Nurturing Process - Capstone Project3– Part -2/2

Question 1. What is the difference between Brainstorming and JAD Sessions?

**Ans-**

**1.Brainstorming-**

1. Brainstorming can be done either individually or in groups. The ideas collected can then be reviewed / analyzed and where relevant included within the system requirements. Ideas can come from what users / stakeholders have seen (eg. at software exhibitions) or experienced elsewhere.
2. Brainstorming can be an effective way to generate lots of ideas on a specific issue and then determine which idea - or ideas - is the best solution. Brainstorming is most effective with groups of 8-12 people and should be performed in a relaxed environment.
3. It is utilized in requirements elicitation to gather good number of ideas from a group of people. Usually brainstorming is used in identifying all possible solutions to problems and simplifies the detail of opportunities. It casts a broad net, determining various discreet possibilities. Prioritization of such possibilities is vital to locate needles in haystack.
   1. **Prepare for Brainstorming**

* Develop a clear and concise definition of the area of interest.
* Determine a time limit for the group to generate ideas, the larger the group, the more time required.
* Decide who will be included in the session and their role - participant or facilitator. Aim for participants (ideally 6 to 8) who represent a range of background and experience with the topic.
* Establish criteria for evaluating and rating the ideas.
  1. **Conduct Brainstorming session**
* Share new ideas without any discussion, criticism or evaluation.
* Visibly record all ideas.
* Encourage participants to be creative, share exaggerated ideas, and build on the ideas of others.
* Don't limit the number of ideas as the goal is to elicit as many ideas as possible within the time period.
  1. **Wrap-up the brainstorming**
* Once the time limit is reached, using the pre-determined evaluation criteria, discuss and evaluate the ideas.
* Create a condensed list of ideas, combine ideas where appropriate, and eliminate duplicates
* Rate the ideas. There are many techniques that can be used to prioritize the ideas, e.g. multi voting.
* Distribute the final list of ideas to appropriate parties.

**Advantage:** Can come up with very innovative ideas and requirements. It can be an efficient way for users / stakeholders to define their requirements.

**Disadvantage:** People can't easily brainstorm ideas when required to do so. Some people find brainstorming much harder than other methods.

**2. Joint Application Development (JAD)**

The Joint Application Development (JAD) technique is an extended, facilitated workshop. It involves collaboration between stakeholders and systems analysts to identify needs or requirements in a concentrated and focused effort.

**JAD Process Steps**

* 1. **Define Session:** Define the purpose, scope, and objectives of the JAD session, selecting the JAD team, invite and obtain commitment

to attend sessions from the appropriate stakeholders, and schedule the session. It is important to obtain management commitment to support the process and identify the appropriate stakeholders.

* 1. **Research Product:** Become more familiar with the product or service, gat her preliminary information, obtaining any models.
  2. **Prepare:** Prepare any visual aids, developing a realistic agenda, training the recorder, and preparing the meeting room.
  3. **Conduct Session:** Follow agenda to gather and document the project needs and requirement s. It is important to ensure all participants are given equal treatment during the process.
  4. **Draft the Documents:** Prepare the formal documents. The information captured in the JAD session is further refined through analysis efforts, open questions or issues discovered through the sessions are resolved, and the final document is returned to stakeholders for revie w and validation.

**Advantages:**

1. This technique allows for the simultaneous gathering and consolidating of large amounts of information.
2. This technique produces relatively large amounts of high­ quality information in a short period of time.
3. Discrepancies are resolved immediately with the aid of the facilitator.
4. This technique provides a forum to explore multiple points of view regarding a topic.

**Disadvantages:**

1. Requires significant planning and scheduling effort. Requires significant stakeholder commitment of time and effort.
2. Requires trained and experienced personnel for facilitation and recording.

Question 2. Why Document Analysis is one of the compulsory technique we use in a Project? Justify

**Ans-**

1. Document Analysis is one of the compulsory elicitation techniques for any Project.
2. Document analysis helps the BA quickly understand the current state (As-Is) of systems, processes, and business rules before engaging stakeholders. It acts as a foundation for further analysis.
3. Such documentation (if it exists) could include interface details, user manuals, and software. Existing documents contain valuable information that reduces the time needed to elicit requirements from scratch.
4. That Could be a lot of information and easy to transfer to a new system requirements document. Reviewing previous project documents, process flows, or audit reports helps identify pain points, inefficiencies, andmissing functionalities in the current system.
5. Stakeholders may forget or miscommunicate requirements. Document analysis helps cross-verify stakeholder statements with written records. Sometimes, stakeholders are busy or unavailable. Document analysis allows the BA to continue progress independently by studying historical or current documents.
6. There are three steps in Document Analysis-
7. **Prepare for Document Analysis:**

* Evaluate which existing system and business documentation are relevant and appropriate to be studied.

1. **Analyze the documents:**

* Study the material and identify relevant business det ails.
* Document business det ails as well as questions for follow-up with subject matter experts.

1. **Post Document Analysis wrap-up:**
   * Review and confirm the selected details with subject matter expert s.
   * Obtain answers to follow-up questions.
2. So, Document Analysis is one of the compulsory elicitation techniques for any Project.

Question 3: In Which Context we will use Reverse Engineering?

**Ans-**

1. Reverse Engineering is generally done for Migration Projects
2. In situations where the software for an existing system has little or outdated documentation and it is necessary to understand what the system actually does, reverse engineering is an elicitation technique that can extract implemented requirements from the software code
3. There are two general categories of reverse engineering:

* Black Box Reverse Engineering: The system/product is studied without examining its internal structure.
* White Box Reverse Engineering: The inner workings of the system/product are studied

Question 4: What is the difference between Brainstorming and Focus Groups?

Ans-

|  |  |  |
| --- | --- | --- |
|  | Brainstorming | Focus Groups |
| Purpose | Generate ideas | Improve existing ideas |
| Trigger | A need to solve a problem | A need to study an existing idea, solution or process |
| Condition | Problem exists | Idea, solution or process exist |
| Number of participants | 6 - 8 | 6 - 12 |
| Participant types | Heterogeneous | Can be homogeneous or heterogeneous |
| Person running the show | Facilitator | Skilled moderator |
| Knowledge of topic of discussion | Not necessary | In depth knowledge of topic of discussion |
| Guide | Develop criteria for evaluating and rating ideas | Create a discussion guide and moderator scripts |
| Ground rules | Must have | Nice to have |
| Duration | Restrict time to produce ideas  1 – 2 hrs | 1 – 2 hrs and sometimes over several days |
| Type of questions to ask | Progressive closed-ended to generate and build on ideas | Can be open-ended to generate qualitative data or closed-ended to generate quantitative data |
| Observers | No | Yes |
| Result | List of ideas combined to form themes | Report of findings  Could be  - bullet list of information learned  - comparative analysis between to solutions  - summary of response collected for each question |

Question 5. Observation Technique – Explain both Active and Passive approaches

**Ans-**

Observing, shadowing users or even doing part of their job, can provide information of existing processes, inputs and outputs.

There are two basic approaches for the observation technique:

1. **Passive / invisible -** In this approach, the business analyst observes the subject matter expert working through the business routine but does not ask questions. The business analyst writes notes about what he/she sees, but otherwise stays out of the way, as if he/she was invisible. The business analyst waits until the entire process has been completed before asking any questions. The business analyst should observe the business process multiple times to ensure he/she understands how the process works today and why it works the way it does.
2. **Active / visible-** In this approach, while the business analyst observes the current process and takes notes he/she may dialog with the worker. When the business analyst has questions as to why something is being done as it is, he/she asks the questions right away, even if it breaks the routine of the person being observed. In this approach, the business analyst might even participate in the work to gain an immediate appreciation for how the current process works.

* **Advantages:** 
  + 1. Useful if the user is not able to clearly explain what they do or their requirements for the new system.
    2. Can see ideas for improving processes or removing unnecessary activities from the new system.
* **Disadvantage:** Relatively slow, focused on existing processes rather than the new system processes.

Question 6. How do you conduct the Requirements workshop.

**Ans-**

Requirements workshops can comprise 6-10 or more users/ stakeholders, working together to identify requirements. Workshops tend to be of a defined duration, rather than outcome and may need to be briefly repeated in order to clarify or obtain further details.

**1. Prepare for the Requirements Workshop**

* Clarify the stake holder's needs, and the purpose of the workshop.
* Identify critical stakeholders who should participate in the workshop.
* Define the workshop's agenda.
* Determine what means will be used to document the output of the workshop.
* Schedule the sessions
* Arrange room logistics and equipment.
* Send materials in advance to prepare the attendees and increase productivity at the meeting.
* Conduct pre-workshop interviews with attendees.

**2.Co Conduct/Run the Requirements Workshop**

* Elicit, analyze and document requirements.
* Obtain consensus on conflicting views.
* Maintain focus by frequently validating the session's activities with the workshop' s stated objectives.
* The Facilitator has the responsibility to:
* Establish a professional and objective tone for the meeting.
* Enforce discipline, structure and ground rules for the meeting.
* Introduce the goals and agenda for the meeting.
* Manage the meeting and keep the team on track.
* Facilitate a process of decision making and build consensus but avoid participating in the content of the discussion.
* Ensure that all stakeholders participate and have their input heard.
* Ask the right questions, analyze the information being provided at the session by the stakeholders, and follow-up with probing questions, if necessary. The Scribe's role is to document the business requirements in the format determined prior to the workshop.

**3.Post Requirements Workshop wrap-up done by Facilitator**

* + - Follow up on any open action items that were recorded at the workshop.
    - Complete the documentation and distribute it to the workshop attendees and the sponsor.

Question 7. In which context, Interview Technique can be conducted by a BA ? How may approaches are there in conducting Interviews? (Structured – Unstructured) Explain them. Explain the difference between Open Ended Questions and Closed ended Questions

**Ans-**

1. Interviews of users and stakeholders are important in creating wonderful software. Without knowing the expectations and goal of the stakeholders and users, you are highly unlikely to satiate t hem. You also have to understand the perspective of every interviewee, in order to properly address and weigh their inputs. Like a good reporter, listening is a quality that assists an excellent analyst to gain better value through an interview as compared to an average analyst.
2. An interview is a systematic approach to elicit information from a person or group of people in an informal or formal setting by talking to the person - the interview asking relevant questions and documenting the responses. (This section considers the business analyst in the role of interviewer.)

## **[What is a Structured Interview?](https://www.formpl.us/blog/structured-interview" \t "_blank)**

A structured interview is a type of interview in which the researcher asks a set of premeditated questions in order to gather information about the research subjects. It is also known as a standardized interview or a researcher-administered interview, and it aims at investigating research variables using the same set of questions.

### **Characteristics of a Structured Interview**

* A structured interview utilizes a standardized process of inquiry.
* It is a quantitative method of observation.
* A structured interview is easy to replicate.
* This type of interview is sequential in nature

## [**What is an Unstructured Interview?**](https://www.formpl.us/blog/unstructured-interview)

1. An unstructured interview is a type of interview that does not make use of a set of standardized questions. Here, the interviewer does not generate any specific set of standardized questions for research, rather he or she asks different questions in line with the context and purpose of the systematic investigation.

### **Characteristics of an Unstructured Interview**

* An unstructured interview is flexible in nature.
* It relies on spontaneity in its method of inquiry.
* An unstructured interview is a method of qualitative observation.
* It is descriptive in nature.

1. Difference between close ended and open ended questions-

|  |  |  |
| --- | --- | --- |
| Characteristics | close-ended question | open-ended question |
| Definition | A closed-ended question is a survey question that restricts respondents to limited answer-options while an open-ended question is a survey question that allows respondents to communicate their answers without any restrictions. This means that unlike close-ended questions, open-ended questions allow you to provide free-form answers. | An open-ended question is a [type of survey question](https://www.formpl.us/blog/survey-types-template-examples) that does not restrict respondents to already-provided answer options. An open-ended question requires the respondent to fully express himself or herself as they provide answers to questions. |
| Types | Common types of close-ended questions include dichotomous questions and multiple-choice questions. A dichotomous question contains binary answer-options and is typically structured as yes/no questions or true/false questions while [multiple-choice questions](https://www.formpl.us/blog/multiple-choice-question-example) provide respondents with multiple answer options that can be structured as checkboxes or radio choices. | common types of open-ended questions include what, where, when, and how questions. These are questions that typically require the respondent to provide more than a single-word answer, and fully describe their thoughts and experiences in line with the assertion or subject matter. |
| Purpose | The objective of close-ended questions is to help the researcher collect statistical information that can serve as quantitative data | The purpose of open-ended questions is qualitative data collection |
| Data Type | Close-ended questions collect [quantitative data](https://www.formpl.us/blog/quantitative-data) | open-ended questions collect qualitative data. |
| Data Collection Method | close-ended questions are asked via quantitative data collection methods like surveys and questionnaires. | Observation, interviews, and focus groups are common [data collection methods](https://www.formpl.us/blog/data-collection-method) for open-ended questions |
| Reporting Type | The data provided from responses to close-ended questions are typically reported as statistical information. | Data collected via open-ended questions are usually reported as an individual or grouped verbal responses |
| Validity | Asking close ended questions allow you to collect precise and streamlined information from respondents. | Asking open-ended questions in your [survey or questionnaire](https://www.formpl.us/lp/survey) can result in gathering a lot of irrelevant information |

Q8. Questionnaire Technique – Where we will use? Give one example

Ans-

1. Questionnaires can be useful for obtaining limited system requirements details from users / stakeholders, who have a minor input or are geographically remote.
2. The design of the questionnaire {whether off line or web based) and types of questions are important and can influence the answers, so care is needed.
3. We can send to many hundreds of users at a low cost.
4. Good for getting input from users who are a long distance away.

Receive written replies which can be easier to work with and analyze, and save time typing.

Question 9. How to Sort the Requirements – Where we will use? Give one example

Ans-

Requirements Definition

It is the process in which scattered requirements are put together and redundancy is removed

The inter related requirements are linked

**Key Tasks are-**

* Define Stakeholder needs
* Identify Business needs and divide them into functional and non-functional requirements
* Create group of similar requirements
* Create supporting artifacts

Question 10. Prioritise the Requirements – Where we will use? Give one example

**Ans-**

1. It is a technique for queuing the requirements for the development process.
2. Factors that influence-Importance, risk, cost, benefit, time and strategy
3. 3 main actors- Customers Developers Business Owners
4. Techniques-100 Dollars Test, Top 10 requirements, MoSCoW
5. MoSCoW- is a prioritization technique used in business analysis and software development to reach a common understanding with stakeholders on the importance they place on the delivery of each requirement - also known as MoSCoW prioritization or MoSCoW analysis

* MoSCoW stands for must, should, could and would:
* M - Must have this requirement to meet the business needs.
* S - Should have this requirement, if possible, but project success does not rely on it.
* C - Could have this requirement if it does not affect anything else in the project.
* W - Would like to have this requirement later, but it won'tbe delivered this time

Question 11. Weekly status reporting – How we will drive?

**Ans-**

1. A weekly status report is one of the best ways to communicate with your team as a project manager or team lead.
2. A good team lead will use the report to gauge a team's weekly progress with their projects or with their emotional well-being.
3. Weekly status reports help you have shorter meetings and improve transparency at work. The reports also allow teams to seamlessly work with each other.
4. A weekly status report, also known as a weekly check-in, is a communication tool that project managers use to keep tabs on their employees’ work experiences.
5. While a team lead can do a weekly status report in person, it’s easier to do it online. Team members/employees will use the report to tell their boss about their project-based progress for the current week and for the upcoming week.
6. Just as [annual reports](https://visme.co/blog/annual-report-design/) dive into a yearly review, weekly reports cover a complete review of your week. These look into:

* **The past**: a quick recap of what you covered in the past week
* **The present**: notable achievements of the week + challenges encountered
* **The future**: plans for the coming week

Question 12. Meeting Minutes Document – prepare one Sample

Ans-

Meeting minutes are notes that are recorded during a meeting. They highlight the key issues that are discussed, motions proposed or voted on, and activities to be undertaken. The minutes of a meeting are usually taken by a designated member of the group. Their task is to provide an accurate record of what transpired during the meeting.

|  |  |  |  |
| --- | --- | --- | --- |
| **Project Name** | Data Centre Upgrade | **Date** | 09/02/2025 |
| **Meeting Purpose** | Initial contact with clients IT sector | **Start** | 10.00 am |
| **Place** | Conference hall | **End** | 11.00 am |

|  |  |  |  |
| --- | --- | --- | --- |
| **Attendees** | | | |
| **Name** | **Company/Department** | **Email** | **Phone** |
| Kalpesh Patil | Development | Kalpesh112@proj.com | +91 9838899392 |
| Akhilesh Yadav | CEO | akhilman@proj.com | +91 9838849393 |
| Anuj Shinde | Development | Anuj34@proj2.com | +91 9832249393 |

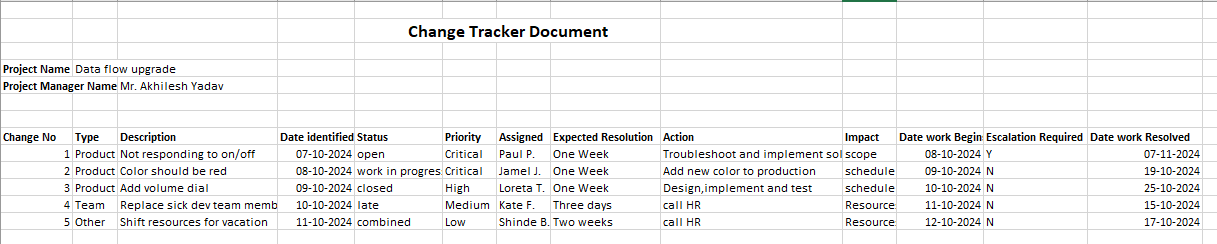
|  |  |  |
| --- | --- | --- |
| **Agenda and Notes** | | |
| **Topic** | **Owner** | **Time** |
| Introduction to data centre | Akhilesh Yadav | 30 min |
| Risks involved in data centre | Anuj Shinde | 20 min |
|  |  |  |

|  |  |  |
| --- | --- | --- |
| **Actions** | | |
| **Action** | **To be taken by** | **Due date** |
| Initiate removal of risk factors | Anuj Shinde | 15/02/2025 |
| Design of first iteration | Akhilesh Yadav | 25/02/2025 |
|  |  |  |

|  |  |
| --- | --- |
| **Next Meeting** | |
| Date | 28/02/2025 |
| Time | 09.00 AM |
| Location | Conference hall |
| Objective | Project timeline management |

Question 13. Change Tracker – Document - prepare one Sample

Ans-



Question 14. Difference between Traditional Development Model and Agile Development Models

**Ans-**

|  |  |  |  |
| --- | --- | --- | --- |
| **S.no.** | **Purpose** | **Agile model** | **Waterfall model** |
| **1.** | **Definition** | Agile model follows the incremental approach, where each incremental part is developed through iteration after every timebox. | Waterfall model follows a sequential design process. |
| **2.** | **Progress** | In the agile model, the measurement of progress is in terms of developed and delivered functionalities. | In the waterfall model, generally the measurement of success is in terms of completed and reviewed artifacts. |
| **3.** | **Nature** | Agile model is flexible as there is a possibility of changing the requirements even after starting the development process. | On the other hand, the waterfall model is rigid as it does not allow to modify the requirements once the development process starts. |
| **4.** | **Customer interaction** | In Agile model, there is a high customer interaction. It is because, after every iteration, an incremental version is deployed to the customer. | Customer interaction in waterfall model is very less. It is because, in a waterfall model, the product is delivered to the customer after overall development. |
| **5.** | **Team size** | It has a small team size. As smaller is the team, the fewer people work on it so that they can move faster. | In the waterfall model, the team may consist more members. |
| **6.** | **Suitability** | Agile model is not a suitable model for small projects. The expenses of developing the small projects using agile is more than compared to other models. | Waterfall model works well in smaller size projects where requirements are easily understandable. But waterfall model is not suitable for developing the large projects. |
| **7.** | **Test plan** | The test plan is reviewed after each sprint. | Test plan is reviewed after complete development. |
| **8.** | **Testing** | Testing team can take part in the requirements change phase without problems. | It is difficult for the testing team to initiate any change in needs. |

Question 15. Explain Brainstorming Technique?

**Ans-**

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2. Brainstorming can be an effective way to generate lots of ideas on a specific issue and then determine which idea - or ideas - is the best solution. Brainstorming is most effective with groups of 8-12 people and should be performed in a relaxed environment.
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Question 16. What reports Accounts Departments will generate (minimum 5 reports)

**Ans-**

The following reports Accounts department will generate-

1. Loan Approval Report
2. Loan Rejection Report
3. Loan Approval Terms and Conditions Report
4. Loan Repayment Schedule Report
5. Loan Offer Report

Question 17. What is the structure of the message/mail communicated from the HR department to the employee in case the Loan is rejected?

**Ans-**

December 12, 2024

Sujata Mohite

127, Polk drive,

Pune,460345

Dear Ms. Sujata

Further to your recent loan application, this is to advice you that we will not be able to

Approve your loan at this time.

After a thorough review of your application and the supporting documents you supplied,

We have concluded that your current financial situation precludes this company from

Approving loan at this time. When your financial picture changes and your current level of risk-exposure becomes lower, we would be happy to reconsider your application.

If you have any doubts about the details of your loan application review, please feel free to contact me at (219) 882-1753.

Thanks & Regards,

Sakshi Tapkir

HR dept

Question 18. What is the structure of the message/mail communicated from the HR department to the employee in case the Loan is approved?

**Ans-**

To

Date: 03/12/2024

Mr. Anuj Bhoir, Place: Pune  
Employee id:1453  
Production Supervisor

**Sub** – Loan approval confirmation (Your application for Loan 02/12/2024)

Dear Anuj,

We refer to the above request for Personal Loan Rs 2,00,000 Rs (Two Lakhs Rupees).

We are pleased to inform you that your loan request has been approved, and we will be releasing the amount of 2,00,000 Rs to your salary account on 09/12/2021.

We are sure you will agree that your consistent performance, dependability and overall contribution have helped the immediate approval of your request.

Please arrange for the following documents before to complete 06/12/2021 the Disbursement Process-

i)Identity proof

ii)Residence proof

The loan recovery will start from 01/2025 and will reflect in your salary slip as a deduction. The last instalment for your loan will be on 08/2026.

The Company is glad we could support you in the time of your need, and looks for your continued consistent performances moving forward.

Thanks & Regards,

Sakshi Tapkir

HR dept

Q19. Design a sample report on the Loans applications Received by the accounts department

**Ans-**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Sr.no** | **Loan Type** | **Loan Amount** | **Applicant name** | **Department** | **Status** |
| 1. | Home Loan | 5,00,000 Rs | Ms. Sakshi U. | Development | Approved |
| 2. | Education Loan | 4,00,000 Rs | Mr. Kalpesh S. | Production | Rejected |
| 3. | Car Loan | 3,00,000 Rs | Ms. Janhavi B. | Marketing | Approved |
| 4. | Personal Loan | 2,00,000 Rs | Mr. Akhilesh V. | Production | Rejected |

Question20. Which reporting Tools we will use for generating reports.

**Ans-**

1.Tableau- **It** is a powerful and fastest growing data visualization tool used in the Business Intelligence Industry. It helps in simplifying raw data in a very easily understandable format. Tableau helps create the data that can be understood by professionals at any level in an organization. It also allows non-technical users to create customized dashboards.

Data analysis is very fast with Tableau tool and the visualizations created are in the form of dashboards and worksheets.

2.Power BI- Power BI is a collection of software services, apps, and connectors that work together to turn your unrelated sources of data into coherent, visually immersive, and interactive insights. Your data may be an Excel spreadsheet, or a collection of cloud-based and on-premises hybrid data warehouses

**Other Tools-**

### 1. FreshBooks-FreshBooks offers cloud finance and accounting software for small business owners. It’s known to help small business owners streamline invoicing and invoice tracking. From the creation of professional invoices to automating follow ups, the software is able to integrate with existing apps like Shopify, PayPal, and G Suite, to name a few.

### 2. NetSuite-NetSuite is an ERP platform that is well suited for medium-sized and large enterprises. The platform provides: inventory management, order management, financial management, revenue management, and more. The system creates financial reports using its revenue recognition management module.

### 3. QuickBooks-QuickBooks is a robust accounting solution that’s geared towards small businesses, freelance bookkeepers, and startups alike. It features tools such as: tax calculation, invoice management, sales monitoring, and expense tracking, among others.

QuickBooks is accessible via mobile or desktop and starts for as low as $25/month. QuickBooks also automates data collection so that all financial information is always up-to-date.

### 4. Sage-Sage Business Cloud Accounting is a cloud-hosting application that provides users with a dashboard full of data. The dashboards allow users to visualise transactions and can import bank statements so it’s easy to oversee banking and cash flow.