



BSc (Hons) in Computer Science via GDSE

Module Code ITS1066

Professional Software Project in IT

COCO THUMB PROJECT

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List of Abbreviation

IT - Information Technology

CRM - Customer Relationship Management

1.0 Introduction to business

1.1 What is this Business?

Coco Thumb is a dynamic and innovative company dedicated to producing and distributing premium-quality organic coconut products. Established in 2018, Coco Thumb has quickly become a trusted name in the industry, known for its commitment to sustainability, quality, and customer satisfaction.

Our core product line includes organic young coconut water of Sri Lanka. We take pride in delivering products that capture the natural essence and nutritional benefits of coconuts while promoting sustainable farming practices and environmental stewardship.

1.2 Business mission

At Coco Thumb,our mission is to revolutionize the organic coconut products industry by harnessing the natural goodness of coconuts while promoting sustainability,health, and wellness.Through innovative processes and a commitment to quality, we aim to provide our customers with premium organic coconut water that not only delight the senses but also nourish the body and mind.

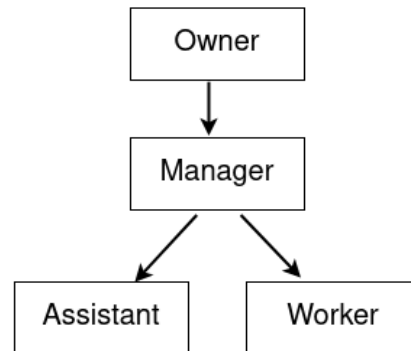
Our mission extends beyond product excellence to encompass environmental responsibility and community empowerment. We strive to source our coconuts ethically and support local farmers.

With a focus on continuous improvement and customer-centric innovation, we are dedicated to delivering exceptional value and experiences to our customers. Our mission is to be a leader in the organic coconut products market,known for integrity, sustainability, and a passion for healthy living.

1.3 Employees of the business

- Owner : 1
- Manager : 1
- Assistant : 3
- Workers : 10

1.4 Employee Hierarchy



2.0 Overview of the proposed solution

The proposed solution for Coco Thumb encompasses a comprehensive IT system designed to streamline operations, enhance customer experiences.

2.1 Project target processes

Integrated Management System: Implementing an integrated management system that includes modules for customer management, order management, storeroom management, employee management, machine management, vehicle management, and payment management.

This system will centralize data and streamline communication, improving efficiency and collaboration.

3.0 Advantages of the solution

Here are some advantages of implementing the proposed IT solution for Coco Thumb,

Streamlined Operations: The integrated management system will streamline operations by centralizing data, automating processes, and improving communication across departments. This leads to greater efficiency, reduced manual errors, and smoother workflow management.

Enhanced Customer Experience: The CRM system and online ordering platform will enhance the customer experience by providing personalized interactions, easy order placement, order tracking, and timely delivery. This results in increased customer satisfaction and loyalty.

Efficient Financial Management: The payment management module streamlines payment processing, invoice generation, and financial reconciliation. This leads to efficient financial management, improved cash flow visibility, and better control over receivables and payables.

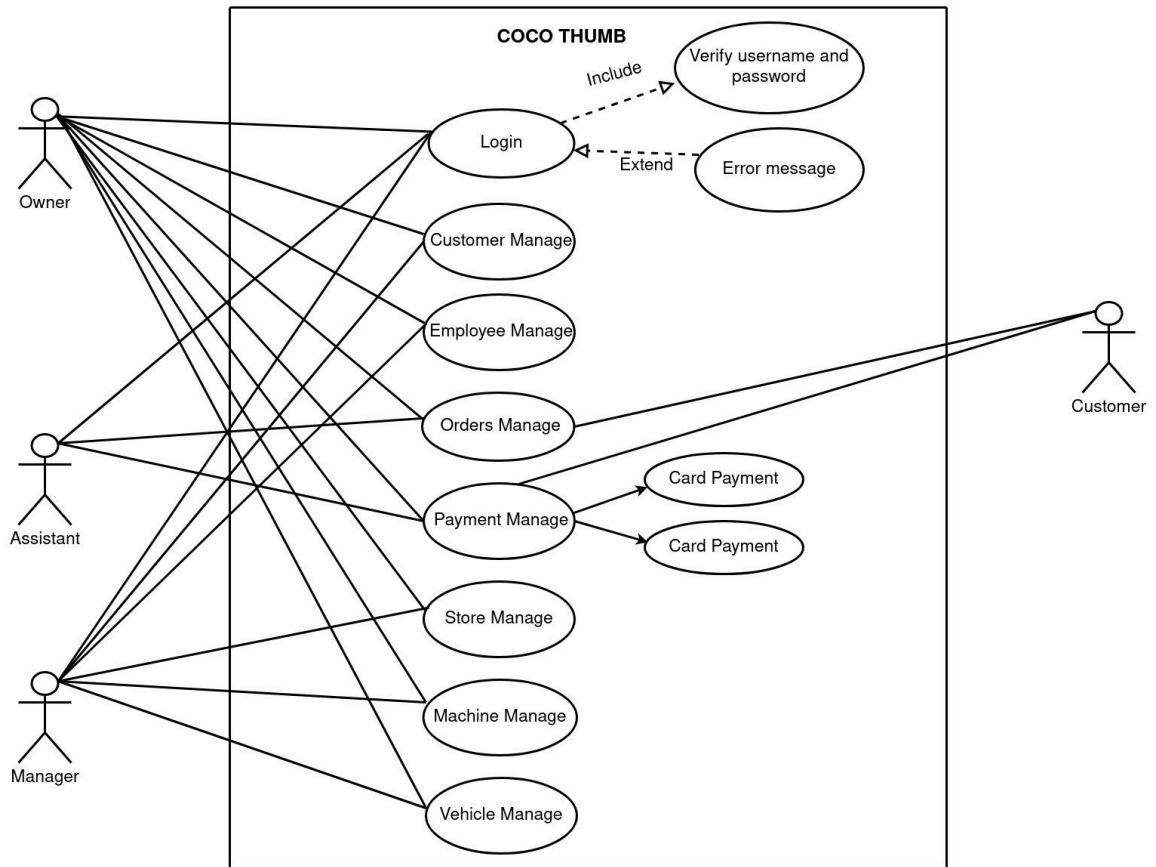
Cost Reduction: Automation of manual tasks, optimized inventory management, and improved efficiency across operations result in cost savings for Coco Thumb. Reduced overhead costs, minimized inventory holding costs, and improved resource utilization contribute to overall cost reduction.

Scalability and Growth: The IT solution is scalable and can accommodate Coco Thumb's growing business needs. It supports expansion into new markets, increased product offerings, and scalability without compromising operational efficiency.

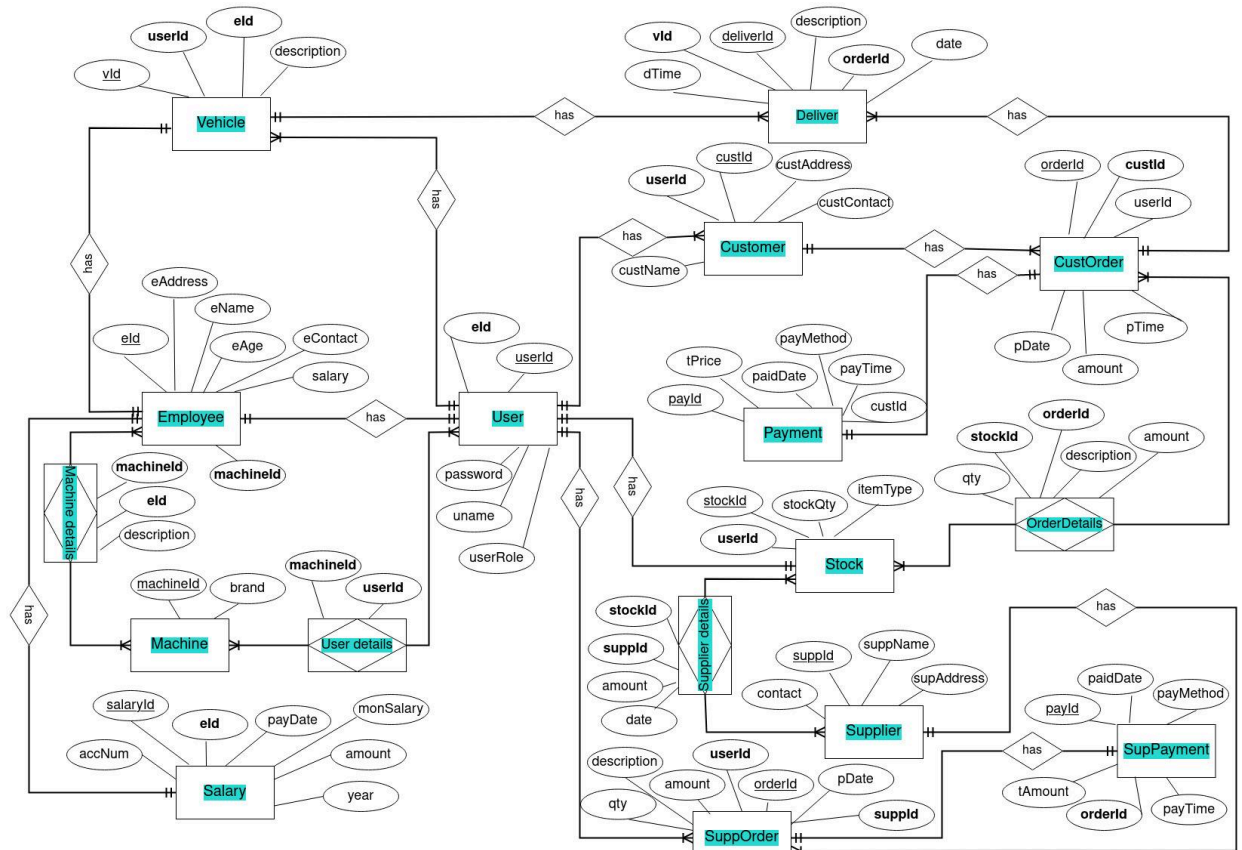
Competitive Advantage: By leveraging technology and innovation, Coco Thumb gains a competitive advantage in the market. Enhanced customer experiences, efficient operations, and data-driven decision-making differentiate Coco Thumb from competitors and attract new customers.

Environmental Sustainability: The IT solution supports Coco Thumb's commitment to sustainability by promoting eco-friendly practices, reducing waste, and optimizing resource utilization. This aligns with consumer preferences for environmentally responsible brands and enhances Coco Thumb's brand reputation.

4.0 Use case diagram



5.0 Entity relationship diagram (ERD)



References

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