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! We are there to make things **happen!**

Contents

| | |
|---|----|
| Executive Summary..... | 3 |
| Roles of the group and overview | 4 |
| Organisation identified | 5 |
| Chosen Company Overview Introduction and background | 5 |
| Core Business functions | 5 |
| Business Processes..... | 5 |
| Identified problems..... | 5 |
| Requirements Elicitation | 5 |
| Statement of the problem | 7 |
| Proposed Solution..... | 8 |
| Project charter | 9 |
| WBS..... | 11 |
| Gantt Chart | 12 |
| SWOT Analysis | 13 |
| Feasibility study (Technical/Economic/Operational etc that apply) | 14 |
| Economic feasibility | 14 |
| Operational feasibility | 15 |
| Risk Management | 15 |
| Fishbone Diagram | 16 |
| BPMN (Before and After) | 17 |
| Use Case (Before and After)..... | 19 |
| Findings and Recommendations..... | 21 |
| Conclusion | 22 |

Executive Summary

Business and Services

TTS IT SOLUTIONS

TTS IT Solutions was established in the year 2023 by a group of three business analysis members by the names Mr T Malapane as the project manager and Mr T Serage as a business analyst and Mr S Shabangu as another business analyst. TTS IT Solutions is a company that introduces IT to other companies all over the world it may be a small business or large business we help struggling businesses identify risks and problems and help by providing solutions that can help the business.

TTS IT Solution company helps guide other businesses in improving their processes, products, services, and software through data analysis in a way that we will help by analysing their business processes and implement an IT system in the business. TTS IT Solution company will have two business analysts where they will be responsible for bridging the gap between IT and the business using data analytics to access processes, determining requirements and deliver data driven and report to the executives and stakeholders.

In this document TTS IT Solutions has been given an opportunity to analyse and provide solutions to a company called Waterfall Laundromat. Waterfall Laundromat is a business that offers laundry services. Waterfall laundromat has a problem of employees stealing money from the business impacting the profitability of the business.

A proposed solution for the problem Waterfall Laundromat is to implement a Transaction processing system.

Roles of the group and overview

Business Manager: Tshegofatso Lucky Malapane

Role: Is accountable for carrying out the project. The project board gives the person authority and responsibility to direct and manage the project team and oversee the day-to-day operations of the project.

Business Analysts: Mr T Serage and Mr S Shabangu

Role: To understand business demands into requirements that can be implemented.

Vision

- Educating the organization about the benefits of the IT.
- To compile the world's knowledge and make it widely usable and accessible.

Organisation identified

Chosen Company Overview Introduction and background

Waterfall Laundromat was founded on the 16th of November 2020 by a sole proprietor named Betty. The initial idea for the company was created in 2015. Since then, the company has employed two employees to wash, iron, and folding. The founder decided to position the company in Hoedspruit because it is a tourist destination and is surrounded by multiple game reserves, restaurants and various other businesses. The management team consists of on the owner, reason being it is a small with no investors as yet. Waterfall Laundromat tries to gain competitive advantage by beating competitors' prices and turnover time. The main goal of the company is to turn Waterfall Laundromat into a franchise.

Core Business functions

Marketing department: Waterfall's marketing department uses boards to advertise. There are three boards up around Hoedspruit to make residents aware of the services they offer.

Human resources department: Waterfall follows a certain procedure when hiring employees. The interviewer hires the candidate based on their interpersonal skills and the know-how of the job. It is also essential for the candidate to be multilingual as they will be working with customers from all walks of life.

Supply chain management: Waterfall's supply chain management is responsible for ordering washing powder, bleach, fabric softener, and stain remover.

Business Processes

The business currently does not have any IT systems in place to help with its business processes. Nonetheless, Waterfall laundromat business processes are as follows. If a customer wants their laundry washed, they physically go to the Waterfall laundromat. When they arrive there an employee will weight the laundry to determine how much the customer will be charged. When the employee is done washing, ironing, and folding the laundry they will send an sms to the customer informing them that their laundry is ready for collection. The customer will pay the employee and collect the laundry.

Identified problems

The business' advertisements do not reach a wide audience.

Sometimes Customers do not pay the full amount for the offered services.

There is a suspicion that employees do not record all transactions.

Requirements Elicitation

The team decided to interview the owner of Waterfall Laundromat telephonically, but it proved to be unproductive. So, the team arrived at a conclusion to travel to Hoedspruit to conduct a face-to-face interview with the owner. The TTS IT Solutions team compiled a number of questions, some of which are:

What services does the business offer?

What made you choose this area to open up the business?

How does the company advertise its services?

What qualities does the hiring personnel look for when hiring employees?

What problems is the business currently facing?

How many people founded or own the business?

Statement of the problem

Sometimes Customers do not pay the full amount for the offered services. There is a suspicion that employees do not record all transactions.

Proposed Solution

Implementing a Transaction Processing System (TPS).

- Transaction processing is defines as helping businesses perform daily operations can be an activity or event that affects the company.

Project charter

Project Manager: Tshegofatso

Business Analyst: Tsheamo and Silindile

Project Title: Creation of a system called (Transaction Processing System) for Waterfall Laundry

Purpose: The purpose for this project is to identify problems that the laundromat is facing, As business Analysts it is our role to find the gap and struggles of the laundromat. By recognizing their problems, we will use our IT Skills to fulfil their operation and improve their business by introducing new IT infrastructure which will improve the business day to day operations.

Description: The system created is called the Transaction Processing System, according to (Simplilearn.2021) Transaction processing is defines as helping businesses perform daily operations can be an activity or event that affects the company

Objectives:

The objectives for implementing a system for Waterfall Laundromat are planning, Execution, Prototype, Design, Control and Closure.

Planning

- Gather information.
- Create schedule and task plan.
- Set budget.
- Risk analysis.
- Establish communication process.

Execution

- Status update.
- Compare our plan with other business plans.
- Improve processes cautiously. □ Documentation.

Prototype

- Presentation of the system. □ Features of the system.

Design

- Software (payment application, Microsoft office).
- Hardware (Computer, Slip printer machine).
- Budget.
- System implementation.

Control

- Control scope.
- Perform Tasks.
- Quality management. □ Testing the system.

Closure

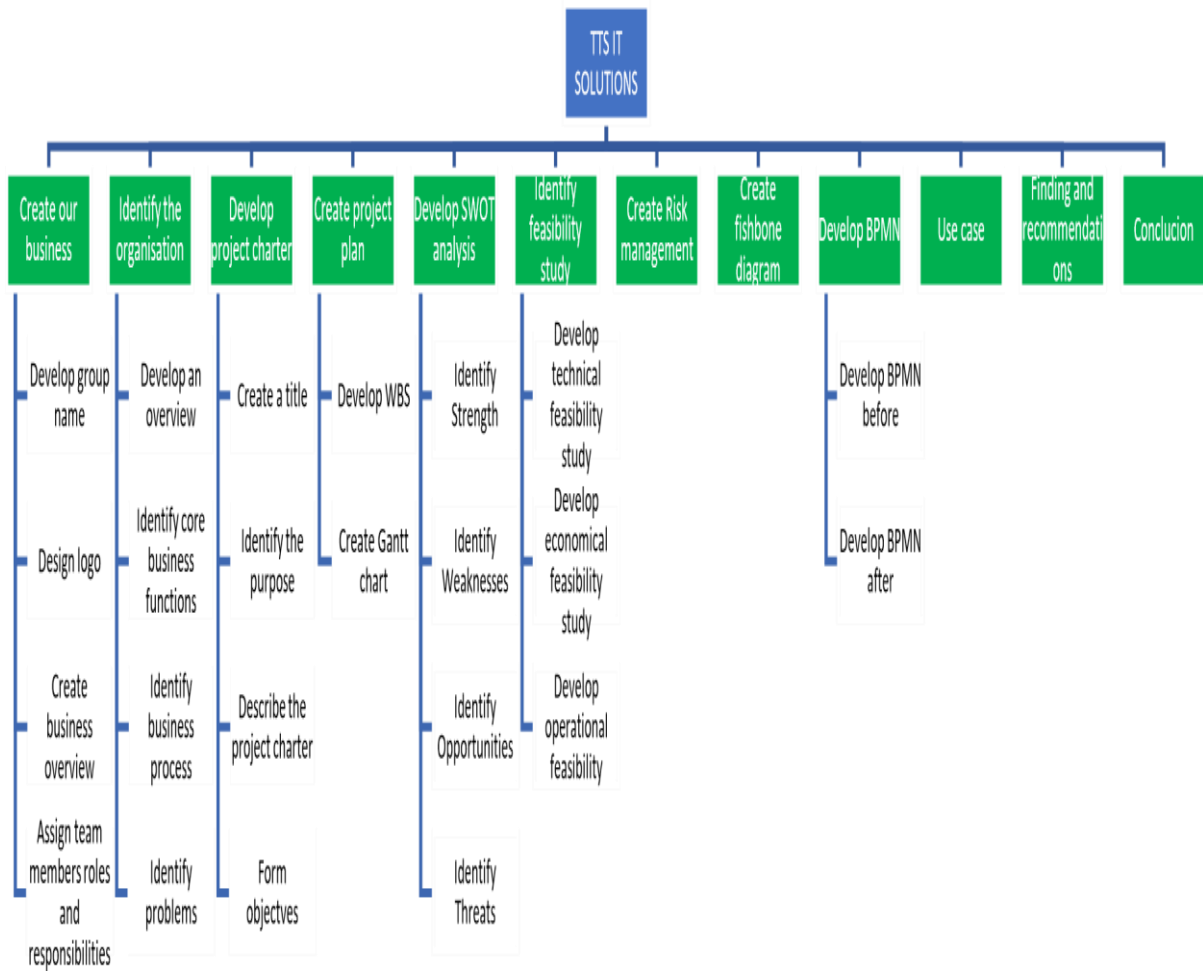
- Project report.
- System delivery.
- Project close out meeting.

Scope:

TTS IT SOLUTION IS FOCUSING ON:

- Implementing a IT solution for Waterfall Laundromat PTY LTD
- Coming with an solution needed by Waterfall Laundromat PTY LTD landscaping a CRM (Customer Relationship Management)
- Coming up with a Technology system that will improve their service
- Implementing a system that will be at their advantage day to day operations
- Finding solution from their problems

WBS



Gantt Chart

| Task Name | Duration | Start | Finish | Predecessors | Resource Names |
|--|----------|-----------------|-----------------|--------------|-------------------------------|
| Create our business | 4 days | Tue 23/08/01 | Fri 23/08/04 | | Silindile |
| Develop group name | 1 day | Tue 23/08/01 | Tue 23/08/01 | | |
| Design logo | 1 day | Wed 23/08/02 | Wed 23/08/02 | 2 | |
| Create business overview | 1 day | Thu 23/08/03 | Thu 23/08/03 | 3 | |
| Assign team members roles and responsibilities | 1 day | Fri 23/08/04 | Fri 23/08/04 | 4 | Tshegofatso |
| Identify the organisation | 5 days | Mon 23/08/07 | Fri 23/08/11 | 1 | Tsheamo |
| Develop an overview | 1 day | Mon 23/08/07 | Mon 23/08/07 | 5 | |
| Identify core business functions | 1 day | Tue 23/08/08 | Tue 23/08/08 | 7 | |
| Identify business process | 1 day | Wed 23/08/09 | Wed 23/08/09 | 8 | |
| Identify problems | 2 days | Thu 23/08/10 | Fri 23/08/11 | 9 | Tsheamo |
| Develop project charter | 5 days | Mon 23/08/14 | Fri 23/08/18 | 6 | Silindile |
| Create a title | 1 day | Mon 23/08/14 | Mon 23/08/14 | 10 | |
| Identify the purpose | 2 days | Tue 23/08/15 | Wed 23/08/16 | 12 | |
| Describe the project charter | 1 day | Thu 23/08/17 | Thu 23/08/17 | 13 | |
| Form objectives | 1 day | Fri 23/08/18 | Fri 23/08/18 | 14 | Tsheamo |
| Create project plan | 5 days | Mon 23/08/21 | Fri 23/08/25 | 11 | |
| Develop WBS | 3 days | Mon 23/08/21 | Wed 23/08/23 | 15 | |
| Create Gantt chart | 2 days | Thu 23/08/24 | Fri 23/08/25 | 17 | |
| Develop SWOT analysis | 5 days | Mon 23/08/28 | Fri 23/09/01 | 16 | Silindile,Tsheamo,Tshegofatso |

SWOT Analysis

| | |
|---|--|
| Strengths <ul style="list-style-type: none">1. Business: Skilled team with comprehensive knowledge of horticulture and landscape design.2. Reputation: Positive customer reviews and referrals as a result of quality work and dependability.3. Service range: Providing a variety of services such as washing and ironing clothes.4. Local presence: Established in the community, allowing for a better knowledge of the requirements of the people in the community.5. A good reputation | Weaknesses <ul style="list-style-type: none">1. Skill Gap: It may be difficult to find and maintain skilled laundry staff in the field.2. Labour-intensive: Some jobs necessitate manual labour, which may hinder socialisation and raise costs. |
| Opportunity <ul style="list-style-type: none">1. Long-term viability: Increasing demand for laundry washing2. Online Presence: Using social media and online marketing to reach a wider audience, as well as placing additional billboards in public places.3. Diversification entails providing new services such as delivery. | Threats <ul style="list-style-type: none">1. Competition:Facing competition from other laundromat business around the area, and also but people who want to enter the business2. Economic downturn: Customers might run out of funds and which will lead them to cut cost by doing their own laundromat3. Pricing pressure:Pricing pressure: Price sensitive customers and competitors might lead to downwards pressure on pricing |

Feasibility study (Technical/Economic/Operational etc that apply)

Technical feasibility

The recommendation of a system is Technically feasible due to the following reasons:

- Availability of information technology (a system)
- TPS (Software)
- Touch screen monitor (Hardware)
- Wireless printer (Hardware)
- Wifi (Software)

Economic feasibility

The recommendation of a system is Technically feasible due to the following reasons:

- Saving costs
- Competitive advantage
- Increase profit
- Getting back the revenues

Prices and quotation

| Item Name | Picture | Price | Reasons to implement |
|-----------------------------------|---|----------------------------|----------------------|
| Electronic point of sale terminal |  | R7895,00 | |
| Wifi router |  | R529 monthly (Contract) | |
| Cost for training | | R3000 once off | |

Operational feasibility

The recommendation of a system is Technically feasible due to the following reasons:

- A proper and formal system operational system that will increase convenience and their business functions
- Increase efficiency and business processes
- The customer can keep track of their order with proof and reference

Workers and owners of the laundromat do not have the technical knowledge on how to use the system

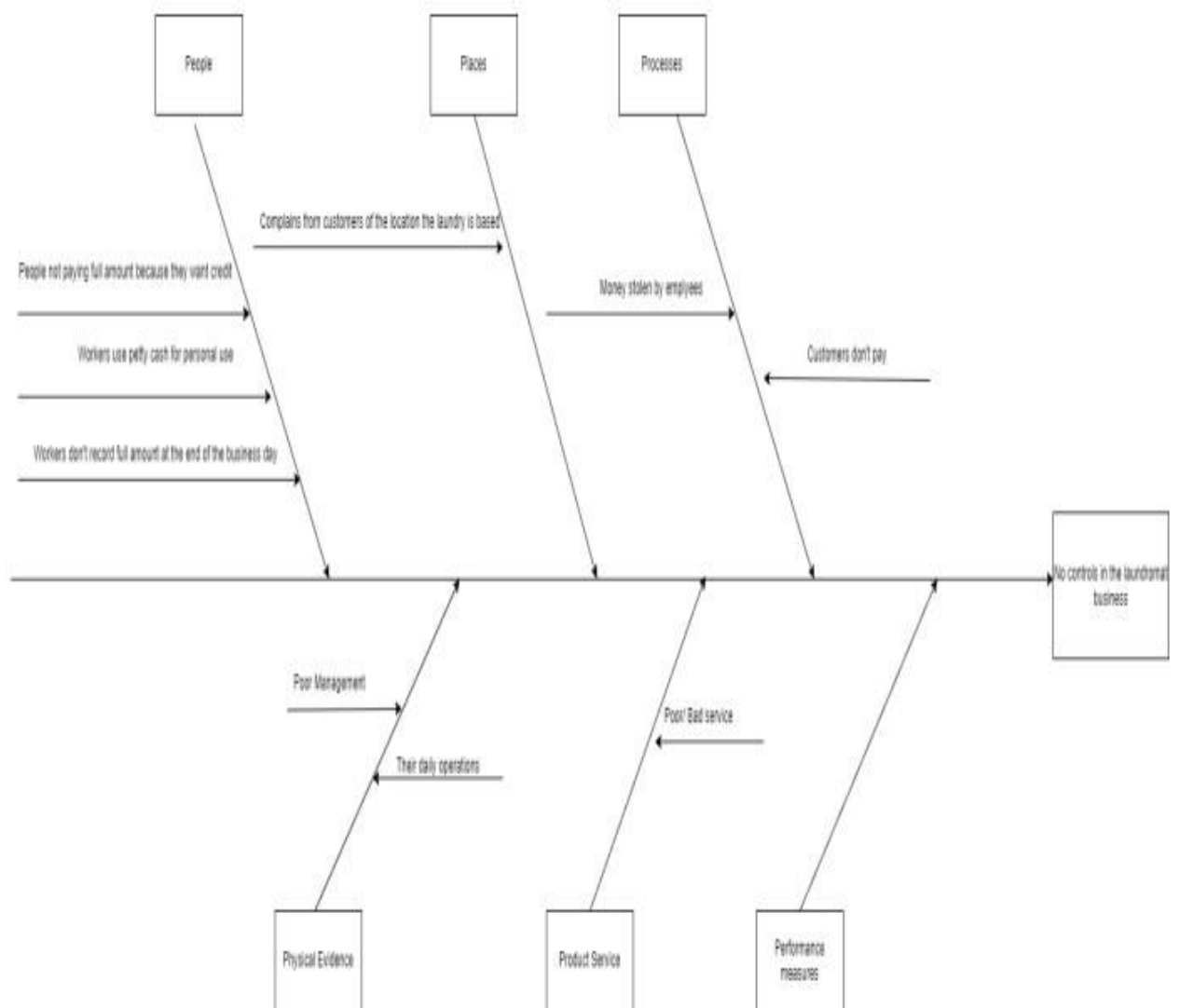
The recommendation is to outsource a training institution to train the workers about the system:

- Two weeks training
- CTU training
- 2 people
- R5800

Risk Management

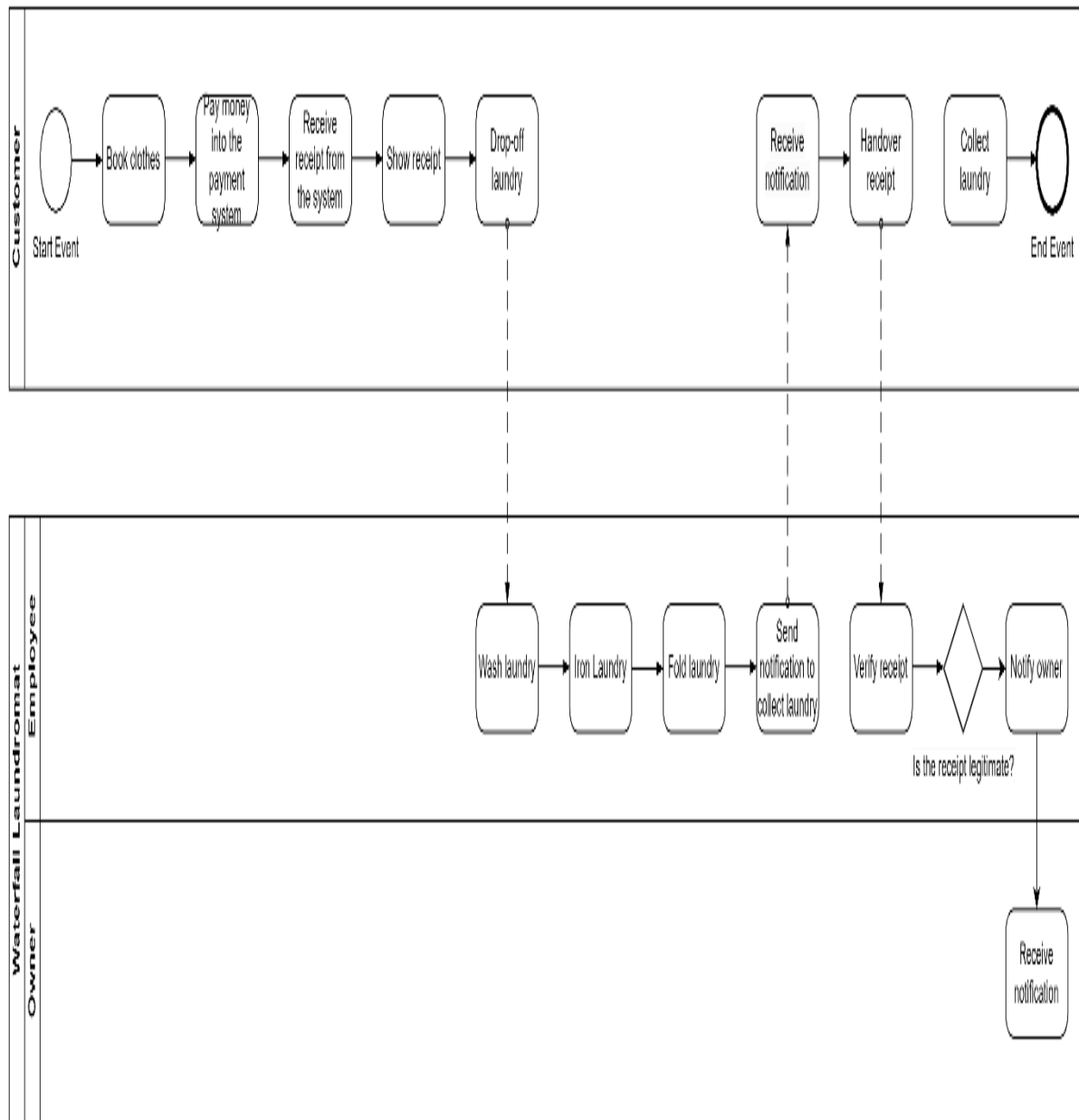
- The use of the system (understanding the system)
- Employees not having the capacity to understand how computerised system works.
- Owner and employees stuck to an old system not documenting their work in their computer and doing paper work manually.
- Not knowing if the system will back revenue to the business.
- Complications of the system affecting day to day operations of the business.
- Business not having sufficient funds to take employees to training institution and educate them about the system.
- Purchasing of materials that have to be used for the system to be implemented (Slip printer, Computer and WIFI)

Fishbone Diagram

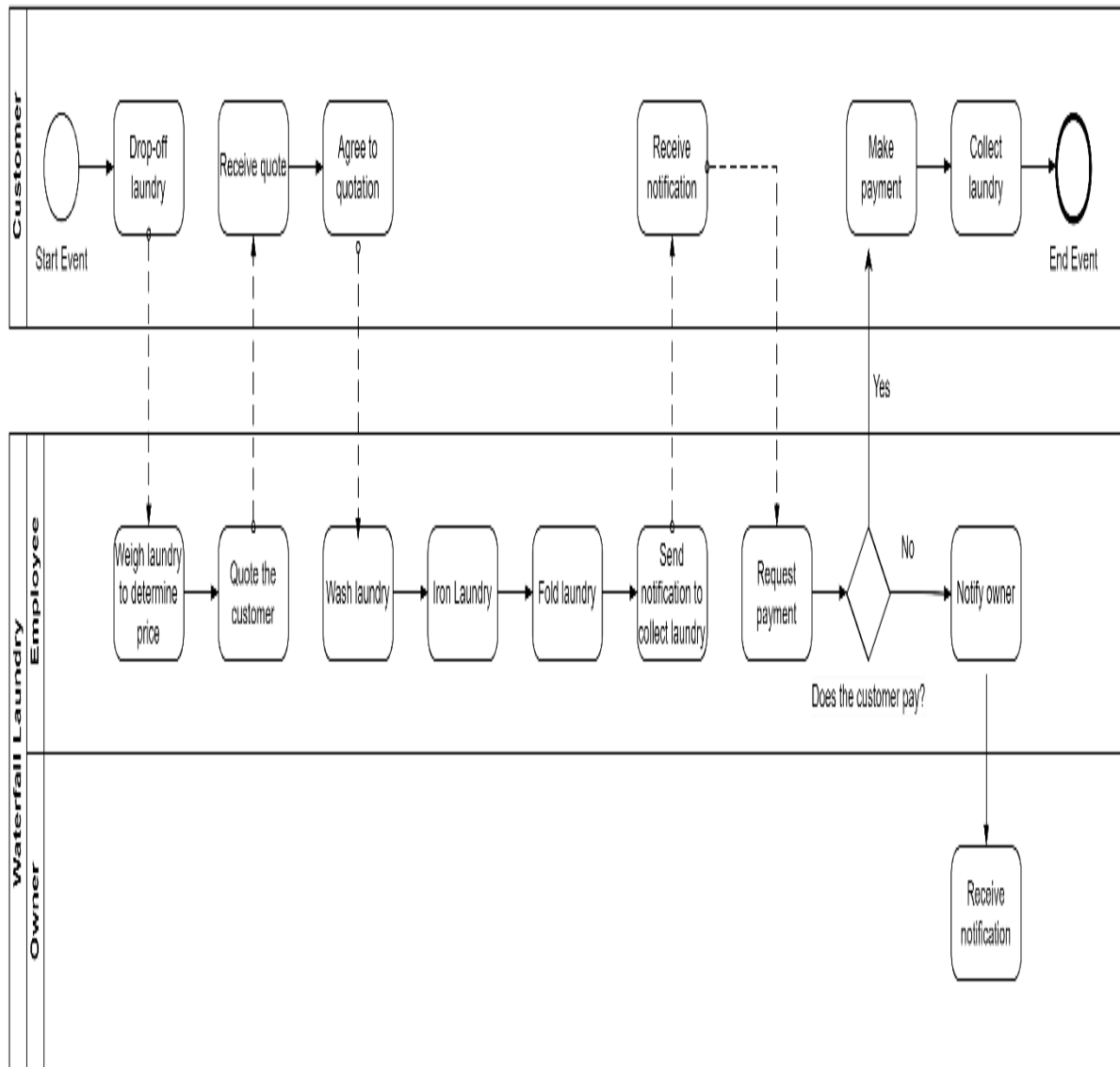


BPMN (Before and After)

BPMN Before

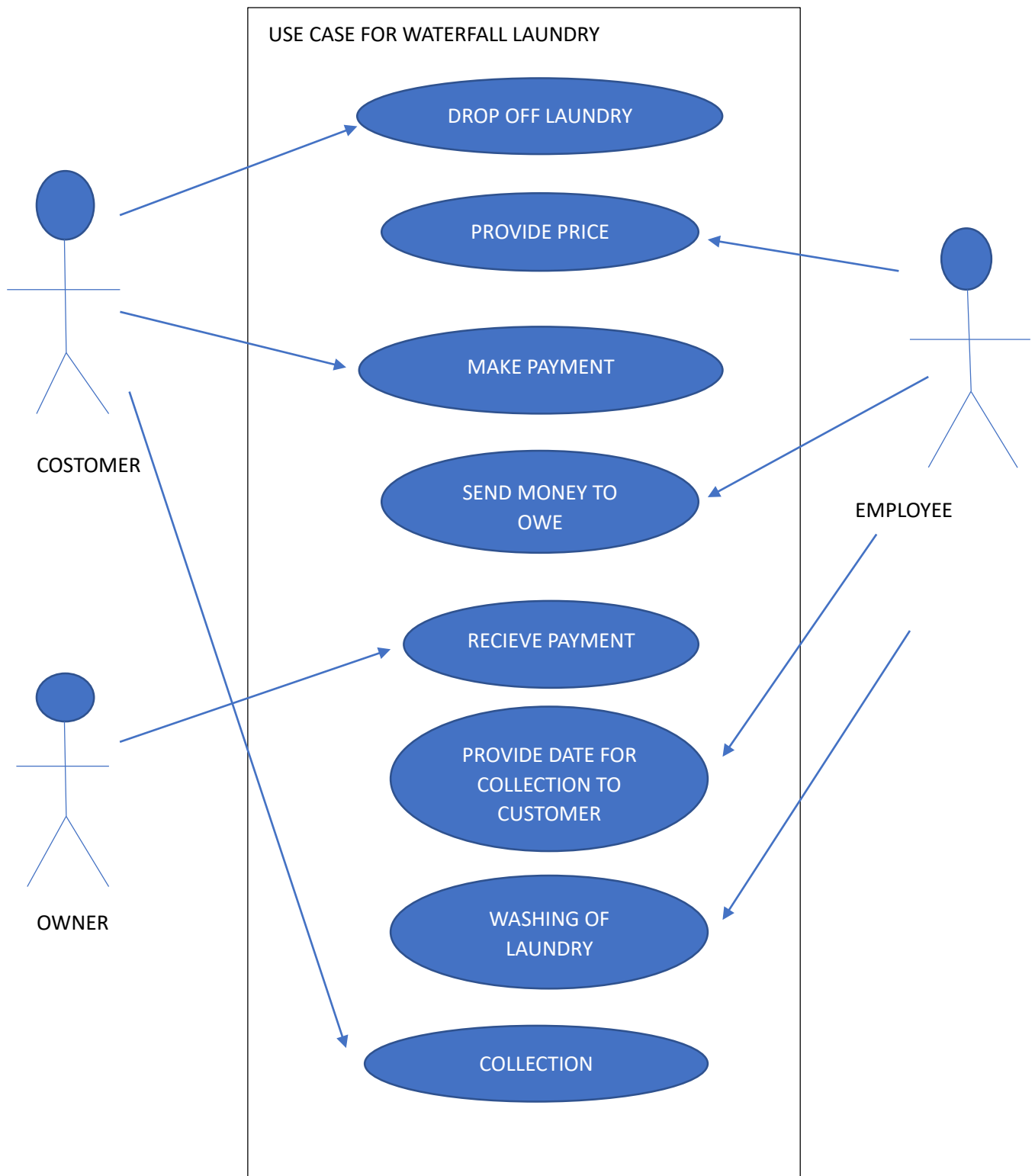


BPMN After

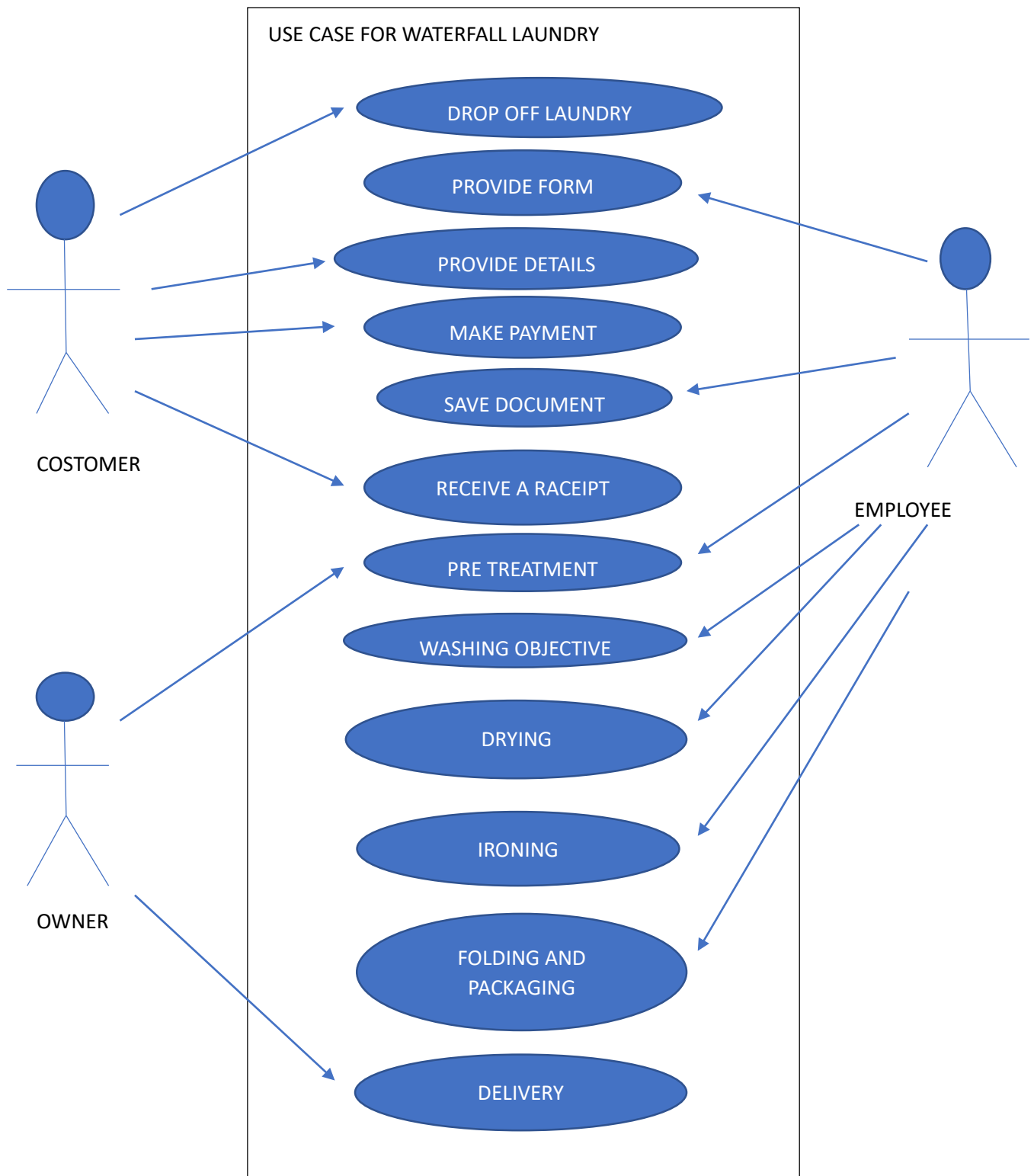


Use Case (Before and After)

Use case for Waterfall laundry (BEFORE)



Use case for Waterfall laundry (AFTER)



Findings and Recommendations

Findings

- Waterfall Laundromat does not have a payment system.
- Employees do not record all transactions.
- Waterfall Laundromat does not have a business computer.

Recommendations

- Implement a payment system called (Transaction Processing System).
- Purchase a computer and a slip printer for the business and train the staff on how to use.
- Create a form for customers to fill in before drop off process.
- Record all transactions and save document as prove.

Conclusion

The purpose of this document was to identify problems Waterfall Laundromat currently facing and suggest solutions. In identifying the problem, TTS IT solutions realised that there is a suspicion that Waterfall Laundromat employees are stealing money from the business. TTS IT Solutions suggested that Waterfall Laundromat implement a TPS to combat the theft. The TPS can also improve the overall customer experience. Although the system is a tad expensive, it will benefit Waterfall Laundromat and increase its longevity.