



East Canada Paper

Solution by “RenewPaper” App
Technical Solution Design

Presented by Atsushi Kobayashi

High-level functional requirements

To identify the functional requirements of East Canada Paper, I analysed the two conclusions reached by the board and considered their impact on the company's operations and customer experience. I identified the functional requirements next page.

High-level functional requirements

1. The need to build a user-friendly app that allows consumers to easily access and consume digital content.
2. The need to create and deliver high-quality digital content that meets the needs and preferences of users.
3. The need to invest in new and innovative products, such as recycled paper products, in line with industry trends and demand.
4. There is a need to provide good customer service by responding quickly to customer feedback and addressing customer concerns and issues promptly.
5. There is a need to incorporate sustainable activities into business operations, such as introducing environmentally friendly manufacturing processes, reducing waste and promoting the use of recycled paper products.

Solution approach

	Requirement	Solution
1	The need to build a user-friendly app that allows consumers to easily access and consume digital content.	Use SAP Fiori to build user-friendly apps and make digital content easily accessible and usable. <ul style="list-style-type: none">• Can be used on any mobile device.• Intuitive user interface• Increased customer convenience
2	The need to create and deliver high-quality digital content that meets the needs and preferences of users	Through the SAP Content Management System , high-quality digital content is planned and delivered according to user needs and preferences. <ul style="list-style-type: none">• Content version management• Automated approval processes• Streamline content management

Solution approach

	Requirement	Solution
3	The need to invest in new and innovative products, such as recycled paper products, in line with industry trends and demand.	Use the SAP Product Lifecycle Management to facilitate the development of new products and help you align your products with industry trends and requirements. <ul style="list-style-type: none">• Covering the entire product lifecycle.• Improve the efficiency of product development.
4	There is a need to provide good customer service by responding quickly to customer feedback and addressing customer concerns and issues promptly.	Resolve customer queries and issues quickly through SAP Service Cloud . <ul style="list-style-type: none">• Providing good customer service• Integrate customer information.• Measuring customer satisfaction

Solution approach

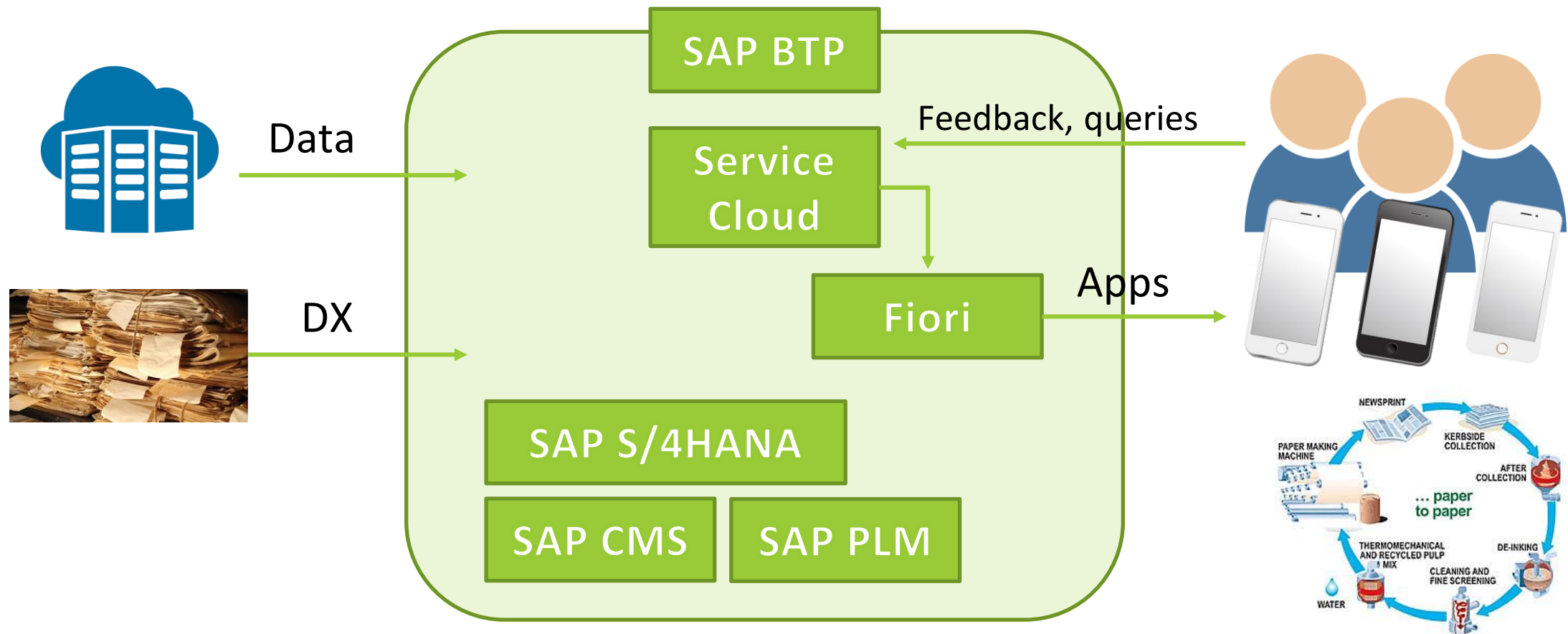
	Requirement	Solution
5	There is a need to incorporate sustainable activities into business operations, such as introducing environmentally friendly manufacturing processes, reducing waste and promoting the use of recycled paper products.	Integrate sustainable practices into your business operations with SAP Environment, Health, and Safety Management to help you implement eco-friendly manufacturing processes, reduce waste and promote the use of recycled paper products.

Design considerations from Design Thinking Exploration

Name of the app: “RenewPaper”

- People who buy the products, especially representatives of businesses that use paper products, such as newspaper and magazine editors and publishers: They always consider product quality, price, reliability of supply, environmental impact and support.
- Environmental protection organisations: They focus on the environmental impact of waste, recycling promotion groups and other environmentalists. They will watch and check on the environmental impact of products and their attitude towards recycling.
- Company employees in related industries: People involved in the manufacture and sale of products. They are directly affected by reforms and are therefore concerned with product quality, productivity and working conditions.

Solution diagram



Considerations

Considerations for the app include the following points.

- Usability: the ease of use of the app via SAP Fiori is a top priority, and consideration should be given to operability and information presentation.
- Data management: ensure that users' personal information, posted data and other data are properly managed on SAP to ensure privacy is protected.
- Extensibility: adopt a modular design to accommodate future functional extensions and technological changes.

Assumptions

To overcome or manage assumptions and limitations include the following points.

- Limited budgets: develop high-quality apps while keeping costs down.
- Technical limitations: modular design may result in technical limitations.
- Time constraints: address time constraints by setting priorities and implementing important functions sequentially.

To-do before Realise phase

- Build the final list of Q-Gates and prepare for sign-off for the Realise phase. Once the application has been designed and developed, it should be thoroughly tested to ensure that it functions as expected and meets the needs of users.
- Before the application is put into full-scale operation, it is important to analyse what support is required and how problems will be resolved in the future.
- Security assessments should also be carried out to identify and fix security vulnerabilities, and user support needs to be prepared as problems may arise when users use the application.

Product backlog

The Product Backlog that should be included in the app.

- Login function
- User registration function
- User profile functionality
- Product list display function
- Product detail page functionality
- Purchase function
- Shopping cart function
- Favourites list function
- Review and rating function
- Contact function
- Email distribution function
- Management screen functions, etc.

Thank you!

This hands-on project has crossed the corner. Let's keep it going!