

Business Requirements Document (BRD)

Project Title: ABSA SME Management Platform

Prepared by: [Your Name]

Date: [Insert Date]

1. Executive Summary

The ABSA SME Management Platform aims to support small and medium enterprises (SMEs) in efficiently managing their financial, operational, and customer relationship needs. The system will be a centralized, scalable, and easy-to-use digital platform, helping SMEs track cash flow, manage inventory, oversee staff, and build customer relationships while ensuring regulatory compliance and business growth. This project aligns with ABSA's broader mission of supporting entrepreneurship and digital transformation.

2. Business Objectives

- Provide SMEs with end-to-end tools to manage daily operations.
- Improve SME financial visibility, decision-making, and compliance.
- Strengthen ABSA's value proposition to business clients.
- Facilitate business continuity and scalability through digital support.
- Position ABSA as a long-term partner in SME growth and success.

3. Scope of Work

In-Scope:

Full-stack SME management system covering:

- Financial Management
- Inventory & Stock Management
- Staff & HR Lite
- CRM (Customer Relationship Management)
- System Settings, Roles & Integration
- Dashboard, Filtering & Multi-language Support

Out-of-Scope (Initial Phase):

- Payroll integration with government systems
- Advanced AI/ML sales prediction
- Third-party eCommerce integrations

4. Functional Requirements

A. Financial Management

- **Invoicing & Billing:** Generate custom invoices, send reminders, and set up recurring invoices.
- **Expense Tracking:** Track daily and recurring expenses with type-based categorization.
- **Tax Support:** VAT tracking, tax filing calendar, exportable tax-ready reports.
- **Financial Reports:** Auto-generated Profit & Loss and Balance Sheet.

B. Inventory & Stock Management

- **Manual Stock Tracking:** Add/remove stock manually per purchase/sale.
- **Low Stock Alerts:** System notifications when stock drops below set threshold.
- **Stock Take Module:** Simplified module for physical stock audits.

- **Supplier Management:** Track suppliers, purchase orders, and lead times.

C. Staff & HR Lite

- **Employee Profiles:** Store job roles, contact info, and pay details.
- **Attendance Tracking:** Manual entry or QR-based check-in/out.
- **Leave Management:** Submission, review, and approval of leave requests.
- **Payslip Generator:** Generate downloadable payslips for employees.

D. CRM (Customer Relationship Management)

- **Customer Profiles:** Contact info, order history, and internal notes.
- **Interaction Logs:** Email/call tracking, follow-ups, and reminders.
- **Sales Funnel Tracker:** Track lead stages visually (lead > quote > invoice).
- **Feedback & Reviews:** Customers can leave feedback post-purchase.

E. Settings, Access & Integration

- **User Roles:** Define permissions by role (admin, staff, etc.).
- **Data Export:** Export data to Excel, CSV, or PDF.
- **Mobile Support:** Responsive design or native app functionality.
- **Cloud Sync:** Real-time sync with offline access fallback.
- **Multi-business Support:** Manage multiple SMEs from a single account.

F. Bonus Features

- **Dashboard:** Quick snapshot of key metrics (sales, expenses, inventory).
- **Search & Filter:** Universal search bar and smart filtering by date, type, etc.
- **Multi-language & Currency:** Choose preferred language and currency for local/global use.

5. Non-Functional Requirements

- **Security:** End-to-end encryption, multi-factor authentication.
- **Performance:** Load time < 3 seconds; uptime of 99.9%.
- **Scalability:** Capable of supporting 10,000+ SME users.
- **Usability:** Intuitive UI/UX, beginner-friendly onboarding.
- **Compliance:** POPIA, VAT regulations, tax code adherence.
- **Backup:** Daily backups, downloadable archives.

6. Assumptions

- SMEs will provide their own device and internet connection.
- SMEs will have at least basic digital literacy.
- All ABSA clients will receive platform access as part of business banking.

7. Constraints

- Must comply with ABSA's existing tech stack and security protocols.
- Initial MVP release must be completed in 12 weeks.
- Language support limited to English, isiZulu, and Afrikaans in Phase 1.

8. Risk Analysis

Risk	Impact	Mitigation
Feature overload for SMEs	High	Use phased releases; prioritize usability

Delayed Tax Regulation Updates	Medium	Establish regular update mechanism
Limited Adoption	Medium	Partner with ABSA agents for onboarding sessions

9. Success Metrics

- User satisfaction rating above 85%
- 1,000+ SMEs onboarded within 6 months
- 40%+ reduction in manual tracking (paper-based)
- Weekly active user retention > 65%

10. Appendices

- Wireframes / Prototypes (to be attached)
- Process Flow Diagrams
- Glossary of Terms (SME, VAT, CRM, etc.)