



Reed Animal Hospital - Mobile apps & Web Admin Portal

V 1.0

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Objective

Mobile Apps for Clients - Reed Animal Hospital would like to provide convenient services through a mobile app to its clients. The app will allow their customers to manage Health, Hygiene, Grooming and overall well being of their pets. The app will include functions like managing appointments, pet health tracking, grooming services, and access to other pet resources. The app will also provide access to easy shopping and prescription refills. SDI will design and build these impressive, user friendly iPhone and Android mobile apps for **Reed Animal Hospital**

iPad/Tablet App for Staff - SDI will also design and build a Tablet app for employees to collect and store information from walk-in customer appointments.

Development Principles

- Smart and clean UI's (User Interfaces)
- Smart Navigation Tabs for easy and fast access to all the functions.
- Language of Development – English
- Language of Data Entry – English



Technology Stack

- iOS and Android for Customer Apps
- iPad app for Employees
- MongoDB, ExpressJS, AngularJS, NodeJS for Web Admin

Team Structure

- Project Manager
- UX Specialist
- Senior iOS Programmer
- Senior Android Programmer
- Senior Web Programmer
- Quality Assurance Tester
- Server Administrator



Main Modules

Mobile Apps for Customers - iPhone & Android - These will be available in the app stores for free. Users/Customers will be able to download, install and sign up to access all the services.

Tablet App for Employees - iPad or Android Tablet - Using this app employees will collect information from in person customer visits.

Web based Super Admin/CMS for the app owner - This will be a browser based web admin which will enable the Super Admin to manage most of the content on the apps. The Super Admin will be able to Manage Clients, Products, Appointments, Video Calls, View Sales Reports, and communicate with customers via Chat & Email. The Super Admin will also be able to create other Users with rights and roles.

Mobile Apps for Customers - iPhone & Android

The apps will have the following functions/features:

1. **Sign up/ Sign In** - (Only required to create/view a Pet Profile or make purchases)
 - a. Sign Up or Create an account
 - i. Email Address
 - ii. Password
 - iii. First Name
 - iv. Last Name
 - v. Phone number
 - vi. Submit

Optional: Super Admin can review and approve the customer account. An email will be sent to the client notifying their account has been approved by the hospital.



- b. Sign In
 - i. Using your email & password

Note: Customers can also access the app without creating an account or signing in. They will be able to view resources & other information based content.

2. Forgot password

- a. The app will ask customers to provide their email to receive a reset password link which they can use to change the password.
- b. Once the customer clicks on the link, the app will ask the customer to enter a new password and confirm the new password.

3. App Home screen

- a. Users/Customers can view resources like:
 - i. Podcasts
 - ii. Health Tips
 - iii. Training your pet videos
 - iv. FAQs
- b. Menu - this will include different functions the customer can access which is detailed in this document.
- c. Notification Alerts.
- d. Settings

4. Appointments

- a. Schedule appointments
 - i. Select your pet (This will only appear if you have multiple pets under your account)
 - ii. Select your preferred location (Campbell or Saratoga)
 - iii. Select appointment type (Virtual/Video or Walk in/ In person)

iv. Select the reason for the appointment

1. Regular physical
2. Preventive care
3. Dental care
4. Vaccine
5. Grooming service

a. If the grooming service is selected then the next dropdown field will show a list of services under grooming and the customers can select from multiple service options.

v. A calendar will popup so the customer can select a date & time they wish to have the appointment. (The customers will be able to view 2-3 time slots available for the next 2-3 weeks).

vi. Save & submit the appointment.

Note: At this step, the app will ask the customer to add the payment details which they wish to use for paying the bill (This information will be kept on file).

vii. The appointment when scheduled will be submitted to the hospital and the hospital will confirm, cancel or reschedule the appointment depending on the availability of the Doctor/Technician.

viii. The customer will receive an email once the appointment is confirmed, cancelled or rescheduled.

5. Pet History / Timeline

a. Customers can select a pet (if they have multiple pets under their account).

b. The following info can be viewed:

i. Past visits

1. This will include the details of the visit along with the doctors advice or notes.

ii. Prescriptions



1. Ongoing prescriptions
 - a. Option to view the prescription detail & dosage
 - b. Option to request a refill as needed
2. Prescriptions that were offered in the past
- iii. Allergies
- iv. Test results
- v. Physical health data during past visits
 1. Weight
 2. Temperature

6. Messages

- a. Customers can send messages and receive a response from the doctor.
- b. Customers will have the option to attach images or videos if needed to describe the problem or concern.
- c. Doctors will have an option to respond to the message.

7. Shop

- a. View the products catalog.
- b. View product details, images, and price.
- c. Customers can purchase products on the app and pick it up at the hospital/clinic location (Campbell or Saratoga).
- d. Checkout process:
 - i. Add products to the cart
 - ii. View cart
 - iii. Proceed to checkout
 - iv. Select delivery options:
 1. Pickup at the hospital
 2. Get it delivered (3rd party Logistics provider for shipping will be recommended by SDI)



- v. Make a payment (A 3rd party payment gateway will be integrated for a secure checkout)
- vi. Order completed
- vii. Order confirmation will be emailed to the customer

8. Chat (AI enabled)

- a. Support via chat will be available to the customers 24/7. This will be AI/ML enabled

9. Pelfies

- a. Customers can upload pictures of their pet on the app
- b. They will be able to share/post it on Facebook

10. Push Notifications

- a. Appointment reminders
 - i. Upcoming appointment
 - 1. Once the appointment is confirmed by the hospital, the customer will receive a notification that the appointment is confirmed. The customer will have an option to add the appointment to their native calendar.
 - ii. Appointment cancelled or rescheduled
 - iii. Regular grooming appointment reminders
- b. Prescription refill reminders
- c. Preventive checkups
- d. Message notification
- e. Chat notification
- f. Payment/Bill due reminders

11. Settings

- a. View profile
- b. Edit profile
 - i. Edit email or password



- ii. Add a new Pet
- c. Card for payment
 - i. Add multiple cards
 - ii. Select a default payment card
 - iii. Remove a card
- d. Sign out

Mobile App for Employees - Tablet app

1. Employees/Doctors will view a list of appointments.
2. Selecting an appointment will then display the following details:
 - a. Customer name
 - b. Pet details
 - c. Service type
 - d. A health form
3. Fill out the health form - The staff will take responses to questions listed in the health form (these are standard questions which are asked by the hospital to the customer on their appointment visit).
4. The responses will be filled out & saved.
5. The employees & doctors can add their notes.
 - a. Each note by each employee who has attended the customer during their appointment visit will get saved (these will be date & time stamped) **Employees/doctors can add notes by typing in using the tablet keyboard or by using a Writing stylus and simply write their notes.**
6. Doctors can go back and select a customer to view notes/advice which were recorded during the customer visit at the hospital.



SuperAdmin features & functions for the app owner

1. Login

- a. Admin will login with their email & password.
- b. Forgot Password: Admin will be able to reset their password, it will send an email with a link to set up a new password.

2. User management

- a. Add employees as sub admins
- b. Manage roles & permissions for each sub admin
- c. Delete sub admins

3. Customer management

- a. Add/ Edit/ Delete customers
- b. View customer details.
 - i. Respond to customers messages/chat
 - ii. View customer's pet profile & health details
 - 1. Pet's name
 - 2. Breed
 - 3. Age
 - 4. Weight
 - 5. Past visits data
 - 6. Allergies
 - 7. Prescriptions
 - 8. Ongoing conditions if any
 - 9. Grooming practice
 - 10. Dental hygiene
 - 11. Overall score



- c. Review and approve new customer accounts

4. **Manage Appointments**

- a. View & confirm appointments scheduled by the customers
- b. Cancel & reschedule appointments for customers

5. **Shopping Catalogue**

- a. Manage products
 - i. Add/ Edit/ Delete products

6. **Order management**

- a. View orders
- b. Fulfill order by scheduling a Pick up at the hospital

7. **Chat Support** - Provide 24/7 chat support to customers

8. **Reports**

- a. Sales revenue - View sales revenue on a daily/ weekly/ monthly/ yearly basis

9. **Logout**

Investment costs

We provide 2 convenient options for getting your apps built

Owned - Custom built Apps and Web Admin, 100% owned by you - \$49000

Or

Licenced - Custom built Apps, licenced to you (Owned by SDI) - \$990/month/app



Delivery Timelines

1 Month for UX and Design

4 Months for Programming

Payment terms

Owned App

- 35% upon contract submission
- 35% on UX completion
- 30% on completion prior to submission to the app stores

Or

Licensed App

Monthly Payments in Advance (1 Year Contract)

Warranty - required only for Owned App

SDI provides a 6 months debugging warranty on every project. For the initial 6 months after acceptance/launch, if any bugs occur and are identified, we will fix them without any cost to you.

Source Codes - Only for Owned App

All of the project Source codes will be handed over to the client on project completion. Upon completion and payment of all agreed invoices to SDI, the Client will be the sole and exclusive owner of all software assets and IP of the project.



Thank You,

Raj Srivastav

Director Technology

Software Developers, Inc

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