ITK **JG**

InnoThink JOHNSON'S

Integrated Business Service

Assessment and Design of Integrated IT Solution for Johnson's Grocery

Innothink IT Consulting Group
May 2017

Executive Summary

As a local well-known grocery store around York, Johnson's grocery store has been supporting customers' daily needs for decades. With Johnson's current reputation, implementing information technology transformation will indeed be a promising move to fulfill wider market coverage. However, we are aware that Johnson's have concerns regarding this transformation. We understand these outcomes are expected in the implementation, such as effective and user-friendly technology, quick payback period, and support staffs' work. Therefore, we consider those desired outcomes very much in designing the solution.

We set several principles to choose and plan the information technology implementation to align in with the desired outcomes. We believe that because this project will be Johnson's first IT transformation, so there will be no need to implement a really too advanced technology. Instead, it is better to implement integrated technology that address Johnson's pain points and leverage its current systems for end-to end.

Therefore propose these three technologies to be implemented in Johnson's:

- RFID (Radio-Frequency Identification)
- ERP (Enterprise Resource Planning) system with several modules such as Supply Chain Management, Accounts Management, Sales Management, and Customer Relationship Management.

•Online store platform

We also carefully plan the implementation stages to make sure they can be applied successfully to Johnson's system.

By applying and integrating those technologies, we believe it will answer Johnson's concerns as well as open up new opportunities. The benefits that our solution will give such as increasing efficiency, reducing costs, increasing customer loyalty, expanding market coverage, and adding more revenue stream. Moreover, based on our estimation, the solution will only take 5 months payback period. Because we are eager to help Johnson's by provide the most optimum solution.

By having experience in implementing information system in grocery retailers, our best team are ready to work with Johnson's grocery store by giving the most suitable solution to Johnson's environment.

Our Understanding of your Requirements

Our understanding of your requirement is the fusion of the request for proposal document, good communication, primary research we did and the extensive experience we have.

Context

Johnsons is a family business with 20 stores around York. They are in the process of transforming their business from traditional systems to be more digital.

We have carried out primary and secondary research to advice on the best technological solutions for Johnson's to make this transformation. Based on the findings, we concluded that the key issues that Johnson's are experiencing in their convenience stores are lack of updated technologies and the impact it would have if it was implemented.

Objectives

Based on Johnson's expectations and concerns this project is intended to deliver optimum technology solutions with details of objectives as follows:

- Support Johnson's operational activities with more effective technology
- Increase efficiency by saving time
- Provide affordable solutions that are suitable to Johnson's convenience stores
- Support the change management to ensure the success of the project

Our Support

Over a period of 6 months , we will work with you to assess the current situation and implement our technology solutions in 3 phases incrementally. We will assist the change management process by providing substantial training for johnson's staffs. We will ensure that we have a constant follow up with   Johnson's after implementation to maintain relationship and assist if you experience any difficulties.
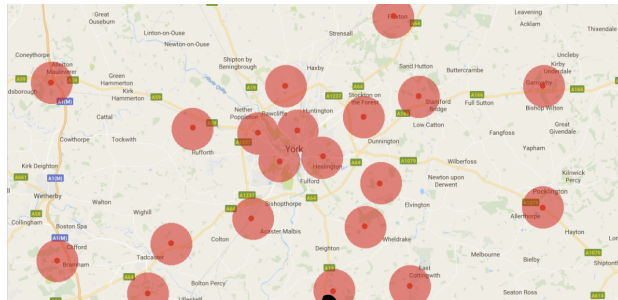
Desired Outcomes

A good understanding towards your company's current state and challenges has been acknowledged after communication and an on-site research.The project is planned solely in the interest of Johnson's In order to design a proposal fitting perfectly into your objectives.

As technology has been implemented ubiquitously in several organisations, it is essential for Johnson's to keep up with the strategic drift to survive in the existing market or industry.

- **Market Expansion**

This project will enable Johnson to expand market coverage to make it more convenient for consumers to purchase products online or get it delivered in the comfort of their own home.

- **Increase Efficiency**

It has been proven in many cases that implementing technology can increase efficiency in organisations. Therefore, Johnson's staffs can focus on more complex tasks.

- **Cost Reduction**

With our technology solutions, the operational costs will be significantly reduced and increase profit.

- **Faster delivery rate**

Due to the technology, staffs can process the transactions faster and goods can be delivered and tracked at the faster pace.

- **Increase Competitiveness**

We set our Principles for you

To achieve the desired outcomes, we define some principles to guide our decision in providing solution for Johnson's technology transformation.

- **Have clear business objectives**

Our solution need to effectively overcome Johnson's problem on IT transformation and achieve business objectives, such as: Cost reduction, etc.

- **The technologies do not need to be complex and expensive**

As a small-medium enterprise, Johnson's does not need advanced technologies to take advantage from IT development. It will be a waste of money to invest on technologies that do not suitable with Johnson's business scale.

- **Collaboration with reliable vendors**

Choosing the right technology vendors is a crucial thing in providing this solution. Therefore, we carefully assess and build partnership with the most suitable and reliable vendors for supplying hardware and software technologies for Johnson's.

- **The implementation will start from a small scale**

Because this project will be Johnson's first step to implement technology, it is better to take baby steps but doing it right rather than jump into something big but end up in failures. We also believe that by applying technologies step-by-step, Johnson's staffs can learn to use those technologies easier as well as increase the user acceptance.

- **Do not replace existing staffs**

We always keep in mind that staffs are one of the most valuable assets for Johnson's. Thus, although automation replaces staffs in many cases, we do not want it to happen in Johnson's. Rather than replacing jobs, our technology solution will help staffs to focus on more complex and value-added tasks.

Our Integrated Solution

Based on the principles above, we design the "Integrated Business Service" technology to be implemented in Johnson's business. The solution involves several technologies as it components, such as RFID, EPoS, Online Store Platform, and some ERP modules.
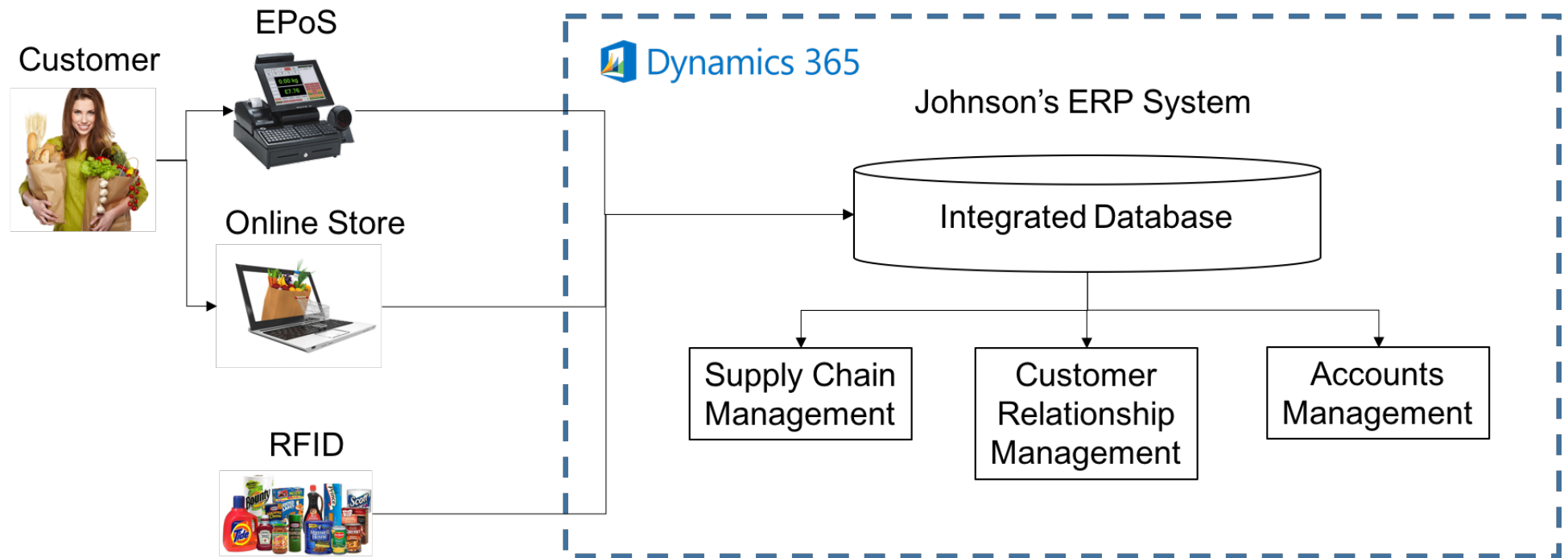
Internet of Things — RFID

Objective

Each Johnson's stores stocks around 7000 units of products. To fulfil demands in its 20 stores, Johnson's needs a more advance technology to support supply chain management. With the power of Internet of Things, Johnson's can capture and connect data about stocks by embedding RFID (Radio-Frequency Identification) which can store up to 2000 bytes of data such as brand names, categories, expiration dates, price, and supplier data for each stocks.

For Johnson's as a small-medium enterprise, overly advanced technology such as robots is not useful. It is more appropriate to implement affordable technology that gives optimum result. Real time inventory data from RFID tags could determine when the replenishment is needed. RFID tags can also be implemented in in-store stocks. Besides its benefit to help manage stocks on shelves, in-store RFID tags data could give other insights such as traffic flows, product quality, and customer behaviour. Therefore, the data collected from RFID can be integrated with software, such as ERP.

Functions

- Inventory tracking
- Provide more accurate data for replenishment
- Comprehensive insights about stocks and supplier
- Real-time inventory data
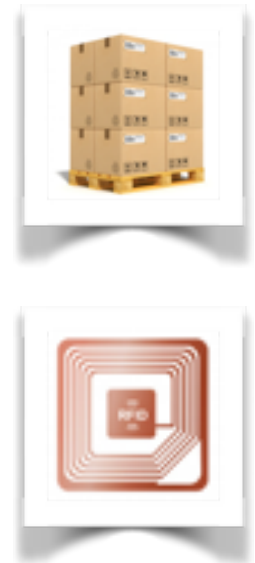
Provider

We will work closely with RFSmart to provide end-to-end RFID solution, from choosing RFID vendor to integrating it with ERP system. We choose RFSmart because it is a certified partner of Microsoft Dynamics 365 which prove their strong compatibility.

ERP system — Dynamics 365

Objective

According to the requirements and the assessment of the current operations of johnson's grocery retail, in order to improve the service quality and work efficiency, an integrated ERP system — Dynamics 365 is recommended being applied in retail to manage the whole work process. Dynamics 365 include applications to manage field service sales, marketing, financials, operations, and customer service. In this case, Dynamics 365 will help you to manage sales, supply chain and accounts in an efficient, integrated and centralised way. Dynamics 365 will also be connected with RFID technology and Magento to support your services in a comprehensive way.

Functions

- Cost management
- Warehouse management
- Procurement and sourcing
- Product information management
- Sales and marketing
- Transportation management
- Monitoring and analysis of sales
- Discounts and price adjustments
- Customer Relationship Management (CRM)
- Modern Point of Sale (MPOS) and Cloud POS
- Accounts management

Dynamics 365 — Brief Introduction

Dynamics 365 includes the management module of various business which can cover the whole business process of your grocery retail. Here is the main functions that will be applied in your business process.

Cost management

- Power BI content pack
- Calculation of various standard cost

Warehouse management

- Create warehouse layout
- Inbound and outbound process
- Set up inventory tracking
- Quality management

Procurement and sourcing

- Procurement catalogs and policies
- Vendor management and collaboration
- Product receipts and invoicing

Product information management

- Create information and classification
- RFID sticker connection

Sales and marketing

- Marketing
- Sales orders and quotations
- Returns

Transportation management

- Create a bill of lading
- Plan freight transportation routes
- Plan loads using hub consolidation
- Reconcile freight
- Transportation engine

Monitoring and analysis of sales

- Monitor sales and margin performance
- Analyze sales trends and patterns
- Analyze sales performance by product
- Assess customer and product profitability
- Analyze store performance

Discounts and price adjustments

- Price adjustments and discounts
- Determine the optimal combination of overlapping discounts
- Define channel-specific discounts

Customer relationship management

- loyalty program
- Customer insights
- Customer service

Modern Point of Sale (MPoS) and Cloud PoS

- Hardware peripherals
- Offline POS functionality
- Shift and cash drawer management
- Customer orders overview
- Track commissions in POS using sales groups
- Set up receipt templates and channel

Accounts management

- Accounts payable and receivable
- Cash and bank management
- Cost accounting
- Fixed assets
- General ledger
- Project management
- Budgeting

Online Store — Magento software platform

Objective

In addition to the internal management as mentioned before, such as the supply chain management in ERP system, it is also necessary to expand Johnson's online market. To build the online store, we recommend to use the Magento which is an open-source E-commerce platform.

Magento is quite flexible and able to provide modularity frame system and abundant functions. By using the Magento platform, it is easy to integrate the website with third party applications, such as digital payment platform. Magento could also satisfy various requirements for enterprise-level application, which means the online store could be integrated seamlessly with the business internal system. Magento can enable data synchronisation and accuracy to maximize the efficiency of business application with ERP system. Finally, Magento supports back end services, so that all the order details could be easily handled in the back end system.

The online store provides delivery service around York, so it is necessary to make sure drivers are enough to support the delivery job.

Functions:

- For customer
  - Online shopping
  - Express delivery
  - Recommended sales of merchandise pages.
  - Cross-selling in shopping carts.
  - Add multiple products to compare.
  - Management of newsletter.
- For company:
  - Administrator operation log in.
  - Tax/sales report.
  - Abandoned shopping cart report.
  - Most visited products report.
  - Most ordered merchandise report.
  - Low inventory report.
  - Frequent keyword report
  - Coupon usage report.

Main Workstream of Our Approach

I. Current state assessment

We will arrange our team members to work with your staffs in every aspects of the business process, we will conduct interviews with your staffs and do research on work documentation in order to understand the current workflow and make an assessment of your retail.

II. Installation and debugging

Our team will prepare the required hardwares facility and implement ERP system, RFID technology and develop online store according to the current assessment of your business process. We also will do test run of the system to ensure the system could work successfully.

III. Training and improving user acceptance

In this stage, our team will provide substantial training to the staff who will be working with the new system to help them to be proficient in using it. After that, we will test the user acceptance and gather feedback from staff that have been using the new system in order to optimise the settings of the system and improve the training methods.

IV. Maintenance plan and contact in future

We will provide a maintenance plan for the new system which includes ERP system, RFID technology and online store. We will also provide the related contact person to respond to any difficulties that might occur in future.

Benefits

Project plan

Initialize — 6/05 ~ 6/29 (19 work days)
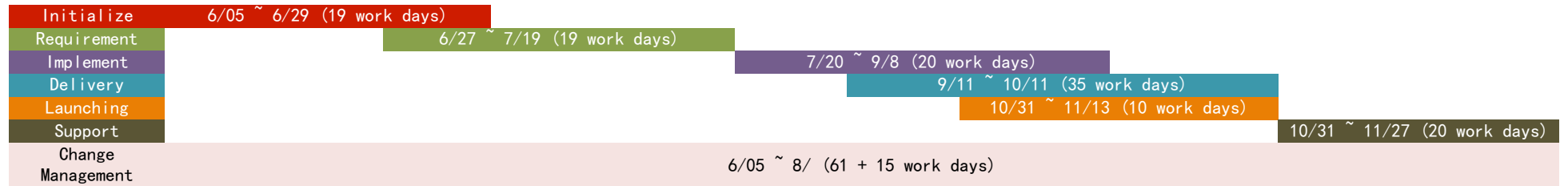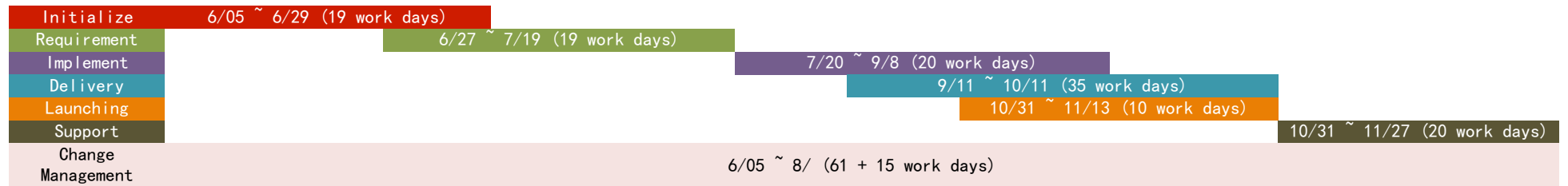Requirement — 6/27 ~ 7/19 (19 work days)
Implement — 7/20 ~ 9/8 (20 work days)
Delivery — 9/11 ~ 10/11 (35 work days)
Launching — 10/31 ~ 11/13 (10 work days)
Support — 10/31 ~ 11/27 (20 work days)
Change Management — 6/05 ~ 8/ (61 + 15 work days)
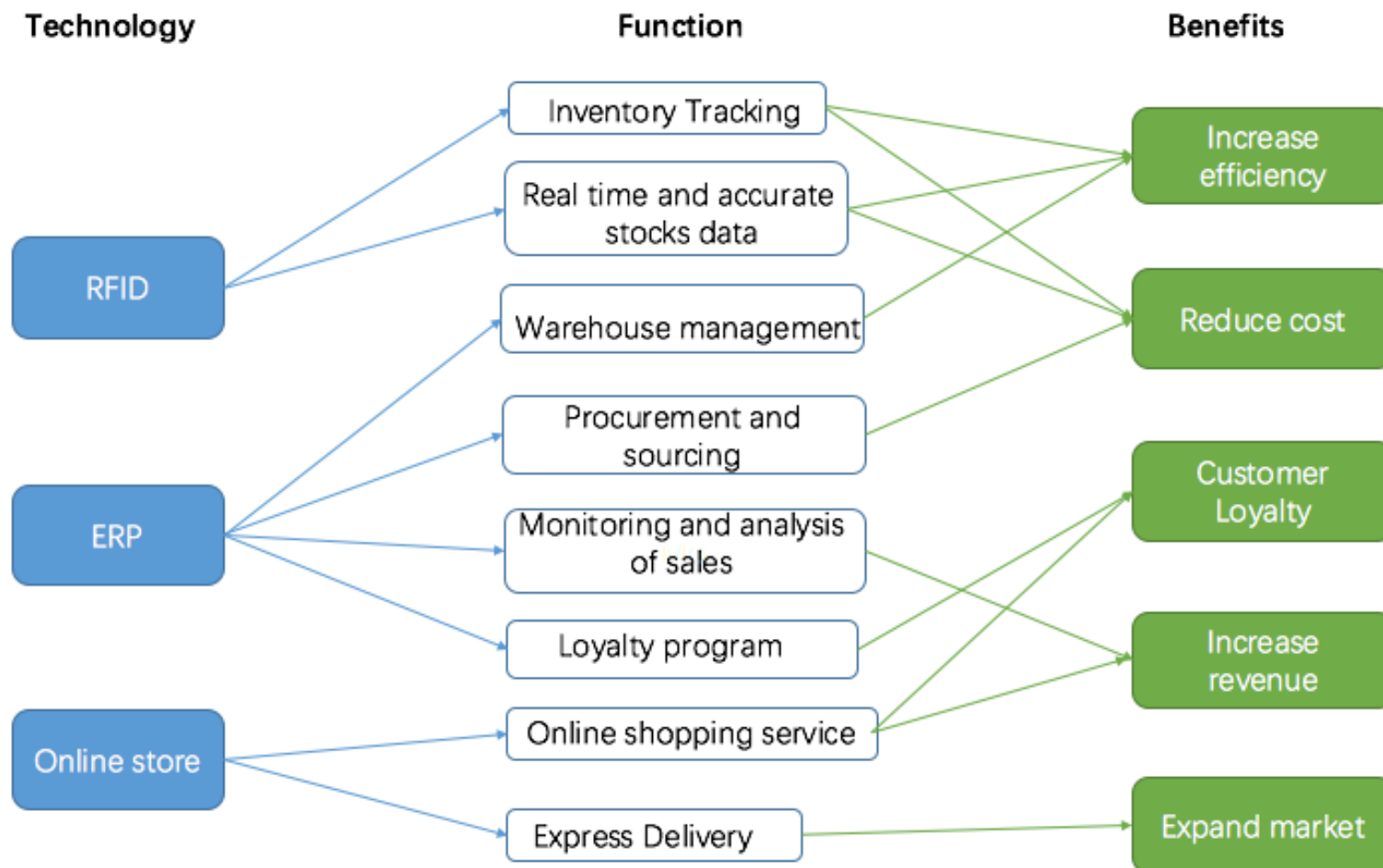
Task	S	F	June 5	6	7	8	9	12	13	14	15	16	19	20	21	22	23	26	27	28	29	3	July 4	5	6	7	10	11	12	13	14	17	18	19
1. Initialization	6/05	6/29	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█													
Research/Communication	6/05	6/07	█	█	█																													
Kick-off meeting	6/11	6/15						█	█	█	█																							
Initial Training	6/25	6/26																█																
Administrator Training (7*24)	6/18	6/29										█	█	█	█	█	█	█	█	█														
2. Requirement	6/27	7/19																	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█
Technology workshop	6/22	6/26														█	█	█																
Business Process workshop	6/27	6/29																	█	█	█													
Business Process Analysis	7/03	7/13																				█	█	█	█	█	█	█	█					
Set ERP Gateway	6/27	7/09																	█	█	█	█	█	█	█									
Data Collection	7/11	7/19																									█	█	█	█	█	█	█	

Initialize — 6/05 ~ 6/29 (19 work days)
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Task	S	F	July								August																						September					
			20	21	24	25	26	27	28	31	1	2	3	4	7	8	9	10	11	14	15	16	17	18	21	22	23	24	25	28	29	30	31	1	4	5	6	7	8
3. Implementation	7/20	9/8																																						
ERP Implementation	7/20	8/17																																						
RFID Hardware+Software Implementation	8/4	8/17																																						
Online store website	7/20	8/3																																						
Configuration Workshop	8/17	8/24																																						
Configuration Handbook	8.24	9/08																																						
User test preparation	8/21	9/8																																						

Task	S	F	September															October																					November			
			11	12	13	14	15	18	19	20	21	22	25	26	27	28	29	2	3	4	5	6	9	10	11	12	13	16	17	20	23	24	25	26	27	30	31	1	2	3	6
4. Delivery	9/11	10/11	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█				
Testing Environment preparation	9/11	10/5	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█	█																				
Key user training & User test	10/6	10/12																				█	█	█	█	█															
Launching preparation	10/6	10/12																				█	█	█	█	█															
Configure accounts	10/13	10/30																									█	█	█	█	█	█	█	█	█	█						
5. Launching	10/31	11/27																																				█	█	█	█
Launching	10/31	11/13																																				█	█	█	█
Support	10/31	11/27																																				█	█	█	█

Project Governance Workshop Objectives

- Project governance is to decide principles, not set restrictions.
- Project governance provide project decision-making framework and boundaries.
- Ensure the sponsorship and support of top managers.
- Reduce barriers, prevent and reduce risks.
- Decide "Interface" of consultant and client.
- Project decision points and decision-making process
- Project communication mechanism

Project Governance Model

Project Governance Workshop

Decision Process

Communication Mechanism

Role	Johnson	Consultant
Decision Level • Project Governance workshop	CEO	Liuyang Geng
Plan Level • Project Manager	Store Manager Warehouse Manager	Febriana Wisnuwardani
Business level • Key members of project team	Plan & UI Team Change Management Team	Technology Team

Project Governance Workshop	Decision Point：
	• Project Plan
	• Business process Plan
	• System change plan
	• System blueprint
Decision Process	• User testing
	• Before launching
	Decision Process：
	• Discussion in project team
Communication Mechanism	• Project Manager confirm
	• PGM Sign Off

Project Governance Workshop

Decision Proecess

Communication Mechanism

- Weekly Meeting
  - PT Key Member + PM
- Bi-weekly Meeting
  - PGW+ PT Key member+ PM
- Plan Reporting
  - Business Process Reporting
  - System Blueprint Reporting
- Documentation
  - Naming rule
  - Document template（meeting、project ppt, excle）

Our Leadership Team

We perceive the significance of conveying RFID, EPoS, Online Store Platform, and some ERP modules as a solution. It will propose change within the organization. Notwithstanding the group of specialists constructing the methodology, the engagement will be overseen by a leadership team who has exceptional experience in this field.
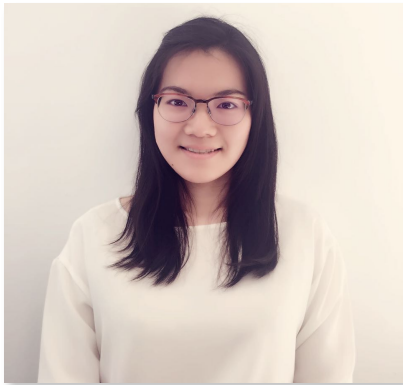
Geng Liuyang

Senior Security Analyst Director

- More than 20 years experience working with high security technical solutions
- Has obtained qualifications such as CGEIT and CISM

Haihui Guo

Senior Consultant

- She has managed more than 40 projects over 7 years of practice
- She has a level 7 qualification in professional consulting, certified management consultant certification (CMC) and an MBA.
- She has an excellent problem-solving and strategic planning ability..

Zhaogang Wang

Application Analyst

- He is specialised in Business and accounting systems.
- His responsibility is monitor and maintenance of software infrastructures and applications.
- He makes sure that the processes needed for a business to function and succeed are running smoothly.
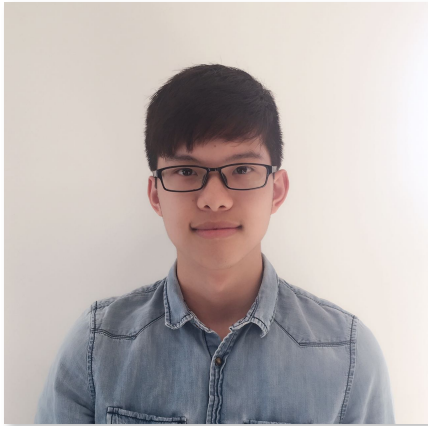
Philip Wong

**Client Relationship Partner**

- He ensures that we have a close relationship with the client.
- He monitors the performance of the project and ensures that we deliver to the clients satisfactory needs.
- He is specialised in security management, ERP systems and SPSS.

Febriana Wisnuwardani

Project Management Consultant

- She has managed over 18 projects with 10 years of experience in consultancy.
- She Plans, coordinate and manage the development and delivery of projects with our clients.
- She also ensures that each phase of the project is completed within the deadline for time, cost and quality
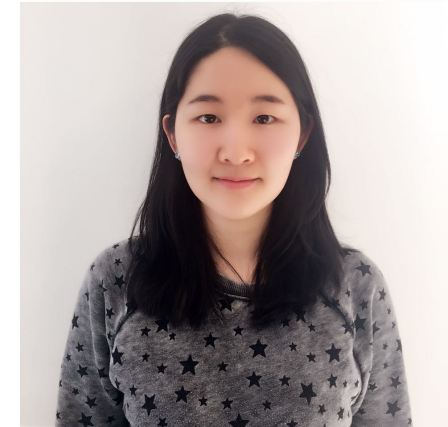
Jiamin Fu

Project Strategy Leader

- She has numerous experiences in leading project strategy by ensuring long-term projects' success.
- She also make sure that the projects align with client's strategic goals and objectives.
- She has 12 years of experience and managed more than 15 projects.

Pricing and Costs

The chart below sets out an indicative delivery timeline for each of the initiatives and projects described in this project.

We outline below the rate card for the project. We expect to provide service package, execution and follow up services inclusive. The blended rate across the grades of resource we plan to use in order to deliver the project is £274,925.

(Please refer to *Appendix IV* for a detailed report)

Hourly rate for a consultant = £60

Key Processes		Licensing Fees	
ERP Implementation	£ 20,160	Dynamics 365	£ 26,010
User Test Preparation	£ 21,600	Magento	£ 14,000
Business Process Analysis	£ 12,960	ERP Extension	£ 3,000
Setting ERP Gateway	£ 11,520		

Total cost for project: **£ 273,965**

Paid in 5 Installments @£54,793

Payback Period

We estimate below the payback period for the project based on the current financial performances provided by Johnson's. There would be a slight cost increase due to hardware and personnel. The income would gradually increase from 2% to 7% and stabilize. Having installments for the project would lessen the burden for Johnson's during the initial months, the expected time for the project investment to breakeven is 6 months.

(Please refer to *Appendix V* for a detailed report)

Current Monthly Income	£ 12,000,000	Estimated Final Income	£12,840,000 (+7% after 5 months)
Current Monthly Expense	£ 11,760,000	Estimated Final Expense	£12,465,600 (+6% after 3 months)
Net Profit	£ 240,000	Net Profit	£374,400 (56% increase)
Profit Margin	2.04%	Profit Margin	3%

Payback Period: 6 Months

Why Us?

Provide expert knowledge to make your best business decision!

Who are we?

Our clients range from some of the world's leading multinational companies to new and growing enterprises, from large family businesses and governments to NGOs and private individuals. They are located in various countries around the world. We create value for our clients and 83% of them are satisfied and proud of our work. It's critical we listen to them to make sure our initiatives and actions are meaningful and relevant. So, whoever our clients are, and wherever they are located, they will expect the same high levels of service.

Why InnoThink?

We strongly believe we are in a unique position for the following reasons:

I. We provide audit, tax, consulting, enterprise risk and financial advisory services, especially cover all aspects of **digital consulting**.

II. We provide our clients with **cutting edge solutions** and to stay one step ahead of the emerging risks in the security world.

III. We have an **open and transparent operating model** giving you the **full visibility** of the services you are paying for and the specific resources who will be providing those services.

IV. We focus on the **specific implementation** of the project by observing the actual needs of customers, and concern more about the **practical issues**.

V. We have **deep technical expertise** in Identity and Access Management, which is a fundamental element to this proposal.

VI. We offer a large range of **complimentary skill sets** so that we can provide an 'one stop shop' for all of your security needs from project management to policy design to deploying IAM technology solutions.

VII. We are **a trusted partner** for the client and can provide skilled resources and guidance on sensitive issues.

Team CVs

WONG, Philip
Client Relationship Partner
Email: philipwong@innothink.co.uk
Location: London

Philip is a Client Relationship Partner in our Client Relations Services in London. He has eighteen years of IT consultancy experience helping organisations plan, design and implement solutions and provide expertise across many sectors. Philip has developed and led many IT & Business planning projects in response to a range of business drivers working within system overhaul, project management, strategy planning and business analysis.

With career-long experience in IT & Business Planning, Philip's expertise has evolved along with the sector from analysis into forecasting, change management, IT implementation and newer technology solutions for business.

Relevant experience/Skills

IT & Business planning Project Lead

Acting as the project lead across a multi-year, multi stream investment programme to replace and enhance the current system within a corporation. As the lead within the IT & Business planning stream, the role provided opportunity to work with multiple stakeholders to ensure the design and implementation phase met the designated objectives and to oversee the final technical delivery.

IT & Business planning Advisor

Designing and support a complex business solution within a multinational project with multiple third party vendors, business teams and stakeholders. The role required leadership and input across different business and IT aspects such as analysis, project management and IT implementation, along with delivery working with all related parties to deliver the best solution within the designated timescale.

WISNUWARDANI, Febriana
Project Management Consultant
Email: febrianawisnu@innothink.co.uk
Location: London

Febriana is a project management consultant that has over 10 years experience in consulting industry. She managed over 18 IT and business projects.

Relevant experience/Skills

IT & Business planning Project Lead
Acting as the project lead across a multi-year, multi stream investment programme to replace and enhance the current system within a corporation. As the lead within the IT & Business planning stream, the role provided opportunity to work with multiple stakeholders to ensure the design and implementation phase met the designated objectives and to oversee the final technical delivery.

IT & Business planning Advisor
Designing and support a complex business solution within a multinational project with multiple third party vendors, business teams and stakeholders. The role required leadership and input across different business and IT aspects such as analysis, project management and IT implementation, along with delivery working with all related parties to deliver the best solution within the designated timescale.

GENG Liuyang
Senior Security Analyst Director
Email: liuyanggeng@innothink.co.uk

Location: London

Liuyang is a result-oriented individual with 20 years of specialized training and experience in the field of Information Security Certification and Accreditation (C security programs, policies, procedures, and technical tools to ensure the confidentiality, integrity, and availability of systems, networks, and data. Strong analytical and organizational skills with strong critical thinking and problem solving abilities.

Certifications & Training

• Certified Information Systems Security Professional (CISSP)

• Federal IT Security Professional-Manager (FITSP/M)

• Cisco Certified Network Associate (CCNA)

• Cisco Certified Design Associate (CCDA)

• Check Point Certified Security Administrator (CCSA)

• Check Point Certified Security Expert (CCSE)

• Microsoft Certified Professional (MCP)

Technical Skills

Security controls standards: Federal Information Security Management Act (FISMA), National Institute of Standards and Technology (NIST) Special Publications 800 Series, DoD Information Assurance Certification and Accreditation Process (DIACAP), Office of Management and Budget Circular A-130, DoD Directive 8500.1 & 8500.2

Vulnerability assessment tools: Security Readiness Review scripts (SRRs), DISA Gold Disk Windows OS assessment tool, Security Technical Implementation Guides (STIGs), SAINT, Web Inspect, Hail Storm, Foundstone, Modulo, ASG, AppDetective, ISS, Retina, Host Based Security Systems (HBSS), NESSUS, Newt, Nmap, SuperScan, Sourcefire and Wireshark

Operating systems: Windows NT, XP, 2000, 2003, 2007, Vista; Linux; UNIX

Programming languages: Java, C++, HTML, Oracle, MS SQL

WANG Zhaogang
Client Relationship Partner
Email: zhaogangwang@innothink.co.uk
Location: London

Zhaogang is a application analyst that has twelve years of software maintenance experience, especially in accounting and business system. He has many years experience in monitor the implementation of business system and formulate the maintenance plan to make sure that the systems are running smoothly and successfully

Relevant experience/Skills

IT project implementation consultant

Zhaogang has monitored the implementation process of several IT&Business project which mainly include ERP system and account system. He is expert in improving the performance of system according to the analysis of current business process of clients and user feedback. He also be responsible for establishing later maintenance for users.

GUO Haihui

Senior Consultant

Email: Haihuiguo@innothink.co.uk

Location: London

Haihui is an experienced consultant based in London. She has been an IT consultant in InnoThink company for 7 years, and she has managed more than 40 projects. She has level 7 qualification in professional consulting, certified management consultant certification and MBA. She has an excellent problem-solving and strategic planning ability.

Relevant experience/Skills

- Providing early stage consultancy to senior stakeholders to help shape initiatives and establish feasibility
- Identifying stakeholders, developing communications, defining the scope and the business case
- Developing ICT strategy road maps and plans
- Supporting the development of the plan and estimates•Capturing and managing business, functional and non-functional requirements and defining as-is and to-be processes with multiple stakeholders and departments

FU Jiamin
Project Strategy Leader
Email: Jiaminfu@innothink.co.uk
Location: London

Jiamin is an experienced Project Strategy Leader who has over 15 years working experience. She has experience leading a multi-disciplinary team in creating and implementing solutions in a complex, dynamic, and ambiguous environment.

Relevant skills and qualifications

- Experience with formal making strategy methods and tools
- Strong written and oral communications skills, including reviewing, analyzing, and preparing written materials
- Superior communication skills, especially in clearly and concisely communicating complex issues to a variety of audience types
- Ability to manage multiple disparate projects simultaneously
- Proven experience leading blended business and technical teams to achieve results
- Loves working with people and cares about their growth and coaches them to develop

TOURAY, Amina
IT Supplier Assurance Consultant
Email: touraya@innothink.co.uk
Location: London

Amina is a IT supplier assurance at Innothink. With over 12 years experience dealing with high security IT risk assurance projects to ensure supplier risks are identified, owned, managed, and assured. She ensures she establishes good working relationships with all the stakeholders.

Relevant experience/Skill

- Degrees in Computer science and Information systems management
- CISSP, CISM, PPM, SAP qualifications
- 7 years experience in third party assurance

WANG Yonghua

Senior IT Trainer

Email: Haihuiguo@innothink.co.uk

Location: London

Yonghua is an experienced IT trainer based in London. He has been an IT trainer in InnoThink company for 5 years, and he has much experience in delivering to large seminar groups, classroom and remote training via WebEx/Virtual learning environments as well as provide post training support and floor walking.

Relevant experience/Skill

- Educating a range of users across all offices through training delivery and e-learning.
- Delivery of large seminar presentations and launch sessions, classroom and remote training.
- Delivery of relevant 1-1, workshop and classroom training, to PAs, Partners, Lawyers and Business Services staff.
- Regular floor walking and post training support, taking ownership of user issues, finding solutions and feeding them back to users.
- Providing advanced training to IT Staff to create a team of experts in key desktop applications.

ZHOU Qi

Accountant

Email: Jiaminfu@innothink.co.uk

Location: London

Qi is an experienced accounting based in London. She has been an accountant in InnoThink company over 10 years. She is an ACCA qualified accountant with strong accounting skills and will pay 100% efforts on her work.

Relevant technical skills and qualifications

- ACCA Qualified Accountant
- Strong written and oral communication skills; proven ability to relate to all levels of management and both finance and non-finance staff
- Detail oriented with excellent analytical, quantitative and investigative skills
- Ability to present complex data in a simplified and meaningful way
- Ability to apply knowledge and creativity to resolve standard and complex issues
- Highly proficient with Excel at an Intermediate level.

# Appendix I — Website Prototype
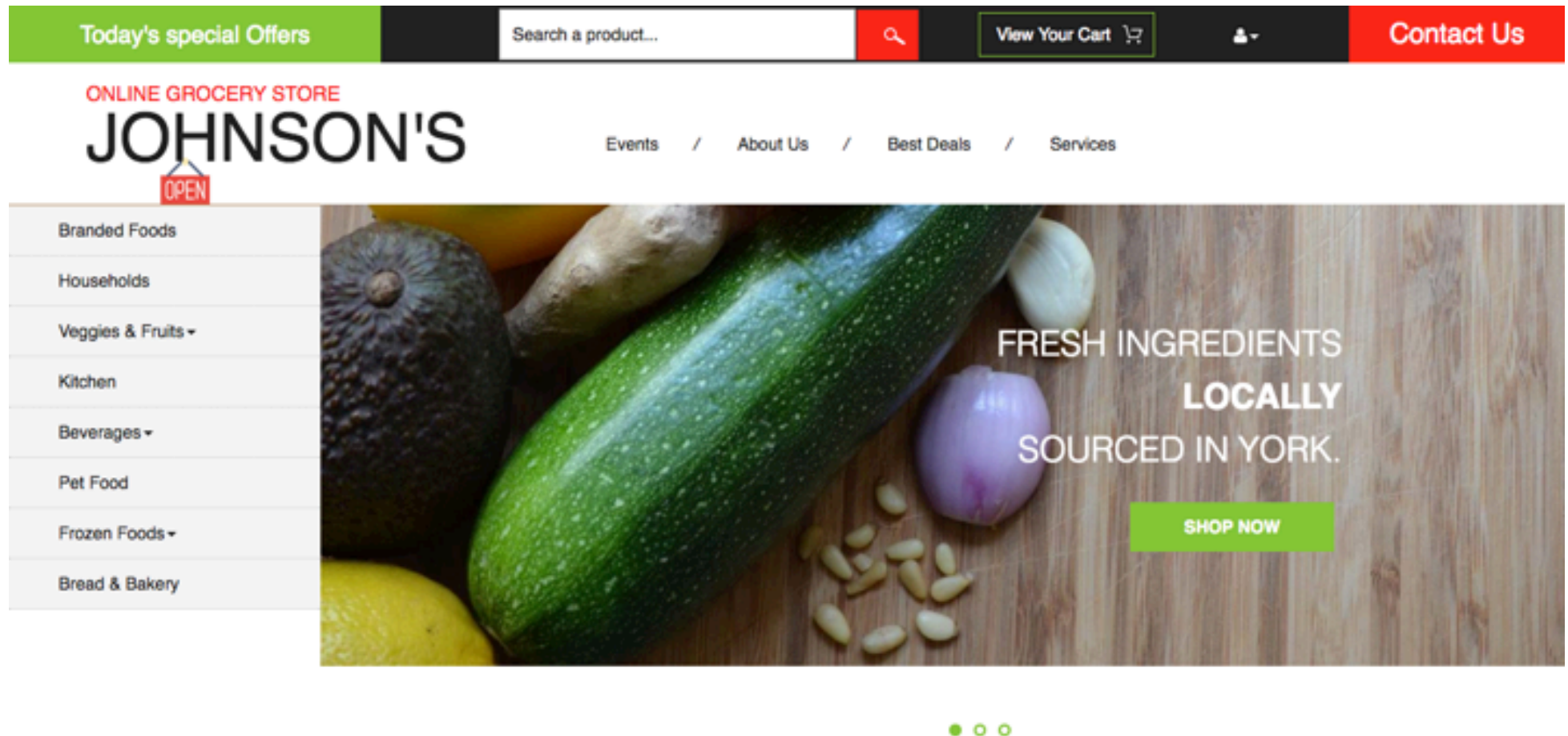
Appendix II — Loyalty Programme

The retailer inducts members at the Club Red tier, then bumps them up to Club Silver and then Club Gold.

- Club Red members earn miles on flights and get discounts on rental cars, airport parking, hotels, and holiday flights.
- Club Silver members earn 50% more points on flights and have access to expedited check-in and priority stand-by seating.
- Club Gold members get double miles, priority boarding, and access to exclusive clubhouses where they can grab a drink or get a massage before their flight.

JOHNSON'S

Membership Club Card

Philip Wong
07842

JG

Appendix III — Range of Influence

Before
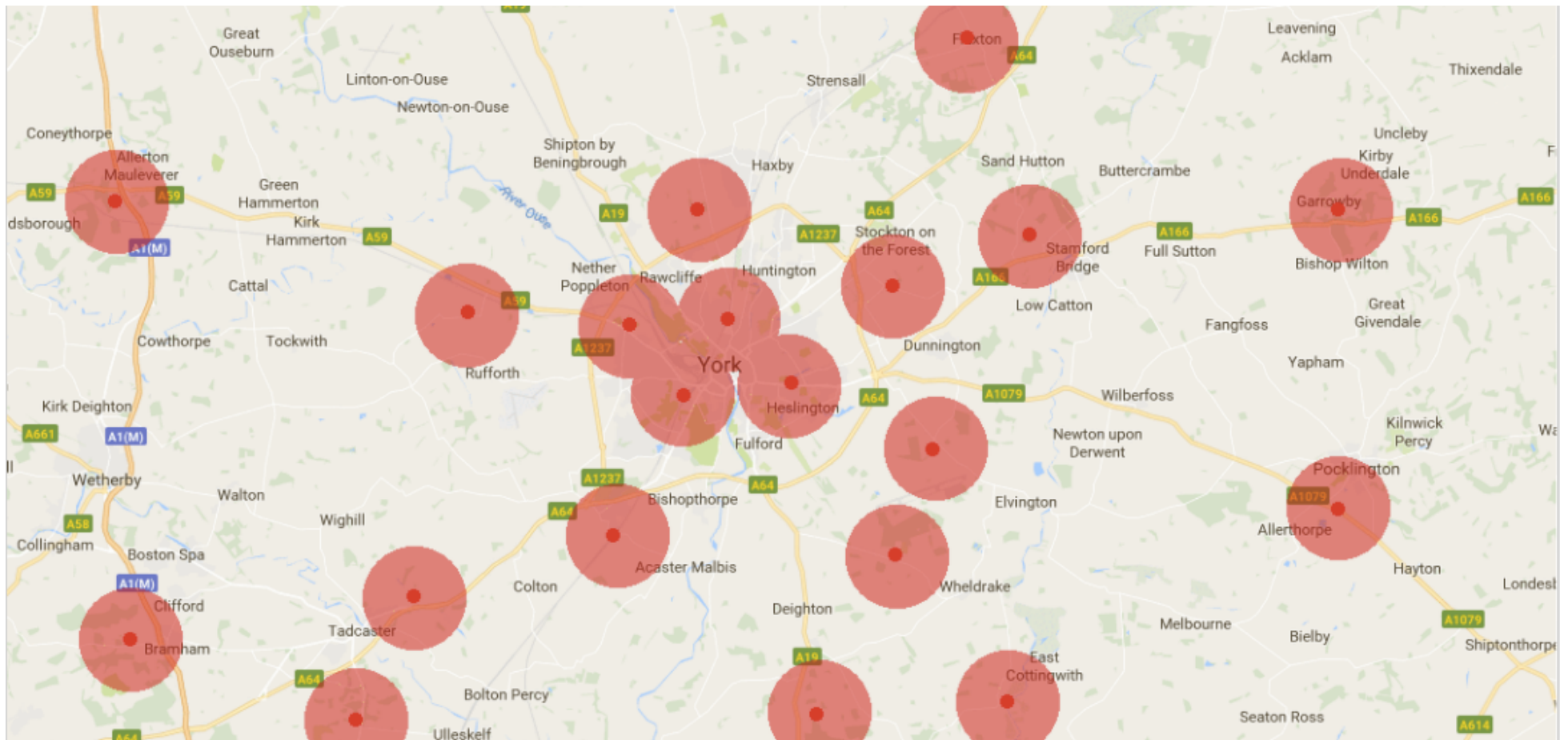
After

Appendix IV — Pricing and costs

Item	Consultants Required	Days Required	Cost
Research and Data Collection	4	11	£21,120
Initial Training	2	2	£1,920
Administrator Training	2	10	£9,600
Technology Workshop	2	3	£2,880
Business Process Workshop	2	3	£2,880
Business Process Analysis	3	9	£12,960
Set ERP Gateway	3	8	£11,520
ERP Implementation	2	21	£20,160
RFID Implementation	2	10	£9,600
Online Store Website construction	2	11	£10,560
Configuration Workshop	3	6	£8,640
Configuration Handbook	2	12	£11,520
User Test Preparation	3	15	£21,600
Testing Environment Preparation	2	19	£18,240
Key user training and tests	2	5	£4,800
Launching Preparation	3	5	£7,200
Final Test and accounts configuration	3	10	£14,400
Launching	3	10	£14,400
Support	2	20	£19,200

Systems	Cost	Remarks
Dynamics 365	£26,010	Recurring Annually, includes SCM, acc
Magento	£14,000	Recurring Annually
Amazon Web Services	£1,440	Recurring Annually
Domain	£10	Recurring Annually
RF Smart	£460	
Magento ERP extention	£3,000	
RFID tags @0.22	£440	Recurring Annually
RFID reader @235	£5,405	

Total   £223,200

Total £50,765

Total Cost of Project in £ £273,965
To be paid in 5 installments @ £54,793

Appendix V — Payback Period

Data provided by Johnson's

Initial income	£12,000,000
Initial Expense	£11,760,000
Profit	£240,000
Profit Margin	2.040816327

1st Month after implementation of the new system

		£12,000,000	(Income)
		-£11,760,000	(Expense)
		-£588,000	(5% of Cost Increase)
		-£54,793	(Project Installments)
Accumulated Profit	-£402,793	**Profit** -£402,793	
		Profit Margin -3.24759915 %	

2nd Month after implementation of the new system

		£12,000,000	(Income)
		£240,000	(2% of Revenue Increase)
		-£11,760,000	(Expense)
		-£588,000	(5% of Cost Increase)
		-£54,793	(Project Installments)
Accumulated Profit	-£565,586	**Profit** -£162,793	
		Profit Margin -1.312551133 %	

3rd Month after implementation of the new system

		£12,000,000	(Income)
		£480,000	(4% of Revenue Increase)
		-£11,760,000	(Expense)
		-£705,600	(6% of Cost Increase)
		-£54,793	(Project Installments)
Accumulated Profit	-£605,979	**Profit** -£40,393	
		Profit Margin -0.322617669 %	

4th Month after implementation of the new system

£12,000,000 (Income)
£600,000 (5% of Revenue Increase)
-£11,760,000 (Expense)
-£705,600 (6% of Cost Increase)
-£54,793 (Project Installments)

Accumulated Profit	-£526,372	**Profit**	£79,607
		Profit Margin	0.6358187 %

5th Month after implementation of the new system

£12,000,000 (Income)
£840,000 (7% of Revenue Increase)
-£11,760,000 (Expense)
-£705,600 (6% of Cost Increase)
-£54,793 (Project Installments)

Accumulated Profit	-£206,765	**Profit**	£319,607
		Profit Margin	2.552691437 %

6th Month after implementation of the new system

£12,000,000 (Income)
£840,000 (7% of Revenue Increase)
-£11,760,000 (Expense)
-£705,600 (6% of Cost Increase)

Accumulated Profit	**£167,635**	**Profit**	£374,400
		Profit Margin	3.003465537 %

The Payback Period of the whole project would breakeven after the 6th month