

Project - Professional Retail Outlet (PRO)

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Group 2 - Procurement Management Plan

Saturday July 19, 2014

# Version

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| --- | --- | --- | --- |
| Ver # | Author | Date | Information |
| 2 | **Group** | 07/18/2014 | Document Merge from group session. |
| 1 | **Brandon Couts** | 07/13/2014 | Document Creation |

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# Team Name

PluggedIn

# Team Members

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# Case Area

Pro Shop

# Project Name

Professional Retail Outlet (PRO)

# Executive Summary

PluggedIn has been contracted to build an inventory management system and web store for the **Cypress Garden Golf Academy** Pro shop. This document will expand on the proposed solution and more closely detail the potential the costs related to this operation. The expressed goal of the project is to build a system that allows students access to golf equipment with more efficiency, overall reducing the management requirements and allowing more ease of access for the students and other customers of golf equipment. The pro shop also isn't just a facility but a tool to show that **CGGA** has some of the most up-to-date technologies, professionals, and equipment in the world.

# Measureable Organizational Value

## Desired Areas of Impact

PluggedIn as a company is focused on making professional, streamlined based web technologies. We at PluggedIn can help **CGGA** by building a website that offers to its users an improved user-experience and a sleek and flowing user interface. The presentation of a website is greatly underappreciated in terms of how much it affects the user. For example, a potential customer will leave a site if it takes longer than 3 seconds to load. (As quoted by Google) This affects the user-experience and the creditability of **CGGA**. Therefore focus on building an improved user experience and providing basic and advanced features increases the value of the project for **CGGA**. In addition to these base requirements the system will also strive to provide functionality that will increase the operational value of the project for the managers of the shop by giving reports and automating inventory management for the store itself. This is overall a part of a strategic impact that pushes to increase the value of the **CGGA** brand. By increasing the academy's presence to the outside world, students, both current and perceptive, will be able to see the impact that a school which offers their students equipment and technologies is a good place to learn at.

## Project IT-Value

The project will improve the IT value of the shop by integrating the inventory management system and the web-based shop so that inventory and purchases will be linked. This will allow simple administration by managers for inventory checking, and replacement. Customers will be able to see what is in stock in real time, order equipment and have it ready for an in person visit or shipped to them via normal shipping practices. They will also be able to check rentable equipment, and their prices. By linking the web store with the item database the shop has incredible ways to expand. Discounts in store could, through the server, be emailed to customers. The shop could link rented equipment to the student database to track equipment per student and more easily allow free rentals, thus over time allowing a future expansion of the project as needed.

## Measuring Metric

While the measurable impact of such a project is difficult to calculate. Its predicted that managers will spend 50% less time managing inventory. The shop will now also be able to handle shipping of golf equipment, which it could not easily do before. Managers of the shop will find the time it takes less time to restock inventory. Purchases will automatically be tracked, pulled up, and be searchable. More time will be left for the managers to manage customer concerns, and stay up to date with the latest golfing trends in equipment. Checkouts will be 25% speedier. Employees need only to scan the item to price check it and add the cost.

## MOV Time Frame

Since the project is split into two systems, the in house and the online presence, the initial in house system will only take an estimated month to setup for integration with the inventory management system. The online presence PRO will take an estimated development of six months until production and an additional six for customer feedback, as well as operational improvements for a total of a yearlong development cycle. This will allow students to benefit from the project as soon as possible and give input to the final website. The initial value of the website, upon announcement and opening, will have a huge spike of web traffic from current students checking out the site with stable increase of the customer base from one month onward; the customer base including people other than students. It is expected that the long term impact is more important however as the shop will affect the credibility and prestige of **CGGA.**

## MOV Summary

PRO is an overall growth to the **CGGA** community. It represents an improved strategic value of providing students access to equipment faster, cheaper, and in a better fashion. The main improvement however will be the efficiency of the pro shop. Check out will be faster as every item will be itemized and stored in a database. This will allow cooperation between the in house system and the website.

## Proposal Evaluation

The CGGA ProShop employees will be equipped with their own personal mobile device. This will allow the employee easy access to the site, inventory, and communication services all in one package. There are currently several possible devices in the market which can service this role, among them: the IPad, Android Tablet, and Windows Surface.

* **Telcordia** is a leading global provider of telecommunications devices and software. They provide IP, wireline, wireless, and cable solutions, and deliver eliminative strategy of providing flexible, standards-based solutions that optimize complex network and business support systems.
* **BelAir Communications** is the leader in multimode small cell wireless systems for mobile devices. They provide a lead service in control management systems to build scalable high performance wireless networks.
* **inCode**, a division of the Ericsson, is a premier professional services firm providing strategic business solutions, and premier mobile technologies.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Product Selection | | **Telcordia** | **BelAir** | **inCode** |
| Criteria | Weight | IPad (mini) | Android Tablet (Nexus7) | Windows Surface |
| Investment | 20% | 10 % | **13 %** | 10 % |
| Objective | 20% | 20 % | 20 % | 20 % |
| Location | 10% | 4 % | **10 %** | 8 % |
| Maintenance | 15% | **12 %** | 9 % | 10.5 % |
| Development | 10% | 7 % | 8 % | 8 % |
| Durability | 10% | **9 %** | 7 % | 6 % |
| Past Satisfaction | 15% | 13.5 % | **13.5 %** | 12 % |
| Total: 100% | **Scores:** | **75.5 %** | **80.5 %** | **74.5 %** |

## Criteria Breakdown

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | **Telcordia** | **BelAir** | **InCode** |
| Criteria |  | IPad (mini) | Android Tablet (Nexus7) | Windows Surface |
| **Investment** | Estimate: | $399 at 2+ years | $229 at 1.5+ years | $299 at 1.5+ years |
| Weight: 20% | Rating: | 5 (of 10) .00501 | 6.5 (of 10).00655 | .00501 |
|  | Score: | 10% | **13%** | 10% |
|  |  |  |  |  |
| **Objective** | Estimate: | Full support | Full support | Full support |
| Weight: 20% | Rating: | 10 (of 10) | 10 (of 10) | 10 (of 10) |
|  | Score: | 20% | 20% | 20% |
|  |  |  |  |  |
| **Location** | Estimate: | NJ, USA | **Local Offices** | Jacksonville Offices |
| Weight: 10% | Rating: | 4 (of 10) | 10 (of 10) | 8 (of 10) |
|  | Score: | 4% | **10%** | 8% |
|  |  |  |  |  |
| **Maintenance** | Estimate: | Many Vendors | Small Market Share | Corporate Repair |
| Weight: 15% | Rating: | 8 (of 10) | 6 (of 10) | 7(of 10) |
|  | Score: | **12%** | 9% | 10.5% |
|  |  |  |  |  |
| **Development** | Estimate: | Objective C | Java, and Dev Kits | Native Apps, Metro |
| Weight: 10% | Rating: | 7 (of 10) | 8 (of 10) | 8 (of 10) |
|  | Score: | 7% | **8%** | **8%** |
|  |  |  |  |  |
| **Durability** | Estimate: | Indestructible | Cheap plastic & Wear | Poor Design & Wear |
| Weight: 10% | Rating: | 9 (of 10) | 7 (of 10) | 6 (of 10) |
|  | Score: | **9%** | 7% | 6% |
|  |  |  |  |  |
| **Past Satisfaction** | Estimate: | 1000 reviews | **500 reviews** | 100 reviews |
| Weight: 15% | Rating: | 9 (of 10) | 9 (of 10) | 8 (of 10) |
|  | Score: | 13.5% | **13.5%** | 12% |
|  |  |  |  |  |
| Total: 100% | **Scores:** | **75.5%** | **80.5%** | **74.5%** |

## Criteria Weight Justifications

### Investment

Android tablet is by far the cheapest tablet to purchase, making it the leader in this category. So much so that you can almost buy two Androids per one apple product. The lifespan's of the iPad's however are considered better lending itself to the higher quality of parts include in the machines. They are estimated to last for two years and more, while the nexus 7 and the surface compare similarly to only last an estimated year and half and more. Regarding this the return on the invest is still better for the nexus, as it lives almost as long, and is cheap enough to replace, should it die sooner. Rating is calculated based on the formula: (years of life)/(cost); The higher the number the better the investment is.

### Alignment with Objective Justification

The final product of the project will be a web application, therefore the tablets themselves must be able to support the use of web browsing. Since all of the tablets themselves support the use of web browsing, this is not a problem. In addition, the tablets also come with the newest web browsers, allowing us to use some of the newer features of the modern web.

### Location Justification

Location of the supplier is a concern as the supplier may need to make onsite adjustments. The closer their offices are also makes shipping cheaper should we have to send the devices to them, and is a factor in the consideration of which technology to use.

### Maintainability Justification

iPad by far has the best maintainability. The reason behind this, is that the iPad is a the most popular tablet in the world. There are repair shops for apple products in every major city and the iPad itself will rarely break, given to the robust nature of apple products. Android device's on other hand suffer from a fragmented market, repairs to the devices most likely cannot be accomplished locally, and the maintenance of the system is rendered onto the user, for the most part. Windows surfaces, must be shipped back to the supplier for repairs, and the system is largely haunted by same problems of the native OS. However it is maintainable by the same tools you might use to manage a desktop fleet of computers.

### Time to Develop Justification

Apple iPad has been around for more years, and the process for development largely documented, and streamed lined. Android on the other hand offers better suites and language improvements over the apple, allowing development without the device itself, and generally a larger control over the system. Surface development is arguably the easiest, however the freedom in development requires a higher programming discipline and knowledge, the metro applications are proprietary of Microsoft, and can only be installed through the store. Native applications run naturally on the tablet as well, which opens the possibility of legacy system not tried to the use of a certain tablet OS, but rather the windows Operating system.

### Durability Justification

iPad's are the most durable tablet, being built by some of the best materials, and parts. This however of course increases their price, but allows them to age incredibly well. Android tablets are built cheaply, instead of a metal case of an apple are often plastic cased, they have a softer glass screen, which allows easier scratching, and the screens more easily shatter as well. Windows machines suffer from the same problems of the android machines, leaving the iPad to boast the most durable casing.

### Past Customer Satisfaction Justification

Telcordia by far has the most customer reviews and highest seeming satisfaction, they seem to be a professional company, and are committed to doing a good job and getting the job done. The high number of positive reviews suggest highly satisfied customers. BelAir has about half the reviews that Telcordia has, however they seem to be on par with Telcordia's satisfaction. InCode seems to run less business than the other two, and costumers complained that some jobs were done in incorrectly, but that they were fixed and delivered... eventually. For the most part the costumers seem satisfied.