



**UTM**  
UNIVERSITI TEKNOLOGI MALAYSIA

**FACULTY OF COMPUTING**  
UTM Johor Bahru

Subject : Technology Information System (SECP1513)  
Section : 03  
Task : Project Proposal  
Due : 16/11/2023  
Group : **Tactic Tech**  
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#### **Client Background**

- This IoT technology is targeted towards the students of Universiti Teknologi Malaysia that are staying within the vicinity of the campus that uses the laundry services of the laundromat located inside the campus.

#### **Existing technology/methods used by the client summary**

- Washing machine
- Token machine system.
- Need to queue up in line
- No booking system
- No self-diagnosis system

#### **Problem with Existing Technology**

- Some people don't have the patience to wait and decide to cut the line or queue jump.
- The people in charge of maintenance were late
- Hard to find someone to exchange for change in order to buy a token
- Unclean clothes/unscented clothes due to clogged washing machine's filter
- It wastes money and time because user need to find another washing machine to rewash their clothes

#### **Proposed idea to overcome the problems**

- Create an app that has the following features:
  - user can directly report to the maintenance crew
  - user can detect any damage or problems through the app
  - user can detect and be notified of the washing machine's status such as the washer finished its spins or it is still in maintenance
  - user can book the washing machine early
  - user can use online transactions through the app
  - user can detect any laundry/washing machine nearby from their location
  - user can have a refund if the machine doesn't function properly
  - Reward system to encourage customer loyalty and repeat business

#### **Benefits/advantages of the proposed idea**

- Efficient
- Convenient
- Save time, user doesn't need to queue
- Save money, can get a refund

