**ONE PAGE BUSINESS CASE TEMPLATE**



| **DATE** | 09/01/24 |
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| **SUBMITTED BY** | Group 5 |
| **TITLE / ROLE** | Software Engineers |

| **THE PROJECT**  In bullet points, describe the problem this project aims to solve or the opportunity it aims to develop. |
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| * Improve the utilisation of delivery vehicles * Establish optimal delivery routes * Provide an estimation on delivery times * Efficiently allocate drivers to designated routes/zones |
| **THE HISTORY**  In bullet points, describe the current situation. |
| * RainforestRetail’s deliveries were handled with manual processing hindering speed and accuracy * Delivery routes were rigid and under-utilised as each van covers a specific route on a specific day regardless of how many deliveries there are to be made * Packages wait for the next scheduled route even if another truck has available space, potentially decreasing customer satisfaction |
| **LIMITATIONS**  List what could prevent the success of the project, such as the need for expensive equipment, bad weather, lack of special training, etc. |
| * No specialised training for drivers resulting in more accidents and higher costs * Limited driver and van availability * Unforeseen delays to routes due to weather, road works, other unknowns etc. * Stricter traffic rules, emissions regulations, or driving hour restrictions could disrupt planned routes and driver allocation. |
| **APPROACH**  List what is needed to complete the project. |
| * Further funding and infrastructure for supplementary vans * Necessary drivers in each region (multiple drivers in each region) * Sufficient drivers for the amount of deliveries * Additional HR capacity to manage extra employees * Updated delivery management system to support multiple deliveries |
| **BENEFITS**  In bullet points, list the benefits that this project will bring to the organisation. |
| * Eliminate critical bottlenecks and vulnerabilities in the delivery process, preventing disruptions and ensuring consistent service even during unforeseen challenges. * Optimise delivery routes and speed to increase satisfaction and loyalty while meeting specific turnaround times. * Dynamically allocate drivers to specific zones depending on the number of deliveries in a particular region and van capacity. |

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