



Software Proposal

Client Organization: Rideline Power Bikes

Technology Area: Software

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Executive Summary

Rideline Power Bikes is a growing e-bike company with 40 employees in sales, service, warehouse, administrative, and multimedia roles. Rapid growth has revealed inefficiencies in their software, which depends on spreadsheets, paper records, and desktop POS systems. These disconnected tools cause bottlenecks, data errors, and slow reporting.

This proposal recommends the implementation of upgraded software solutions, including cloud-based POS, accounting, strengthened security, real-time inventory tracking, multimedia, team communication, and centralized file sharing and management. These solutions aim to improve efficiency, communication, accessibility, and security. As well as improving the scalability for the rapid growth the company is experiencing.

Business Requirement Needs

Rideline Power Bikes have outgrown their current outdated software profile. Employees rely on spreadsheets, outdated POS software, un-organized and inconsistent data, inventory, and tracking management. With the company's rapid growth, these systems are causing operational inefficiencies.

Rideline Power Bikes require software solutions that:

- Reduce manual data entry, improve data management and provide real time tracking of inventory and the process of repairs.
- Centralize file sharing between departments.
- Software Mobility: can be accessed by employees from tablets and laptops.
- Customer feedback system, with real-time tracking of satisfaction rate/feedback.
- Enhanced security for data protection.
- Scalability to support growth.
- Multimedia software
- Bike configuration and diagnostic tools.

Proposed Solution

To address these challenges, Hardwired Consulting recommends implementing an upgraded software ecosystem that supports all departments and operations. This solution will aim to improve data, tracking and visibility, team communication, mobility, and scalability for potential growth.

Point of Sales Software: Solution- Square for retail

- Accessible User Interface.
- Cloud based and modern build.

- Compatible with laptops and tablets for mobility.
- Real time tracking and analytics.
- Customer purchase profile.

Centralized file sharing/management: Solution – ZOHO Work Drive/On-site Server/Hybrid

ZOHO WorkDrive-

- Cloud-based file sharing and document sharing
- Company-wide communication.
- Role-based access to files.

Server-

- Local storage for sensitive files.
- Acts as backup for cloud.
- Employees can access both cloud and local server.
- Windows server and active directory to run on the server.

Accounting and Business Management: Solution - Zoho ONE

- Real time tracking service, sales, and inventory.
- Zoho books (Accounting).
- Zoho inventory.
- Zoho analytics.

Licensing: Subscription-based

Customer Service: Solution – Zoho CRM

- Tracks sales.
- Handles service tickets and repair requests.
- Can integrate with square with some configuration.

Multimedia Software: Solution- Adobe Creative Cloud

- Graphic design software.
- Video and picture editing software.
- Centralized and integrated file sharing.
- Cross-platform compatibility between Windows and Mac.

Bike Diagnostic Software: Solution - Custom in-house built software/Manufacturer tool

There is no current general diagnostic tool for E-bikes. Each manufacturer has its own proprietary tool for its product. This solution proposes creating a custom integrated

diagnostics app for Rideline, while using the manufacturer's tool for other brands' diagnostics in the repair shop only.

Manufacturer	Diagnostic Tool	Department
Bosch	E-Bosch Diagnostic Software	Repair Shop Only
Bafang	BAFANG E-MOBILITY SALES & SERVICE TOOL	Repair Shop Only
Shimano	Shimano SM-PCE02 with E-TUBE PROJECT	Repair shop Only
Rideline	Custom In-house App	Repair shop/Factory

Detailed Technical Specifications

POS (point of sale system): Square Retail

Licensing Model: cloud based (SaaS) subscription

Version: Latest version from vendor.

Key Specifications:

- Runs on iOS and, in some cases, Android, as well as proprietary square hardware (Register, Terminal).
- Real-time stock tracking, item variants, unit cost management, vendor management, and stock transfers across locations.
- Barcode scanning, custom tax rates, automatic discount application, and returns/exchanges.
- Allow transactions to continue during internet outages for up to 24 hours, automatically syncing once back online.
- Automated profiles, "Card on File" security, loyalty program integration, and purchase history tracking.
- Sales by item/category/employee, Cost of Goods Sold (COGS), inventory sell-through, and inventory aging.

Centralized file sharing/management: ZOHO WorkDrive

Licensing Model: Annual or monthly cloud based (SaaS) subscription.

Version: WorkDrive 5.0

Key Specifications:

- Storage starts at 1 TB (Starter), 3 TB (Team), 5 TB (Business), with additions after 10 users.
- 250 GB (Business/Enterprise).

- AI (Zia): Automated transcription, document summarization, and image creation.
- Security: AES-256 encryption at rest, SSL/TLS in transit, and role-based access.
- Whitelisting domains/emails for tighter control.
- Built-in editors for documents, spreadsheets, and presentations.
- Dedicated iOS/Android apps and desktop clients.

Accounting and Business Management: Zoho One

Licensing Model: Cloud-based (SaaS)

Version: Always on latest version

Key Specifications:

- Data Storage: 1-200 users get 10GB (approx. 5M records) + 50MB/employee; >200 users get 15GB + 50MB/employee.
- Multi-factor authentication (MFA), IP restrictions, audit logs, and unified directory management.
- 1,000+ pre-built integrations, including Zoho Flow for workflow automation.
- Centralized provisioning with single sign-on (SSO), allowing admins to manage permissions, groups, and applications from a unified dashboard
- Imports (30,000-50,000 records/batch), Export (200,000 records/module, 500 exports/day)

Bike Diagnostic Software: Custom in-house built software/Manufacturer tool

Bosch- Detects tuning, updates firmware, configures components, and provides detailed error logs.

Bafang- Full system diagnostics (motor, battery, controller, display), firmware updates, parameter tuning (wheel size, speed limits), and system calibration.

Shimano- Firmware updates, diagnostic checks, and customization of assist levels and shifting behavior.

Rideline In-House Diagnostic App- Custom application for proprietary bikes. Including serial number validation, firmware configuration, quality control testing, and service diagnostics. Developed by a third-party vendor.

Customer Service: Zoho CRM

Licensing Model: Cloud-based (SaaS)

Version: Always on latest version

Key Specifications:

- No installation required; it requires a modern web browser and consistent internet connection.
- Uses a secure, hybrid, and relational/columnar database system to handle real-time data and complex analytics.
- Deluge (Zoho's proprietary language) for backend automation and JavaScript for client-side UI actions.
- GDPR, HIPAA compliant.
- Offers scalable storage.
- A secure environment for testing customizations before deployment.
- Conversational AI, sentiment analysis, and voice-activated sales commands.

Multimedia Software: Adobe Creative Cloud

Licensing Model: Cloud-based (SaaS), Subscription-based,

Version: Always on latest version

Key Specifications:

- Access to over 20 desktop and mobile apps.
- Typically, 100GB of cloud storage (more available with higher-tier plans).
- 24x7 technical support.
- Data is encrypted in transit and at rest.
- Features include Team Libraries, 180-day version history, and shared project assets.

Hardware Requirements:

- Processor: 64-bit Intel, AMD, or ARM processor (2 GHz or faster).
- RAM: Minimum 8 GB (16 GB for heavy use, such as video editing/After Effects).
- Storage: 4 GB available (more for installation, ideally on SSD).
- Operating System (Windows): Windows 10 (64-bit) version 20H2 or later.
- Operating System (macOS): macOS Monterey (version 12) or later.
- Graphics (GPU): DirectX 12 compatible GPU; 4GB VRAM recommended for high-res projects.
- Display: 1024x768 resolution minimum (1920x1080)

Server Software – [Windows Server 2025](#)

- Provides Active Directory.
- One-time licenses buy.
- Supports file sharing.

- Compatible with Zoho One.

Cost Statement

Software	Users/devices	Annual Cost
ZOHO ONE	40	\$17,760
Square for Retail	2 Registers	\$1,068
Adobe Creative Cloud	3 users	\$3,059
Manufacturer Diagnostic License Software	3 devices	\$800
One-Time Purchase:		
Microsoft Windows Server 2025	40 Users	\$2,772
Rideline Custom Diagnostic App	1 server, 40 Users	\$60,000
		\$8,000 per year (Maintenance)

Total Cost: \$85,459

Ongoing after first year: \$22,687

Implementation Considerations

Deployment: The implementation of the solutions will be implemented over 10 weeks. The first part will set up network and infrastructure. The second part will implement the software. The last two parts will be importing data to new systems and training for employees.

Resource and Operational Requirements:

- Internal project manager to oversee implementation
- Employee training sessions.
- Department managers.
- Staff training sessions.
- Reliable internet.
- Daily Cloud back-ups.
- Defined access rolls.
- Firewall Configuration.

- Back-up Configuration.

Benefits and Justifications

- Improved accuracy of inventory tracking
- Faster reporting on sales and customer interactions.
- Inventory aging reports.
- Increased operational efficiency.
- Faster Onboarding,
- Reduced shrinking, lost sales, and overstocking.
- More cloud storage can be provided if needed.
- Diagnostics of proprietary brands and all manufacturers.
- Improved customer experience.

Possible Risks and Solutions

Risks:

- Budget Overspending
- Network Downtime
- Employee resistance
- Data Breach.
- Data Loss.

Mitigation:

- Training sessions and User guides.
- Adjust Licensing.
- Review software licensing quarterly.
- Maintain server back-up.
- Role based access.
- Square POS feature: Supports offline purchases for 24hrs.
- AES-256 encrypted cloud storage.
- Data validation before migration.
- Backups before and after implementation and migration.

Conclusions and Recommendations

Rideline Power Bikes' current software ecosystem is a hindrance to their growth and efficiency. This proposal offers modern and cost-effective upgrades that are suitable for all departments at Rideline Power Bikes. This software upgrade will enhance efficiency, productivity, customer satisfaction, and security, while also reducing downtime.

This proposal offers real-time tracking of inventory, service, and data with a modern integration of a new software ecosystem. It is recommended that Rideline accept this offer from Hardwired Consulting by next quarter. This will improve efficiency, help with revenue, and scalability.