

# Simplification of PS Owned Mobile Application



Version 1

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# Background & Requirements

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## Background

Over past few years PS has taken mobile application based services to automate the process and enhance / simplify the colleagues experience however with multiple application on the mobile phone it become extremely inconvenient for users to navigate multiple app to handle different property services related task. This has arisen multiple problems as stated below

- Navigation to multiple PS Applications to access PS related services.
- Inconsistent User Access Management and lack of single sign-on feature.
- Increasing trends of mobile application based services, PS likely to introduce few more application to automate the process.
- Lack of awareness amongst the new joiners around various services being offered via mobile application by PS.
- Lack of single interface to notify users and provide information related to services and offerings.

## Requirements

In order to address the above problems the following are requirements that the solution should deliver.

- Consolidate all applications and move them into a single platform
- Allow user to navigate all application and its features using single interface with no need to download the application separately
- Opportunity to introduce single sign-on for all the users for enhanced user access management and controlled onboarding and off boarding of staff
- Publish Property services related contents, service offerings, notifications, banners including emergency contact numbers and other helpline numbers
- Create an ability to on-boarding of new application and off-boarding of a decommissioned app from the main interface for seamless experience to staff members

# Features Likely to be Offered

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Below Table talks about the features/parameters their significance and their applicability for our solution.

Feature/Parameter	Response (for our solution)	Significance	Supporting Notes
App Size	Small to Medium	Depending on the processing the app does it can be marked S/M/L	Requirement for our App is to simply do an aggregation. consolidator function, with some additional Banners, Alerts, User access etc. for both iOS and Android.
User Interface	Formal & Simple	The app basically is for use for the employees and basically acting as an aggregator/consolidator.	No Fancy Interface unlike the commercial apps. A Simple and easy to understand User Interface is sufficient
Users and Accounts	Small to Mid-size (15,000 is a comfortable number for sizing)	The subscriber to the application would be not more than the total strength across India Offices. The sign-up would be e-mail based, which would be primary user-id for the user.	Given it is for the consumption of RBS employees the it doesn't call for any social media based sign-ins(eg Facebook, Gmail etc.) the user base would also be limited.
User Generated Content	Minimum	Generally this includes things like user personal dashboards, ratings etc.	If need be we can get some ratings, Reviews etc. included
Date & Location Functions	Required	These are mainly required to getting calendar based functions like Bookings or get getting exact location of Employee(GPRS)	We can have some kind of calendar - say to show condecoco booking and display Map//location for parkwheels. GPRS functionality may be optional.
Social media & Engagement	None	This purpose is non-commercial and doesn't require any features like chatting Posting to twitter etc.	Sending email to other user, chat, etc. – We don't need any of these.

Information classification: Internal

# Continued...



Feature/Parameter	Response (for our solution)	Significance	Supporting Notes
Billing or e-commerce	None	The purpose is non-commercial and nothing of billing based etc required.	These are basically for e-commerce apps with checkout features etc.
Admin Feedback & Analytics	None to small	This may or may not be required. The admin of the app may want some kind of pre-defined reports like the 'user onboarded and de-boarded etc.	These are generally used by commercial set-up to get Clients/customers patterns etc.
External APIs & Integrations	Yes	The Integration is basically with other apps/ website data etc. We definitely need this as this our key requirement.	Yes definitely want it, but these are not cost based APIs in my mind – all service provider should provide free API access & usage
Security	Yes	Ensuring proper security is considered and adhered.	SSL & 2FA should be good. Data Protection laws be followed and adhered. The 2FA preferably should be OTP based as some mobile users may not have Biometric features in the mobile devices.
User Boarding and Deboarding	Yes	The Onboarding is user entering the valid RBS email id and authenticating it(once). De-boarding – admin function.	Yes required
Others	Few	Some Non-functional requirements to ensure the speed is not deteriorated	Needs to checkout.

# Points to be Considered



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- We can have a home app – which is a basically Group branded app for pan India users- so whenever an associate joins like other procedures, rules he/she made aware of this app.
- The authentication can be email based, so the first use – the user authenticates the RBS email – this thus gets stored on the home app db. This is the onboarding.
- The user access authentication can be every time against this database – the email and device are the authentication token. In addition to the normal user – we have an admin user – main the RBS admin dept who can de-board/suspend a user.
- Within the app – there are provision for banners/ alerts – these can be based on geography/location. The alerts/banners are again decided by admin user.
- Some Non-functional requirements need to be kept in mind – impact to the turnaround, scalability etc.
- Some staff may not have access to email-id(support staff) – they can hence use the individual apps rather than the aggregator app.



# Thank You