IT requirements for new solution

* Database: A complex relational database to manage customers, products, suppliers, orders, deliveries, couriers and POs – All records with a locking mechanism – The persistence layer
* An API which will manipulate the database in a secure way and add, record and manipulate all of the records as well automate particular processes – the service layer
* A web portal for ordering, stock tracking and account management – web front

Many separate processes have the same title, i.e. different staff manage different areas of PO’s.

Courier

Call center staff

Marketing staff

Customers

Warehouse staff

Accounts staff

Automation