Living Document

Details about client

**Existing System Description**

1. **Primary Stakeholders and Descriptions will be fleshed out after getting a full system description from Pierre at our meeting**
2. Customer
3. Chefs
4. Bakers
5. Delivery/Servers
6. Pierre-Yvon Poilbout
7. Pascal Poilbout
8. Martial Poilbout
9. **La Brehandaise’s Current System**

La Brehandaise Catering’s current system is basic in the sense that it does not currently implement any payment gateway, shopping cart, or online purchasing functionalities. For a customer to begin the process of soliciting the company for a catering service, they would first browse the “What We Offer” section of their current website. This page informs the customer on the different catering services provided, linking to each respective menu for that service. There is currently no functionality provided from these pages to place an order or contact us template offered based on which page a prospective customer is browsing from. After a customer finds what they are looking for, they must then navigate to the “Contact Us” page. If you would like to place an order during regular business hours, you will be able to reach the store manager Pierre-Yvan Poilbout by phone, and through an email template at any time whether or not the store is currently open. At which point a conversation about which items a customer is requested, the size of the order as well as any allergy and dietary limitations that would change the order. At the end of this conversation, the customer would be provided with a quote on the cost of the services. Once a cost is agreed upon by both La Brehandaise Catering and the customer, a date and time would be determined for the event that is to be catered to.

To be determined:

Please walk us through a current order

How do you envision the final product we are delivering to you

1. Current payment methods
2. How a cost is determined
3. Current plate number limitation
4. Limitations for dietary and allergy concerns
5. How the email template is read and responded to
6. The process of negotiation for the price of the catering services
7. Special orders
8. Still want to take phone orders?
9. Do you want your own order screen?
10. **Environmental Scan**

**Shopify**

**Big Commerce**

**WixStores**

1. **How Our Project is Different**

Our online ordering system will differentiate itself from the current systems available for purchase in a few important aspects. First of all, our application will not be charging a subscription fee for the creation of the site, and we will not be taking a percentage of the sales that this system processes for each transaction. Although the charges for all transactions on an e-commerce system are usually on the smaller side, for example 2% for all shopify purchases, they can significantly impact the bottom line of a business depending on their margins and can quickly add up. Another aspect in which our project differentiates from current systems available for purchase right now it will not be one-size fits all. We will be offering our services to La Brehandaise to build a fully proprietary system that will fit exactly the needs of our client. Where often e-commerce sites come with different tiers or bundles, where a customer ends up paying for more features than they want or can utilize. With some of the most crucial features for a small company such as search engine optimization (SEO), custom orders and customer interaction being locked behind higher tiers of payment that can quickly cause the cost of running a website to get out of hand. Can further differentiate ourselves from competition after a more thorough interview with the client