

Suggesting Information systems

Intro

In this document I will be recommending two information systems that could be used by ITECH.

Stock Control System

A stock control system will automatically order stock or notify staff when the stock of an item runs low. There system will order the average number of products sold in a month. One reason they should use this system is to reorder stock that has sold out, so that they can sell as much as possible. If the company were not to have this system, there would be a possibility that the company would go out of stock of a product, and when a customer asks for it, it will take several days to arrive. This is bad for business as the customers that want out of stock products are likely to go elsewhere, with bad impressions of the business.

Automated Telephone System

This system allows customers that call the business to receive better customer service by forwarding them to the correct employee. This saves them time and makes it so that the customer is more likely to buy more products as the time taken to contact an employee will be significantly reduced. Customer may become frustrated with having to spend long periods of time on the phone, and that may convince them to spend less money with the company, and less likely to return.