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SYSTEM ANALYSIS AND DESIGN
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PHASE II
INFORMATION SYSTEM GATHERING & REQUIREMENT

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TABLE OF CONTENTS

1.0 Overview of the project

The Kanri Subscription Management App is a comprehensive solution designed to provide businesses with an all-encompassing platform to manage and streamline their subscription services. As subscription-based companies grow across a variety of industries, managing these subscriptions well is crucial for maintaining both operational and financial viability. With real-time insight and automated notifications to improve productivity and cut expenses, Kanri simplifies processes like subscription tracking, billing, and data analysis. Centralised dashboards, automated alerts and notifications, customised budgeting and monitoring, tracking of expenses, and interaction with current systems are some of the key features. Several phases make up the project: requirements collection, design and prototyping, development, testing and quality assurance, integration, documentation and training, and deployment. The estimated cost for the project includes funding for staff, hardware, software, and other costs. In the long run, Kanri wants to boost productivity, save expenses, improve visibility, improve judgement, increase customer happiness, drive growth, and take the lead in the industry.

2.0 Problem Statement

As subscription-based services grow, subscription management has grown more complicated and essential for companies of all kinds. Companies have a difficult time keeping track of, monitoring, and optimising all of their subscriptions, which often results in ineffectiveness, wasteful spending, and problems allocating resources. A solid solution that can improve financial control, simplify subscription administration, and offer useful insights is required in light of this expanding complexity.

Key problems identified include:

- Lack of Centralised Management:
  Companies frequently handle subscriptions using a variety of platforms and methods, which results in jumbled data and inefficiencies.

- Missed Deadlines and Payments:
  Without automated reminders, companies frequently miss subscription renewal dates and payment deadlines, causing service interruptions and potential penalties.

- Inefficient Budgeting and Expense Tracking:
  Organisations struggle to monitor and optimise their subscription expenses, often resulting in overspending and poor budget allocation.

- Poor Decision-Making:
  Without comprehensive data analysis and reporting, businesses lack the insights needed to make informed decisions regarding their subscription investments.

- Integration Challenges:
  Existing solutions often do not integrate seamlessly with other financial and CRM systems, leading to data silos and manual data entry errors.

- Security and Compliance Risks:
  Managing multiple subscriptions increases the risk of security vulnerabilities and non-compliance with regulatory standards, which can result in data breaches and legal issues.

A comprehensive solution that centralises subscription management, automates alerts and notifications, enhances expense monitoring, offers solid data analysis, guarantees seamless

integration with other systems, and upholds strict security and compliance standards is needed to address these issues. Such a solution is what the Kanri Subscription Management App attempts to offer, giving companies a simple, effective, and safe way to manage their subscriptions.

3.0 Proposed Solutions

To successfully tackle the problems related to subscription management, the Kanri Subscription Management App puts forth the following all-inclusive solutions:

1. Centralized Management Dashboard:
   Kanri provides a centralized dashboard where users can conveniently monitor all active subscriptions in real time. This dashboard offers a unified view of subscription details, including billing cycles, renewal dates, and payment status, eliminating the need for multiple tools and platforms.

2. Automated Alerts and Notifications:
   The app automatically sends alerts and notifications for approaching subscription renewals, unsuccessful payments, and price changes. This feature ensures timely action and helps users avoid service interruptions and penalties.

3. Expense Monitoring and Budgeting Tools:
   Kanri offers robust expense monitoring and budgeting tools that provide insights into subscription spending trends. Users can track monthly expenses, identify cost-saving opportunities, and optimize their budget allocation efficiently.

4. Customizable Data Analysis:
   The app provides customizable statistics and data analysis tools, allowing users to review subscription data, identify areas for cost reduction, and make informed decisions. Kanri empowers users to tailor their analysis to suit their specific business needs and objectives.

5. Integration Capabilities:
   Kanri seamlessly integrates with existing financial platforms, CRM programs, and accounting applications, improving workflow efficiency and ensuring data accuracy. This integration eliminates data silos and manual data entry errors, enhancing overall productivity.

6. Enhanced Security and Compliance:
   The app prioritises security and compliance by implementing robust measures such as encryption, authentication, and frequent security audits. Kanri helps users mitigate security risks and maintain compliance with regulatory standards, safeguarding sensitive subscription data.

7. User-Friendly Interface:
   Kanri offers an intuitive user interface that simplifies interaction and enhances user experience. The app's user-friendly design ensures effortless navigation and accessibility, promoting high user adoption rates and customer satisfaction.

4.0 Information Gathering Process

A comprehensive method of gathering information was put in place to put together a solution that correctly fits the needs of the user.

4.1 Method Used

Both qualitative and quantitative methods were used in the information-gathering process, such as questionnaires, observations, and interviews. A comprehensive understanding of the user requirements and market demands was ensured by this mixed-method approach.

4.2 Summary of the method used

The Kanri Subscription Management App was developed in a significant way with the assistance of data gathered from questionnaires, observations, and interviews. This is a thorough synopsis of the results:

1. Interviews:
   To get information on the requirements, expectations, and issues related to subscription management that stakeholders—such as executives, IT experts, and subscription managers—had, interviews were carried out with these groups of individuals.

   - Example Interview Questions:

     1. Can you describe your current subscription management process?
     2. What are the main challenges you face in managing subscriptions?
     3. What features would you like to see in a subscription management app?
     4. How do you currently track subscription expenses and renewals?
     5. What are your expectations regarding integration with existing systems?

2. Questionnaires:

   To obtain measurable data and perspectives on subscription management methods and preferences, questionnaires were circulated to a broader audience, which included subscription managers, financial professionals, and end-users.

   - Example Questionnaire Questions:

     1. On a scale of 1 to 5, how satisfied are you with your current subscription management process?
     2. How often do you encounter challenges such as missed subscription renewals or payment delays?
     3. Which subscription management features do you consider essential for your organization?
     4. How important is seamless integration with existing systems for your subscription management needs?
     5. What improvements would you like to see in subscription management tools?

3. Observations:

   Observations were conducted by shadowing subscription managers and finance teams to understand their day-to-day subscription management activities, pain points, and workflow inefficiencies.

   - Example Observation Insights:

     1. Many subscription managers rely on manual spreadsheets to track subscription details, leading to data inconsistencies and errors.
     2. Finance teams spend significant time reconciling subscription invoices and tracking expenses across multiple departments.
     3. Subscription renewal notifications are often missed or overlooked, resulting in service interruptions and late payment penalties.
     4. Integration between subscription management tools and existing systems is limited, requiring manual data entry and reconciliation.

Our development of the Kanri Subscription Management App was influenced by our thorough understanding of the demands and difficulties related to subscription management, which we obtained through a combination of observations, surveys, and interviews.

5.0 Requirement Analysis (Based on AS-IS Analysis)

5.1 Current Business Process (Scenarios, Workflow)

The Kanri Subscription Management App is designed to tackle the increasing difficulties organisations face in managing multiple subscriptions. The current business processes include:

- Tracking Subscriptions: Monitoring renewals, handling failed payments, and adjusting to price changes.
- Billing: Managing and processing subscription-related billing efficiently.
- Data Analysis: Providing insights into subscription spending trends and customizable data analysis.

5.2 Functional Requirements (Input, Process, and Output)

Inputs:

- Subscription details (name, type, cost, renewal dates)
- Payment information
- User Preferences and settings

Processes:

- Automated subscription tracking and alert generation
- Billing management
- Data analysis and report generation
- Integration with financial platforms, CRM, and accounting applications

Outputs:

- Real-time alerts and notifications
- Detailed billing statements
- Customised reports on subscription spending and trends
- Integration of data exchange with other systems

5.3 Non-Functional Requirements (Performance and Control)

Performance:

- **Scalability**: The app must handle a large volume of subscriptions and users without degrading performance.
- **Reliability**: The app must provide accurate and timely alerts and reports.
- **Usability**: The app should feature an intuitive interface and deliver a seamless user experience.

Control:

- **Security**: The app should implement strong security measures, including encryption and authentication, to protect user data.
- **Compliance**: The app must comply with relevant regulations and standards.
- **Backup and Recovery**: The app should have robust backup and recovery plans to prevent data loss.

5.4 Logical DFD AS-IS System (Context Diagram, Diagram 0, Child)

Context Diagram:

- Entities: Users, Subscription Providers, Financial Systems, CRM Systems, Accounting Systems
- Interactions: Users input subscription data and receive alerts and reports; subscription providers supply subscription details; financial systems process payments; CRM and accounting systems exchange data with the app.

Diagram 0:

- Processes: Subscription Tracking, Billing Management, Data Analysis, Integration
- Data Stores: Subscription Data, Billing Information, User Preferences
- Data Flows: Data flows between processes and data stores, and between the app and external entities (users, systems).

Child Diagrams:

- Subscription Tracking: Detailed tracking of renewals, failed payments, and alerts.
- Billing Management: Processing and managing billing information.
- Data Analysis: Generating reports and insights from subscription data.

6.0 Summary of Requirement Analysis Process

The requirement analysis process for the Kanri Subscription Management App involved understanding current business processes, identifying functional and non-functional requirements, and developing logical data flow diagrams (DFD) to map out the system. The primary objectives are to improve efficiency, reduce costs, enhance visibility, improve decision-making, and drive growth by providing a comprehensive subscription management solution that integrates seamlessly with existing systems.

This detailed analysis ensures that the app addresses the core needs of users and offers a robust, secure, and scalable solution for managing subscriptions effectively.