**Business Case Outline**

**Goal**

Provide an automated scheduling tool, to the well-behaved regulars. Opening time for new clients and giving more time to the clients who need it.

**Targeted Audience**

Technically literate (they can use amazon) clients with an email and access to an internet connection. They should not have any incidents on their record.

In addition to this profile, the tool allows the user to choose which pantry they can go to and implies that they have the transportation to get there. There isn’t a way around this, the thought process behind it is that if the user can schedule themselves then they will know best what they can do to get there.

**Benefits to KLF**

The first benefit is in time, as the automation process allows KLF to have significant savings in volunteer time. Even at low volumes of 1000 uses per month there are large time savings (presented in exhibit 1). As the use level goes up these will grow greatly, providing more and more benefits at scale.

***Exhibit 1: Monthly Hours Saved from Automation***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Number of Uses Monthly | 1000 | 2000 | 3000 | 4000 |
| Volunteer Time Saved (2 minutes per) | 33.3 Hours | 66.6 Hours | 100 Hours | 133 Hours |
| Volunteer time saved (5 minutes per client) | 83.3 Hours | 166.6 Hours | 250 Hours | 333.3 Hours |
| Volunteer time saved (10 minutes per client) | 166.6 Hours | 333.3 Hours | 500 Hours | 667 Hours |

The second benefit is in headaches saved, the tool is built for ease of use on all sides from clients to volunteers. It is much simpler and cleaner than the current interface, and is built with a style that everyone who has used google should be familiar with. The tool will be easier to train new volunteers on moving forward.

**Policy Decisions**

This tool brings with it a lot of benefits, but requires a set of practices and policies be set. The policies should come from the following questions:

* Security Decisions:
  + Who gets to use this (client)?
  + Minimum number of “good pick-ups” before code can be issued?
  + Who can generate codes (internally)?
* Capacity Decisions:
  + When can they use this tool?
  + Is their capacity set aside for call ins?
* Training Decisions:
  + Who needs to know how to use this?
  + How do people know who is eligible for this service?
* Frequency Decisions:
  + How often can someone use this before code expires?
  + Can someone with referrals use this?

We recommend looking over these decisions as a team before Bright Ideas goes further with the implementation and communicating your decisions to them.

**Costs**

The major cost to this is implementing a policy change. This tool can be hosted through your website with minimal changes and ties into your existing data infrastructure, so it has very little technical overhead.

**\****Bright Ideas will have development costs as well.\**