**Stratosphere Pharmacies**

**System Vision Document**

**Problem Description**

Despite establishing physical stores in major city retail centres and developing an online commercial presence, Stratosphere Pharmacies, a nationwide chain of pharmacies in Australia, faces delivery efficiency and customer experience challenges. The current delivery system may be unable to handle orders quickly and effectively in remote or hard-to-reach areas, limiting the service range and potentially affecting customer satisfaction. Additionally, the inability to track orders in real-time reduces service transparency and customer trust. With the increasing competition in the e-commerce market, traditional delivery methods must also improve cost and efficiency. Stratosphere Pharmacies has proposed introducing a drone-based pharmaceutical delivery system to address these issues. This system is expected to enhance operational efficiency by increasing delivery speed and expanding service coverage while improving customer satisfaction through real-time tracking and enhanced customer interaction, ultimately reducing operational costs while maintaining market competitiveness.

**System capabilities**

To meet the needs of modern customers and solve the current problems in the distribution process, our proposed system will have the following key features. These features will form an efficient, reliable, and user-friendly pharmaceutical distribution solution.

* Automated Order Processing: The system can automatically receive and process customers' online pharmaceutical and prescription orders.
* Inventory Check: For regular pharmacy orders, the system can automatically verify whether the product is part of the deliverable stock.
* Prescription Verification: For doctor's prescription orders, the system can automatically check for authenticity and government compliance.
* Drone Dispatching: The system can automatically allocate drones for the delivery of pharmaceuticals.
* Customer Identity and Location Verification: During the delivery process, the system can verify the customer's identity and location through a geolocation application.
* Real-Time Delivery Tracking: Customers can track the status and location of their order and the drone through the system.
* Transaction Record Access: Customers can access their transaction logs and view doctor information through the system.
* Customer Feedback Collection: The system provides a feature that allows customers to leave feedback about their experience.

**Business Benefits**

Introducing a drone drug delivery system is expected to bring multiple business benefits to Stratosphere Pharmacies. These benefits include immediate financial gains, such as increased sales and reduced costs, and longer-term value that is difficult to quantify, such as increased customer loyalty and market share.

**Tangible Benefits**

* Increased Revenue: Attracting more customers through fast delivery services increases the number of online orders, increasing overall sales revenue.
* Reduce logistics costs: Drone delivery may be more economical than traditional delivery methods, helping companies save on transportation costs.
* Increase operational efficiency: Automated order processing and delivery processes reduce manual intervention and improve overall business operational efficiency.

**Intangible Benefits**

* Enhance customer satisfaction: Fast and reliable delivery service enhances customers' shopping experience, increasing customer satisfaction and loyalty.
* Strengthen market competitiveness: Innovative delivery methods enhance the Company's competitive edge, attracting more customers to choose Stratosphere Pharmacies.
* Enhance brand reputation: Being a pioneer in adopting advanced technology to improve the customer experience will help enhance the Company's brand image and industry reputation.
* Enhance business sustainability: By adopting advanced technologies and business models, the Company can better adapt to market changes and maintain sustainable business growth.