# Description of types and uses of information systems in a business organisation.

**Example Description**

Plates4less is an eCommerce organisation specialising in selling number plates. It sells cherished registration marks owned by clients, previously unissued DVLA Personalised Registrations, previously unissued DVA NI Private Number plates and own stock of private plates. Being an eCommerce business uses a range of IS to conduct its day-to-day operations. Most importantly it uses a transaction processing system to track the progress of each individual number plate order, until final completion. The system supports tracking and managing all those bureaucratic in nature steps that are involved when buying a number plate, such as documentation signing from the client side in connection with DVLA V750 Certificate of Entitlement and the V5C Registration Certificate. In addition, Plates4less uses a Knowledge Management System, which serves as central repository for all the guidelines, rules and FAQ relating to the business. The repository is updated with information to accommodate any changes introduced by the DVLA or to store any new guidelines that are produced to help staff and customers deal with the sales. Finally, the business is using a Customer Relationship Management Systems, which stores customer information and supports phone operators when dealing with a client, helping them to store notes, issue tickets, track progress of logged issues and record phone calls.