**Business Requirements Document (BRD) for Saleor E-commerce Platform**

**1. Introduction**

**1.1 Purpose**

This document outlines the business requirements for implementing **Saleor**, an open-source, GraphQL-first e-commerce platform, to support a modern online store. The goal is to leverage Saleor’s headless architecture for flexibility, scalability, and seamless integration with third-party systems.

**1.2 Scope**

The project will cover:

* Setting up Saleor’s core e-commerce functionalities
* Customizing the storefront (if applicable)
* Integrating with payment gateways, shipping providers, and analytics tools
* Ensuring compliance with security and data privacy standards

**1.3 References**

* **Saleor GitHub Repository**: <https://github.com/saleor/saleor>
* **Saleor Documentation**: <https://docs.saleor.io/>

**2. Business Objectives**

| **Objective** | **Description** |
| --- | --- |
| **Scalability** | Handle increasing product catalogs & traffic efficiently. |
| **Flexibility** | Support multi-channel sales (web, mobile, marketplaces). |
| **Performance** | Fast, GraphQL-powered API for seamless user experience. |
| **Customization** | Adaptable to business-specific workflows & branding. |
| **Security** | PCI-DSS compliance, secure checkout, and data protection. |

**3. Stakeholders**

| **Role** | **Responsibilities** |
| --- | --- |
| **Business Owner** | Defines high-level goals & budget. |
| **E-commerce Manager** | Oversees product catalog, promotions, and sales. |
| **Developers** | Implements & customizes Saleor. |
| **DevOps Team** | Manages deployment, scaling, and monitoring. |
| **Marketing Team** | Integrates analytics & CRM tools. |

**4. Functional Requirements**

**4.1 Core E-Commerce Features**

| **Feature** | **Requirement** |
| --- | --- |
| **Product Management** | Support categories, variants, digital/physical products. |
| **Checkout & Payments** | Multiple payment gateways (Stripe, PayPal, etc.). |
| **Order Management** | Order tracking, returns, refunds. |
| **User Accounts** | Guest checkout, customer profiles, wishlists. |
| **Search & Filters** | Fast product search with filters. |

**4.2 Admin Dashboard**

* Real-time analytics
* Inventory management
* Discount & promotion engine

**4.3 Integrations**

* **Payment Processors**: Stripe, PayPal
* **Shipping Providers**: FedEx, UPS, DHL
* **Marketing Tools**: Google Analytics, Mailchimp

**5. Non-Functional Requirements**

| **Requirement** | **Description** |
| --- | --- |
| **Performance** | <500ms API response time under load. |
| **Security** | GDPR/PCI compliance, encrypted transactions. |
| **Scalability** | Kubernetes/Docker support for horizontal scaling. |
| **Availability** | 99.9% uptime with monitoring (Prometheus/Grafana). |

**6. Technical Considerations**

**6.1 Architecture**

* **Headless Commerce**: Decoupled frontend (React/Next.js) + GraphQL API.
* **Database**: PostgreSQL (default).
* **Deployment**: Docker, Kubernetes, or cloud (AWS/GCP).

**6.2 Custom Development Needs**

* Theming the storefront (if not using a pre-built one).
* Custom plugins/webhooks for business logic.

**7. Risks & Mitigation**

| **Risk** | **Mitigation** |
| --- | --- |
| **Complex GraphQL Adoption** | Training for developers. |
| **Third-Party Integration Failures** | Fallback mechanisms. |
| **Performance Bottlenecks** | Load testing & caching (Redis). |

**8. Success Metrics**

* **Conversion Rate Improvement** (X% increase in 6 months).
* **Reduced Checkout Abandonment** (Streamlined UX).
* **Faster Page Loads** (<2s for product pages).

**9. Approval**

| **Name** | **Role** | **Approval Date** |
| --- | --- | --- |
| [Business Owner] | CEO/Founder | [Date] |
| [Tech Lead] | Lead Developer | [Date] |