



Proposal for Academia ERP – College Management System

Proposal Number: PRP_TSM_1

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Table of Contents

1	PREFACE	3
2	ABOUT SEROSOFT	3
3	ABOUT ACADEMIA	4
4	COMPETITION	5
5	OUR UNDERSTANDING OF TSM NEEDS:	5
6	PROJECT SCOPE	6
6.1	<i>IN SCOPE</i>	6
6.2	<i>OUT OF SCOPE</i>	6
7	PROJECT APPROACH.....	7
7.1	<i>STANDARD VERSION INSTALLATION PHASE</i>	7
7.2	<i>CONFIGURATION ANALYSIS PHASE</i>	7
7.2.1	Configuration Analysis for existing features.....	7
7.2.2	Configuration Analysis Validation.....	8
7.3	<i>SOFTWARE CONFIGURATION PHASE</i>	8
7.3.1	Configuration	8
7.4	<i>IMPLEMENTATION PHASE.....</i>	8
7.4.1	Training, User Acceptance Testing & Application hand holding to TSM	8
7.5	<i>WARRANTY & SUPPORT</i>	8
8	ASSUMPTIONS	11
9	SEROSOFT RESPONSIBILITIES	11
10	TSM RESPONSIBILITIES	11
10.1	<i>TOP MANAGEMENT’S RESPONSIBILITIES.....</i>	11
10.2	<i>FUNCTIONAL REPRESENTATIVE’S RESPONSIBILITIES</i>	11
10.3	<i>PROJECT TEAM- SEROSOFT.....</i>	12
10.4	<i>STATUS REPORTING AND ESCALATION.....</i>	13
11	PROJECT TIMELINES AND SCHEDULE	14
12	COMMERCIALS	15
12.1	<i>PRODUCT PRICING FRAMEWORK FOR TSM</i>	15
12.2	<i>DEPLOYMENT AND TRAINING COST.....</i>	15
13	CAVEATS	18
13.1	<i>NON-HIRING</i>	18
13.2	<i>RIGHTS.....</i>	18
13.3	<i>VALIDITY PERIOD.....</i>	19
13.4	<i>ACCEPTANCE</i>	19
	ANNEXURE I- HIGHLIGHTS	20
	ANNEXURE II - ACADEMIA FEATURES	21
	ANNEXURE III – REFERENCES	31

1 Preface

I take this opportunity to express my sincere thanks, on behalf of Serosoft, for the kind courtesies that were showed and the patient hearing that have been given to us during our interactions. As per the identified requirement for **Thiagarajar School of Management, Madurai (TSM)** we are giving you details enumerating the project scope, project approach & plan and commercials.

2 About Serosoft

Serosoft Solutions Pvt. Ltd. (Serosoft) is a leading educational software company promoted by a dynamic team of IIM and US graduates. Serosoft is a part of the 50 year Industrial house from India- The Hindustan Group of companies. The group has diversified interests in Chemicals, Animal Feeds, Infrastructure, Construction and IT. The other group companies under the flagship holding of the Hindustan Group of Companies are as mentioned below:

- ❖ Hindustan Phosphates Pvt. Ltd.
- ❖ Hindustan Infratech Pvt. Ltd.
- ❖ Sampurna Feeds
- ❖ Jai Kisan Agro Products

An ISO 9001:2008 certified company; Serosoft has its presence in across 3 continents and over 13 states in India. Serosoft is focused on creating sustainable value growth through unique ideas and innovative solutions for the education vertical.

Headquartered in Central India, and with offices in Mumbai, New Delhi, UAE, Serosoft is suitably placed geographically to execute and support projects of varying nature. Serosoft has presently over 175 clients across India, Middle East, Asia Pacific and Africa. Serosoft is a registered member of various government and trade bodies focused on the IT industry like NASSCOM, ESC, TiE and AIMP.

Our values are contained in our name, are at the heart of our existence, and are essential to our continued success. We foster an environment to make these values more resilient by the day:

- Stewardship
- Excellence
- Respect for the individual
- Openness

We are happy to share that Serosoft has been declared the Company of the Year - 'ERP for Education' by a leading IT Magazine. [Read the full article here.](#)

3 About Academia

Academia ERP (www.academiaerp.com) is an Educational ERP developed to cater to the needs of educational institutions. With Academia, all departments, functions and processes get streamlined, which leads to better transparency, productivity and control. System covers complete student life cycle from “Admission” to “Graduation” along with administrative processes like HR, Inventory etc. We have successfully delivered **more than 175 national and International implementations** of our flagship product Academia ERP across Universities, Colleges and Schools in Africa, Middle-east, India and APAC. (www.academiaerp.com/knowledge-center/client-testimonials)

Some of our delighted clients

Daily Thanti Group, Chennai, India	KL University, Vijayawada, India
Narasraopeta Engineering College, Guntur, India	Malla Reddy College of Engineering & Technology, Hyderabad, India
International Institute of Information Technology, Bangalore, India	Chinmaya Vishwavidyapeeth, Ernakulam, India
Shri Govindram Seksaria Institute of Technology and Science (SGSITS), Indore, India	Mitcon Institute of Management, Pune, India
IIM Calcutta, India	IIM Indore, India
Kohinoor Business School, Mumbai, India	Ashoka Education Foundation, Nasik, India
Disha Education Society, Raipur, India	Cordia Group of Institutions, Sanghol, India
Swasthya Kalyan Technical Campus, Jaipur, India	Surana College, Bangalore, India
Model Institute of Education & Research, Jammu, India	ISBM, Mumbai, India
Jagaran Lakecity University, Bhopal, India	G.H.G Khalsa College, Ludhiana, India
Terna Engineering College, Navi Mumbai, India	JECRC University, Jaipur, India
Singhania University, India	Shri Neminath Jain Bhrahmacharyashram (SNJB), Chandwad, India
Netaji Subhas Institute of Technology (NSIT), Patna, India	Sanjivani Group Of Institutions, Kopergaon, India
SYSCOMS, Dubai	Waljat College, Oman
Ghana Technology University, Ghana	Mount Crest University, Ghana

4 Competition

There are competing educational software available in the market which may seem similar to our solution, but majority of these are web-based applications with limited functionality, reporting and non scalable in future. In addition, they all require extra customization in future to map with changing client processes. Moreover, there are problems of software integration with their system and adaptability to their requirements.

Academia ERP is a comprehensive, scalable, highly reliable, secure and built on latest technology stack to manage every aspect of education process and deliver the best possible user experience to educational institutions. Academia is highly configurable, scalable, feature rich, mobile ready and comes with extensive reporting capability from the start to serve the needs of any type of institution - colleges, universities or higher education. It will make processes efficient, optimize your resources, reduce your operational risk and focus on teacher & student success.

5 Our understanding of TSM Needs:

Based on our understanding of TSM orientation and approach towards building the state of art technology infrastructure for education and delivery, we propose

- To facilitate the management of TSM to manage, co-ordinate and control the functioning of the college.
- To provide technology tool for the management in assessing and measuring the performance of the institution in various functional areas.
- To facilitate timely and astute decision-making processes for the management through comprehensive reporting system based on online-data and information at any point of time.
- To minimize the redundancies and duplication of effort by seamless integration of data and processes across various functionalities.
- To provide mechanism for enriching and strengthening communication flow across students, management, faculty, and other stakeholders associated with TSM.
- To enhance the progressive work culture of TSM.
- To enhance all these above stated data & information transaction in a secure environment to take care of data integrity & confidentiality.

6 Project scope

6.1 In Scope

The scope of the project includes carrying out the implementation of a web-based integrated, comprehensive educational ERP solution for automation of the identified processes for TSM.

The identified modules to be implemented in along with their detailed features in scope are mentioned in Annexure – II

S. No.	Modules	S. No.	Modules
1	Campus Setup	2	Program Management
3	Course Management	4	Admission Management
5	Academic Registration	6	Fees Management
7	Library Management	8	Certificates & Document Management
9	Time Table Management	10	Attendance Record Management
11	Examinations & Mark sheet Management	12	Integration with Tally
13	Student/Teacher Portal	14	Messaging engine for Notifications, SMS and Email
15	Reports	16	System Admin
17	Inventory Management (Optional)	18	HR Management (Optional)
19	Hostel Management (Optional)	20	Android mobile App (Optional)
21	Placement Management (Optional)	22	Alumni Management (Optional)

6.2 Out of scope

- Providing the required hardware in the form of web-servers, database servers, barcode readers, swipe card reader, printers etc.
- Providing the backend software required for the functioning of the delivered ERP solution. Backend software here means operating system, database software as DB II, SQL, PL SQL, Oracle, etc.
- Installation and deployment of any such hardware, back-end software and networking solution.
- Providing the infrastructural support such as Internet connectivity, wires, networking etc.
- Providing the stationeries in forms of papers, pens, cartridges, markers etc.
- Carrying out of User Acceptance Testing by Serosoft on behalf of client.
- Any Data entry beyond master data as mentioned in clause 5.4.2.
- Customization and support of the above modules beyond the stipulated period of support
- Any other thing not mentioned in “In scope” under section 5.1 and Annexure-II.

7 Project Approach

7.1 Standard Version Installation Phase

The entire project will be carried in phased manner. Initially, Serosoft will install the standard version of Academia on a centralized server with standard features and functionality after collecting basic data from TSM. Serosoft will give demonstration of different modules of Academia to designated module coordinators of TSM to orient them.

Deliverable from Serosoft: Standard version of Academia

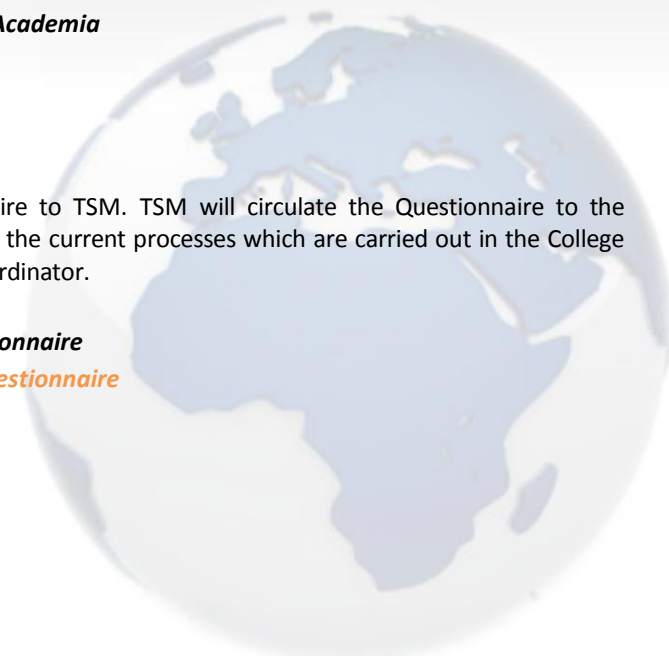
7.2 Configuration Analysis Phase

7.2.1 Configuration Analysis for existing features

- Serosoft will submit a configuration Questionnaire to TSM. TSM will circulate the Questionnaire to the designated module coordinators; to be filled with the current processes which are carried out in the College and shall be submitted to the Serosoft Project Coordinator.

Deliverable from Serosoft: Configuration Questionnaire

Deliverable from Client: Filled Configuration Questionnaire



7.2.2 Configuration Analysis Validation

Based on understanding of Serosoft team and feedback of TSM, prepare a consolidated “Configuration Analysis Report” which will contain current processes of the designated modules, and submit it to the project team of TSM for approval. TSM steering committee will review the configuration analysis report, discuss and confirm. TSM will complete this process and inform Serosoft within 7 calendar days.

Deliverable by Serosoft: Module wise Configuration Analysis Document

Deliverable by Client: Approval of Configuration Analysis Document

7.3 Software Configuration Phase

7.3.1 Configuration

Serosoft will configure software as per the configuration study report. There shall be no violation of the configuration study report either by TSM or Serosoft without specific approval of the other part. Serosoft will enter the required master data like Student, Faculty, Program, Courses etc. (not the Transaction Data) for the modules to be functional, provided data is given in required template. Serosoft will guide the other data entry process and clarify any doubts.

Deliverable by Serosoft: Configured Software along with master data

7.4 Implementation Phase

7.4.1 Training, User Acceptance Testing & Application hand holding to TSM

Training to TSM: Serosoft will provide training based on a ‘Train the Trainer’ approach to the designated coordinators from the TSM steering committee by holding centralized training workshops for functional representatives of TSM. Serosoft will provide training for a total of 1 man week.

UAT

The Module coordinators nominated from TSM will conduct the User Acceptance Test (UAT). They will prepare a note of their observations pointing out the gaps and share with Serosoft. This will be called the UAT Report. The UAT Report shall be submitted by TSM to Serosoft within 2 weeks from the start date of training.

Application Handholding & Go Live

Deliverable Serosoft: Guideline for Data Entry & Training

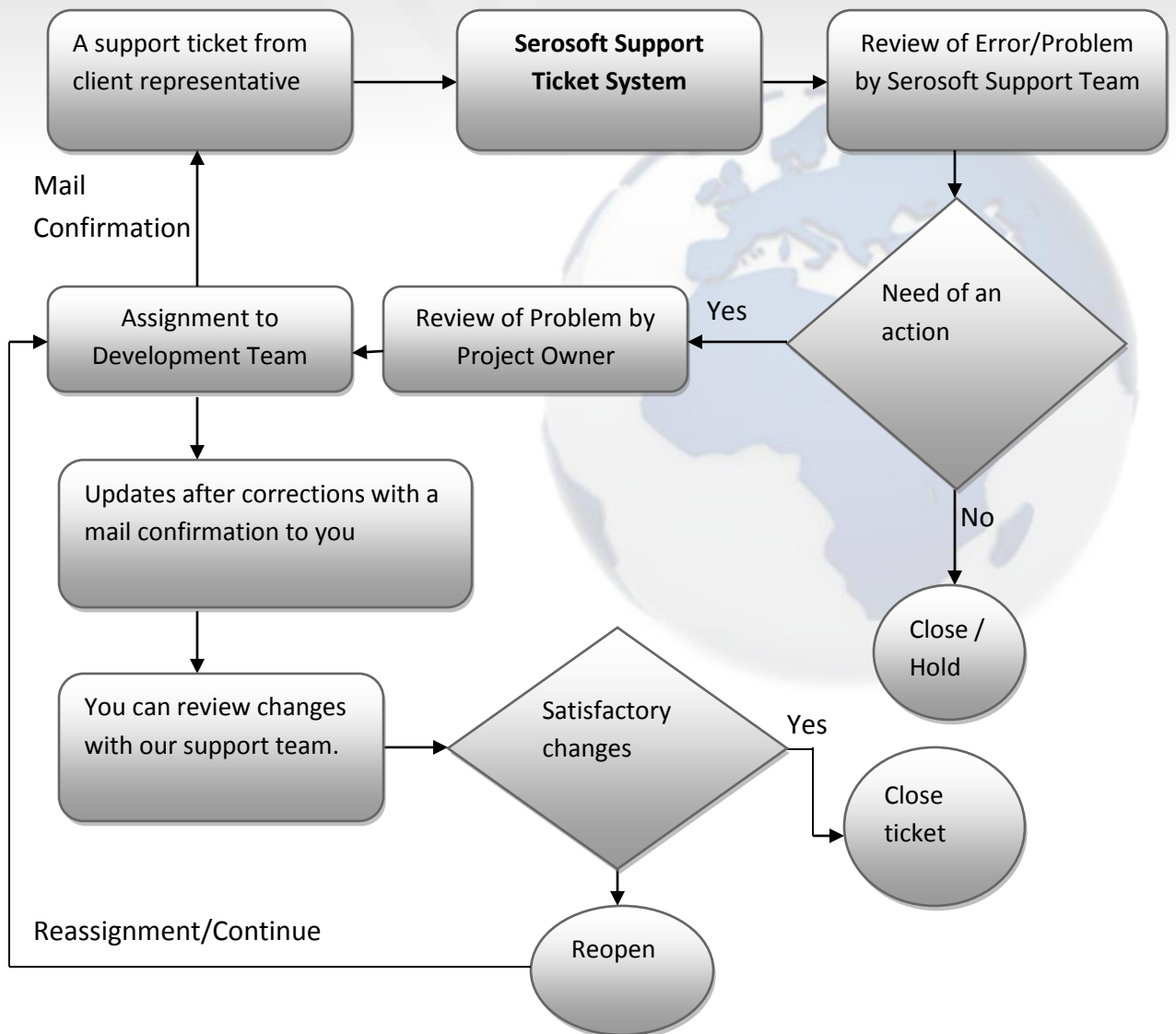
Deliverable Client: Training Completion Certificate & Go Live Certificate

7.5 Warranty & Support

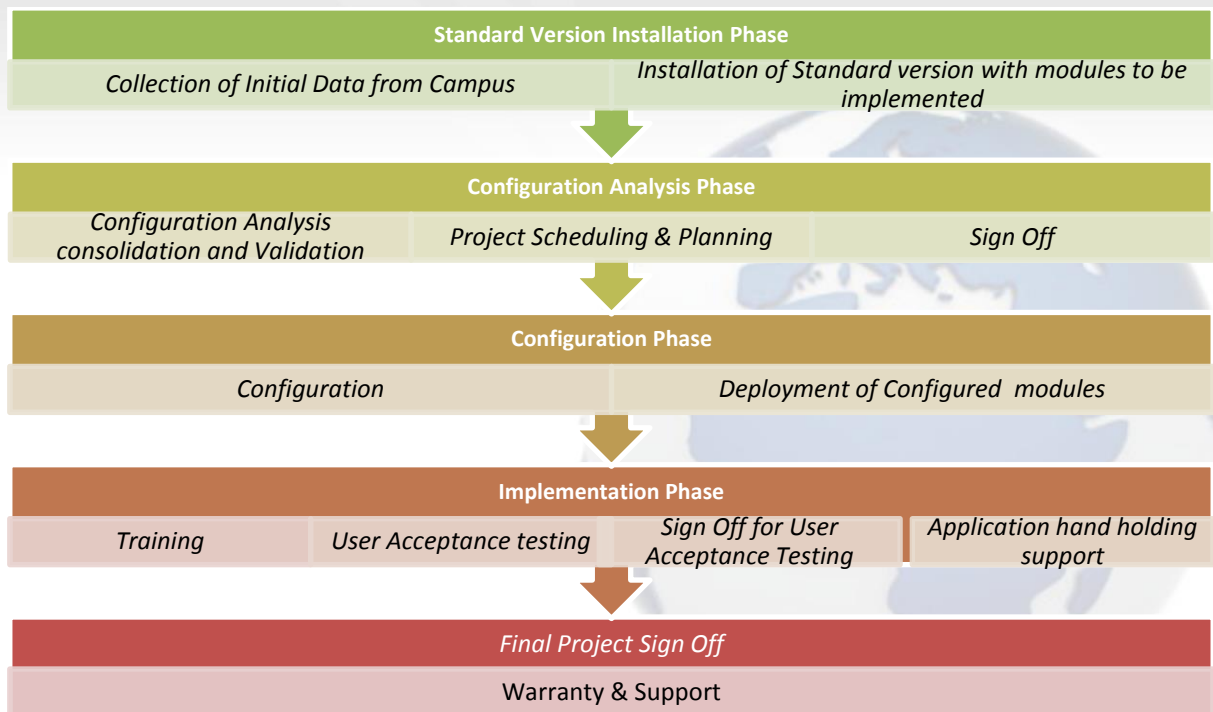
After the complete installation of any module of the solution, Serosoft will provide through remote support, a product warranty for the benefit of the coordinators from TSM for a period of 6 months from the date of installation of the particular module; which will be limited to fixing the bugs arising out of the application.

Support Methodology (Support Ticket System)

Serosoft use a state of the art support ticketing system. This allows our clients and their representatives to report any **error or problem** to Serosoft. On start of implementation at your organization, your account will be created.



Pictorial representation of Project Life Cycle



8 Assumptions

The project approach assumes that

- The bulk of Configuration will be carried out from the development center of Serosoft to ensure quality control standards.
- TSM will frame Project Teams which include steering committee, Project Coordinator, Module coordinators, who will specify the requirement, interact with the deployment team during the course of Configuration of the solution and participate in the training and project management. The Project Teams shall be nominated within seven days from the date of the order so that the work can start immediately.
- Minor change required other than the Configuration will be communicated to Serosoft within ten days from the date of submission of Configuration analysis report.
- TSM will provide a single point of contact (SPOC) to Serosoft who would be responsible for supply of information, obtaining required sign-offs, clarification of issues etc. This shall be intimated to Serosoft in the order for Customization of the software.
- The technical feasibility for Integration with present/future third party solution like RFID/ I Pads/ Gateway etc. Serosoft will require the technical details and interface for integrating with the proposed solution.
- TSM will provide all necessary information regarding their processes, reporting requirements for configuration analysis to Serosoft. This shall be provided by TSM within stipulated timelines to Serosoft so that the project is not delayed.

9 Serosoft Responsibilities

- Project Management
- Raise issues proactively
- Status reporting on a fortnightly basis
- Configuration of the software based on the Configuration Analysis report
- Installation of the Configured application software
- Fixing reported defects in time
- Raising timely invoices
- Carrying out the activities mentioned in the scope

10 TSM Responsibilities

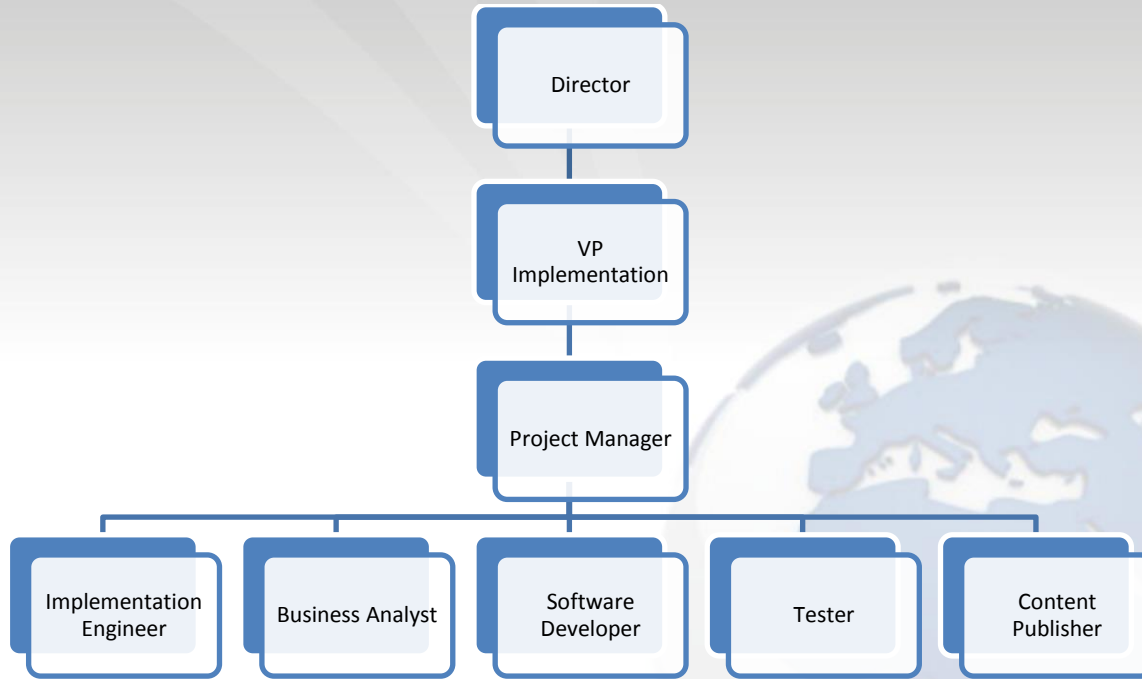
10.1 Top Management's responsibilities

- Identification of steering committee, Project Coordinator and Module coordinators.
- Facilitating the entire process by making quick decisions
- Resolving escalated issues in time
- Participation in status review meeting

10.2 Functional Representative's responsibilities

- Providing all necessary information regarding the institute processes, operational procedures, categories of operational dimensions viz. courses, sample forms/ reports/registers, etc. and any other information required for understanding the operations
- Giving required sign-offs

10.3 Project Team- Serosoft



Proposed Team Structure

10.4 Status reporting and Escalation

Status Reporting: Project status will be reported on a fortnightly basis. Both Serosoft and TSM will take up any issues raised in this promptly.

Escalations:

- Serosoft will escalate issues in the following order, if they remain unresolved at the previous level.

LEVEL	UNRESOLVED FOR
Module Coordinators	2 days
Project Coordinator	4 days
Project Sponsor	6 days

- TSM will escalate issues in the following order, if they remain unresolved at the previous level.

LEVEL	UNRESOLVED FOR
Project Manager	2 days
VP Implementation	4 days
Director	6 days



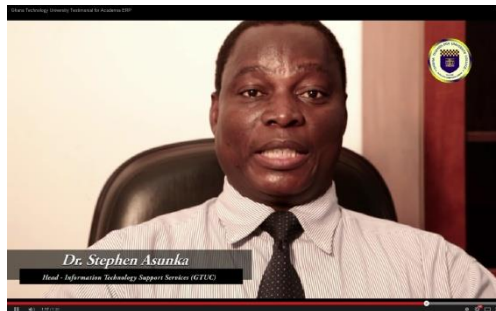
11 Project Timelines and Schedule

The estimated timelines and efforts required for different phase of product life cycle are as follows:

Activity	Resource Deployment Plan	Timeline
Standard Version Installation Phase		3 weeks
<i>Collection of Initial Data from Campus</i>	Offsite	2 weeks
<i>Installation of Standard version with modules to be implemented</i>	Offsite	
→If hosted on Serosoft Server	Offsite	Within 0.5 man weeks from receipt of all data
→If hosted on Client Server	Offsite	Within 1 week from receipt of all data
Configuration Analysis Phase		2 weeks
<i>Configuration Analysis consolidation and Validation</i>	Onsite	1 weeks
<i>Project Scheduling & Planning</i>	Offsite	1 week
<i>Sign Off</i>	Offsite	0.5 weeks
Configuration Phase		
<i>Configuration</i>	Offsite	Based on Final configuration Analysis Document, effort to be calculated and shared with the client
<i>Deployment of configuration modules</i>	Offsite	Based on Release document
Implementation Phase		4 weeks
<i>Training</i>	Onsite	1 weeks
<i>User Acceptance testing</i>		2 weeks
<i>Application hand holding support & Final Project Sign Off</i>	Offsite	

Annexure I- Highlights

1. Serosoft has been declared the Company of the Year - 'ERP for Education' by a leading IT Magazine.
[Read the full article here.](#)
2. Our CEO is consultant to Association of African Universities (AAU) and he has drafted ERP policy for AAU.
Click on the below link to download ERP policy brief.
<http://www.academiaerp.com/component/downloadhistory/?file=ERPPolicyBrief-AAU>
3. For Academia ERP case studies click on the link.
<http://www.academiaerp.com/knowledge-center/case-studies>
4. For the ERP Policy brief written by our CEO for Association of African Universities.
<http://www.academiaerp.com/images/corporate/ERPPolicyBrief-AAU.pdf>
5. Video testimonials by our Clients



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Annexure II - Academia Features

1. Campus Management

- Set up Campus and Manage Campus Information.
- Create and Manage Academic departments.

2. Program and Course Management

- Academic Year and Session Management.
- Intake/Batch Management
- Master setup to create semesters for different programs.
- Create and manage the different Programs that are TSMn in the Institute
- Create and manage courses being offered by different departments of the Institute
- Define the credits, hours and sections for the courses.
- Map Courses with the session i.e. defining of courses being offered within a session.
- Map Courses with Program i.e courses being offered in a program.
- Feature to setup limit for courses being offered within a semester.
- Feature to define student advisor and course coordinator.

3. Preadmission and Admission Management

- Managing Database of Prospective Students
- Manage Inquires for different Programs offered by Institute
- Tracking Inquires source i.e. (newspaper, Television ads etc)
- Enquiry follow-ups.
- Create and Manage Admission application.
- Direct conversion of enquiry to application and application to admission.
- Student Registration Information
- Various enquiry and application reports.

4. Academic Registration

- Bulk and Student wise enrollment/unenrollment of students from program and course.
- Enrollment/unenrollment of students from sections.
- Feature to import student section details using excel.
- Program transfer and admission cancelation flow.
- Assign department, course and sections to faculties.
- Student registration reports like program wise registration, Course wise registration reports etc.
- Reports to view overall academic details like Total programs, courses, sections and total students with in an academic year, session and semester.
- Program transfer and admission cancelation reports.

5. Student Information System

- Maintain students profile includes personal details, qualification details, experience details etc.
- Student snapshot to view personal, courses, fees, exam and attendance details on a single link.
- Feature to generate student ID card and barcode.
- Reporting tool to generate detailed students report using various search criteria.

6. Fee Management

- Multi User Support
- Security rights on add modify delete export
- Multiple Students blocking unblocking.
- Multiple Fee Plans Creation
- Student fee plan enrollment at the time of program enrollment.
- Reports like Outstanding report, Collection report (Student Wise/ Head wise)
- Refunds and Cheque bounce handling.
- Duplicate receipt handling
- Sponsored invoicing
- Student Invoicing

7. Library management

- Create and manage Library master data such as – Shelves, Vendors, Publishers, Keywords, Subjects and departments etc.
- Generate bar codes for the library items
- Generate Library Cards for Student, faculties and library books
- Issue/receive library items to students/faculties
- Online book reservation by students/faculties
- Manage late fine.
- Generate reports on Book History, Student History, and Utilization of books.
- Enquiries, Tenders, Offer Comparison, Purchase orders and Purchase bills

8. Document Management

- Student /Faculty/Employee can request certificates that he/she wants to get issued. Auto approval, manual approval; rejection and complete certificate/document issue management can be done.
- Generate document using document generator and Print the certificates/documents directly on Institute stationary or pre-defined format is also present.
- Documents handed over at time of admission.
- These could include: Domicile Certificate, Birth Certificate, Mark Sheets, Entrance Exam Certificate

9. Time Table Management

- Enter schedule for classes, faculty and resources such as rooms, auditorium
- Graphical representation of timetable for Students, Faculty, Rooms resources

10. Attendance Management

- Integration with Time table to generate session (periods) details for attendance.
- Course section wise student's attendance marking.
- Attendance report like Class attendance, Course wise attendance and faculty wise attendance reports.
- Integration of attendance management with examination module.(For Attendance based exam detention)

11. Exam and Marksheet Management

- Pre-Examinations Preparation
 - a) Exam Notifications
 - b) Exam courses and student registration
 - c) Detention Management
 - d) Hall Ticket Generation
 - e) Exam Schedule
- Exam Day
 - a) Exam Student Attendance Management
- Post Exam
 - a) Evaluation and marking heads management
 - b) Student Performance and mark entries
 - c) Grade, Percentage, GPA, CGPA management
 - d) Result Preparation
 - e) Reports for result analysis
 - f) Transcripts
- Over All Reports for exam and Marksheet management

12. Hostel Management

- Maintain details about hostels in the College. Maintain information related to total number of Floors, rooms, room type, bed no, warden, manager, etc.
- Manage Bed reservation
- Store and retrieve student information that avail hostel facility.
- Ability to link hostel management with fees management module for seamless integration of hostel and mess fees.
- Report generation for hostel occupancy and other related reports.
- Link hostel module with inventory module to track the items hostel wise or floor wise or room wise.
- Manage hostel attendance.
- Hostel announcement feature for Students, Guest and faculties.

13. Placement Management System

For Admin:

- Maintaining multiple colleges and Placement Officer for colleges
- Maintaining a complete database of details of students appearing in placements

- Maintain Global companies who recruit from all the colleges in the system
- Maintaining a company database

For College:

- Maintaining a complete database of details of students appearing in placements
- Maintaining a College profile which can be viewed by potential recruiters
- Effective communication facility with students.
- Maintaining a comprehensive recruitment calendar
- Maintaining a company database

For Students:

- Viewing of complete information for companies
- Maintaining of detailed resumes
- Effective communication facility with faculties
- Ability to search for job postings
- Electronic submission of resumes to companies



14. Alumnee Management Portal

S No.	Functional Features	Description
1	Member Profile and Online Member Directory	Portal maintains a comprehensive member directory. Complete personal information for all Alumni is maintained and can be searched on various criteria's (E.g. Name, Batch, Current City, Batch etc) Member directory can be searched to create and maintain Friends list.
2	Social media networking	Portal provides complete social networking options like maintaining friends list, sharing of photos/videos, sending messages to other members, maintaining your own groups of users, and other similar features.

S No.	Functional Features	Description
A	Sharing	Allow members to share messages, photos, videos, events etc.
B	Friend List	Allow members to create personal friends list.
C	Create Events	Allow members to create events and invite other members
D	Other Activities	Member can carry out social networking activities within the friend list, batch, chapters, groups and/or all members.
3	Groups	Portal has the feature in which various kinds of user groups can be created. Information can be exchanged within these groups. This feature can be used to create Chapters, Special Interest Groups and other groups as desired.
4	Newsletter and Bulletin Boards	<p>Alumni office can post news and announcements which will be visible to all Alumni members. This will be posted on the portal under the Bulletin Board section and News section.</p> <p>Newsletters (HTML/Plain text) can be sent to all users and an online archive for the same maintained on the portal.</p> <p>Effective communication of news and messages can be done between the institute and all portal members using this feature.</p>
5	Discussion Forums	<p>Portal provides a feature in which Alumni office can encourage members to participate in various discussion forums. These forums are initiated by the Alumni office and all members can post message and view on these topics.</p> <p>The forum can be moderated and objectionable comments can be reported by other members and removed from the forum by the Alumni office.</p>
6	Events and Reunions	<p>Portal provided a feature in which members and Alumni office can post details of an event. Details like Location, date and time, RSVP, limit the no if participants, etc can be managed for each event.</p> <p>Each event has a wall of its own which can be used by all event members and event organizer to interact and post messages. Sharing of photos and videos can also be done for all events.</p> <p>This section can be used effectively by the Alumni Office to plan and organize Reunions and other events.</p>
7	Jobs/Careers	The portal provides a section in which a member can post information about any job openings. Job related detailed information can be entered by the member and job seekers can contact using email and apply for the vacant position.
8	Mentorship Programme	Portal provides a feature in which interested members can show interest in becoming a Mentor to a current Faculty or other alumni members. The Alumni office than can match the mentors with the mentees, helping the institute maintain a vibrant and participating community.

S No.	Functional Features	Description
9	Chapters	Portal provides the Alumni office a feature through which they can create and maintain multiple Alumni Chapters, its members and effective communication between them.
10	Batches Creation	Alumni office can maintain various batches as required and maintain a list of all members in these batches. Communication with the entire batch and information can be shared across with these batches.
11	Volunteer	Portal members can create an event and ask other members to volunteer for the event. This feature is useful to encourage the members to participate in events and help other members. E.g. Blood Donation Drive, Tree Plantation, Community Services, etc.
12	Bridge between Current Facultys and Alumni	If required the current Facultys can also be made members of the alumni portal. This will give them access to all other alumni members.
13	Donation	Current system has the provision to integrate this with payment gateway for online managing the donation and other online contribution.
14	Alumni Articles/ Newsletter	Alumni office can upload Alumni Articles, newsletters. A member feedback system is there that allows to rate or comment on the articles. Members can also post an article and once approved article can be visible to the other members. Other members can read and rate the article.
15	Privacy Settings	Members can set the privacy details for each of their profile fields which should allow them to expose only limited information to other members in the portal in the social networking portion. The information can be shared with different access level, namely Public, Private, Friends, Batch
16	Security standards	Standard software development practice is followed while creating the software. It should meet the desired security features. Proper testing and UAT is preformed before we go live with the portal. In addition to above SSL layer and HTTPS can also be used with the proposed solution. The payment gateways and online transaction will be done in a secure and safe manner, user information cannot be accessed directly, user sensitive information like passwords are stored in encrypted manner, password reset procedure is linked with the verified email address of the user. Admin has controls to delete unwanted users, objectionable content and users can report abuse on the portal, upon which the admin can act and take necessary action.

15. Inventory/Store Management

- Maintain a complete control over all the items (Capital and Consumable)
- Create and maintain list of categorized products and items with serial number
- Vendors
- Price lists
- Payment Terms
- Requisitions (With Approval/Denial)
- Enquiries, offers and comparison
- Purchase orders & Quotation based on comparisons
- Item Acceptance, Rejections and Returns
- Purchase Bill with Bill Passing
- Item Booking, issues and returns
- Internal transfers and stock journals
- Returnable and Non returnable gate-passes
- Stock Register, Stock Summaries, Stock utilization Report
- Stock valuation by various methods and consumption reports
- Generate Quotation and Purchase order report



16. Human Resource Management

- An integrated and centralized employee database with filtered search capabilities.
- Maintain comprehensive employee profiles covering a wide range of essential workforce data – dependents information, contact details, educational details, work history and more.
- Configure all master settings and sub-fields like company, Department, sub department, employee hierarchy etc.
- Configure employee working hrs and employee Leave for leave & Timesheet management.
- Feature to print employee barcode and ID Card.
- Multi level Leave approval.
- Define Annual working calendar includes holidays and vacations.
- Daily Attendance Marking and Direct import from biometric machine.
- Manage employee timesheet .view, approve or reject employee timesheet details.
- Set up and maintain jobs and develop job descriptions according to the user defined rules.
- Create an extensive job applicants database that can be easily searched.
- Employee wise and company wise attendance reports
 - Late arrival/early departure report to track employee attendance activity.
- Feature to generate employee experience certificate from system.
- Various standard reports, which will satisfy even the most, sophisticated reporting requirements.

Academia Smartphone App

Academia is one of the only ERP providers to offer a smartphone app (currently on Android and iOS) which facilitates access to information on the move especially for students and teachers.

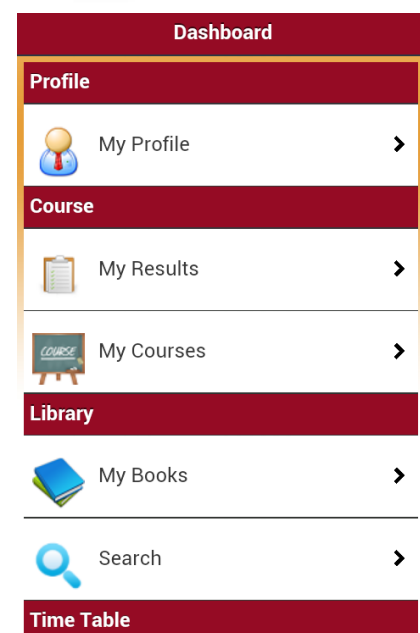
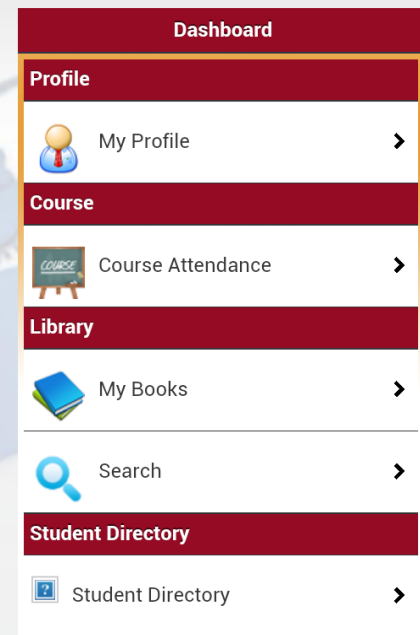
The feature set included:

Student App

- My profile
- My courses
- My attendance
- My timetable
- My marks
- My fees
- My library books
- Library book search

Teacher App

- My profile
- My courses
- Student attendance
- My timetable
- My library books
- Library book search
- Student profile search



Annexure III – References

October 16, 2013

TO WHOM IT MAY CONCERN

It is our pleasure to inform you that **Mr. Ashutosh Goyal**, Sr. Implementation Engineer from Serosoft Solution Private Limited (India) was here at Ghana Technology University College (GTUC), Accra, Ghana, for 14 days, from 30th September to 16th October, 2013. During this period, he conducted training and group discussion sessions with GTUC staff on all modules of Academia ERP.

During the training sessions, Mr Ashutosh not only exhibited superior knowledge and a clear understanding of all the processes of Academia ERP, but had the skill of bringing participants to a better appreciation of the software. Indeed, all staff members who attended the training sessions indicated that the training was very effective, and they will have no difficulty transitioning from their current manual practices to using Academia ERP.

We extend to him our best regards and wishes for the future.

Sincerely,



Dr. Stephen Asunka
Head of ITSS & Coordinator of Academia
Ghana Technology University College

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HEAD, ITSS
GHANA TECHNOLOGY UNIV. COLLEGE
TESANO, ACCRA

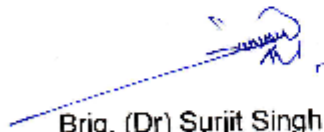


Date: 4-12-2013

TO WHOM SO IT MAY CONCERN

We are happy to state that Serosoft has been associated with us for past One year for our ERP implementation. We are impressed with the energy and dedication of Team Serosoft, and find them to be competent, knowledgeable and industrious. Academia ERP is a product replete with features that capture the essence of the processes in an educational organization, thereby helping us to meet our automation and streamlining objectives.

We recommend Academia ERP and Serosoft - without reservation - to educational institutes looking to take the automation plunge. Best wishes to Serosoft.



Brig. (Dr) Surjit Singh Pabla

(President)

**INDIAN INSTITUTE OF MANAGEMENT CALCUTTA**

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To whom it may concern:

We had entrusted Arpit and his team from Serosoft with the job of automating and streamlining the alumni activities at IIM Calcutta, by way of their product - Alumnee (part of the Academia product suite). We found their team to be professional, technically competent and highly driven. Moreover, they demonstrated great service orientation by incorporating the customizations suggested by us speedily. Their product is feature-rich and robust and it is working well to our benefit. Efficiency and reliability are certainly Serosoft's hallmarks.

I have no hesitation in recommending Serosoft and their competence in the educational software domain to any academic organization. I wish them the very best.

Sincerely,



21/05/2013

Roddur Sen

Head – External Relations
Indian Institute of Management Calcutta

K L University

(Koneru Lakshmaiah College of Engineering)

Estd. u/s 3 of UGC Act 1956



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10th May, 2013

To whom it may concern

This is to inform that Serosoft has completed Phase 1 of the implementation of Academia ERP at our University and begun with Phase 2. We have been satisfied with the efforts put in by Team Serosoft so far, and find them to be competent, responsive and hard-working. Academia ERP, as a product is rich in features and customizable at the same time, thereby enabling us to meet our end objectives of having the right University Management Software for our University.

We have no hesitation to recommend Serosoft team's services to any educational institute looking to automate its processes.



Venu Madhav
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Head (Automation Systems),
Convener, ERP Project Committee,
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