

## About ABM and Services

**ABM Knowledgeware Ltd. (ABM)**, IT Company listed on Bombay Stock Exchange, is one of the few IT companies in India with exclusive focus on E-governance since 1998. ABM's e-Governance Solutions are currently delivering approximately 4+ Crores G2C and G2B services per year as on 2018-19.

ABM, today, has developed a thorough strategy in implementing and rolling out commercially-of-the-shelf (COTS) ERP based e-Governance solutions in ULBs (Similar to counties) across India. Developed Tourism Portal and managed Social Media for Government Tourism department. ABM is one of the few companies that are selected for large projects in multiple states simultaneously.

ABM has obtained **CMMI Level 4 Certification** along with **ISO 27001:2013, ISO 20000-1:2011 and ISO 9001:2015** quality certification for Design, Development, Implementation, Consulting and technical support of software and related Information Technology Services & management of information security.

### Manpower & Skill Set

ABM possesses a team of committed IT professionals with high qualifications ranging from Graduate in engineering to masters in engineering in various disciplines and are certified on different skills required to implement e governance effectively. Our project managers have vast experience in the e-Governance domain, domain knowledge in citizen services delivery and the acumen to roll out projects of big magnitude.

### Project Management Capabilities

Apart from having qualified human resources team to manage the Projects, ABM also has an in-house developed Project Management Tool. This tool is designed to take care of all minute level activities of various teams handling roll-out projects across states in India.

Project Planning, Resource allocation, Progress Monitoring, are some features of this tool. MIS reports help the management to monitor remotely all the sites and take care of roadblocks during various activities and plan future activities based on the efficiency level. The tool also has features like document management which help the projects to run smoothly by means of checkpoints in the form of sign off documents at regular stages of the project.

## On Boarding and Off Boarding Support

ABM provide Online material, offline, Video, User Manuals etc. for Onboarding the client. Documentation includes Business Blueprint, configuration document, Functional Specifications, Technical documents, testing documents etc

## Implementation Plan

The Implementation plan depends on the requirements of the project deliverables. Typical implementation approach of ERP modules implementation are:

- Project Governance
- Project Kick off
- Project Charter
- Design Development and Customization
- Application Testing

- UAT
- Go-Live
- Operation and Maintenance

## Service and Support Levels

The onsite team if required shall coordinate remotely with ERP and e-Governance Expert during support phase. Support services shall include Annual Technical Support.

Activities to be performed under AMC and ATS are as below:

- Fixing defects if any in the application software
- Change in the software – Change Request as per the Change Request methodology mentioned in separate section.
- Compliance to SLA considering that assumption and dependencies on all other stakeholders are complied.
- Support to the software and tools provided by ABM under this project
- Maintain issue log
- Change and version control
- Maintain documentation

Important activities by ABM Support Engineers include:

- Track each incident to resolution
- Provide feedback to Project Manager
- Escalate the issues, to the appropriate levels, if necessary, as per the escalation matrix agreed at the time of project inception
- Submit monthly report to Project Manager
- Email or online ticketing support
  - Support response times
  - Standard hours of Support are Monday to Friday, excluding national holidays, 9.00-17.30.
- Phone Support: 9 to 5 (UK time), Monday to Friday
- Onsite Support: Onsite support will be provided at the expenses of client for travel and staying.

## Pricing

Pricing Document for Services:

- Man-month rate applicable for services is £ 250
- All prices are exclusive of taxes, duties and levies that would be applicable
- 5 working days per week, 8 man-hours per day is considered

For other pricing conditions refer to pricing document.