**ONE PAGE BUSINESS CASE TEMPLATE**

**LOGO**

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| **DATE** | 09/04/2024 |
| **SUBMITTED BY** | Zakaria, Tadiwa, Saba, Birindar, Marvellous |
| **TITLE / ROLE** | Scrum Team |

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| **THE PROJECT**  In bullet points, describe the problem this project aims to solve or the opportunity it aims to develop. |
| * Improve overall user experience. * Digitise existing catalogue to meet technical standards of the industry. * Increase the efficiency of records handling. |
| **THE HISTORY**  In bullet points, describe the current situation. |
| * User experience of ordering and leaving reviews is horrible and not of the standard of the industry today. * Customers have to wait for multiple days between placing their order and finding out if everything is in stock, then further days before the payment is taken and the order dispatched. * All customer records are handled manually. |
| **LIMITATIONS**  List what could prevent the success of the project, such as the need for expensive equipment, bad weather, lack of special training, etc. |
| * WIFI/Latency issues, * Requests overload, * Lack of special training, * Accessibility issues, * Demand of expensive equipment. |
| **APPROACH**  List what is needed to complete the project. |
| * Basket to record the pending orders, * Staff members can see customer records, * Order form, * Review form, * Technical staff training, * Updated inventory management system. |
| **BENEFITS**  In bullet points, list the benefits that this project will bring to the organization. |
| * Reduction in admin cost for manual record handling. * Efficient ordering system. * Engaging user experience which increases consumer traffic. * Sustainable, reducing paper-based catalogues. |

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