

Business & Scope Brief

ShopSphere Market: Business & Scope Brief

Mission & Core Services

The mission of ShopSphere Market is to build a **trusted, secure, and scalable e-commerce platform** that empowers small and medium-sized businesses (SMBs) to sell their products with ease and confidence. We don't just provide a space for selling; we aim to create a comprehensive digital environment that ensures a secure and seamless payment experience. Our goal is to build user trust through complete transparency, security, and data protection, making our platform the top choice for online shopping.

The two core services we provide are:

- **E-Commerce Web Platform:** Offers storefronts, product listings, order management, and effective customer communication channels.
- **Digital Payment Wallet & Gateway:** Ensures secure and compliant payment processing, with robust systems for fraud prevention and transaction monitoring.

Strategic Objectives and Their Challenges

To achieve our mission, we focus on three main objectives, while also outlining the associated challenges and our proposed solutions.

1. Empower Growth for SMBs:

- **Objective:** To provide an easy-to-use platform that allows businesses to expand their digital presence and increase sales.
- **Challenge:** Ensuring platform stability and performance as the number of vendors and products grows.
- **Solution:** We leverage **Google Cloud Platform (GCP)** for resource flexibility and auto-scaling, while optimizing our data architecture to guarantee fast product searches and data access.

2. Build Customer Trust:

- **Objective:** To make data security and payment safety our highest priority.
- **Challenge:** Managing a **hybrid environment** with legacy systems like **CentOS 7** and **Windows Server 2019**, which can introduce potential vulnerabilities.
- **Solution:**
 - Implement a comprehensive vulnerability management strategy, including a plan to upgrade **CentOS 7** to a supported version or migrate critical systems.
 - Apply strong security controls like a **Web Application Firewall (WAF)** and **SSL/TLS certificates** for all transactions.
 - Maintain strict adherence to **PCI DSS** standards and data privacy regulations.

3. Ensure Business Continuity & Scalability:

- **Objective:** To have a resilient infrastructure that can handle increased demand and withstand security threats.
- **Challenge:** Securing reliable and safe connectivity between our cloud components (GCP) and the on-premise systems used for payment processing.
- **Solution:**
 - Deploy a secure virtual private network (VPN) or a dedicated interconnect to link the two environments.
 - Apply a holistic security approach that covers all endpoints (100 employee desktops, POS systems) and internal ERP systems like **SAP Business One**.
 - Conduct daily security scans and regular penetration tests to ensure system readiness.

Scope of Work & Key Stakeholders

Our scope of work covers a diverse hybrid operational environment that requires precise coordination among different teams.

Category	Description
Core Systems	E-commerce platform (React/Flutter) with a MySQL 8.0 database, and a payment gateway that integrates with

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	Visa/Mastercard.
Infrastructure	A hybrid environment combining Linux (CentOS 7) systems on Google Cloud Platform (GCP) and on-premise Windows Server 2019 systems.
Endpoints	Employee computers, Point of Sale (POS) systems, and mobile devices.
Key Stakeholders	
Business Owners	Responsible for growth strategies and customer satisfaction.
IT & Infrastructure Teams	Accountable for system sustainability, performance, and scalability.
Security Teams	Tasked with risk identification, applying security controls like the WAF and SSL/TLS , and managing daily vulnerability scans.
Compliance & Risk Management	Ensures the company's adherence to PCI DSS and other legal and regulatory frameworks.