



Business Partnership Proposal

Geeks2u

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1 Document control

1.1 Revision Log

Revision	Date	Author	Changes
v.1.0	18/3/2016	Pablo Rodriguez	Initial Version

1.2 Document Distribution

Name	Company	Position	Responsibility
Pablo Rodriguez	Anahata	CTO, Director	Author / Reviewer
Michael Hancock	Geeks2u	Managing Director	Reviewer
David Hancock	Geeks2u	Strategic Planning Manager	Reviewer

1.3 Document Purpose

The purpose of this document is to:

- Introduce Anahata
- Propose two engagement options for mutually beneficial business partnership
- Provide a high level overview of the technology we use and the high level design principles
- Outline The Development And Support Processes
- Outline Anahata's general terms and conditions

2 Introduction

2.1 Company Overview

Anahata is an Australian privately owned Software Development And Support company founded in 2010 with staff members in Perth and Melbourne.

Anahata achieved Oracle Partner status in 2013, Oracle Gold Partner status in 2014 and Oracle Java Specialized Gold Partner status in 2015. Our Software Engineers have a number of Oracle Java Certifications and a high level of expertise in Oracle Java, JavaFX, Java EE, Linux and SQL databases.

Anahata is a member of Open Source Industry Australia since 2014, an active contributor to the Open Source Community and can deliver enterprise grade Business Systems predominantly built on Open Source Software with zero or near zero licensing costs.

Anahata is a WA Government ICT Business Solutions Implementation Services provider

Anahata provides a range of support, maintenance and monitoring plans with different SLAs to support small, medium and corporate business systems.

3 Proposal

To Offer Anahata's services to Geeks2u through either of the following engagement models:

- Referral
- Subcontracting

3.1 Referral

Through this model, Anahata offers your business referral incentives on all our service.

We can provide you a 20% commission on the first invoice and an ongoing 10% commission on every subsequent development or maintenance invoice.

Whenever A receives payment for a given invoice, we will notify your businesses of the accumulated referral earnings. An invoice for the accumulated referral earnings amount can be sent to Anahata any time at your convenience.

3.2 Subcontracting

Anahata can work as a subcontractor of your company for any of our services.

3.2.1 Service Desk

Anahata can work with either of the following Service Desk system options

- Use Anahata's online service desk, support mailbox and support number.
- Use Geeks2u's service desk system
- We can provide your business a dedicated phone number or PBX extension with a customized greeting (e.g. Thanks for calling Geeks2u) for an additional \$5 / month.

3.2.2 Brand

Either of the two options

- Subcontract under the Anahata Brand
- Our staff can work under the Geeks2u brand in any interaction with Geeks2u's customers using Geeks2u's
 - document templates
 - email addresses

- ☐ clothing
- ☐ phone greetings
- ☐ vehicle signage
- ☐ any other branded service

Note: Any costs incurred from using Geeks2u's marketing materials will be at the expense of Geeks2u.

3.2.3 Time Tracking

Any of the following options:

- Anahata's online timesheet system
- Geeks2u time tracking system.

3.2.4 Billing

Geeks2u invoices its customers for Anahata's services.

Anahata invoices your business on the 1st of every month providing time and materials breakdown.

3.2.5 Insurance

The following are Anahata's current insurance policy details.

- Professional Indemnity Limit of Indemnity: \$10,000,000 Any One Claim and \$20,000,000 in the Annual Aggregate
- Professional Indemnity Excess: \$1,000 Each and Every Claim (Exclusive of Defence Costs and Expenses)
- Public and Products Liability Limit of Liability: \$10,000,000 Any One Claim and in the Annual Aggregate for Products Liability
- Public and Products Liability \$500 Each and Every Claim (Exclusive of Defence Costs and Expenses)

4 Technical Overview

The following provides a technical overview of how Anahata develops and supports most of its customer's business systems. While this a consequence of all the requirements from different customers we have had so far, the most suitable technology stack and system architecture will be evaluated in a case by case basis.

4.1 Technology choice principles

Technology choices are based on the following principles:

1. Maximum portability - technology choices are made on the principle that if a component or library used by the system gets superseded over time, minimum code changes and effort would be required to replace that component.
2. Maximum compatibility - across devices, hardware, operating system etc.
3. Maximum system lifespan - Using components that would allow us to upgrade the system to newer versions of Java, Windows, Linux, LibreOffice minimizing costs.
4. Free And Open Source components and libraries - Reduces licensing costs and allows Anahata engineers to see the source code of any libraries or components used by the system

Typical business systems are developed using open industry standards such as SQL, Java and Java EE to have the maximum possible level of portability across devices under a single code base.

4.2 Typical Business System Solution Architecture

The typical architecture of a Business System developed by Anahata is composed of:

- A Server running a 64 bit open source enterprise Linux or a 64 bit Windows OS. This can be a physical server or a virtual machine, either at customer's infrastructure or on a datacenter.
- A Java Enterprise Edition compliant open source application server such as Oracle GlassFish 4.1.1 Open Source Edition
- A SQL compliant database such as Oracle MySQL Community Edition.
- A Document Generation Engine (Docmosis) for generating PDF/Word

- documents or emails (If Required)
- Desktop Client application for business staff
 - Compatible with any recent version of Windows, Mac or Linux in 32 or 64 bit.
 - Deployed Via Java Web Start
 - Auto updates whenever a new version of the system is deployed to the server
- A Web Portal for business customers.

4.3 Typical High Level Application Design

Most of the business system developed by Anahata are composed of 4 application modules.

- A JavaFX based desktop client module for customer's staff
- A shared client-server module for data exchange
- A server module which will
 - Web portal for customers or any other required web content.
 - interface with database
 - perform batch operations
 - Interface with other external systems (e.g. Ms Exchange, Myob, ATO, Landgate, etc)
- A database versioning module
 - A module where all changes to the database are versioned.

Anahata's business systems are built on Anahata's Open Source Yam Platform. The Yam platform provides the base infrastructure for a client / server application built on a Java Enterprise Edition backend and a JavaFX frontend. It reduces common glue code and development codes as It provides common functionality.

- Application Packaging, Deployment
- pack 200 and Jardiff enabled Java Web Start
- Version Management
- Environment Management
- Error monitoring & reporting
- Performance monitoring
- Access Logging
- Pure Java Remote Procedure Call Framework
- Pure Java Push Notifications (Server side initiated events)
- Embedded Document Management System
- Document Generation
- UI Data Binding
- Database Versioning
- User Management

4.4 Application Packaging And Deployment

All modules of the application are packed into a single .war file that will get deployed to a production server directly from Anahata continuous integration server.

The application will contain a web page with a link to launching the application client over Java Web Start.

Once installed, the client can be configured to update automatically whenever a new version is deployed to the server).

4.5 Typical stack

All high level components of a Business System can be based on Free And Open Source technology which do not incur on either upfront or ongoing licensing costs.

Component	Suggested technology	Licensing Cost	Commercial Upgrade Options
Server OS	CentOS 64 bit VM	\$0	Red Hat Enterprise Linux
Application Server	Oracle GlassFish v4 Open Source Edition	\$0	Oracle WebLogic
Database Server	Oracle MySQL 64 bit Community Edition	\$0	Oracle Database
Development Platform	Oracle Java	\$0	

4.6 Software licenses

All components listed in the 'Suggested Technology' column are licensed under free and open source licenses.

4.7 Networking

Client / server communication is engineered from a performance and bandwidth point of view to allow hosting the server side component of the system on the cloud and clients to run on ADSL and mobile networks.

4.8 Hosting

The server side component of a Business System can be hosted either at customer's premises or as a Virtual Private Server in a datacenter in Perth.

5 Development Process

Anahata uses Agile as software development methodology.

In Agile methodology, all project participants (including the customer) work closely to deliver the requirements in line with the customer's expectation. To achieve this, good communication is required between the customer and the engineers.

To ensure a project or a set of tasks are delivered in the most efficient possible way, frequent meetings and checkpoints may be required between the customer and the engineers. This can take the form of video conferences, e-mail conversations, phone conversations or face to face meetings.

As mutually agreed, checkpoints can be set regularly (e.g. daily or bi-weekly), on an ad-hoc basis, or both.

The development process is a continuous repetition of the following stages which are repeated in the form of iterations, the length of an iteration can vary depending on the size and the complexity of the goals set for a given iteration.

5.1 Requirements gathering and clarification

The first stage of the process is the requirements gathering, where software engineers liaise with the customer as to understand what the business requirements are.

5.2 Development

The second stage of the process starts once a set of requirements has been understood and the engineers work on the application or tasks to be developed. During this process, regular checkpoints and feedback with the client may be required to clarify requirements and ensure the development conducted aligns with the customer's expectations.

5.3 Testing

This stage is the testing stage, during this stage, the application will be deployed to a test environment, where the customer can test the application or changes requested. The test environment is provided by Anahata and there is no charge for it.

If during the testing, defects are detected or necessary changes are identified, the process will continue again on stages 1 or 2 to address the encountered defects or requested changes.

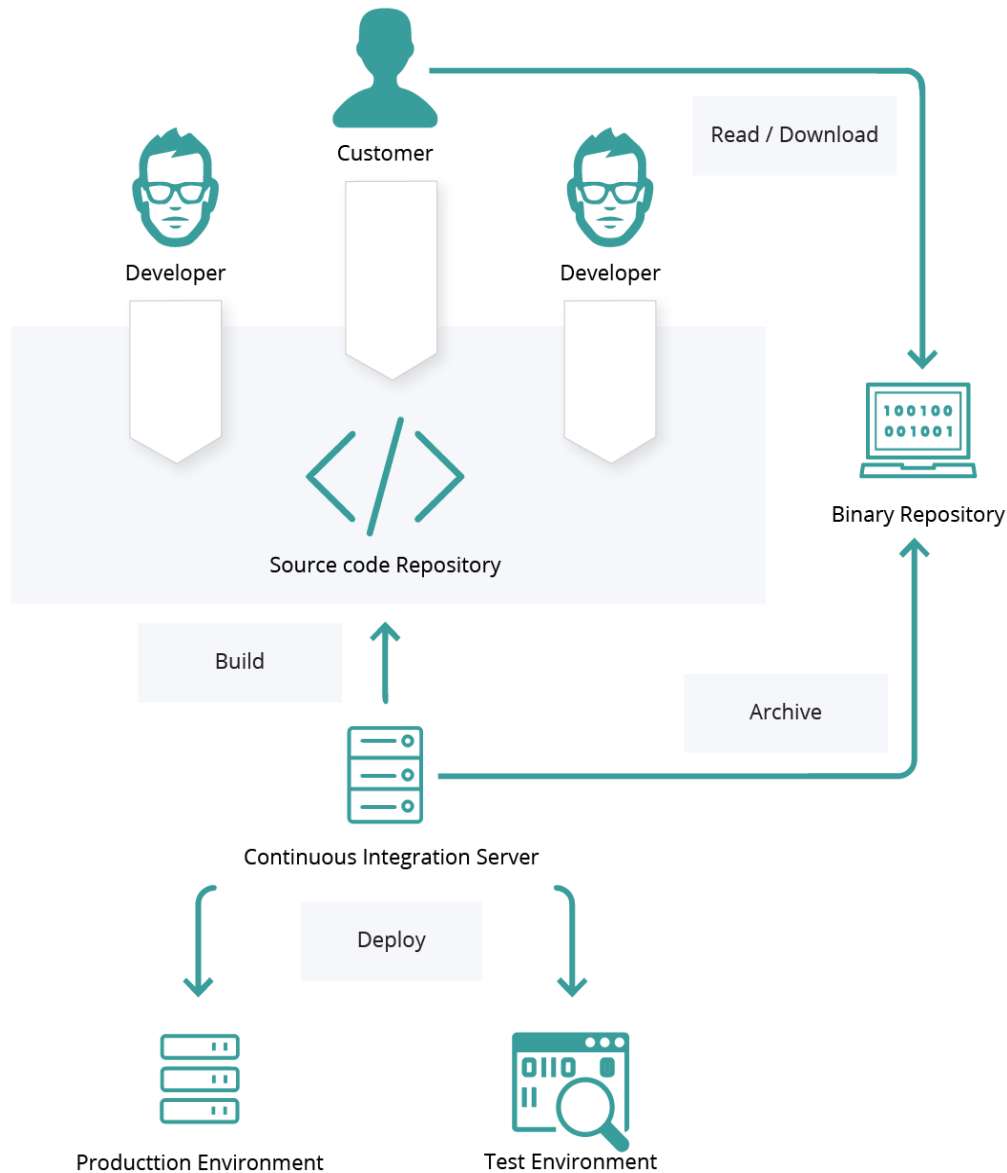
If the testing is successful, the customer shall sign off on the test release and the application will be deployed to production.

5.4 Production Implementation

During this stage, the application will be deployed to production. To deploy an application or a new version of an application to production, a system outage is generally required.

Production outage as part of a production implementation is optimistically of around 2-5 minutes but can become longer if issues were encountered.

6 Continuous Integration



The application source code will be stored in a cloud based source code repository to which the customer is granted access.

Whenever a developer makes a change to the application source code, the build server fetches the changes and prepares a new application build that gets automatically deployed to a Test Environment.

Whenever a build has qualified to be deployed to production, the version gets

rolled up and the binary artifact is archived in Anahata's binary repository and then deployed to production

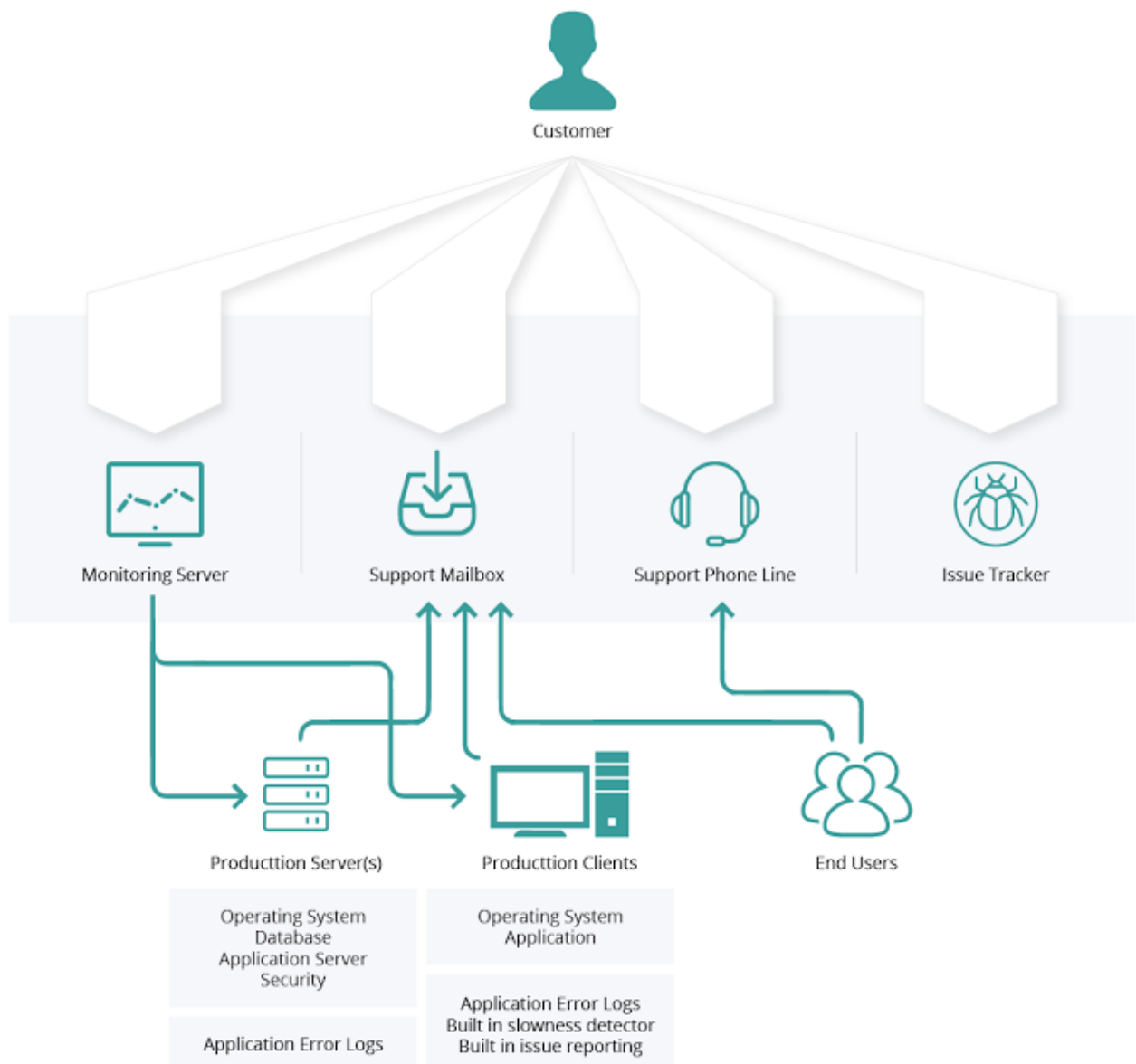
6.1 Application Versioning

The Application Version is composed of 3 parts X.Y.Z where

- X Represents the Major Version
- Y represents the Minor Version
- Z represents the update number

Additionally, whenever a new version of the application is under development, it will get deployed to the test environment as: X.Y.Z-Beta

7 Business Systems Support & Monitoring



7.1 Monitoring

The server and any Windows, Linux or Mac devices from which the business system is accessed can be provisioned with monitoring software that will alert Anahata support staff in case of any issue on the host (hdd space, swap memory, high cpu, etc).

Customers will be given login details to Anahata's Business Systems Monitoring online dashboard where the history and status of any monitored host can be checked.

7.2 Application Error Monitoring

Both client and server side components of the application would monitor the system logs for errors.

Whenever an error is detected, the system will automatically email Anahata Support Staff with a description of the error, the pc on which the error occurred, user who encountered the error and application logs and screenshot at the time of the error.

Additionally, the application will contain a 'Report Issue' button which will send the above mentioned information and a user entered comment with the description of the issue..

7.3 Issue tracking

Users will be able to report application errors from the application itself clicking the report issue button. The application will allow the user to enter a description of the error and will give the user the option to send a screenshot of the application.

Additionally, access to Anahata's Issue Tracking system can be provided to the client for reporting any encountered defects and monitor the progress of both issue and enhancement request tasks.

7.4 Support Plans & SLAs

Anahata Provides a range of support plans with different backup policies, disaster recovery exercises, service desk hours, SLAs and response times.



Anahata Technologies Pty Ltd
ABN: 95 141 502
anahata.net.au
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1300 47 12 23



Standard Support plans are listed here: <http://www.anahata.net.au/support-plans.html>



8 Business System Ownership

Anahata's business systems are typically built on a combination of :

- Software code exclusively written for and owned by the customer
- Open Source Software Libraries available on the internet
- Commercial licenses (when no equivalent open source library is available). At the expense of customer.

If at any point in time, Customer preferred to use a different software vendor to maintain or develop the system further, all the source code required to build the application will be provided to the customer.

Access to Anahata's online binary repository can also be provided upon request, this repository contains a copy of every binary file that gets deployed to the customer's server.

9 General Terms And Conditions

9.1 Billing

Anahata works on a times and materials basis. Meaning that **any time** spent by Anahata staff on a given project will be invoiced on an hourly rate basis.

Customer should not expect any time Anahata staff members spend working on a given project to not be charged on assumptions of warranty or that a given technical issue or bug shouldn't have happened.

Invoices are raised on the 1st of every month and are due within 7 days of issue. Anahata reserves the right to put any assigned on tasks on hold in the event of a payment not having been received within 7 days. Late payments incur a 10% late payment fee.

During the course of a month, customer may log in to Anahata's timesheet system to get a breakdown of billable hours for that month.

9.2 Rates

Rates are to be agreed with the customer prior to the execution of any work. Different staff members have different hourly rates and invoicing will depend on which staff member was involved in the project.

Rates provided by Anahata are always GST exclusive.

9.3 Estimation

A customer may request estimates for a given project, task or set of tasks at any point in time and an estimate shall be provided by Anahata.

Our engineers make their best effort to make the estimates as accurate as possible and to deliver the tasks within the estimated time frames, nevertheless, it is expected that due to reasons such as unexpected technical issues, requirement clarifications or additional changes being requested, tasks may, from time to time, take longer than estimated.

Estimates shall not be interpreted in any aspect as fixed priced quoting.

9.4 Staff allocation

Staff allocation decisions are primarily made on whatever is most cost-effective for the client but this can occasionally change depending on factors such as urgency, staff availability, and workload.

Production issues and Customer Support have priority over development. If an issue is encountered in production that needs immediate resolution, staff working on new features may be temporarily allocated to resolve the production issue.

9.5 Liability

Anahata does not offer any compensation for system outage, loss of data, or any other loss of business that arise from using or not being able to use a Business System developed by Anahata.

10 References

The following customers understand well how the development process works and are happy to provide Customer what their experience of working with Anahata and making their own business system is.

Cameron Rule - Partner

Rule Technology, Director

<http://www.ruletech.com.au/>

Ryan Allier - Customer

Choice Building Inspections, Owner

<http://www.choicebuildinginspections.com.au/>

Ben Millar - Customer

Links Surveying, Owner

<http://www.surveyingperth.com.au/contact/>