Optimize Bravo Supermarket

System Request Statement / Planning Phase   
(Homework No.1A)

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Submitted in partial fulfillment of the requirements of the INFT 2303: Systems Analysis and Design course project

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| GitHub repository | https://github.com/ADA-SITE-INFT2303-2022-Spring/<systems-development-project-team-10> |
| Version date | Version information |
| 20.02.2022 | Initial draft |
| 22.02.2022 | Final version of System Proposal document. |

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| Project sponsor |
| Bakhtiyar Guluzade, on behalf of “Bravo Supermarket” |
| Business Need |
| **Bravo supermarket chain was first launched in 2016 at the Ganjlik Mall in the Narimanov district of Baku. From the first day, customers mostly have a problem with queue in buying products. There are lots of cashiers, but many customers lose time with plastic packets. Customers are also furious from unproductive loyalty cards that are only used for getting random household appliances. When they forget their money case, they must leave products in supermarket and comeback after bringing money. There is no other option.** |
| Business Requirements |
| 1) Building automatic plastic packet holder mechanism for every cashier will help customers to put product into the pocket without waiting for other customers to open it manually.  1.1) This machine(mechanism) will hold plastic packets that customer use it free of charge.  2) Making loyalty cards unique and more beneficial by making them able to transfer money from credit card to loyalty card. Then customers will not need to bring their credit card or money in order to buying products.  2.1) They can design new cards for premium customers that spent 1000 azn will get unique cards that can be used for payment in the market  3) Adding the ability to pay “Bravo Card” through the balance of the mobile phone balance by sending SMS to specific number.  3.1) SMS will be free to send and minimum payment for each transaction. |
| Business Value |
| Firstly, plastic packet holder mechanism can help a lot for supermarkets that have lots of queue. People are losing tons of time while opening plastic and putting object into the packet. Because it is not used in other markets making such an innovation will make Bravo special.  Moreover, giving special cards to specific customers who paid more than 1000 azn is a very effective way to hold this customer loyal to the market. They can transfer money from another credit card to loyalty cards in terms of paying through this card.  Lastly, when customers forget to bring their money or credit card, they will have an option to pay it through SMS. This will make happy many customers because they will not lose a time for it. By sending SMS to specific |
| Special Issues or Constraints: |
| 1. It is hard to manufacture plastic packet opener system for every cashier. It is also not popular among humans. That is why, it is hard to estimate how effective and how will it result as.    1. Under 18 humans cannot use this system because they cannot open bank account.   2)It is a premium mechanism that not every supermarket affords to build.  2.1) The regions of Azerbaijan will be last to use this system. Due to less interest in regions. |
| References |
| <https://www.oecd-ilibrary.org/sites/7eb57337-en/index.html?itemId=/content/component/7eb57337-en>  <https://bravosupermarket.az/#> |