

ASSIGNMENT 1

Comprehensive Enterprise Resource Planning (ERP) Software Solution for Chambers and Associations

GROUP NO : C

Team Members : Aishwarya Kole : 126792

Muhammad Farzad Ali : 126559

Anusha Rallapalli : 125800

Overview:

The proposed software solution is an Enterprise Resource Planning (ERP) system tailored for Chambers, Associations, or Registrars of Firms, offering comprehensive functionality for managing company registrations and member interactions. The system features a centralized database of registered companies, displaying key contact details in a user-friendly format. For new registrations, the software streamlines the process from name reservation to incorporation, facilitating fee payments and providing unique login credentials for member access. Within the member dashboard, users can stay informed with a dedicated news forum and submit queries through a structured form, tracking their status and providing feedback on resolution. Internally, the employees' dashboard enables efficient query management, with hierarchical access levels ensuring appropriate delegation and resolution of member inquiries. This holistic software solution aims to enhance organizational efficiency, improve member engagement, and streamline administrative processes.

Target Audience/ Use Case:

- Chambers of Commerce and Industry
- Trade Bodies
- Unions
- Associations
- Registrar of Firms
- Business governing bodies
- Security and Exchange Commissions

The feature including the implementation guideline are mentioned below:

1. Registered Companies List:
 - This feature presents a comprehensive list of companies already registered with the Chamber, Association, or Registrar of Firms. It includes vital contact details such as firm names, email addresses, and landline numbers, organized in a user-friendly tabular format. The implementation involves structuring the data using a relational database, allowing for efficient

storage, retrieval, and manipulation of company information. Additionally, the interface may incorporate search and filter functionalities to facilitate quick access to specific company records.

2. Company Name Reservation and Incorporation:

- *Step 1: Name Reservation and Gathering Company Details:* Potential members provide essential company information, including proposed three company names, addresses, contact persons, and contact details. They are also required to pay a nominal fee (e.g., €10) to reserve their desired company name. This fee covers administrative costs associated with processing the reservation request and is non-refundable.
- *Step 2: Confirmation and Payment:* Upon receiving the company details and name reservation fee, the Chamber or Registrar of Firms conducts a preliminary check to verify the availability of the proposed company names. Subsequently, they communicate the available options to the potential member via email or through the portal. Alongside, they provide instructions for submitting the business incorporation fees (e.g., €40), which cover the cost of registering the company with the relevant authorities.
- *Step 3: Fee Deposit and Additional Information:* Upon selecting a company name from the available options, members proceed to deposit the required incorporation fees using one of the provided payment methods, such as bank transfer, PayPal, Stripe, or direct debit/credit. They may also provide supplementary information required for the registration process, such as tax identification numbers and details regarding the nature of their business activities.
- *Step 4: Issuing Login Credentials:* Upon successful verification of the fee payment and submission of required information, the Chamber or Registrar of Firms generates unique login credentials (username and password) for the member which will be communicated by email. These credentials grant access to the members' portal, enabling them to avail themselves of various services and resources offered by the organization.
- *Step 5: Access to Members' Portal:* With the provided login credentials, members gain access to the dedicated members' portal, where they can access their company profile, view the news forum, and interact with the organization for any further assistance or inquiries.

3. Member Dashboard Features:

- **News Forum:** The member dashboard features a dedicated news forum, where members can access the latest updates, announcements, and industry news curated by the Chamber or Registrar of Firms. This forum serves as a valuable resource for staying informed about regulatory changes, market trends, and industry developments that may impact their business operations.
- **Query and Support Section:**
 - *Generate Query:* Members can initiate queries or seek support from the organization by filling out a structured query submission form within the portal. The form typically includes fields for specifying the query subject, providing detailed information in the query body, and attaching relevant documents (e.g., JPG or PDF files). Upon submission, the system generates a unique query token for tracking purposes and sends an automated confirmation email to the member, acknowledging receipt of the query.
 - *View Previous Queries:* Members have access to a comprehensive history of their past queries within the portal, along with real-time updates on the status and progress of each query. They

can track the lifecycle of their inquiries, from initiation to resolution, and review any correspondence or actions taken by the organization in response to their queries.

- *Provide Feedback:* Upon receiving assistance or resolution for a query, members are encouraged to provide feedback on their experience with the support service. Feedback options typically include rating their satisfaction level on a scale of 1 to 3, with 1 indicating dissatisfaction, 2 neutrality, and 3 satisfaction. This feedback mechanism allows the organization to gauge member satisfaction levels, identify areas for improvement, and enhance the overall quality of its support services.

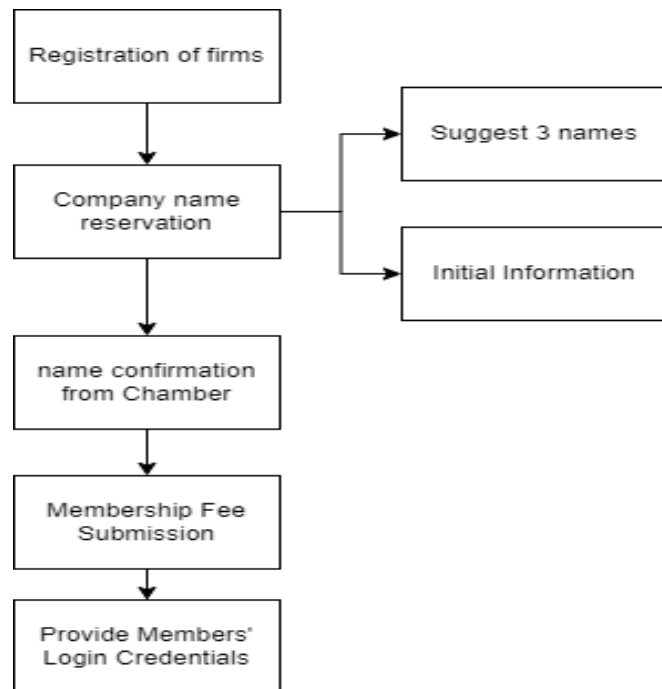
4. Employees Dashboard:

- The employees' dashboard provides internal staff members with tools and functionalities to efficiently create news for news forum, manage queries, allocate tasks, and facilitate communication with members.
- *Employee Roles and Access:* The system supports different employee roles, each with specific access rights and responsibilities tailored to their position within the organization. For example, the CEO may have access to all features and functionalities, while lower-level staff members may have restricted access based on their role and responsibilities.
- *Query Management:* At the core of the employees' dashboard is the query management module, which allows staff members to view, prioritize, and assign queries to relevant personnel for resolution. The CEO or designated administrators oversee the query allocation process, ensuring that queries are promptly addressed and resolved within the stipulated timeframes.
- *Issue Resolution:* Lower-level staff members are responsible for reviewing and addressing queries assigned to them, leveraging their expertise and knowledge to provide timely and effective assistance to members. They may communicate with members through various channels, such as email, phone calls, or in-person meetings, to gather additional information or clarify details related to the query. Once a query has been successfully resolved, staff members update its status within the system and close the query ticket, marking it as completed. This streamlined approach to issue resolution enhances operational efficiency, fosters positive member experiences, and strengthens the organization's reputation for excellent customer service.

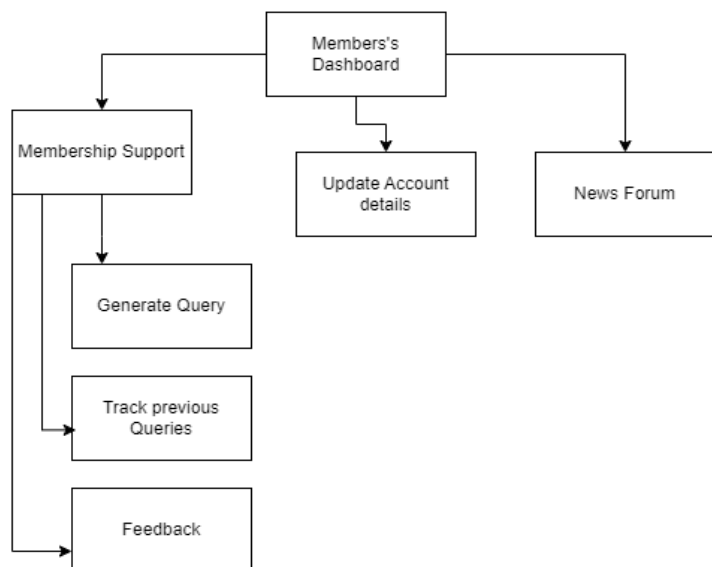
Contribution to sustainable development:

The proposed Enterprise Resource Planning (ERP) software tailored for Chambers and Associations contributes significantly to UNDP Sustainable Goals. By streamlining registration processes and providing efficient management tools, it fosters economic growth and creates decent work opportunities. Additionally, the software promotes innovation and infrastructure development within business communities. Through structured processes for query management and member interaction, it enhances transparency, accountability, and good governance practices. Furthermore, by facilitating collaboration and partnerships among stakeholders, it promotes inclusive partnerships for sustainable development.

Membership Registration



Members Dashboard



Employees' Dashboard

