**ONE PAGE BUSINESS CASE TEMPLATE**



| **DATE** | 09/04/2024 |
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| **SUBMITTED BY** | Monesha, Vivian, Harun, Ralphael |
| **TITLE / ROLE** | Project Members |

| **THE PROJECT**  In bullet points, describe the problem this project aims to solve or the opportunity it aims to develop. |
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| * Intending to develop a delivery application aimed at supporting RainforestRetail's expanding warehouse infrastructure. * The application will be adaptable across multiple warehouses, streamlining operations and eliminating bottlenecks in the distribution network. * The application will support the increase order capacity in distribution network by optimising the delivery system by region * Enabling reduced delivery times for customers and ensuring timely updates on delivery schedules. |
| **THE HISTORY**  In bullet points, describe the current situation. |
| * Current system only has the capacity to fulfil orders from a single warehouse (will be expanded on deployment, after successful proof of concept) * The company is using an old/ outdated MS Access database system and storing customer details on a single spreadsheet * When stock arrives or a sale is made - it has to be manually updated by head office staff * Orders cannot be fulfilled until they are manually sent from head office and so time consuming * Customer orders are not evenly distributed among the drivers so causing delays and creating an inefficient system * If a van has no space the customer items will not be delivered until that van goes on that route again * Each van is limited to taking a specific route on specific day so creating a rigid delivery system |
| **LIMITATIONS**  List what could prevent the success of the project, such as the need for expensive equipment, bad weather, lack of special training, etc. |
| * Our UI would need to be responsive as users will have different devices * Users would need compatible devices * Server capacity may affect total concurrent users * App hosting (with scaling in mind) * Cloud hosting solution instead of local, for the database, to prevent low storage from affecting app performance * Poor user authorisation configuration will mean we can’t properly track users and/or admins and their permissions. User accounts will need to be added to the app. * User needs to be trained and adapt to the new technology * Internet issues when running the application |
| **APPROACH**  List what is needed to complete the project. |
| * Determine which region requires a facility * Develop a delivery management system to support multiple regions * How deliveries will be efficiently allocated based on availability of drivers/stock * Improved efficiency in delivery route, leading to increased productivity * A database of drivers and understanding of package weight + volume and van dimensions |
| **BENEFITS**  In bullet points, list the benefits that this project will bring to the organisation. |
| * Enhanced operational efficiency: By streamlining delivery operations and eliminating delivery bottlenecks in the distribution network, the application improves overall efficiency, leading to smoother and more cost-effective delivery management of products. * Scalability: A single application is used across multiple warehouses enabling RainforestRetail to easily scale its operations as its warehouse infrastructure grows, without the need for significant additional investments or restructuring. * Increased order capacity: Through optimization of the delivery system by region, the application enhances the distribution network's order capacity, allowing RainforestRetail to handle large volumes of orders and meet growing customer demand effectively. * Improved customer satisfaction: By enabling reduced delivery times and providing timely updates on delivery schedules, the application enhances the overall customer experience, leading to higher satisfaction levels and increased loyalty among RainforestRetail's customer base. |

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