

Kick off for AdvantagePMS-REAL

2/8/2021

- 20 years young organization
- A SSAE-18 SOC 2 Certified Company (Global Certification)
- 1800+ employees worldwide
- 10 offices worldwide with > 100,000 sq. ft. office space
- Among America's Fastest Growing Companies – Inc Magazine

Delivering World-Class IT Solutions



Agenda

- Introduce team members
- Customer - Team Interaction model
- Project understanding
- Establish / Identify development environment
- Daily 5:15 reports, weekly customer meetings
- Executive briefing
- Finalize time for next meeting and weekly meeting schedule
- Next steps and prioritizing targets
- Expectations from customer
- Questions

Chetu Team Structure

Chetu US Office

Yeshpal Singh

Technical Project Manager

Email: yeshpals@Chetu.com

Ph: +1 954-342-5676 Ext- 1039

- Managing overall project
- Main point of contact

Nitin Sharma

Director Operations

Email: nitins@chetu.com

Ph: +1 954-342-5676 Ext- 1054

- Managing project delivery and operations
- Escalation point for any delivery/quality issues
- Conducts Executive Briefings with Client Stakeholders

Pravin Vazirani

AVP Operations

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Ph: +1 954-342-5676 Ext- 1012

- Final point of escalation

Paul Bracht

Account Manager

Email: paulb@chetu.com

Ph: +1 954-342-5676 Ext-1080

- Any financial discussions

Chetu India Office

Karthik M

Team Members

- Software Developer

Sandeep Yadav

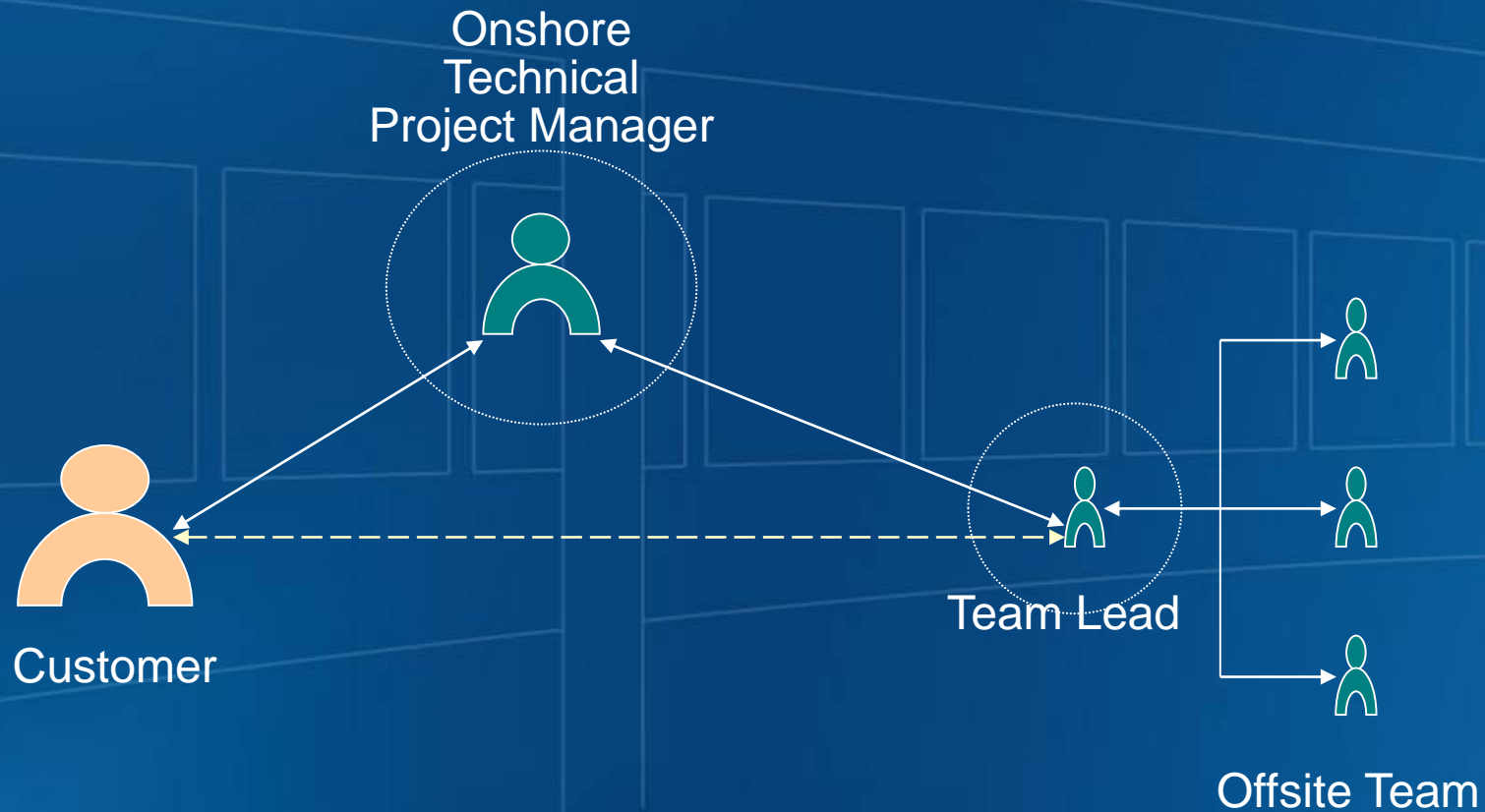
Team Leader

Email: sandeepy@chetu.com

Ph: 954-862-3901 Ext- 3079

- Architecture and design
- Development, guiding TM

Customer - Team Interaction Model



Introduction of the customer team

- Customer to introduce their team, roles & responsibilities
- Customer team hierarchy:
 - PM Point of Contact: Russ Cowley
 - Director Point of Contact: Russ Cowley

Remaining talking points

- Project Understanding
 - Customer to explain the project in his own words
 - If needed, customer to take control of Zoom to share screen
 - Ask any questions that our team has on the project
- Next steps and prioritizing targets

Questions for customer

- **Development Type**
 - **Development framework**
 - Language: Cloud based Zoho CRM, Property ware
 - Database: Cloud based database
 - **Browser & O/S compatibility**
 - Browsers: **Chrome (Latest Version), Edge (Latest version) and Firefox (latest version).**
 - O/S: **Windows**
 - Web Server: **IIS**
- **Any customer specific guideline**
 - Coding guidelines, documentation guidelines

Environment details

| Stage | Location |
|----------------|----------------------------|
| Development | Chetu/Customer? |
| Development QA | Chetu/Customer? |
| Staging | To be provided by customer |
| Production | To be provided by customer |

- If "Development" and "Development / QA" are in Customer environment, then Chetu will need reliable and "full-control" access to these environments. Progress will be impacted due to environment delays
- Customer to provide Chetu admin access to deploy or promote version in Staging and Production environments. Delays in getting proper access will impact delivery
- Production Support can be provided by Chetu

5:15 reports

- All team member (s) will send daily 5:15 reports to customer
- 5:15 reports will
 - Provide information about the completed tasks
 - Provide information about the tasks currently worked on
 - Mention any deliverables that are pending from the customer side
- Who all from customer end would like to receive 5:15 reports

Weekly meeting with Customer

- Customer, TL(s), TM & PM attend the weekly Zoom meeting
- Chetu will demo the progress made since last week
- Customer to input any changes to the original work assigned to the Chetu team
- Customer to input any new work that should be assigned to the Chetu team
- Discuss deliverables from Chetu to Customer & vice versa
- Finalize time for next meeting and weekly meeting schedule

Executive briefing

- Chetu senior management to contact client main stakeholder
- Following points to be covered in the meeting:
 - Overall project progress and relationship
 - Any positive feedback or concern for team
 - Areas of improvement
- Recurring calendar invite will be sent to the contact

Next steps

- High Level Design Document (HLD)
 - Language, framework, RAD components
- Project Plan (PP)
 - Detailed task list with resource allocation & estimated time
- Detailed Design Document (DDD)
 - ER diagram, wireframe, modules
- HLD and DDD documents are standard and recommended project deliverables.

Expectations from you

- Requests / Expectations from you:
 - Chetu Sales is the exclusive billing and financial point of contact. Please only communicate with Sales for such issues or questions.
 - Should you have any issues or concerns about the team's performance, please raise to the PM or the Director or the Asst. Vice President of Operations. They may involve Chetu Sales team, if needed.
 - Team may publish task lists or project plans. Please review and keep track of each project plan. Project plans directly impact the cost of that task or project. No feedback means you accept the plans or documents.
 - Please respond as quickly as possible to team's questions, especially show stoppers. The longer the delays, the longer it will extend the project and hence your costs.
 - Since all our relationships are designed to be long-term and our resources work as dedicated, full-time FTEs / "work for hire", we will not know when to stop the relationship. Even if there is a project plan, it is your responsibility to request roll-off for resource(s) by giving a two-week notice to the Sales team.

Expectations from you (contd.)

- Analysis & Design Phase
 - Collaborative process between customer & Chetu
 - Customer to sign-off on the DDD (flow charts, wireframes, ER Diagram etc.)
 - Helps minimize changes during implementation phase
 - Multiple meetings might be needed to gather requirements
- Implementation phase
 - Review weekly progress & provide feedback
 - Customer can suggest changes in this phase
 - Chetu to evaluate if those changes impact time lines for the project, & update project plan accordingly
 - PM will give walk through to client for new and every updated Project Plan version
- Intermediate milestones
 - Environment: Provide environment to deploy
 - UAT: **Quick feedback** on the application
- Attend weekly status calls
- Client expected to attend check point meetings for good relationship
- Timely response to queries to help keep the project on track
- Final Delivery
 - Environment: Provide environment to deploy
 - UAT: **Quick feedback** on the application

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THANK YOU