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GAP Identification	State Description		Bridging
GAP-ID	Current State: AS-IS (Business Problems)	Future State: TO-BE (Business Objectives)	Gap Identification?
GAP-01	Operates in-office and phone booking for inter and intracountry services	To provide an online booking services for inter and intra country travels	Yes
	No standard system to check- in online	To have a standard online check-in system	Yes
GAP-02 GAP-03	Company only accepts full payment	Company to have a Flexible payment structure to enable customers spread payment	Yes
GAP-04	No option for customers to make advance booking	To have a feature that will enable advance booking.	Yes
	Payments are made through POS,cash and bank Transfer only	To make payment online alongside other methods of payment	Yes
GAP-05			

the Gap	Factors and Remedies		
Gap Description	Factors Responsible for Gap	Solutions (IT/Digital Solution)	
The company does not have an online booking system	The company does not have an online booking system.	Develop a software application which enables customers to book travels online	
Traveller are not able to check in online	The company does not have a platform for customers to check-in online	impliment a feature in the software application to enables customers check-in online	
The payment option available is not flexible	The company does not have provision for installmental payment.	Create an interface that allows customers to choose from various payment options.	
No system in place to make advance booking	No advance booking feature available has led to a decline in customers patronage	introduce a featurein the software for customers to make advance booking	
Customers are not able to make payment online	The company operates traditional mode of payment through pos/cash and bank transfer.	Create an interface to enable customers make payment online	