**E-Commerce system for techcontrol**

CAPSTONE A – FINAL REPORT

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# Project Summary

This report will detailly discuss the proposed E-Commerce web information system for Techcontrol. The aim of the project being discussed is to develop a plan for the successful development and implementation of the e-commerce site. The aforementioned statement can be taken in account to state that the discussed project will assist the firm to establish itself in the digital competitive market that will add value to the organization and hence, offers huge scope for the organization. It will enable the firm to offer ease of purchase and awareness about the products offered by the firm. Furthermore, the development of the e-commerce site will enable the firm to reach new customers who are unaware of the product. The firm can leverage the Google SEO to optimize its platform and present it on top in the list of security products offering firm in the country. The discussed benefit add value to the project scope and has to be taken in consideration. The aim of the project has also extended to include the implementation of the e-commerce platform in order to attain adequate success. The discussion over the migration plan will enable the firm to ensure the safety of their content and will add value to the digitalization of the company. The implementation plan will assess the implementation requirements and risk assessment along with other aspects, which will ensure the successful implementation adding value to the organization.

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# **Introduction**

## **Project Background**

TechControl is a Slovakian business specialising in installation and servicing of home security systems such as alarms, surveillance and access controls. At the moment their web presence is limited. They are looking to establish an e-commerce system and start selling the products online with the option of onsite installation.

## **Project Purpose**

The purpose of this project is to develop a dynamic web information system, that will serve as an e-commerce store for Techcontrol. Being able to sell directly to the customers will give the Techcontrol a competitive advantage and opens a new space for growth. Using the new web information system, they will be able to provide a full service, from purchase to the installation and maintenance of the products, and improve interaction with existing and potential customers.

## **Project Objectives**

The objective of this project is to deliver a fully functional e-commerce website within a specified time, budget, and scope.

The main goals of the system are:

* Increase Awareness
  + Improve Techcontrol brand awareness by 15%
* Generate More Sales
  + Increase monthly sales by 25%
* Increase Customer Experience and Satisfaction
  + Improve the satisfaction rate by 10%
* Create Work Automation
* Establish Competitive Advantage
* Enable 24/7 access to customers

## **Project Scope**

This project will consist of creating an e-commerce system, that will be accessible over the internet, using any browser. The system must be secure and user friendly. The project will be completed by 4th October 2020. Users will be able to browse through the e-commerce site, add items to the shopping cart and make a purchase.

## **Constraints**

* The budget of this project is $10,000 AUD.
* The system will be developed by 27th September 2020.

## **Assumptions**

* TechControl will cover the costs of the project.
* Project will be concluded after evaluation on 4th October 2020.

# **Project Deliverables**

The following are the key deliverables of the project:

* Prototype Design
* Project Report
* Account and login information
* Fully Functional E-commerce System
  + Graphical User Interface
  + Application
  + Database
* A backup copy of the files
* Staff Training
* Support Documentation

# **System Requirements**

## **Functional Requirements**

## **Non-Functional Requirements**

# **System Architecture**

# **System Design**

# **Entity Relationship Diagram**

# **Use Case Diagram**

# **Context Diagram**

# **Data Flow Diagram**

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# **Supervisor’s Feedback**

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