

10 YEARS
OF UNIVERSITY
RECOGNITION
20 YEARS OF
ACADEMIC
EXCELLENCE



REVA
UNIVERSITY

Bengaluru, India

PEOPLE ENGAGEMENT PLATFORM (EMPOWER HCM)



VERSION 1.3

8th Feb 2022

BANGALORE



EMPOWER HCM Scope of Work

SUBMITTED TO:



REVA
UNIVERSITY

Presented To:

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Version History

Date	Version	Author	Role	Notes
23 rd Nov 2021	1.0	Vivek Agrawal	Head- Business Development	SOW for empower HCM Setup and Implementation
30 th Jan 2022	1.1	Vivek Agrawal	Head- BD	Final Pricing
6 th Feb 2022	1.2	Vivek Agrawal	Head- BD	Final proposal
8 th Feb 2022	1.3	Vivek Agrawal	Head- BD	Changed license count from 1200 to 900

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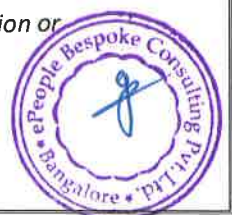


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INTRODUCTION

ABOUT THE ORGANIZATION:

- REVA is a private university in Kattigenahalli, Yelahanka, Bengaluru. It was established under the Government of Karnataka Act 80 of 2012. It is managed by the Rukmini Educational Charitable Trust.
- The University currently offers UG, PG and several certificate/diploma level programs in Engineering, Architecture, Science & Technology, Commerce, Management, Law, & Arts.
- The University also facilitates research leading to doctoral degrees in all disciplines.

SCOPE OF WORK

For the empower HCM Product, below Modules/Processes would be configured as per REVA University's requirement

CORE HR

CORE HR	
Areas	Basic Flow
Multi Entity/Sub Company Configuration	Company having multiple Entities with similar/different policies like Leaves, Salary Structure etc
Reporting Structure	Defining the Org Structure basis all the employees and the Managers.
Creating Roles, profiles, users and Permission Sets	This covers all aspects of creating of the user and the permissions that are visible to the Users. Setting Up their Individual log-ins. Four Types of Logs in: Employees, Manager, HR and Admin.
Policy Publishing	Ensure all HR policies are uploaded and viewable to Employees.
Resource Management	- The resources provided by the organization to an employee are recorded. - This is a method of Capturing all Assets given to an employee when he joins. - Resources like Laptops, Mobile phones and SIM. - Cards can be managed under various asset groups like IT, Facilities, Admin, Marketing etc respectively. - HR can enable the asset to the new employee. - Notification to IT Team for providing resources to new hire. - Employees can return the resources



HR WORKFLOW:

WORKFORCE MANAGEMENT	
Areas	Basic Flow
Onboarding Flow	<p>Issuing of Offer letters</p> <p>Initiating and sharing employee logins on the day of joining for online onboarding. Employee can submit the details and document, HR can review the details and accept or reject or ask employees to submit. You can ensure employee acknowledgment of different policies and forms during the onboarding process.</p> <p>Issue of Appointment letter</p> <p>Collecting Employee's personal information and documents such as ID proof, address proof, age proof, and photographs.</p> <p>Previous employment information is also included along with the Experience and Relieving Letter from the relevant Company are handed over accordingly.</p> <p>Save all the information and file hard-copies of all documents.</p> <p>Only Post the onboarding Process would the employee have access to their App.</p>
Employee Personal Information	<p>In empower HCM you can have up to 500 fields to capture entire Employee Information.</p> <p>Detailed information of an employee such as name, date of birth, phone, email and PAN.</p> <p>All Educational qualification details of an employee.</p> <p>Joining date, probation period, confirmation date, etc.</p> <p>Bank name, account number, salary payment mode (such as cash, cheque or bank transfer).</p> <p>Statutory compliance details like PF and ESI details.</p> <p>Present contact address and permanent address of an employee.</p> <p>Resignation status, Separation dates, etc.</p> <p>Track complete history of an employee related to various designations, departments, locations and grades of the employee along with time period for each position.</p>
Leave Configuration	<p>Leave Year and Type configuration</p> <p>Define and manage Leave accruals & workflows manager approval</p> <p>Check their available leave balance before sending in their leave applications</p> <p>Leave application by Employee</p> <p>Leave approval / rejection by Manager</p> <p>Review the status of leave applications</p> <p>Request for Comp-off</p> <p>Cancelling Leave Application</p> <p>Tracking Leave Applications</p>



Attendance and Absence Management	<p>Employee Shifts Master</p> <p>Tracking time & attendance</p> <p>Web and Mobile Attendance Marking</p> <p>Geo Fencing</p> <p>Holidays configuration</p> <p>Approvals being rolled up the approval chain or hierarchy automatically</p> <p>Regularisation</p> <p>Ability to log in from various locations, multiple methods (Mobile, Computer)</p> <p>Leave entitlements or accruals.</p> <p>Notifications for missed time or punches Time and attendance replacement</p>
Confirmations	<p>Alerts and notification to Manager for initiating confirmation process based on the confirmation of the due date.</p> <p>Record the remarks/information on the Confirmation feedback.</p> <p>Record the Confirmation status of an employee along with salary changes, if any.</p> <p>Print and issue a confirmation letter for an employee who has been confirmed.</p>
Promotions and Increments	<p>Access to the salary history of an employee.</p> <p>Enable you to update and revise the salary of an existing employee.</p> <p>Issuing of revision / Promotion Letters</p>
Separation	<p>Employee can Apply for resignation</p> <p>Submitted resignation goes through approval process</p> <p>Managers can see the details of notice period and other relevant information.</p> <p>No dues clearance from Department Heads</p> <p>Issuing of No Due clearance from</p> <p>Issuing of Relieving and Experience Letters</p> <p>Full and Final Settlement.</p> <p>All relevant information also will be considered in Payroll.</p>

COMPENSATION AND BENEFITS:

COMPENSATION AND BENEFITS	
Areas	Basic Flow
Payroll Setup	All Master Configuration - Fiscal Year / Months / Pay Element / CTC Structure / Tax Section / Tax Component etc
FBP and CTC Reimbursement	<p>Flexible Benefit Plan helps you to restructure the salary of an employee.</p> <p>Employees can choose from the applicable FBP components and declare eligible amount based on the policies that are defined</p> <p>With this, employees are given the option to decide which components they want to take and how much they want to take under each component with some predefined checks and balances.</p> <p>Two types of FBP components i.e. Monthly Claims, paid based on eligibility and other one is paid upfront.</p> <p>Employees will have access to submit claims for approval.</p> <p>Approving Team will approve the claims / bills and the same will be released along with the payroll process.</p>



Salary Arrears	3 Types arrears are considered in payroll process - New Joinee Arrears - Revision Arrears - LOP reversal arrears
IT Declaration and Proofs	Employees can submit investment declarations at the beginning of the financial year. New employees can declare investments at the time of joining. HR can set the locking period for Investments declaration. Enables employees to attach the proof of investments for your income tax declaration Approving Team will approve the investment proofs and the same will be considered for the payroll process.
Payroll Process	Information from other modules like New hire, Exits, Revisions, LOP days will be considered. Other inputs like one-time payment / deduction can be uploaded. Applicants will compute arrears for employees whose salaries have changed retrospectively. Monthly Based Payroll Process Cut-off dates for considering input for new hire and attendance Locking the payroll Investment Declaration and Approved Proof information will be considered automatically. Processing payroll Full and Final Settlement along with payroll CTC reimbursement release based on claims

TALENT MANAGEMENT:

Talent Management	
Areas	Basic Flow
Brief	The framework Utilized is a KRA / KPI Methodology. The Talent Management System follows the Top down Approach.
Rating Masters	This enables you to configure your Rating Masters with your values You can have Rating with: 3 Values (Ex: Good, Average, Poor) 4 Values (Ex: Excellent, Good, Average, Below Average) 5 Values (Ex: Excellent, Above Average, Average, Below Average, Poor) The nomenclature of the values also can be defined as per your preference Every Value will be given a Rating Score Based on the Score associated and the weightage of the corresponding KRA, Overall Score is calculated



Review Types	This enables you to define the frequency / duration for a Performance Review Examples of few Review Types can be: Annually Half Yearly (H1, H2) Quarterly (Q1, Q2, Q3, Q4) Monthly Probation Completion
Review Template	Based on the Masters defined at Company Level, this will enable you to configure a group of Masters relevant for a group of Employees based on Role, Designation, Job Position, Band, Grade etc. In this stage, Weightages to be defined based on the masters chosen You will associate the Rating Masters and Rating Type for a given Review Template
Publish Template	This is performed by HR or authorized employees You will have the option to Publish a Performance Review for a set of Employees based on filters like: Work Location Department Designation (Role) Individual Employees Publish Review can be made: Directly to Employee To the Managers. Subsequently Managers will Publish to their Team Members There shall be a duration defined for completing the Review. All reviewers must complete their review and Final review to be completed within the duration defined
Other Design Elements	Show and Hide Comments: 2 comments are always visible. More than 2 comments can be hidden by using "Hide Comments" "Show Comments" shall open all the comments when its more than 2 Boxes on top of the Review Page: They are Dashboard of the Performance Review This gives info like: KRA Category Name Weightage of KRA Category Score Comments
Overall Score Calculation	Over all Score Calculation



HIRING MANAGEMENT:

Hiring Management	
Areas	Basic Flow
Brief	This is a Hiring Management System and does not cover ATS Functionalities, Resume Parsing and integration with Job Portals
HR Persona	Assign Recruiter Sourcing, Screening and Shortlisting Interview and Selection Offer Process
Manager	Requisition Raising Requisition Approval by Manager / Manager +1 / Recruitment Head
Employee	Refer Candidates Interview Candidate Interview Feedback on required parameters Over All Interview rating and skill rating Offer Letter

HELPDESK AND CHATTER:

HELP DESK AND CHATTER	
Areas	Basic Flow
Helpdesk	Help Desk Raise tickets using the help desk module and track them. The Responsible Team assigned with certain help deal categories, can then go ahead and resolve these queries. Configuration Help desk category and sub-categories.
Chatter	Collaboration Drive productivity. Connect, engage, and motivate employees to work efficiently regardless of their role or location. Collaborate across Functions and within Teams. Enable legitimate enterprise platform across the organisation with Chatter. Salesforce Chatter provides enterprise collaboration tools that can help your employees work more efficiently, be more productive and innovate as a team. With Chatter as your enterprise collaboration solution, employees can share files, form groups, share questions and answers, do polls and more. Chatter is also available as a mobile app so you can collaborate from anywhere.

CUSTOMISATIONS:

OUTPUT TEMPLATES:

Below are the List of output Templates that has been scoped:

Proposal



Sl No	Items	Type	Remarks
1	Offer Letter	Output Page	Single Format with Entity details dynamic
2	Appointment Letter	Output Page	Single Format with Entity details dynamic
3	Confirmation Letter Template	Output Page	Single Format with Entity details dynamic
4	Increments Letter Template	Output Page	Single Format with Entity details dynamic
5	Promotions Letter Template	Output Page	Single Format with Entity details dynamic
6	Separation Letter Template	Output Page	Single Format with Entity details dynamic
7	Salary Slip	Output Page	Single Format with Entity details dynamic
8	F&F Slip	Output Page	Single Format with Entity details dynamic
9	Confirmation Process	Trigger/Alert/Page	Probation Extension, Confirmation, Confirmation Review Letter
10	No Dues Clearance	Output Page	Single Format with Entity details dynamic

Any Addition Output Page will be treated as a Change Request.

FEATURE CUSTOMISATIONS:

Below customizations are to be done for REVA based on the logic given.

1) Leave Application Process for Faculty:

- While Faculty is applying for leave, he would need to nominate his replacement Faculty for the leave.
- Once the Replacement Faculty has accepted the request, Leave Approval would go to the Department Head.
- Resultant changes in TimeTable has to be updated manually by Admin/Faculty.

2) Email id for new Joinees

- Email format to be populated as per the logic by Reva. Eg : <firstname><lastname>@reva.edu.in.
- Active directory should have the ability to take a request and create the same email id passed from Salesforce. Incase of Duplicate email id, it would be changed by Admin manually.

3) AD(Active Directory):

- Faculty/ Staff logins to be in sync with Microsoft AD as username will be email id. Welcome Kit to be provided by REVA and will be shared in On boarding Mail (A Template will be created). This will go as a Mail.

SUMMARY OF THE INTEGRATION POINTS:

3 INTEGRATION HAS BEEN SCOPED FOR THIS SOW:

- Biometric Integration: There would be an Integration with one BIOMETRIC server for the Attendance.
- Tally Integration : Integration with Tally for pushing Salary details once Payroll is done.
- Active Directory Integration : Faculty/ Staff logins to be in sync with Microsoft AD as username will be email id.



METHODOLOGY OF INTEGRATION:

- The Integration Scope document to be shared with ePeople and a sign off on the same provided by the Client. (ePeople would share the Format)
- The methodology of Integration that is being recommended for each of the Systems would be called out and can be either SOAP or REST or through FTP server logic.

EPEOPLE RESPONSIBILITY:

- Based on the detailed scope, mapping out the format and the details of the integration will be completed in the discovery process along with the third Party/ Client representative.
- Integration/technical representative from e-People end would facilitate the testing phase for the integration.
- Post the same, the live integration would be rolled out.
- If any backend coding / queries to be written on other Systems, client to ensure the respective Service Providers would take care of the same. After presentation and clearance of the same from the client, they would execute the same.

ASSUMPTIONS FROM CLIENT:

- The Coding at Biometric Server would be taken care of by the Client/Client's Vendor. They would need to anchor the following aspects of:
 - o Being clear on the Table Structures and the exchange of data from the Third Party System.
 - o Engaging 3rd party for required Coding/ Configuration on the Third Party system, if required.

ASSUMPTIONS FOR THIS SOW:

- All points mentioned in the SOW would be considered.
- The basic Standard Aspects/Features of EMPOWER is being considered.
- The areas of Customizations have been identified, In case during the implementation a Customization is required which is outside the Scope of Work, this would be highlighted and called out as a change request. This may have a commercial implication.
- A maximum of 3 System Integrations have been factored in.
 - o Biometric
 - o Tally Integration
 - o Active Directory
- No Offline Capability has been factored into the Scope. Standard cache as per Salesforce will be applicable.
- Payroll Generation for ongoing financial year would be generated in empower HCM.
- The standard Mobile app has also been considered; no custom build is being considered.
- Training would be provided as per the Scope Defined. In the current Scope Admin Training for the product for 2 Days has been Factored in.
- ECR Services : Salesforce provides the option to download in Excelsheet format only. Converting it to ECR format is a minor task which needs to be performed outside empower HCM
- Form 16 Upload :
 - o Form 16 generation has 2 parts :
 - Quarterly Returns Generation Form 24Q : Data for Form 24Q would be available in empower HCM and can be downloaded in an excel format. Reva would need



- to generate the required FVU format(File Validation Utility) using 3rd party software like Saral TDS(Relyon) which are outside empower HCM.
 - Upload of Form 16 in empower HCM after PDF generation from Traces: empower HCM team would train the Reva team on upload steps for the same.
 - Data Upload:
 - It is assumed that Data would be provided in the Format shared by ePeople. Responsibility to validate the data once uploaded would be the client responsibility.
 - Reports and Dashboards:
 - A maximum of 60 reports, 8 Dashboards would be created by ePeople.
 - All Standard Reports would be Shared and configured.

EXCLUSION FOR THIS SOW:

Below modules are not available in empower HCM as per RFP : ERP_REQUIREMENTS_V2.0

In Recruitment : Integration with Job Portals : Presently Integration with Job Portals is not available in empower HCM

In Human Resource : Travel Management is not available

In Appraisal & Training Section, below modules are not available in empower HCM

- Rewards & Recognition
- Learning & Development
- Nomination
- Training Attendance Record
- Training Cost Tracking
- Training Feedback
- Integration with PSI Module

OTHER POINTS ON THE IMPLEMENTATION

USER TRAINING AND SUPPORT:

- One Admin Training would be provided for 2 Days to Train the Admin to Manage the Instance.
- 1 month of support would be provided post 'GO LIVE'. Post that, Standard Product Support is available.

DOCUMENTATION PROVIDED:

- The User Manuals would be Provided.

REPORTS AND DASHBOARDS

- All Standard reports will be created and Shared.
- Any Additional Reports would need to be shared at the start of the Implementation.
- Admin will be trained on creation of Reports and Dashboards. One training session would be created for Admin.
- Any additional Reports and Dashboards required will be scoped and quoted separately. Else ePeople would help the Admin Create the Dashboard / Report under Support.

Payroll Generation Support



- Empower HCM Team would support REVA team for 3 months in running Payroll on empower HCM

DATA MIGRATION

- Data to be Migrated will be migrated through Integration else through The XL/CSV Formats Shared by ePeople.
- Data Hygiene and Accuracy would be the Responsibility of the Client.

SLCM & EMPOWER HCM

- SLCM and Empower HCM would be hosted in 2 separate Salesforce Orgs. Employees having both SLCM & Empower HCM logins would be able to switch between SLCM & Empower HCM seamlessly through SSO

PROJECT CLOSURE HANDOVER TO REVA TEAM

No Separate Report/Document will be created by epeople, however team would hand over the Admin Credentials, All Updated , Manual and Documents.

TIMELINES FOR IMPLEMENTATION

The Estimated Calendar Time is Approx. 9 – 10 weeks.

	Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9
Company & Employee Master Setup									
Payroll Setup									
Payroll Generation for this FY									
HR Letters									
Attendance & Leave Management									
Onboarding Set Up									
Helpdesk									
Tally & Biometric Integration									
Talent Management									
Talent Acquisition									
Data to be Shared by Reva									
Data Upload									
Setup and Configuration									
UAT to Client for Testing									
Ready for Go Live									

*The calendar would be established in the Kick off meeting along with the organization and the dates from both ends would need to be committed and held.

* Third Party Integrations would also need to commit the same timelines for a Revert, as it's a two way effort.



PRICING SUMMARY AND PAYMENT SCHEDULE

ePeople will be delivering the above empower HCM Implementation at below pricing :

a) License Pricing :

	Order Terms (Months)	Start Date	No of Users	List Price pupm(USD)	Quoted Per User Per Month(USD)	Investment Per Year
empower HCM Licenses	12	2/15/2022	10	\$7.00	\$1.85	\$222.00
	10	4/15/2022	50	\$7.00	\$1.85	\$925.00
	9	5/15/2022	840	\$7.00	\$1.85	\$13,986.00
License Investment (INR \$1= Rs 75)			900		₹139.00	₹11,34,975.00

Payment Terms :

- Payment Terms : Paid Annually in Advance
- The rates mentioned above are exclusive of all Taxes
- The exchange rate considered above is USD 1=INR 75. If the exchange rate fluctuation affects the rate by 5%(increase/decrease) the License price would be increased/decreased accordingly.

b) Implementation Pricing :

Implementation - Pricing Summary*		
1	Setup and Implementation Cost	Rs. 6,50,000/-

* Amount exclusive of applicable Taxes

The Payment Terms for the Implementation Services:

Payment Milestone	Percentage (%)
Sign on	50%
GO LIVE – Once Users have been Give the Licenses	50%

TERMS & CONDITIONS:

- All charges mentioned above are exclusive of Taxes and Government levies. Wherever applicable, e-People will charge all applicable taxes like Service tax and other government levies as on the date of invoicing.
- REVA UNIVERSITY will arrange to pay within 15 days from the date of Invoice.



- In the event that development is delayed due to REVA UNIVERSITY business reasons, the amounts specified in this order will be claimed by ePeople on the stipulated project end date.
- REVA UNIVERSITY will have a single point contact for all project-management related communication. In addition, ePeople will also provide a single point of contact for all contractual / commercial communication.
- REVA UNIVERSITY will provide the necessary access to the applications, information, development environment, tools and literature to service provider's onsite resources.
- Subject Matter Experts and users from REVA UNIVERSITY will be available for consultation to ePeople resources for sharing the business knowledge.
- REVA UNIVERSITY will respond to the queries raised by ePeople resource and conduct the reviews and give necessary sign-offs within a reasonable timeframe. ePeople will not be responsible for any idle time resulting from delay in review, approval, clarifications or any project related information from the Client.
- One SPOC for a Sign off to be Identified. ePeople will not be held liable to co-ordinate for Sign Offs across multiple SPOCS.
- In case if REVA UNIVERSITY proposes to effect any changes to the scope of services, such out of scope work will be carried out only after conducting a detailed study by ePeople and such changes shall be implemented only upon a prior written consent from both the parties. The cost incurred on these changes will be additional.
- As the first step for the assignment, REVA UNIVERSITY will issue ePeople with a Letter of Acceptance.

For ePeople Bespoke Consulting Pvt Ltd.

For ePeople Bespoke Consulting Pvt Ltd.

Name : Mr. Ravishankar G

Title : Managing Director



For REVA University

Dhanamjaya

Name : Dr. M Dhanamjaya

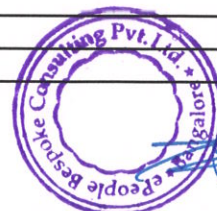
Title : Vice Chancellor

Vice-Chancellor

REVA University, Rukmini Knowledge Park
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Compliance Sheet - empower HCM

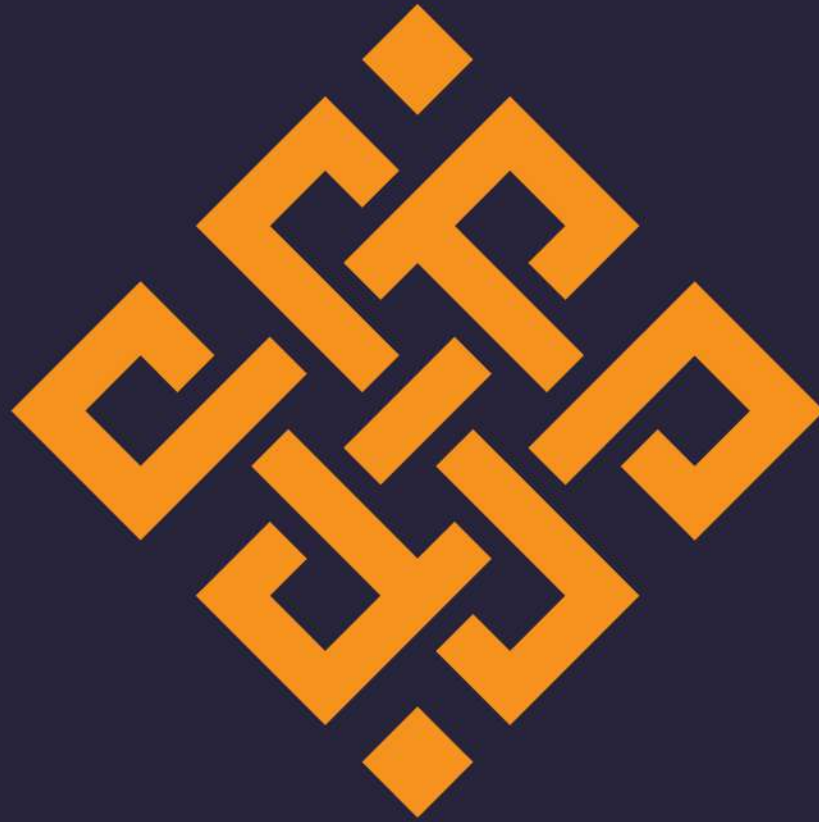
Modules	Features	Available in empower HCM?	Remarks
Recruitment			
	Requisition Management	Yes	
	Resume Sourcing and Integration with Job Portals	Yes	Resumes can be added manually or uploaded in bulk. Integration to be costed separately
	Probation to Confirmation	Yes	
	Internal Job Posting	Yes	
	Selection & Interview	Yes	
	Pre-employment Verification	Yes	
	Offer Mgmt & Issue Letter	Yes	
	Candidate Management	Yes	
	Onboarding (Login ID Creation Automation, Welcome E-mail and Integration with Microsoft AD)	Yes	Email Id needs to be created manually in email service and logged in empower HCM. Welcome Email and Integration with Microsoft AD is available
Human Resource			
	Attendance	Yes	
	GEO Attendance	Yes	
	Leave	Yes	
	Time Sheet	Yes	As shown in Demo, Attendance Timesheet is visible to Employee for Regularization
	Employee Self Service	Yes	
	Transfer	Yes	
	Promotion	Yes	
	Travel & Expense	Yes	
	Separation	Yes	
	Ex-employee Portal	Yes	Ex-Employee Data would be available in empower HCM for future reference
	Shift Roster	Yes	
	Payroll	Yes	
	Payroll Processing	Yes	
	Benefits Administration	Yes	
	Pay Structures	Yes	
	Full & Final Settlement	Yes	
	Compliance Management	Yes	
	Flexible Benefits Plan	Yes	
	Income Tax Calculator (TDS)	Yes	
Appraisal and Training			
	Performance Management	Yes	
	Competency Management	Yes	
	Compensation Planning	Yes	
	Rewards & Recognition	No	
	Learning & Development	No	



Compliance Sheet

Modules	Features	Available in empower HCM?	Remarks
	Training Calendar	Yes	
	Nomination	No	
	Training Cost Tracking	No	
	Training Attendance Record	No	
	Training Feedback	No	
	Substitute Feature for Teaching Staff	Customization Scoped	
	Asset Management for Employees and Integration with PSI module	Not included in present scope	
	<u>Security</u>		
	a) Audit Trail	Yes	
	b) Maker and Checker	Yes	
	c) User Role Management	Yes	





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