

**SmartInn**

**Business Evaluation**

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| **Restaurant with online presence** | **Values** | **Immediate Goals** |
| 200 geographical locations which spread across North America and the Caribbean | ● Excellent customer service  ● High customer engagement | ● Serve content closer to users (Reduced latency)  ● Scale easily  ● Rapidly iterate on deployments and improved operation  ● Managed services where possible  ● Use of AI and ML services to facilitate language translation. |

**Key business assumptions**

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| **Rapid expansion, understanding customer pain point and launch of order, checkout and payment services are necessary to the business success** | **Ensuring compliance requirements are met,**  **excellent customer service and reliability of services are required to meet business goals** | **Different solutions for storage and database** |

**Technical Evaluation**

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| **Existing Environment** | **Technical Watch points** | **Proposed Solution** |
| ● Multiple systems run in Google Cloud in Compute Engine VMs | ●Keen to define a solution that can be implemented quickly  ●Managed services where possible  ●Increase developer capacity  ● Need to scale across multiple regions  ● Cloud-native solutions for keys and secrets management  ● Identity-based access | • Migrate to Containers  • Cloud run  • Global load balancing  • Cloud CDN  • Cloud Armor  • Secret Manager  • Identity-Aware Proxy  • Dual regions |
| ●No CI/CD in place  ● Manual resource provisioning | ● Modernize CI/CD pipelines  ● Automated resource provisioning  ● Reproduce production and non-production | • Cloud Build CI/CD  • Terraform |
| ●Website contain static files but slowly serving. | Storage  ● Large file object storage (BLOB) | •Cloud function to resize and compress files |
| ●Customer data is stored in MySQL running on a VM in a single region and has performance issues | Database  ● Performance issue | • Database migration service  • Cloud SQL (for MySQL) |
| Website writing in English language  No means to translate customer reviews so that management can make necessary adjustments in delivery of services  Delayed response | ●Website requires multiple languages  ●Reviews need to be translated  ●Notification when there is a comment, like or new follower | Cloud Translation  Natural Language Processing |