Derrick Richards-CST 2407-Spring 2016-CityTech

**Company Description**

The company’s name is Apollo Systems. It is New York City based company with 5 locations (3 in Manhattan and 1 in Brooklyn and 1 in Queens) with roughly 430 employees. They create, sell, and maintain programs and hardware based on their clients specific needs. They are known for their professionalism and efficiency and normally handle huge contracts with major companies or institutions. Their transactions normally include storage, usage, and manipulation of data according to their client’s wishes and the buying, selling, maintenance and labor of installation of software and hardware. These are the main transactions that drive the company’s operations. Each transaction can occur hundreds of times a day. Each transaction takes approximately 15 minutes on average. We have heavy data archiving and an immense amount of throughput requirements due to the way our main transactions occur. Our clients are individuals who outsource their storage of data, who need the trends analyzed and submitted and who require software and hardware that can increase the productivity of their company. We supply specialized servers and desktops and in-house streamlined custom software both of which are to our client’s particular needs. Our suppliers are people who sell us the material we need to build the hardware we sell, companies that assist us in the maintenance and upgrades to our data storage facilities since our dependence on our archiving abilities is paramount. . The company’s three main offices are in Manhattan and our branches in Queens and Brooklyn are fairly new. Both new locations main focus are to the main transactions of our business. Unfortunately, each one focuses on one aspect of our business (Queens Branch focuses on maintenance of hardware/software contracts while Brooklyn branch focuses on data archiving and analyzing). The main branch in Manhattan are the offices which hold HR, finance, acquisitions, IT, and management. The second branch in Manhattan is mainly a shipping building while the last building solely focuses on data archiving.

**Scope Definition**

The information system being proposed to be designed is one that streamlines that our interactions with our multiple locations and suppliers. With the two newer branches being across boroughs, our current system is not fast enough to keep up with the amount of work that we currently have. The system will prioritize popular data search requests made by suppliers, clients, and staff which will increase the company’s productivity. The system itself will take 10-12 months to design. Testing phases will begin shortly after it is designed. After 3 months of testing the system in the Main Manhattan branch and the Shipping branch, it will be implemented throughout all of the branches. The installation cost will be approximately 38,000 since upgrades may need to also be made to the servers as well. We would need a total of 45-55 people working on the coding, design and ultimately the installation of the hardware and software necessary to implement the system.

**Problem Analysis**

1: The new system will allow better communications between the Shipping branch and all other branches to better increase productivity. The branches will have a better idea of when which pieces of material will arrive at their branch so they will be able to plan accordingly. We want to have a 20% increase on hardware building productivity

2: The upgrades to the system will also allow the employees of the company easier access to the client’s systems and data which will increase customer relations as less time will be spent waiting for the information. We want to have a 15% decrease in time spent on trouble calls from clients.

3: We will have a better defined idea of our suppliers, how much they are charging, options in regards to which materials we can buy, and overall reliability of specific suppliers. With this, we want to cut back on order times by 25%.

4: Due to the system speed increase, we should have overall better productivity. We want transactions to be increased 2x.

5: Also due to the new system, our employee should be able to access and process the information inside our data archives. We want trend analysis time to be cut down by 35%.

**Requirements Analysis**

Features used by Clients: Live updates on their project progress and immediate notifications of completed transactions

Features used by suppliers: They can see an entire history of what we’ve purchased from them in one place and they can see how much of their specific supplies we have left.

Features used to administer the system: The system will be handled through a combination of network based software and mobile apps.

Features used to analyze the company’s operations: A total count of transactions completed in 48 hour increments and a total data transfer rate from our data archives.