

System Request Client Services Project

Project sponsor: Ignastus Umbro, General Manager, Client Services Business Unit

Business Need: This project has been initiated to create the capability of clients requesting drone flight service and data analysis through the company website. The capability is an essential element in the business model of the newly formed Client Services business unit.

Business Requirements: Using this system from our company website, clients will be able to request specific drone flight services and data analysis. A request will be offered to any contracted DroneStar drone pilots in the vicinity, who can submit bids during the bidding window. Once the bidding window closes, the pilot with the “winning” bid will be assigned the request.

Business Value: The Client Services business unit has been formed to enable clients who do not have a need for actual drone ownership to receive drone flight service and data analysis promptly and cost effectively. As a new business unit, we must estimate additional revenue from two streams: additional drone pilots who contract with DroneStar and lease a drone; and clients who contract for specific drone flight service and data analysis.

Conservative estimates of tangible value to the business unit include

- R357,500 in revenue from new pilot contracts and drone leases
- R565,000 in revenue from drone flight service and data analysis

Special Issues or Constraints: The capabilities described in the Business Requirements are essential to the business model for the Client Services Business Unit. This project is necessary for the new business unit's operations.