

PROPOSAL

Implementation of ServiceSuite – Creative & Print

For Creative, Branding & Printing Businesses

Prepared by:

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1 Executive Summary

Number Seven Solutions Ltd proposes the implementation of **ServiceSuite – Creative & Print**, a business management system designed specifically for graphic design, branding, and printing businesses.

The solution will enable end-to-end job management, from quotation through design, approval, production, invoicing, and customer communication, while improving operational efficiency, visibility, and customer experience.

This proposal outlines the system scope, implementation approach, benefits, and next steps.

2 Client Business Context

Creative and print businesses typically face the following challenges:

- Difficulty tracking jobs from start to finish.
- Poor visibility into job status and delivery timelines.
- Frequent customer calls asking for updates.
- Lack of clear job costing and profitability tracking.
- Manual processes using books, WhatsApp, or Excel.
- Material waste and reprints affecting margins.

ServiceSuite – Creative & Print is designed to solve these challenges in a simple, practical, and scalable way.

3 Proposed Solution

3.1 ServiceSuite – Creative & Print

ServiceSuite – Creative & Print is a job-based business management system tailored for creative and printing operations.

3.2 Core Capabilities

The system will enable your business to:

- Manage customer enquiries and quotations.
- Convert approved quotations into jobs automatically.
- Track each job through design, approval, and production stages.
- Send automated SMS notifications to customers at each stage.
- Manage printing and production activities (where applicable).
- Generate invoices linked directly to jobs.

- Improve internal coordination between sales, designers, and production staff.

4 System Scope

4.1 Included Modules

Core Business Management

- Customer & job management
- Quotation & invoicing
- Job lifecycle tracking
- Accounting integration

Creative Workflow Management

- Design stages and approvals
- File and artwork attachments
- Revision tracking
- Task assignment

Customer Communication

- Automated SMS notifications at key job stages

Reporting

- Job status overview
- Operational visibility dashboards

4.2 Optional Add-ons (Based on Business Type)

Depending on your operations, the following can be enabled:

- **Printing & Production Tracking:** Material usage (ink, vinyl, fabric, blanks) and jobbased production tracking.
- **Retail / POS:** Walk-in sales and Souvenir/merchandise tracking.
- **Online Orders:** File uploads and Pre-paid jobs.

These add-ons are only implemented if required, ensuring you pay only for what your business needs.

5 Implementation Approach

1. Phase 1: Business Review & Configuration

- Understand your current workflow
- Configure job stages and templates
- Set up users and access rights

2. Phase 2: System Setup

- Customer and product setup
- Job and quotation configuration
- SMS notification configuration

3. Phase 3: Training

- Admin and management training
- Staff training (sales, design, production)
- Practical job-based training sessions

4. Phase 4: Go-Live & Support

- Live system deployment
- Post-implementation support
- Adjustment based on real usage

6 Benefits to Your Business

Operational Benefits

- Clear visibility of every job at all times.
- Reduced confusion and missed deadlines.
- Better coordination between teams.

Customer Experience

- Automated SMS updates reduce customer follow-ups.
- Professional, transparent job handling.
- Improved trust and repeat business.

Financial & Management Benefits

- Faster quotation-to-invoice cycle.
- Reduced errors and reprints.
- Improved decision-making through visibility.

7 Why Number Seven Solutions Ltd

- Deep understanding of Ghanaian SME operations.
- Experience implementing business management systems.
- Local support and training.
- Systems designed for real business use, not theory.

- Scalable solutions that grow with your business.

We are not just providing software — we are delivering a business system.

Activity	Duration
Business review & setup	3–5 days
System configuration	5–7 days
Training	2–3 days
Go-live & support	Ongoing

8 Project Timeline (Estimated) 9 Investment & Pricing

The cost of implementation will depend on:

- Size of the business.
- Whether printing/production is included.
- Number of users.
- Optional add-ons (POS, online orders, etc.).

A separate pricing schedule will be provided based on your final requirements.

10 Assumptions & Dependencies

- Client provides required business information on time.
- Internet access is available for system usage.
- Staff availability for training sessions.
- SMS credits are maintained for notifications.

11 Next Steps

To proceed:

1. Confirm acceptance of this proposal.
2. Finalise scope and modules.
3. Approve implementation schedule.
4. Commence system setup.

12 Conclusion

ServiceSuite – Creative & Print is designed to bring structure, clarity, and professionalism to creative and printing businesses. By implementing this system, your business will gain better control over operations, improve customer satisfaction, and create a foundation for sustainable growth.

We look forward to partnering with you.

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