1. **Customer Statement of Requirements**
   1. **Problem Statement**

Throughout the history of civilization and business, there has been a continuous trend towards increased sophistication and efficiency. Sometimes these advancements are small and seemingly insignificant and other times they are drastic and life altering. One can look back at the Gutenberg Press and see that it was a major advancement in education and society. The industrial revolution changed the way products were manufactured and produced. It gave way to the automobile which fundamentally changed society and business by effectively enlarging the geographic area that businesses could compete in. Today, businesses face another revolution and that is the technological revolution that is completely altering the landscape for society and business. It has given way to self-driving cars, space shuttles that can save enormous sums of money by reusing booster rockets and in the retail business given rise to the “Goliath” of Amazon. Amazon is fundamentally altering the rules and the playing field that small business must compete in. It does no good to debate the equality or the goodness or badness to society of such a mammoth company. Amazon will force, through survival of the fittest, businesses to adapt and modify the way they engage and profit in today's business climate. It is both exciting and perplexing to be a part of. Fortunately, the same technology that has enabled amazon to flourish and prosper will also enable small businesses to perhaps gain an advantage and compete toe-to-toe with a seemingly unbeatable “Goliath”. This has given rise to companies such as salesforce that allow small business to compete on cost with many larger competitors. Open source software has driven down the cost for many businesses. Our company reduced our CRM expense by over $150,000 per year due to these developments. Our proposed solution plans to start the process by enabling our company to economically develop a new car inventory management system with the goal of maximizing shareholder profit by reducing expense and providing relevant, convenient and up-to date information.

The goal of a new car inventory management system is to understand quickly and easily where in relation to a model inventory our current inventory stands. A model inventory is based 3 variables. First, the dealership must be informed as to what the past 3 months sales history looks like in regard to total new vehicles sold by brand and then broken down by model. Industry standard is to have a four months supply of new car inventory. Second, the dealership must realize what the current inventory levels are by brand and by model. Third, the dealership must be informed as-to whether it is short or long in inventory by model and brand. Currently, all of this information is scattered over 3 or more systems and leads to frustration and indigestion. Our customer centric solution is to consolidate these 3 systems into 1 system that will ultimately save the customer money and time.

The monetary savings will largely be due to three main factors. First, the dealership will no longer be stocking inventory it doesn’t need or is to long in. When considering 10,000,000 dollars in inventory at 4.5% interest, stocking the right inventory is not a matter of just increased profitability but ultimately of long-term survivability. Second, savings will be increased by the lessening of time it takes to tackle implementing a model inventory. There will no longer be a need for logging into 3 different systems to obtain information. This will allow user to focus on other business-related tasks and ultimately be more efficient. Thirdly, this will save money due to the unnecessary expense of paying for 3 complimentary but uniquely different software solutions. With the combination of all three features of creating a model inventory software solution, additional or unneeded software can be cancelled.

Additional features of the software solution will include authentication to access the system. System will allow additional users to register or sign-up according to dealership policy. The system will require dealership setting up the recommended months supply with a degree of granularity for specifying months supply not only for vehicle make but also by model. The user interface will be user friendly and will focus heavily on keeping system user friendly with clutter kept to a minimum. The system will utilize a combination of API feeds and database feeds to gather required information for system to calculate model inventory.

* 1. **Glossary of Terms**

To provide better understanding of the contents of this report, listed below are important terms of our proposed software solution:

**Month’s Supply** – Units in stock (at month end) divided by Sales history (in months).

**Model Inventory** – Guideline for stocking new car inventory that takes into account past sales history, user defined month’s supply and the output is recommended number of units in stock.

**Long Inventory** – Inventory in-stock that is above model inventory suggestion.

**Short Inventory** – Inventory in-stock that is less than model inventory suggestion.

**Make** – Manufacturer of vehicle. Ex. Jeep, Dodge, Chevrolet, Toyota, etc.

**Model** – Particular model of vehicle made by a respective manufacturer.

Ex. Wrangler, Silverado, 1500, 4-Runner, Land Cruiser, etc.

1. **System Requirements**

**2.1 Enumerated Functional Requirements**

|  |  |  |
| --- | --- | --- |
| Identifier | Priority  Weight (Low 1 - 5 High) | Requirement Description |
| REQ-1 |  | System shall support user login and authentication |
| REQ-2 |  | System shall support registering new users. |
| REQ-3 |  | System shall support users to define month supply of inventory by both make and model |
| REQ-4 |  | System shall pull in-stock inventory from dealership CRM |
| REQ-5 |  | System shall calculate month’s supply of inventory |
| REQ-6 |  | System shall compute long or short position of inventory |
|  |  |  |

**2.2 Enumerated Non-Functional Requirements**

A model called FURPS+ will be used here to qualify software attributes, which stand for functionality, usability, reliability, performance, supportability and the + stands for other possible attributes needed. We will be focusing on the non-functional requirements which cover FURPS+.

Functionality: Functionality of solution is of upmost importance. And our solution will contain numerous functions and parameters which would help to solve problems in different situations.

Usability:

Reliability: Frequency of failure should be very low. Customers only need to restart the software to recover and are able to choose whether to recover the last step they did. And software will be updated every month if not never.

Performance: The system to be should have high performance. The process of signing in and receiving data should take no more than 5 minutes.

Supportability: The system is benign and user friendly. The learning curve will be modest and user documentation will introduce designed program usage and will contain a software demonstration video or text. Support will all be available via email to handle software bugs and imperfection.

**2.3 On-Screen Appearance Requirements**

|  |  |  |
| --- | --- | --- |
| Identifier | Priority  Weight (Low 1 – 5 High) | Requirement Description |
| REQ-7 |  | User-friendly: The operation of system should be easy to operate with limited training for new users. |
| REQ-8 |  | Sign-In Button: Allow authorized users to gain access to system. |
| REQ-9 |  | Inventory Selection Drop Down: Users can select make and model of inventory to compare to model. |
| REQ-10 |  | UI Appearance: solution should be both functional and aesthetically pleasing to user. |
| REQ-11 |  | Inventory Pull Button: Allows user to pull necessary vehicle information based on selection. |
| REQ-12 |  | Registration Button: Allow new users to register for system. |
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