IN THE NAME OF GOD

BUSINESS CASE FOR
[ORDER MANAGEMENT SYSTEM (OMS)]

BUSINESS OWNER:	AMAZON COMPANY
SUBMITTED BY:	UNIVERSITY OF ISFAHAN
DATE SUBMITTED:	2023/10/22

MEASURABLE OPTIMIZATION VALUE:

Returning twice as much capital as well as attracting 100,000 more customers than the average classic stores.

EXECUTIVE SUMMARY:

The order management system is a platform that monitors the amount of sales, orders, inventory and delivery of orders.

In fact, this system facilitates the process of buying and selling, as well as registering orders and taking inventory quickly from the warehouse.

The features of this system include :

- Intelligentization of warehousing and transportation
- Having several shopping carts with different capabilities
- Applying appropriate filters and text processing system for easier access to items

Note that private networks will be used to increase the communication speed of the systems

SOLUTION <1> DESCRIPTION: " PYTHON LANGUAGE "

In this implementation, we act in such a way that we do the whole system from scratch with the coding logic of the Python language so that we can apply our vision as desired.

COST OVERVIEW: TOTAL IMPLEMENTATION COST $ 30,000

ANNUAL OPERATING COSTS $ 1,500

ROI CALCULATION $$\frac{(\$\,22{,}000 + \$\,31{,}500) - \$\,31{,}500}{\$\,31{,}500} * 100 = \%\,69$$

SUMMARY OF SOFTWARE BENEFITS:

- Increased accessibility due to full implementation

- Using powerful libraries to implement the smart part

- Same programming language for most of the project

- Part of the tools and technology of the world

- Easy and quick access to improve and upgrade the system

- Likewise, the ability to adapt to other systems due to being used in different fields

EXECUTION TIMELINE:

Example:

- ❖ *Business case approved: **October 2023***
- ❖ *Software vendor contract signed: **October 31, 2023***
- ❖ *Project work start date: **November 9, 2023***
- ❖ *First demo: **November 28, 2023***
- ❖ *Second demo: **TBD** (approximately two weeks after first demo)*
- ❖ *Testing by super users and IT: **TBD***
- ❖ *Business signoff: **TBD** (after all testers have approved)*
- ❖ *Go-live date: **February 24, 2024** (team won't start using the system until after training)*
- ❖ *Training for end users: **March 1, 2024***
- ❖ *Project post-mortem: **September 1, 2024***

SOLUTION <2> DESCRIPTION: " DORNAHQ "

It is one of the low-code platforms used by many stores because of this feature.

COST OVERVIEW: TOTAL IMPLEMENTATION COST $ 6,000 (PROGRAMMER) + $ 100 (SUBSCRIPTION)

ANNUAL OPERATING COSTS $ 1,000 (PROGRAMMER) + $ 400 (SUBSCRIPTION)

ROI CALCULATION $$\frac{(\$ 23,000 + \$ 7,500) - \$ 7,500}{\$ 7,500} * 100 = \% 306$$

SUMMARY OF SOFTWARE BENEFITS:

- It has a wide range of facilities for developing pos programs

- Expandability

- Direct integration and API access with less code

- Easy maintenance

- Greater productivity (by simplifying the development process and increasing the use of IT automation, it is able to do more work in less time)

- With the ability to develop with the help of artificial intelligence

EXECUTION TIMELINE:

Example:

- ❖ *Business case approved: **October 2023***
- ❖ *Software vendor contract signed: **October 31, 2023***
- ❖ *Project work start date: **November 7, 2023***
- ❖ *First demo: **November 14, 2023***
- ❖ *Second demo: **November 28, 2023** (approximately two weeks after first demo)*
- ❖ *Testing by super users and IT: **TBD***
- ❖ *Business signoff: **TBD** (after all testers have approved)*
- ❖ *Go-live date: **January 1, 2024** (team won't start using the system until after training)*
- ❖ *Training for end users: **January 10, 2024***
- ❖ *Project post-mortem: **May 15, 2024***

SOLUTION <3> DESCRIPTION: " ZOHO "

It is one of the low-code platforms that is very popular in many stores because of this feature and compared to many such platforms it has performed well

COST OVERVIEW: TOTAL IMPLEMENTATION COST $ 8,000 (PROGRAMMER) + $ 200 (SUBSCRIPTION)

ANNUAL OPERATING COSTS $ 1,500 (PROGRAMMER) + $ 900 (SUBSCRIPTION)

ROI CALCULATION

$$\frac{(\$\,25,000 + \$\,10,600) - \$\,10,600}{\$\,10,600} * 100 = \%\,235$$

SUMMARY OF SOFTWARE BENEFITS:

- It has the ability to detect anomalies in the data

- Improved ROI interaction

- Ease of operation management

- Ability to answer voice questions

- Effortless team management

- Save time and money

- Constant interaction with customers

EXECUTION TIMELINE:

Example:

- ❖ *Business case approved: **October 2023***
- ❖ *Software vendor contract signed: **October 31, 2023***
- ❖ *Project work start date: **November 7, 2023***
- ❖ *First demo: **November 14, 2023***
- ❖ *Second demo: **November 28, 2023** (approximately two weeks after first demo)*
- ❖ *Testing by super users and IT: **TBD***
- ❖ *Business signoff: **TBD** (after all testers have approved)*
- ❖ *Go-live date: **January 1, 2024** (team won't start using the system until after training)*
- ❖ *Training for end users: **January 10, 2024***
- ❖ *Project post-mortem: **May 15, 2024***

PROJECT GOVERNANCE:

Names and job titles and responsibilities presented in the project

- **Executive sponsor:** *Amazon Company*
- **Business owner:** *Jeff Bezos, CEO of Amazon*
- **Project manager:** *Sayyed Hossein Hosseini, senior project manager*
- **IT Lead:** *Sayyed Hossein Hosseini & Hanieh Shams, lead software developer*
- **Vendor-provided developer:** *Reza Pour Mohammadi*
- **Super user/tester:** *Mohammad Reza Sharbaf, operations supervisor*

RACI MATRIX:

Project activity/delivrable	Project manager Sayyed Hossein Hosseini	Cosultant Mohammad Reza Sharbaf	Architect Hanieh Shams	Client Reza Pour Mohammadi
Define finctional and aesthetic needs	I	I	C	R
Assess risk	A	R	I	I
Define performance requirements	A	R	I	I
Create design	A	C	R	C
Excute construction	A	C	C	I
Approve construction work	I	I	C	R

What does RACI stand for ?

Responsible	*Who is responsible for doing the actual work for the project task.*
Accountable	*Who is accountable for the success of the task and is the decision-maker. Typically the project manager.*
Consulted	*Who needs to be consulted for details and additional info on requirements. Typically the person (or team) to be consulted will be the subject matter expert.*
Informed	*Who needbe kept informed of major updates. Typically senior leadership.*