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| Hotel 24K  FreeSpirit    Business Requirements Document   |  |  | | --- | --- | | **Account Manager:** | **Ruchi Pancholi**  **(ruchi.pancholi@eqtribe.com)** | |  |  | |

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# 1. Business Challenge

* *What is the problem statement?*
* *What are the current challenges that need to get addressed?*
* *Who are the stakeholders?*
* *Whom will it benefit?*

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| The unprecedented chain of events due to COVID outbreak has severely restricted their business-as-usual approach towards socializing & exploration, which has unfavorably affected the hospitality industry in many ways and as an extension, our current restaurant business too.  We own a franchise of hotel chains & partner establishments and for our own business needs, we require a mobile/web application, that will allow innovative ways for us to interact with our customers and engage them with variety of services being offered by FreeSpirit application.  The key stakeholders are our restaurant partners who would expose their facilities & services to mobile app users, with aim to use the rendered services in a favorable manner to have them return restaurant establishment & enjoy our services in a combination of traditional & modern manner.  The benefits are going to be mutual as restaurants would be able to encourage customers to explore the establishments from the comfort of their home and make learned decisions about using the new & additional features that are going to be offered by FreeSpirit app. And similarly restaurant will bring the customers back into restaurants, to boost sales. |

# 2. Project/New System Overview

## 2.1 Overview Description

* *What is the vision of this project/new system?*
* *How will it address the above mentioned challenges?*

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| As a measure of remediation, we have come up with potential strategy to drive out he challenges triggered by the lockdown restriction, that we firmly believe have long term & multi-dimensional benefits as well.  FreeSpirit, is the name we have given to this concept and it the aims to break the trend of traditional socializing culture by opening up new opportunities to expand this horizon.  This app should be able to break the stereotype servicing that are being provided by the restaurants and open opportunities to propose an unprecedented set of offers that the customers can view from comfort of their home and benefit from offers exposed by this app. |

## 2.2 Stakeholders in the New System

*Who all will be directly or indirectly affected by the new system?*

*Who are the decision makers for design or feature choices?*

*Who will be the actual users? What are they using now in absence of the new system?*

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| Direct impact to restaurants & their customers. Indirect impact to supplementary services like gourmet vendors & supply chain systems.  We are a set of 2 partners who would be directly or indirectly involved with all the decision making around the app.  The actual users are going to be our restaurant employees, app admins, individual customers and courier contacts. They don’t have any similar active product at the moment, however they are conversant with existing supply chain services like Zomato, Swiggy etc. |

## 2.3 Expected Timeline

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| --- |
| 8-10 weeks |

## 2.4 Expected Budget Ballpark

|  |
| --- |
| 15-18L |

# 3. High Level Functional Requirements ([Epics](https://www.atlassian.com/agile/project-management/epics))

*State the primary requirements that the new system should meet. Ideally there are only a few in any phase of the project.*

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| **1. Epic1 -** Food delivery mobile & web platform |
| We need pretty much the similar service as is currently being provided by food delivery tech companies like Zomato, Swiggy etc. |
| **2. Epic2 -** Restaurant advert & promotions on the app |
| The offers, facilities, events that are planned for the partner restaurants, should be published on the app for customers to view & possibly register to future events as well. This is a central need of the app, as we want to increase awareness of our app not just to our customers, but to new potential customers as well, who can use the app to learn about our services and even use the online features like check-in, register to events etc.  Additionally, we might also need to publish products of our partner service providers e.g. bottling vendor, gourmet vendors etc. also to be displayed on customer app. |
| **3. Epic3 -** Automated Aadhaar ID Validation |
| The need is to take customer Aadhaar Card information & validate for authenticity.  This is of particular interest to ensure we only have genuine customers setup on the app and there are no fake customers. This will be a USP for the app as most other platforms allow false users to be setup on the app that can lead to elements like money laundering and illegal financing. |
| **4. Epic4 - Restaurant Check-in Facility** |
| For walk-in customers into our restaurants, there should be a facility for them to check-in into the restaurant via the app, so that we can possibly take their orders via the app as well and track their orders & choices to make recommendations on next visit. This is an important aspect and will need to work in collaboration within customer’s app and restaurant’s app, so that only physically present customers can avail some additional benefits within the premises. |
| **5. Epic5 - Live Streaming** |
| For any live events like musical night, live band etc., the restaurant module should be able to live stream the events to all customers. This will be a value added features and only one way, for restaurants to be able to show their events to remote customers as well. |
| **6. Epic6 – On-Screen Display** |
| A 55-inch TV screen will be available in all franchise restaurants to display product & features of the restaurant along with any application wide promotional events. This screen will required to be in sync with the app, with an option on restaurant app to display the contents directly on the screen.  The content will be directly managed by the restaurant module itself and can be turned on & off on demand by the restaurant managers. The smart TV will be connected both using WiFi & hard line. |

If you have some usage flow in mind, for any of these stories please note them down in words or rough diagrams, or flowcharts..

# 4. User Roles

*User Roles are the different business roles that will be associated with the users of the new system, and will define -*

1. *Access permissions*
2. *Capabilities*

*Identify all the User roles that will be defined in the new system, and their capabilities(functionality in the new system).*

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| **1. Role1 – Customer** |
| * For customer to use browsing, searching restaurant & offers * For customers to make payment via the app, when they avail a service at the restaurant * Other functions as listed in the attached document * Possibly 50k users |
| **2. Role2 – Restaurant** |
| * To accept orders online * To publish offers & features * To manage menu & discounts * Other functions as listed in the attached document * Possibly 200 users |
| **3. Role3 – Courier** |
| * To pick for delivery & navigate to customer’s address * To manage delivery lifecycle * Possibly 400 users |
| **1. Role1 – Application : Normal Users** |
| * To view users, monitor transactions, push offers, enable new users * Dispute managements, refund, service request management, remote check-in, alter WharsOn * Possibly 100 users |
| **2. Role2 – Application : Admin users** |
| * Approve adverts & promos, change sensitive user data upon request * Blick/Unblock users, check payment status, SOP updates, setup application users * Possibly 25 users |
| **3. Role3 – Application : Super Admin** |
| * Master admin * Possibly 6 users |

# 5.

# [User Stories](https://en.wikipedia.org/wiki/User_story) & Usage Flows

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| --- |
| **1. User Story1** |
| * Describe who should be able to do what. |
| **2. User Story2** |
| * Describe who should be able to do what. |
| **3. User Story3** |
| * Describe who should be able to do what. |

*If you have some usage flow in mind, for any of these stories please note them down in words or rough diagrams, or flow charts - whichever way you are comfortable with, that can communicate your idea at this time.*

*You can have one or more diagrams or flowcharts, or have one for each User story...the idea is to capture all the thoughts collected till now, as a starting point.*

Refer attached product document

# 6. Other Functional Requirements

*List all other functional requirements that you are already having in mind, like it should print, it should export, it should email, it should automatically cleanup etc.*

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| **1. Functional requirements** |
| * List and Describe |
| **2. Any Scheduled Jobs** |
| * List and Describe |
| **3. Notifications that should go out** |
| * List and Describe |

Refer attached product document

# 7. Non-Functional Requirements

*There are a number of non functional requirements that a system should meet. Please identify as many as you can at this point of time. Anything you have in mind already, please note them down, do not leave it for assumptions.*

*This directly affects the complexity of the project.*

Refer attached product document

## 7.1 Interfaces

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Criticality** | **Complete/Partial Features** |  |  |
| **Web** | High | Complete |  |  |
| **Android** | High | Complete |  |  |
| **iOS** | High | Complete |  |  |
| **Tablet** |  |  |  |  |
| **Any other** |  |  |  |  |

## 7.2 Usability

*Although we will design the system as per our expertise in UI, with all the detailing we deem important for the requirements, and feasible in the budget, it is important to list anything that you already have in mind, so that it doesn't get missed out, or fall into the cracks of incorrect assumptions that we may make or you may have.*

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| Nothing particular that we can think of |

## 7.3 Scale

* *How many users do you think will be using the system at any given point of time, or in a day? Of which role?*
* *How much data you think the system will have of the primary entities - you can state a rough estimate in the order of tens or hundreds or thousands or lacs or millions of records and so on.*

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| As advised under user roles – At a time, you can assume half of the count would remain active during working hours.  Tens of data elements but for thousands of users. |

## 7.4 Extensibility

*Do you think the system might evolve to more and more capabilities and features in the future, or you think it is going to be more or less the same in future with little bit of improvements and maintenance.*

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| Yes certainly, this is an important aspect as we are keen to include element of enhancement to be considered during the development phase as well. |

## 7.5 Security

*We will implement standard security for any web based application as per our expertise. But if you have any specific requirements in mind for this aspect, please state.*

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| As robust as possible, we can review the options together but as we will have KYC data for our customers, we need utmost security to avoid risks like ransomware attach, firewall breach etc. |

## 7.6 Performance

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| High, to provide best customer experience across our chain of restaurants and customers. |

## 7.7 Deployment Preference

*EQ Hosting? Your hosting? AWS or some other cloud?*

*Any other pertinent point on this aspect.*

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| AWS would do fine with dynamic load balancing. PaaS would be preferred. |

## 7.8 Any Other Development Expectations

*Anything specific that you are looking for which is not covered in above, but is important for you.*

|  |
| --- |
| None |

# 8. Integration with Other Systems

*Please list all the internal as well as external systems, services, applications, devices that this new system should integrate with.*

*Please describe what will each of these integration achieve.*

*Include any external emailing, mapping, texting, video conferencing, chatting, dispatching, scheduling, social media, payment gateways, service desk, physical devices, public apis, third party apis, IOT devices etc.*

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| **1. Integration1 – Likely sister apps** |
| * We are positive that some sister apps that are built externally would also be needed to be integrated in this version of the app. Therefore its imperative to use a standard tech stack to assist ease of integration & later enhancements. |
| **2. Integration2** |
| * objective |
| **3. Integration3** |
| * objective |

# 9. Acceptance Criteria

* *List of the conditions that have to be fulfilled to consider the project as complete. These are high level test cases which if fulfilled, the project will be considered as closed.*
  + *{user type} should be able to {do this}*
  + *Example: system admin should be able to do add new users and assign them roles*

We will need to think more about it & can share in time

# 10. Testing & Support

* *Testing expectation from EQTribe*
* *Testing support provided by Customer - devices, resources*
* *UAT period*
* *BETA Testing and support requirements*
* Rigorous testing to ensure all functionalities are delivering expected results
* We can participate in the integration & user testing along with a partner restaurant
* Preferable a beta launch will be exercised

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