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*Service Provisioning  
Platform and Business  
Intelligence Platform  
— Data Sciences  
Corporation*

Version 1.1



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## 1. OVERVIEW

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ICTLabs builds and supplies SAAS products that offer unique solutions to everyday business challenges experiences in both SME's and enterprise companies. Our unique approach to modular systems allows our platforms to solve customer needs easily with minimum disruption to the customer's day-to-day operations.

This document serves as a proposal to develop and implement a Business specific Hosted Services Provisioning Portal and integrating it with a Numista Business intelligence platform.

The features set out below should assist Data Sciences in managing its direct customer and reseller service management and provision required services with minimal human resources.

## 2. REQUIREMENT

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Data Sciences requires a Platform where they can manage customer and resellers' services, provision new services and accurately bill their resellers and customers for the services provisioned. The platform should allow resellers to seamlessly provision the necessary services with the minimum possible human intervention.

## 3. PROPOSED SOLUTION

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To deliver the required operational functionality, ICTLabs recommends that we develop a custom Service Provisioning Portal and integrate it into our proven Numista business Intelligence platform.

Basic features and functionality is set out below.

### **Service Provisioning Platform**

1. Administration login
  - a. Team management
    - i. Access Levels
    - ii. User Management
    - iii. 2FA
  - b. Reseller management
    - i. Create
    - ii. Edit
    - iii. View services
    - iv. Module management
    - v. Suspend
    - vi. Impersonate
  - c. Product management
    - i. Create integration modules for products
    - ii. Pricing\plan management for products
  - d. Order Management
    - i. Procurement Process flows
    - ii. Order reporting

- iii. Billing integration
- iv. Manual\Automated order processing

### 2. Reseller login

- a. Profile management
  - i. User management
  - ii. Access levels
- b. Customer Creation
- c. Service provisioning
- d. Order management
- e. Reporting

### 3. Numista integration

- a. Customer\reseller management
- b. Product management
- c. Billing processing

### 4. Proxmox integration

- a. Virtual server management
  - i. Create VM
  - ii. Cancel VM
  - iii. Upgrade VM
  - iv. Resource management
  - v. Console access
  - vi. Billing
- b. Container management
  - i. Create Container
  - ii. Cancel Container

- iii. Upgrade Container
  - iv. Resource management
  - v. Console access
  - vi. Billing
- 
- c. IP address management
  - d. Node\Cluster management
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- 5. Future product integration
    - a. Requirements Unclear

## **Numista Business Intelligence platform**

- 1. Customer Management
  - a. Payment terms
  - b. Contact management
  - c. ClientZone Access
    - i. View & pay Invoices
    - ii. View Transaction history
  - d. Sales orders & Invoices
  - e. Quotations (if applicable)
  - f. Billing information management
    - i. Debit order management
- 2. Xero Integration
  - a. Accounting & bookkeeping

3. Billing
  - a. Annuity billing
  - b. Debtor management
  - c. Account ageing reporting
  - d. Automated payment reminders
  - e. Automated interest on outstanding amounts if applicable
4. Reporting
  - a. Invoice reporting
  - b. Sales reporting
5. Contract management (Customer)
  - a. Master agreement
  - b. Service order
  - c. Expiration

## 4. BENEFITS

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By automating and integrating the business processes and billing surrounding Data Sciences service provisioning and billing, ICTLabs will enable Data Sciences to onboard and manage the Customers and Resellers with minimal operation human resources.

Benefits Of such automation include, but are definitely not limited to:

- Streamlined workflows resulting in better customer service
- Reduced manual errors, be it with billing or service provisioning.
- Increased productivity — Do more with less resources (human & time)
- Cost savings — Reduced waste (time, capital, HR)

## 5. ESTIMATED TIMEFRAMES

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The estimated timeframes below were calculated based on limited information available. Prioritizing certain features could result in a minimum viable product being delivered in a shorter timeframe and additional features added after the system has gone live.

Description	Estimated Hours	
<b>Service Provisioning Platform [Admin]</b>	<b>180</b>	<b>5 Weeks</b>
Team management	40	
Reseller management	40	
Product management	20	
Order Management	80	
<b>Service Provisioning Platform [Reseller]</b>	<b>176</b>	<b>5 Weeks</b>
Profile management	40	
Customer Creation	16	
Service provisioning	40	
Order management	40	
Reporting	40	
<b>Numista integration [System]</b>	<b>64</b>	<b>1.5 Weeks</b>
Customer\reseller management	8	
Product management	16	
Billing processing	40	

<b>Proxmox integration [System]</b>	<b>180</b>	<b>5 Weeks</b>
VPS Management	40	
Container Management	40	
IP Management	40	
Cluster & Node Management	40	
Console Management	20	
<b>Numista Business Intelligence platform</b>	<b>80</b>	<b>2 weeks</b>
Management		
Customer payment terms		
Contact management		
ClientZone Access		
View & pay Invoices		
View Transaction history		
Sales orders & Invoices		
Quotations (if applicable)		
Billing information management		
Debit order management		
<b>Xero Integration</b>	<b>10</b>	
Accounting & bookkeeping		
<b>Billing</b>	<b>10</b>	
Annuity billing		
Debtor management		

Automated payment reminders		
Automated interest on outstanding amounts if applicable		
<b>Reporting</b>	<b>10</b>	
Invoice reporting		
ISP sales reporting		
<b>Contract management (Customer)</b>	<b>10</b>	
Master agreement		
Service order		
Expiration		

## 6. SERVICE COST

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Please note that this is indicative pricing based on information available. Pricing excludes future integration or custom development billed in a similar model to either Option 1 or Option 2.

<b>Option 1 (All Prices excl VAT)</b>		
Service Provisioning Platform Development	600 Hrs	R 594 000.00
Numista Deployment	80Hrs	R 79 200.00
<b>Total Once Off Fee</b>		<b>R673 200.00</b>
Service Provisioning Platform Monthly Fee (Including) <ul style="list-style-type: none"> <li>• SLA</li> <li>• Platform Licensing</li> <li>• Support</li> <li>• Bug Fixes</li> <li>• Feature Evolution</li> </ul>		R 15 000.00
Numista Monthly Fee (Including) <ul style="list-style-type: none"> <li>• SLA</li> <li>• Numista Licencing</li> <li>• Support</li> <li>• Bug Fixes</li> <li>• Feature Evolution</li> </ul>		R 5 500.00
<b>Total Monthly Fee (Excl VAT)</b>		<b>R 20 500.00</b>

<b>Option 2 (All Prices excl VAT)</b>		
Service Provisioning Platform Development	Monthly for 12 Months	R 52 000.00
Numista Deployment	Monthly for 12 months	R 6 800.00
Service Provisioning Platform Monthly Fee (Including) <ul style="list-style-type: none"> <li>• SLA</li> <li>• Platform Licensing</li> <li>• Support</li> <li>• Bug Fixes</li> <li>• Feature Evolution</li> </ul>		R 15 000.00
Numista Monthly Fee (Including) <ul style="list-style-type: none"> <li>• SLA</li> <li>• Numista Licencing</li> <li>• Support</li> <li>• Bug Fixes</li> <li>• Feature Evolution</li> </ul>		R 5 500.00
<b>Total Monthly Fee (First 12 Months) (Excl VAT)</b>		<b>R 79 300.00</b>
<b>Total Monthly Fee (after 12 Months) ** (Excl VAT)</b>		<b>R 20 500.00</b>

## **7. CLOSING**

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ICTLabs' technical expertise and operational experience puts us in an ideal situation to develop and implement these innovative solutions to fulfil Data Sciences operational requirements.

By unlocking operational efficiency Data Sciences will create an environment where the organization AND its team members could identify opportunities quicker and scale your product offering to suit business needs.

Please contact your account manager if you would like any information regarding some of the platform mentioned in this presentation.