

# SMARTSOW

## SOW & DELIVERY INTELLIGENCE PLATFORM

From SOW management to delivery intelligence.

See Earlier. Decide Faster. Act Smarter.

## One Platform for the Complete SOW Ecosystem

SmartSOW connects customers, SOWs, projects, resources, delivery, workflows and commercial intelligence in one role-based platform. It is designed to help organizations move from fragmented tracking to proactive decision-making.

### The Business Problems

#### Fragmented SOW Information

Contracts, spreadsheets, emails and project trackers create multiple versions of the truth.

#### Limited Executive Visibility

Leadership cannot quickly see revenue exposure, utilization, health and upcoming staffing needs.

#### Resource Leakage

Bench, partially utilized and soon-to-be-released resources can remain invisible to upcoming requirements.

#### Reactive Recruitment

Teams recruit externally before checking whether the right capability already exists internally.

#### Manual Onboarding / Offboarding

Multiple teams, checklists and approvals create missed actions and operational risk.

#### Late Renewal Decisions

SOW expiry may be noticed without enough time to protect revenue and plan affected resources.

**“SmartSOW connects the people, projects and commercial commitments behind every SOW.”**

# SOW Health Intelligence

A Green / Amber / Red indicator is only the beginning. SmartSOW can evaluate the drivers behind SOW health so managers can understand what needs attention and why.

|                                                                                 |                                                                                           |
|---------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|
| <b>SCHEDULE</b><br>Milestones, dependencies, delays and forecast impact.        | <b>SCOPE</b><br>Change requests, scope pressure and delivery commitments.                 |
| <b>RESOURCES</b><br>Skill gaps, allocation, availability and staffing exposure. | <b>COMMERCIAL</b><br>Value, billing exposure, capacity leakage and commercial risk.       |
| <b>CUSTOMER</b><br>Approvals, satisfaction signals and customer dependencies.   | <b>DELIVERY &amp; RISK</b><br>Delivery performance, risks, issues and intervention needs. |

## Example: SOW-1042 — 68% AMBER

**Why?** Critical skill gap • customer approval aging • milestone exposure

**Recommended action:** identify internal resource → expedite approval → protect milestone.

# Resource & Capacity Intelligence

Know who is billable, unbillable, on the bench, becoming available and needed next — then connect available capacity to requirements.

| Requirement     | Internal Match | Availability | Match |
|-----------------|----------------|--------------|-------|
| Azure Architect | Rahul Sharma   | 25-Sep       | 94%   |
| Azure Architect | Arun Kumar     | Immediate    | 88%   |
| Senior QA       | Priya Nair     | 15-Sep       | 86%   |

# Automate the SOW Lifecycle

|                              |                                    |                                 |                                |                                |                                            |
|------------------------------|------------------------------------|---------------------------------|--------------------------------|--------------------------------|--------------------------------------------|
| <b>CREATE</b><br>Capture SOW | <b>PLAN</b><br>People & milestones | <b>STAFF</b><br>Match / recruit | <b>ONBOARD</b><br>SOP workflow | <b>DELIVER</b><br>Track health | <b>RENEW / CLOSE</b><br>Protect continuity |
|------------------------------|------------------------------------|---------------------------------|--------------------------------|--------------------------------|--------------------------------------------|

## Core Capabilities

|                                                                                                             |                                                                                                                      |
|-------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|
| <b>SOW Management</b><br>SOW master, dates, value, milestones, deliverables, scope and documents.           | <b>Recruitment &amp; Requirements</b><br>Plan requirements, check internal capacity and manage recruitment pipeline. |
| <b>Onboarding &amp; Offboarding</b><br>Automated checklists, dependencies, approvals, access and closure.   | <b>SOP &amp; Process Engine</b><br>Configurable owners, approvers, due dates, evidence, SLAs and escalations.        |
| <b>SLA &amp; Escalation</b><br>Warning thresholds, breach-risk detection and configurable escalation paths. | <b>Renewal Intelligence</b><br>30/60/90-day expiry views, revenue exposure and resource impact.                      |
| <b>Customer Portal</b><br>Controlled customer access to SOW status, milestones, approvals and changes.      | <b>Reports &amp; Dashboards</b><br>Executive, VP, Director and Delivery Manager views from the same data.            |

## Business Outcomes

Improve utilization • Protect revenue • Accelerate staffing • Reduce delivery risk • Standardize operations • Improve customer experience • Strengthen management visibility

### Explore SmartSOW

Experience the interactive prototype and see the product vision in action.

#### VKEC's SmartSuite

Intelligent Enterprise Solutions by VK Enterprise Consulting

Product brochure • Concept / prototype stage • Capabilities are indicative and subject to detailed discovery, validation and implementation scope.