System Vision Document for Jim's Fresh Fruit Click & Collect eStore

# Problem Description

Jim’s Fresh Fruit is requiring a digital platform to enable Click & Collect service to their Wagga Wagga store. The cost effectiveness of this solution is the main focus. The potential to lower costs and improve profitability are key concerns.

# System Capabilities

1. Online Ordering: Customers can place orders online through a user-friendly interface.
2. Order Management: The system will track and manage customer orders, including order status updates.
3. Inventory Management: Real-time inventory tracking to ensure the availability of produce.
4. Customer Notifications: Automatic notifications to customers about order status, pickup times, and any changes.
5. Reporting: Generate reports on sales, inventory, and customer preferences to aid in decision-making.

# Business Benefits

1. Increased Convenience for Customers: Customers can place orders at their convenience, leading to a potential increase in sales and additional customers.
2. Improved Operational Efficiency: Better planning and resource allocation due to advance knowledge of orders.
3. Reduced Wastage: More accurate inventory management helps reduce product expiration.
4. Enhanced Customer Experience: Faster service and reduced wait times improve customer satisfaction.
5. Cost Savings: Reduced labour costs due to more efficient order processing and inventory management.

# Feasibility Statement

The project appears feasible from both a technical and business perspective. The technology required to develop an eStore is widely available and can be integrated into Jim's existing business processes. The potential benefits in terms of cost savings, operational efficiency, and increased sales justify the investment. However, careful planning and execution are necessary to ensure a smooth transition and integration with existing systems. Care needs to be taken to fully integrate an eStore with current logistic systems and additional staff training will be required.

# Security Plan

To secure the Click & Collect eStore, the following measures will be implemented:

1. Data Encryption: Ensure all customer data and transactions are encrypted.
2. Secure Payment Gateway: Using a reliable and secure payment method to handle online transactions.
3. Access Controls: Implement strong access controls to limit access to sensitive data.
4. Regular Security Audits: Conduct regular security audits to identify and address vulnerabilities.
5. Customer Data Privacy: Comply with data protection regulations to safeguard customer information.

# Recommendation

Based on the analysis, it is recommended that Jim's Fresh Fruit proceed with the development of the Click & Collect eStore. The potential benefits of increased sales, cost savings, and improved customer satisfaction outweigh the initial investment and potential challenges.