

[1<sup>st</sup> October 2020]

## **System Request**

**Project Name:** Aunties Assemble (App based)

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**Business Need:** Since UAE has a huge population of low educated expats, this app will allow the unemployed expat spouses/mothers to offer their cooking services to customers in the local area on a small scale. This will allow the unemployed people to make increase their living standards by earning some extra income on a casual basis and use their home-economic skills and monetize them.

- 1) For unemployed expats to increase their income and living standards
- 2) For the local residents a greater range of culinary options according to their traditional/cultural food tastes
- 3) For tourists to enjoy home-made traditional dishes and experience the culture and food to its fullest

### **Functionality:**

- 1) Sellers can register to be a local vendor
- 2) Sellers can create their own page to market their own food options/menu
- 3) Sellers receives and accepts notifications of the orders
- 4) Sellers can push their delivery requests on to the central platforms such as Uber Eats and Deliveroo
- 5) Sellers can set up the payment option and receive payment respectively
- 6) Delivery application/people gets the notification of the pickup and drop off location
- 7) Customers can browse through pages/filters
- 8) Customers can make orders according to their preference
- 9) Customers can make payments to the vendors
- 10) Customers can publish their ratings/reviews about the vendors

### **Expected Value:**

Tangible:

- 1) Monthly increase in income of the unemployed expats household by 500 AED/week
- 2) Increased variety of food vendors by 10%

Intangible:

- 1) Increased living standards for unemployed expats
- 2) Increased confidence amongst the ex-unemployed expats

- 3) Promoting Women Empowerment (Assuming that most spouses/mother of expats are unemployed in the UAE)
- 4) Improved health by providing home-made alternatives to restaurants
- 5) Improved tourist experience by giving them access to home-made traditional food

### **Special Issues or Constraints:**

#### Legal Constraints:

- 1) It will be hard to get food licenses for these vendors given the strict laws of UAE
- 2) The dataset about unemployed expats would be hard to collect given the lack of transparency from UAE government in extracting confidential datasets

#### Technical Constraints:

- 1) System needs to be available 24/7 and maintenance would be hard if any bugs appear
- 2) Needs additional security to protect the data for the payment details
- 3) Because of the decentralized nature of the application, there could be fraudulent sellers so there needs to be verification process

#### Other Constraints:

- 1) Illiteracy of certain users to explore our application needs to be taken into consideration.
- 2) Advertising the application to both customers and vendors through different platforms is needed
- 3) Our application needs to support multiple operations systems and language settings

### **Potential Solutions to the Constraints:**

#### Solutions to Legal Constraints:

- 1) Set up negotiation and meetings with local officials to adjust the system and meet legal requirements.
- 2) Explore consulting companies to seek for assistance to collect needed dataset.

#### Solutions to Technical Constraints:

- 1) Adjust the maintenance plan to, for example, 12 hours a day instead of 24/7.
- 2) Use external trustful partner payment methods such as Paypal to avoid payment insecurity.
- 3) Design registration censorship to filter fraudulent sellers.

#### Solutions to Other Constrains:

- 1) Provide detailed and user-friendly instruction to our application and offer a full navigation to essential functionalities.
- 2) Target miscellaneous websites such as YouTube to advertise for our application
- 3) Form OS focused development team and hire language translator to support this need.

