Zachery Channer CST 2406

**Company Description**

Company Name – “F.O.R.W.A.R.D. INC.”

The name of my company “F.O.R.W.A.R.D. INC.” is an acronym for “Focusing On Real World Advancement, Reaching Demands. This company specializes in sports merchandizing, providing products such as apparel, footwear, and materials for different types of sports played throughout the world. We are even making forays into the emerging world of wearable tech. Globally, we have approximately 60 thousand employees, with an extended number of employees through our contract factories. Headquartered in New York City, we are located in virtually every major city in the world. We have our own warehouses located throughout the world, as well as major retail chains who sell our variety of products. We receive approximately 10 thousand orders for our various products daily. Our revenue for the fiscal year 2015 was $7.7 billion. We have a wide range of different types of clients. We rely on shipping companies such as UPS, FedEx, and USPS as well as shipping companies in other countries. We also rely on local retail stores that sell our merchandise. Our challenges include other sportswear companies such as Adidas, Puma, Under Armour.

**Scope Definition**

A proposed information system would help the company get a better grasp of the sports merchandising trends. Company needs this because it can increase sales, increase customer satisfaction. Estimated time for the system to be designed, implemented, and installed would be about 2.5 years. Estimated cost for the system to be designed, implemented, and installed would be about $16 million. We would need to hire a small group of system designers and system builders to commence formation of the system.

**Problem Analysis(System Improvement Objectives)**

1. Increase Customer Satisfaction/Feedback
2. Increase Sales/Revenue
3. Stabilize Throughput on certain products
4. Decrease Order processing time
5. Expand material supplier options

**Requirements Analysis**

**Client features** –

1. One Time Customer Surveys about service experience

2. Review and Ratings of Various items

3. Customer Info Saved to account to shorten time on future orders.

**Supplier features** –

1. Access to info on what customers demand in order to determine supply needs

2. Access to inventory numbers in order to automatically create supply orders.

**Admin features –**

1. Access to customer surveys to make decisions on investing on certain products
2. Examine

**Analysis features –**

1. Oversee throughput of various products.
2. Review of Sales / ratings from customer input.