FOR
HONDA

Table of Contents

1.1 Our Services 2

1.2 Our Expertise 2

1.3 Our Clients 3

2. Objective 4

3. CMS Scope Document 4

Manage Request (Manually) 4

Below actions will be performed: 4

1. Create Request 4

2. Status Update 4

3. Approval 5

4. HOMS Scope Document 5

Module Overview 5

1. Requisition Creation and Submission 5

2. Approval Workflow 6

3. Survey and Execution 6

4. Execution Approval 6

5. Request Closure and Tracking 7

6. SLA Compliance 7

5. Team Structure 7

6. Timeline Estimate 8

7. Budget Estimates 9

8. Payment Plan 9

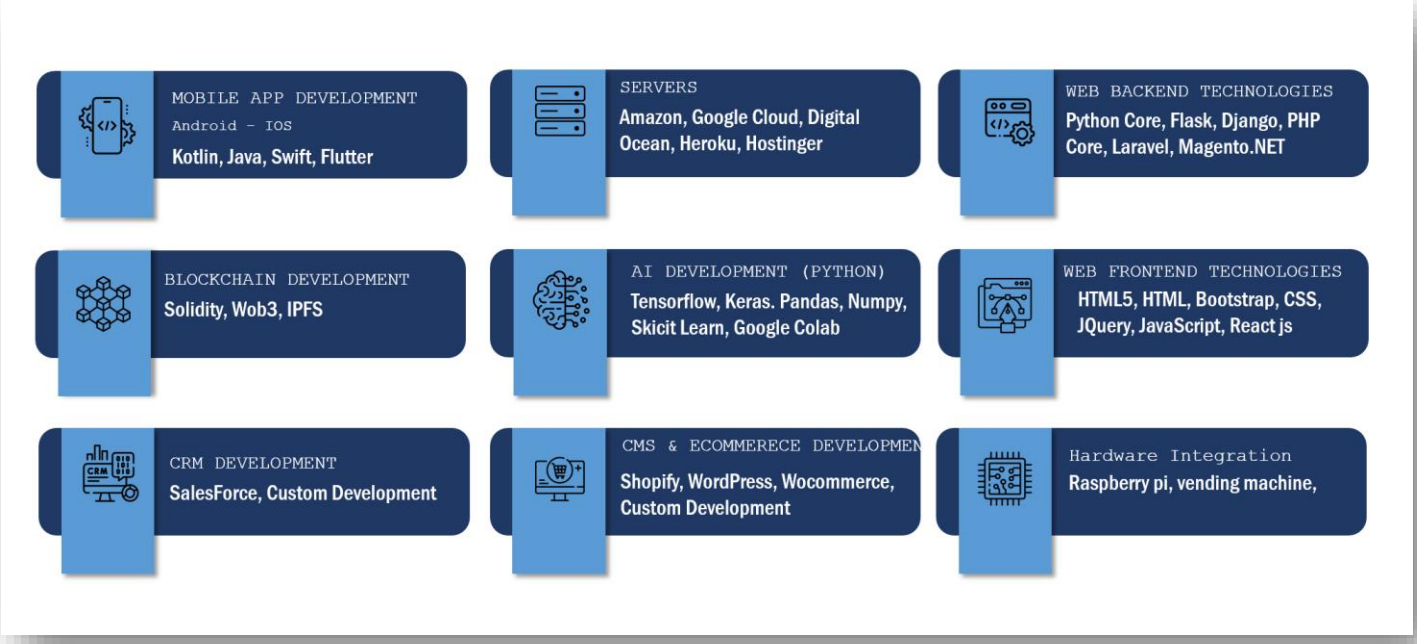
9. Terms & Conditions 10

1.1 Our Services

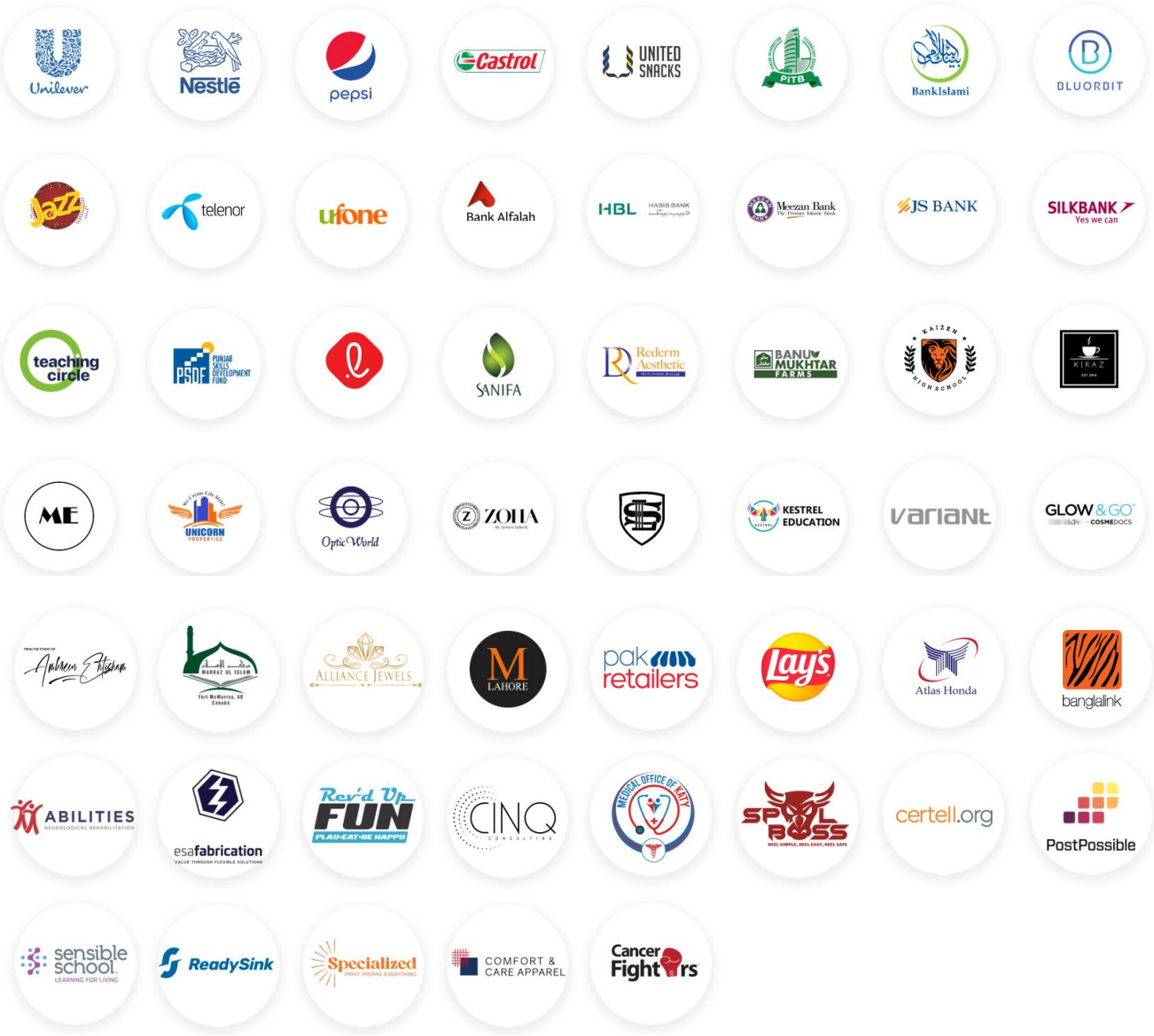
- Mobile Application
- Backend Systems
- Artificial Intelligence
- Block Chain
- Mobile Device Management
- Web Technology
- Strategy Designing
- Hardware Integration
- Design (UI/UX)
- Digital Marketing

Choose Adaxiom as your trusted partner for all your digital transformation needs, and let us empower your business for sustained growth and success.

1.2 Our Expertise



1.3 Our Clients



2. Objective

The proposed document outlines the scope of the two new modules within the Honda BMS, named as “CMS” and “HOMS” designed to efficiently manage requests for installing new products or updating existing ones at Honda dealerships.

3. CMS Scope Document

Manage Request (Manually)

A new module will be developed in Honda VMS named as “CMS” which will be used to create and manage requests (complaints). Honda representative (role will be shared by Honda) will create request whenever any product on dealership is damaged or need to be replaced or addressed to Honda by the dealership owner.

Below actions will be performed:

1. Create Request

Honda representative will create request by performing following action.

1.1. Select Dealership (user can use filter for ease) (Upon selection of dealership all relevant information like region, city, address, category, etc. will be auto filled from the master data
1.2. After selection of dealership, he will select type of issue (there will be three types of issue Standardization issue, Shop Board issue and other) (in case of other user will only add remarks and submit)
1.3. After selecting the issue type, the user will proceed to choose the relevant product. The available product options will be dynamically displayed based on the selected issue type (User can select only products that are currently deployed/installed at the dealership also, previous details will be shown)
1.4. There will be a field named as “warranty” if the selected product is in warranty, it will be auto filled as “Yes” if it is out of warranty then it will be auto filled as ‘No” **(This information will be fetched from the survey of that selected dealership)**
1.5. After selection of product, he will select issue from the dropdown (he can select multiple issues against one product) (List of issues according to product wise will be shared by Honda)
1.6. After selecting issues, he will add remarks also can attach multiple pictures and submit
1.7. Upon submission of request by Honda the request will be forwarded to Adsells

2. Status Update

After the request/complain created by Honda it will be forwarded to Adsells for further process.

2.1. Adsells representative will review the request and update the status of the request as “In Process”
2.2. He also can reject the request (In case of rejection he will add remarks and submit)
2.3. In case of updating status as “In Process”, Further actions will be performed manually

2.4. After completing the request Adsells representative will attach pictures and update the status as "complete" on Honda VMS

3. Approval

Once request marked as completed by Adsells, Honda representative will review the request and perform following action.

3.1. He can approve or reject the request, upon rejection he will add remarks and submit, then request will be sent back to Adsells they will perform required actions and submit again.
3.2. Upon approval from Honda request will be marked as completed
3.3. TAT will be shown against the request (number of days between creation date to completion date)

4. HOMS Scope Document

Module Overview

The Dealership Product Management module will facilitate the creation, approval, execution, and tracking of requests related to new product installations and updating the existing products at Honda dealerships. The module doesn't involve mobile application all activity will be performed using portal. The module will encompass the following functionalities:

1. Requisition Creation and Submission

Territory In charge Role: The Territory In charge will initiate the process by creating a requisition for a new product installation or an update to an existing product. The In charge will specify whether the request pertains to a new product or an already installed one.

- Upon creation he can select multiple dealerships or can upload the excel sheet having list of dealerships (format will be shared by adaxiom) (in case of multiple dealerships selection user can select only one issue) (Multiple issues can be selected against one dealership only)
- After selection of the dealerships, he will select "Request Type" which will be "New" or "Existing" (in case of existing territory in charge can select only one dealership at a time) (multiple selection will be available for only new)
- After selection of request type, he will select the product
- In case of "Request Type" is selected as "New" then territory in charge will add remarks and submit
- In case of "Request Type" is selected as "Existing" then territory in charge have to select the issue against the selected product, can also attach pictures, add remarks and submit

2. Approval Workflow

Regional Sales Manager (RSM) Approval: The Regional Sales Manager can approve, reject, or edit the requisition. Rejected requisitions will be closed. The edited requisitions will be noted for tracking purposes and approved requisition will be forwarded to Regional Manager Dealer Development.

Regional Manager Dealer Development (RMDD) Approval: Upon RSM's approval, the requisition will be forwarded to the Regional Manager Dealer Development. The RMDD can approve, reject, or edit the requisition. Rejected requisitions will be closed, and edited requisitions will be noted for tracking purposes and approved requisition will be forwarded to Regional Manager Dealer Development.

Promotional Manager Approval: If approved by RMDD, the requisition will be sent to the Promotional Manager. The Promotional Manager can approve or edit the requisition but cannot reject it.

3. Survey and Execution

Adsells Survey: Upon Promotional Manager's approval, Request will be forwarded to Adsells, concern person (from Adsells) will conduct a survey against the requisition. The survey results will be updated in the BMS and submitted for approval (it will include product sizes according to dealership wise and also the costing (costing will be dealership wise))

RMDD Survey Approval: The RMDD will review the survey details updated by Adsells also will review the costing after that RMDD can approve or reject the survey. Rejected surveys will require remarks and will be sent back to Adsells for resubmission (In case of approval RMDD will attach PO against the requisition).

Execution by Adsells: If approved by RMDD, Adsells will perform the actions according to the survey and update execution details against the requisition.

4. Execution Approval

Territory In charge Approval: After execution, the requisition details will be visible to all users. Only the Territory In charge can approve or reject the execution. An option to mark the execution as "Not Good" will also be available, along with adding remarks.

Adsells Re-Action: In case of a "Not Good" mark, the requisition will be sent back to Adsells. They will address the given remarks and resubmit for approval.

5. Request Closure and Tracking

Final Approval: Upon Territory In charge's approval, the request will be closed.

Turnaround Time (TAT): Detailed Turnaround Time will be displayed against each requisition, tracking the time from creation to closure.

Status Tracking: All users can check the status of requests at any time, indicating their current stage in the workflow.

6. SLA Compliance

The module will provide notifications to indicate if each action is performed within the stipulated Service Level Agreement (SLA) timeframes (provided by Honda).

5. Team Structure

SR#	Position	No. of resources
1	Project Manager	1
2	Front-end Developer	1
3	Back-end Developer	1
4	DB Engineer	1
5	UI/UX Designer	1
6	QA	1

6. Timeline Estimate

The following is the timeline for the implementation of the two new modules named as “CMS” and “HOMS” System:

Phases	WK-1	WK-2	WK-3	WK-4	WK-5	WK-6	WK-7	WK-8	WK-9
Wireframes									
CMS Development									
HOMS Development									
Quality Assurance									
UAT									
Go- Live									

7. Budget Estimates

Description	Charges (PKR)
Development CMS and HOMS	**2,900,000**

8. Payment Plan

Design	Percentage %	Charges (PKR)
Advance	20%	580,000
Finalization of wireframes	50%	1,450,000
Development of CMS	15%	435,000
Development of HOMS	15%	435,000
Total	100%	2,900,000

***All Prices will be exclusive of sales tax. Sales tax and additional tax will be charged separately.**

- All payments will be as per schedule
- Any changes other than scope of work agreed, will be treated as Change Request and will be charged separately

9. Terms & Conditions

- All development shall adhere to the approved wireframes, as mutually agreed upon by the client.
- Any changes other than scope of work agreed, will be treated as Change Request and will be charged separately
- All prices are exclusive of sales tax or any other tax applicable
- Taxes/duties will be applicable as per Government regulations
- In case of any travel out of the base station, all travel, boarding, lodging, and other incidental costs borne in the delivery of the service will be charged at actual to the client
- In case, extra resources are required, Adaxiom will charge for it separately
- License of any software, Hardware, or Subscription of any third-party services required will be provided by the client
- The quoted prices are as per the scope discussed.