# System vision

The current system is only a webpage containing few or little information about the subscriptions. For additional information regarding pricing and services the only option is to send an email directly to the manager with the required information. There are problems in handling all the data with sensitive information because the management system is paper based and requires an increased attention when handling data.

There are some problems that can occur, such as:

* Misplaced papers
* Errors in calculating stock
* Errors in calculating subscription fee
* Slow response time in case of customer issues
* Stock has to be manually checked
* The customer is informed about unavailability of products after a long time

Manual management of the company is a time consuming and low performance leading to a decreasing number of customer satisfaction. It’s a slow, costly management prone to errors. In this case, an efficient IT system would solve most of the problems and would lead to a decrease in errors, a better stock management and a better track of customer information and subscriptions.

Mission and vision of the company

The main mission of the company is to exceed customer expectation in terms of quality and to build a strong relationship between the customers and staff. In order to do that, the employees need to be as efficient as possible. A pleasant workplace, oriented in growth and encouragement both professionally as well as personally is required.

The company’s vision is to expand to other regions, if possible, in the whole country and to compete neck-to-neck with top companies. Moreover, we want to build a national brand, in which our customers can easily place their trust in.