

Nathan Jim's customer management system Report

PREPARED BY

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Lab03_Group 15

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1. Business problems

1.1 Background

Nathan Jim is a professional recruiter specialising in B2B projects. For the past few years, he has been successfully recruiting SMEs and contractors for various business projects. However, his recruitment process primarily focused on traditional methods like sending leaflets to local business chamber members and word of mouth via his networking efforts. While the rapid growth of his business now presents new challenges in the recruitment process. Nathan is planning to build a website system to free him from the traditional recruitment and trivial administrative tasks, so that he can focus on outreaching and liaising with people.

1.2 Difficulties

Currently, Nathan's recruitment outreach mainly relied on leaflets and word of mouth, which put pressure on Nathan to constantly look for potential customers, limiting him from doing other operational tasks to grow his business. It will arise a lot difficulties as the business rapidly grows:

Time Consuming admin work:

Nathan is currently manually handling the admin tasks, such as manually recording organisation and contractor information, tracking communication, etc. These repetitive admin tasks will massively consume valuable time that Nathan could be better spending more on liaising with people.

Limited Scalability:

Relying on the physical leaflets and personal connection limits Nathan's scalability in recruitment size. The current approaches work well in small, local environments, but as his business grows, they become less efficient and hard to manage. He can only physically send leaflets and personal networking has its natural limitations due to the time and location constraints.

Data management issue:

Since the current recruitment approach is mainly based across various format, paper and local systems, Nathan risks losing track of valuable information and hard to manage the data. Nathan might need to search through different email threads or paper documents to find specific information. Manually entering and managing data also increases the possibility to make errors. These errors and potential loss of data might lead to misunderstanding and unnecessary mistakes between Nathan and his clients or contractors.

1.3 Solution

The new system will enhance Nathan's business by streamlining administrative tasks. Nathan will no longer have to send leaflets and manually manage that data. All the projects, organisation and contractors will be managed in the new system.

With the launch of a new website, these difficulties above can be solved by utilising a recruitment process information system. His business could be advertised over the internet, which massively increases the capability of the recruitment. Customers will come to him in no time as they can just go to the website and fill in a contact us form to be connected with Nathan. This saves a lot of time from repetitive admin tasks and allows Nathan to spend more time on liaising with people. The new system will allow Nathan to store, retrieve and modify information in a data system. Improving his ability to manage data efficiently and effectively reducing delays and mistakes in communication.

Overall, the new system will increase efficiency, scalability and accuracy for Nathan's business.

2. Data Model

The data model comprises five main entities: user, project, organization, contractor, and contact us, similar to the scaffold model provided earlier in Assignment 3.

Additionally, extra tables such as specialization and technique have been incorporated, along with bridging entities to represent their connections to the associated entities. All necessary dependencies have been included to ensure the system is streamlined and error-free. For a detailed inspection, refer to [Appendix 1](#).

3. Proposed System Functionality

3.1 Main Functionality

The new website for Nathan Jims' B2B business will include easy-to-use Create, Read, Update, and Delete (CRUD) functions for managing key entities, like organisations, contractors, projects, and contacts. Digitalization will make it much easier for Nathan to manage current and potential customers, keep track of contracts between organisations and contractors, and respond to customer queries on time and on demand. With everything in one place, his day-to-day operations will become more organised and streamlined.

Besides the features mentioned above, filter and search tools will also be equipped to make the information-finding process quick and effortless, ensuring a seamless workflow. To sum up, having the new website in place is like having a partner who does all tedious tasks so that Nathan can finally lighten his workload and spend more time refining his business model in order to provide his clients with the exceptional service they deserve.

Examples of CRUD Functions:

- **Create:** Adds a new record to the table for a specific entity.
- **Read:** Allows Nathan to view all information related to an entity. For example, selecting "Business A" will display its name, website, contact details, and associated projects.
- **Update:** Enables Nathan to modify any fields in a record of an entity or database table.
- **Delete:** Removes a specific record from the table of a particular entity. When an organization is deleted, associated projects and contact messages are also removed.

Filter and Search Tools:

- Nathan can search for organizations, contractors, projects, or contacts by entering keywords related to any field in the search bar.
- He can further filter results by categories based on relevant fields for the entities.
- The order of table fields can be adjusted to ascending or descending for easier lookup.

3.2 Recommendations for Nathan

To keep things secure and authentic, adding a verification step when contractors register is a good idea. For example, asking them to provide a LinkedIn profile link could be a simple way to confirm their credentials. Similarly, when organisations sign up, requiring a valid Australian Business Number (ABN) can help ensure they're legitimate. These small steps can go a long way in building a trusted network of professionals and businesses on the platform.

4. Prototypes:

4.1 Prototype workspace

<https://balsamiq.cloud/s1843zh/pmitb5q/r3330>

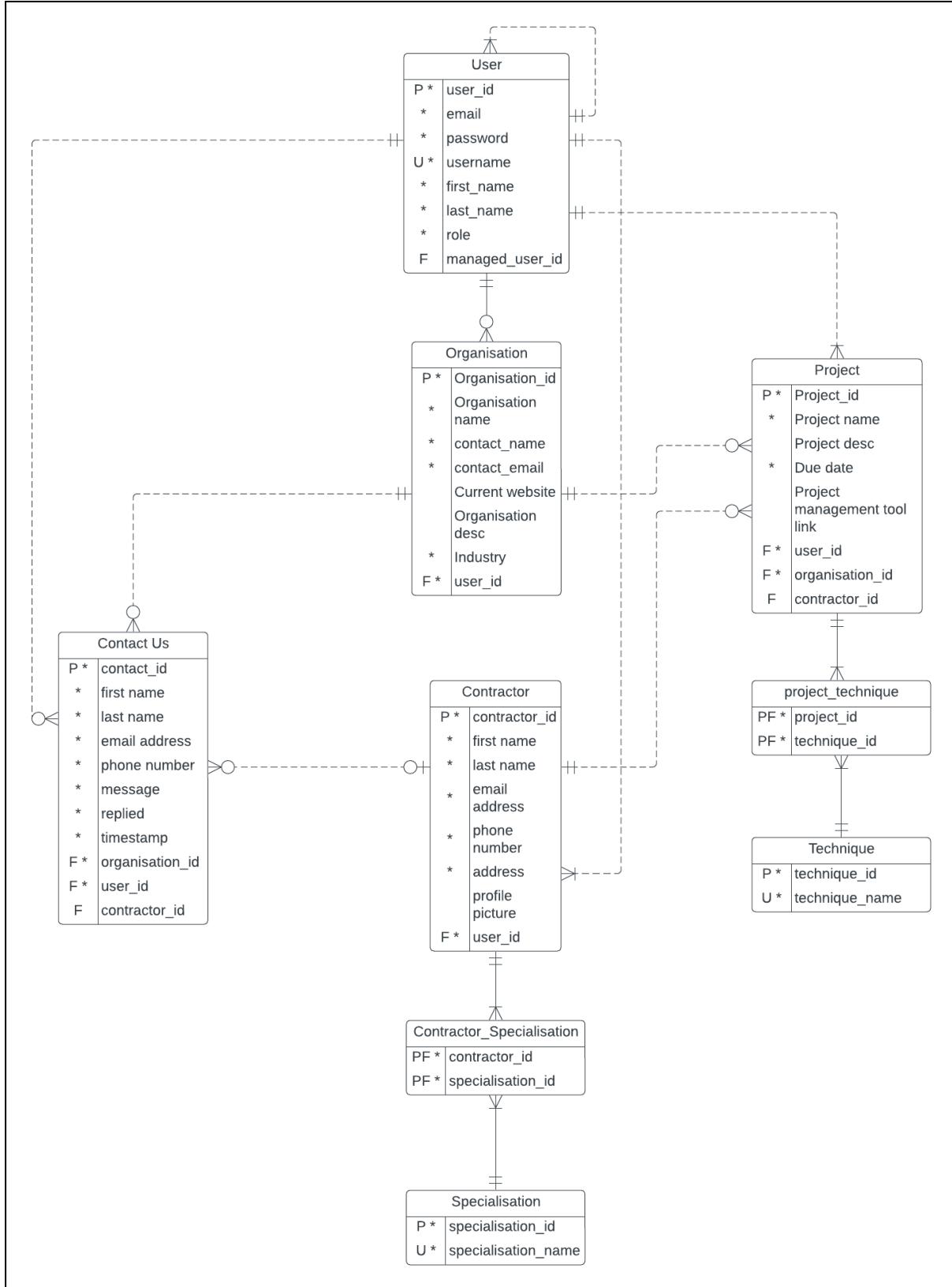
4.2 Prototype outline

For More details, please refer to [Appendix 2](#).

- **Public Facing**
 - Landing/home page
 - Login page (For Nathan)
 - Contact Us page
 - Contractor Registration page
 - Organisation Registration page
- **Private**
 - Dashboard page
 - Use to navigate to contractor, organisation, project and contact page
 - Contractor page
 - Listing screen
 - Add new contractor screen
 - Update contractor screen
 - View details screen
 - Delete contractor screen
 - Organisation page
 - Listing screen
 - Add new Organisation screen
 - Update Organisation screen
 - View details screen
 - Delete Organisation screen
 - Project page
 - Listing screen
 - Add new project screen
 - Update project screen
 - View basic details screen
 - Delete project screen
 - Contacts page
 - Listing screen
 - Update contacts screen
 - Delete contacts screen

5. Appendices

Appendix 1: Data Model



Appendix 2: Prototype pages

The prototype consists of several main sections:

- Header:** A green header bar with the logo "JimsConnect Solutions". Navigation links include Home, Login, Contact Us, Registration (with sub-options: Register Organization, Register Contractor), and a prominent "GET STARTED" button.
- Title Copy Section:** A large area labeled "Title copy goes here" containing placeholder text: "Lorem ipsum dolor sit amet, consectetur adipiscing elit. Suspendisse tincidunt sagittis eros. Quisque quis euismod lorem. Etiam sodales ac felis id interdum." Below this is a "START FOR FREE" button.
- Crossed Lines Placeholder:** A large rectangular area with a large 'X' drawn through it, likely a placeholder for a video or large image.
- Features Section:** A section titled "Features section" with three items, each represented by a square icon with an 'X' and placeholder text: "Lorem ipsum dolor sit amet, consectetur adipiscing elit. Suspendisse tincidunt sagittis eros." Below this is a "Learn More >" link.
- Metric Section:** A row of four metrics: "12%" (Metric description), "87%" (Metric description), "\$5000" (Metric description), and "43,770" (Metric description). Each metric has a small icon above it.
- Clients Section:** A section titled "Clients section" featuring logos for PIPELINX, EFISHIENT, FlatPax, Inc., ATARES STUDIO, and Common Thread Health.
- Testimonial Section:** A section titled "Testimonial Section Title" with placeholder text: "Lorem ipsum dolor sit amet, consectetur adipiscing elit. Suspendisse tincidunt sagittis eros. Quisque quis euismod lorem." It contains two testimonial cards, each with a user icon, the name "Author Name", and the title "Former VP of Company". The cards also contain placeholder quotes: "Amet minim mollit non deserunt ullamco est sit aliqua dolor do amet sint. Velit officia consequat quis euismod lorem." and "Amet minim mollit non deserunt ullamco est sit aliqua dolor do amet sint. Velit officia consequat quis euismod lorem."
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Contact Us

First Name

Last Name

Contact number

Contact email

Organisation

Message

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Contractor register

First name

Last name

Contact number

Contact email

Specialisation

Other

Submit

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Organisation register

Business Name
Enter your business name

Contact Name
Enter your business contact name

Contact number
Enter your business number

Contact email
Enter your business email

Current website
Enter a link to your website

Industry
Enter your business industry

Business description
Enter your business description here

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Password: Show password [Forgot password?](#)

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Projects by Organisation

Category	Projects
Building 1	20
Building 2	16
Building 3	12
Building 4	18
Building 5	15

Contractors by Specialisation

Specialisation	Count
Accounting	30
AI/ML	40
Marketing	35
PM	28
BA	20

Average Commission Per Contract
\$20,100

Industry

Industry	Percentage
AI	25%
Finance	30%
E-commerce	20%
Administrative	25%

Yearly Goal
\$252K Goal \$840K

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Organisation Page

Organisations

ID	Name	Current Website	Description	Industry	No. Projects
1	Metus Facilisis Industries	http://humblewave.com	non justo. Proin non massa non vehicula et, rutrum eu, ultrices sit amet, risus. Donec nibh enim, gravida sit amet, dapibus id vitae risus. Duis a mi fringilla mi lacinia	Advertising	1
2	Blandit Company	http://zestvibe.de		Legal Department	2
3	Dolor Quisque PC	http://whizzzy.com		Customer Relations	3
4	Purus Gravida Corp.	https://sizzleloop.de	Aliquam vulputate ullamcorper magna. Sed eu eros. Nam consequat	Asset Management	4
5	Quis Institute	https://waveflip.in	pulvinar arcu et pede. Nunc	Tech Support	5
6	Sed Tortor Incorporated	http://tizzchat.jp	mauris eu elit. Nulla facilisi. Sed neque. Sed eget lacus. Mauris non dui nec urna suscipit nonummy. fringilla purus mauris a nunc. In at pede.	Human Resources	6
7	Nunc Sit Amet Inc.	https://quacktalk.de	Cras vulputate velit eu sem. Pellentesque ut ipsum ac mi	Customer Service	7

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Business Name

Contact Name

Contact number

Contact email

Current website

Industry

Business description

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Business Name
Metus Facilisis Industries

Contact Name
Hedy Carey

Contact number
06 6358 5578

Contact email
penitibus@icloud.ca

Current website
http://humblewave.com

Industry
Advertising

Business description
non justo. Proin non massa non

Projects

ID	Name	Description	Due Date	Management Tool	Status	Contractor In Charge
4	Ventures Inspire	Aliquam at pretium	7 Dec 2023	http://hostkide.com	IN PROGRESS	Mono Ross
11	Revenue Peak	sc matta velit justo nec ante. Maecenas mi felis	1 May 2025	http://priorityhub.co.uk	COMPLETED	Kylee Sellers

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Business Name
Metus Facilis Industries

Contact Name
Hedy Corey

Contact number
05 6358 5578

Contact email
penitibus@cloud.sq

Current website
http://humblewave.com

Industry
Advertising

Business description
non justo. Proin non massa non

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Are you sure to delete this organisation: "Metus Facilisis Industries"?

OK Cancel

Organisations

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1	Metus Facilisis Industries	http://humblewave.com	non justo. Proin non massa non vehicula et , rutrum eu , ultrices sit amet, risus. Donec nibh enim , gravida sit amet, dapibus id vitae risus. Duis a mi fringilla mi lacinia	Advertising	1
2	Blondit Company	http://zestvibe.de		Legal Department	2
3	Dolor Quisque PC	http://whizzzy.com		Customer Relations	3
4	Purus Gravida Corp.	https://sizzleloop.de	Aliquam vulputate ullamcorper magna. Sed eu eros. Nam consequat	Asset Management	4
5	Quis Institute	https://waveflip.in	pulvinar arcu et pede. Nunc	Tech Support	5
6	Sed Tortor Incorporated	http://tizzchat.jp	mauris eu elit. Nulla facilisi. Sed neque. Sed eget lacus. Mauris non dui nec urna suscipit nonummy. fringilla purus mauris a nunc. In at pede.	Human Resources	6
7	Nunc Sit Amet Inc.	https://quacktalk.de	Cras vulputate velit eu sem. Pellentesque ut ipsum ac mi	Customer Service	7

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Contractors

ID	First Name	Last Name	Email	Phone	Specialisation	No. Projects	Profile
1	Isabella	Harper	morbi.neque.tellus@protonmail.ca	08 6547 5201	Accounting and Auditing	1	
2	Malte	Molina	proin.ultrices@ol.edu	04 4524 7804	SEO/SEM Specialist	2	
3	Rebecca	Bennett	elementum@hotmail.net	06 5352 6811	Human Resources Consulting	3	
4	Rajah	Parker	fusce.diam.nunc@google.net	02 5535 4702	Quality Assurance	2	
5	Angelica	Berry	nisi.null@icloud.co.uk	02 8368 9707	Legal Compliance	1	
6	Mona	Ross	velit.dui@icloud.ca	02 3328 4408	Software Engineering	2	
7	Kylee	Sellers	consectetuer.adipiscing@google.org	06 8517 5309	Business Analyst	5	

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Contractor Page

Contractors

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ID	First Name	Last Name	Email	Phone	Specialisation	No. Projects	Profile
1	Isabella	Harper	morbi.neque.tellus@protonmail.ca	08 6547 5201	Accounting and Auditing	1	
2	Malte	Molina	proin.ultrices@ol.edu	04 4524 7804	SEO/SEM Specialist	2	
3	Rebecca	Bennett	elementum@hotmail.net	06 5352 6811	Human Resources Consulting	3	
4	Rajah	Parker	fusce.diam.nunc@google.net	02 5535 4702	Quality Assurance	2	
5	Angelica	Berry	nisi.null@icloud.co.uk	02 8368 9707	Legal Compliance	1	
6	Mona	Ross	velit.dui@icloud.ca	02 3328 4408	Software Engineering	2	
7	Kylee	Sellers	consectetuer.adipiscing@google.org	06 8517 5309	Business Analyst	5	

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Create New Contractor 

First name

Last name

Contact number

Contact email

Profile Picture
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Specialisation

Other

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Contractors

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1	Isabella	Harper	morbi.neque.tellus@protonmail.ca	08 6547 5201	Accounting and Auditing	1	
2	Maite	Molina	proin.ultrices@aol.edu	04 9524 7804	SEO/SEM Specialist	2	
3	Rebecca	Bennett	elementum@hotmail.net	06 5352 6811	Human Resources Consulting	3	
4	Rajah	Parker	fusce.diam.nunc@google.net	02 5535 4702	Quality Assurance	2	
5	Angelica	Berry	nisi.nulla@icloud.co.uk	02 8368 9707	Legal Compliance	1	
6	Mona	Ross	velit.dui@icloud.ca	02 3328 4408	Software Engineering	2	
7	Kylee	Sellers	consectetuer.adipiscing@google.org	06 8517 5309	Business Analyst	5	

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Update Contractor

First name: Isobello

Last name: Harper

Contact number: 08 6547 5201

Contact email: morbi.neque.tellus@protonmail.co

Specialisation: Corporate Communications, Admin User: Nathan Jims (admin)

Other: Enter other specialisation here

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View Contractor

First name: Isabella

Last name: Harper

Contact number: 08 6547 5221

Contact email: mrs.isabella.harper@protonmail.co

Specialisation: Corporate Communications, Accounting and Auditing, Corporate Communications, Crisis Management, Customer Experience Management, Digital Transformation, E-commerce Management

Admin User: Nathan Jims (admin)

Other: Enter other specialisation here

Projects

ID	Name	Description	Due Date	Management Tool	Status	Organization
4	Venture Inspire	diam at pretium	7 Dec 2023	http://taskside.com	IN PROGRESS	Metus Facilis Industries
11	Reverse Peak	ac mattis velit justo nec ante. Maecenas mi felis.	1 May 2025	http://privatelyuk.co.uk	COMPLETED	Sed Sitam Corp.

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search

Create View Edit Delete

ID	Name	Description	Due date	Management tool	Organisation	Contractor
1	Horizons No	Maecenas mi felis	13 Sep 2023	https://milestonehub.jp	Ac Company	Camden Chavez
2	Solaris Alpha	Nullam vehicula urna	14 Sep 2023	https://taskflow.io	Beta Corp	Jordan Perry
3	Orion Project	Pellentesque habitant morbi	15 Sep 2023	https://workflowpro.com	Orion LLC	Taylor Lee
4	Nova Task	Vivamus nec nisi	16 Sep 2023	https://milestonehub.jp	Nova Systems	Morgan Lee
5	Zenith System	Aenean bibendum nunc	17 Sep 2023	https://tasktracker.org	Zenith Enterprises	Alex Martinez
6	Pioneer Initiative	Phasellus nec erat	18 Sep 2023	https://projectsync.com	Pioneer Group	Drew Patel
7	Stellar Phase	Suspendisse faucibus felis	19 Sep 2023	https://kanbanize.net	Stellar Inc	Chris Kim

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Create New Project

Project name* Enter your first name

Management Tool Link* Enter your last name

Project Description

Techniques Required Select Java Programming Python Programming Public Speaking Leadership and Team Management

Organisation Select Arie Nunc Morris PC (14) Blondit Company (2) Couse Inc. (3) Diam Nunc Ultamcorper Company (19)

Contractor Select Bech Benton (Quality Assurance) Brody Hartman (Corporate Communications) Bruno Baker (Sales Consulting) Comden Cravet (Legal Compliance)

Due date / /

Create

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View Project

Project Name
Horizon No

Management Tool Link
<https://milestonehub.jp>

Techniques Required
Java Programming
Python Programming

Organisation
Ac company

Contractor
Candice Chavez

Business description
non justo. Proin non massa non https://milestonehub.jp

Due date
02 / 01 / 2025

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Update Project

Project Name: Horizons No

Management Tool Link: <https://milestonehub.jp>

Techniques Required:

- Java Programming
- Python Programming
- Public Speaking
- Leadership and Team Management

Organisation: As Company

Contractor: Comden Chavez

Business description: non Justo. Proin non massa non <https://milestonehub.jp>

Due date: 13 / 09 / 23

Update

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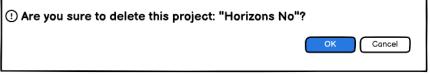
Contractor Page

<https://JimsConnect.au.com/project>

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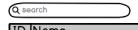
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Log out

 Are you sure to delete this project: "Horizons No"? OK Cancel



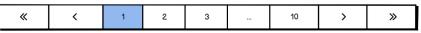
Projects

 Create  View  Edit  Delete

ID	Name	Description	Due date	Management tool	Organisation	Contractor
1	Horizons No	Maecenas mi felis	13 Sep 2023	https://milestonehub.jp	Ac Company	Camden Chavez
2	Solaris Alpha	Nullam vehicula urna	14 Sep 2023	https://taskflow.io	Beta Corp	Jordan Perry
3	Orion Project	Pellentesque habitant morbi	15 Sep 2023	https://workflowpro.com	Orion LLC	Taylor Lee
4	Nova Task	Vivamus nec nisi	16 Sep 2023	https://milestonehub.jp	Nova Systems	Morgan Lee
5	Zenith System	Aenean bibendum nunc	17 Sep 2023	https://tasktracker.org	Zenith Enterprises	Alex Martinez
6	Pioneer Initiative	Phasellus nec erat	18 Sep 2023	https://projectsync.com	Pioneer Group	Drew Patel
7	Stellar Phase	Suspendisse faucibus felis	19 Sep 2023	https://kanbanize.net	Stellar Inc	Chris Kim

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ID	Name	Phone	Message	Contractor	Replied
1	Kaseem Dalton	02 3236 5232	sapien. Aenean	Camden Chavez	Replied
2	Yvette Juarez	08 5546 3359	purus. Maecenas	Maité Molina	Not replied
3	Jordan Perry	04 1234 5678	lorem ipsum dolor	Morgan Lee	Replied
4	Taylor Lee	07 9876 5432	aliquam erat volutpat	Alex Martinez	Not replied
5	Drew Patel	03 5555 8888	integer vitae justo	Pioneer Group	Replied
6	Chris Kim	09 6666 7777	proin scelerisque justo	Stellar Inc	Not replied
7	Alex Martinez	05 4444 3333	donec vehicula urna	Zenith Enterprises	Replied

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